

BID DOCUMENT

SUPPLY OF HOUSE KEEPING AND CATERING SERVICES AT D.T.R.T.I., LUCKNOW

OPEN TENDER NO.....

**DTRTI / LKO/ HOUSE KEEPING/ 12-13
(F.NO. RTIL/A.284/ VOL.IV/ 2012-13)**

DATED: 14.05.2012

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DIRECT TAXES REGIONAL TRAINING
INSTITUTE (D.T.R.T.I),
“PRAGYA”, VIBHUTI KHAND,
GOMTI NAGAR, LUCKNOW - 226010**

(A DIVISION OF NATIONAL ACADEMY OF DIRECT TAXES, NAGPUR)

**Tel: 0522-2720628(A.O.), 2720259 / 2720627(Admn.),
0522-2720461 / 2720338 (Fax).**

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SECTION - I

(Bid Reference)

DOMESTIC COMPETITIVE BIDDING

(Through call of open Tenders)

TENDER NO. DTRTI/LKO/ HOUSE KEEPING /12-13 Dated: 14.05.2012

Name of Work /Description of Services.	Supply of House Keeping Services , Direct Taxes Regional Training Institute (DTRTI), Lucknow
Date of Advertisement	14.05.2012
Period of Sale of Bidding Documents	15.05.2012 to 22.05.2012
Last Date & Time for receipt of Bid	22.06.2012 at 1200 hours.
Date and Time of Opening of Bid	27.06.2012 at 1400 hours.
Place of Opening of Bid	Conference Hall, 2 nd Floor, Administrative Block, D.T.R.T.I, "PRAGYA", VIBHUTI KHAND, GOMTI NAGAR, LUCKNOW – 226010
Officer from whom the tender documents can be obtained and to whom they can be submitted.	Administrative Officer, D.T.R.T.I, "PRAGYA", VIBHUTI KHAND, GOMTI NAGAR, Lucknow – 226010. (Tel: 0522 - 2720628)

**DIRECT TAXES REGIONAL TRAINING INSTITUTE,
“PRAGYA”, VIBHUTI KHAND, GOMTI NAGAR,
LUCKNOW**

SECTION -II

INVITATION FOR BID

TENDER NO. DTRTI/LKO/ HOUSE KEEPING /12-13

Dated: 14.05.2012

Direct Taxes Regional Training Institute, Lucknow, invites sealed bids through open Tenders under the two-bid system from reputed contractors for the supply of house keeping services, as specified in the bid document, for a period of one year for its Hostel Block & Administrative Blocks at the DTRTI, Lucknow. The Purchaser and the Supplier, by mutual consent may, however, extend the contract for a further period of 12 months on the same terms and conditions. The scope of services to be provided is mentioned at Section-V of this bid document and pertains to running of the mess, maintenance and house-keeping of the Hostel Block (which includes 22 double Bed Rooms, 41 Single Bed rooms, 2 VIP Suites, one Yoga room, one recreation room & 1 sports room including the corridors, staircases and the areas adjunct to the said structures) as well as services of tea, snacks and lunch etc. to Administrative Block. It includes certain managerial services for managing the services above, including the Mess.

2. The bid document can be obtained from the Administrative Officer, DTRTI at Ground floor, Administrative Block, DTRTI, "PRAGYA", Vibhuti Khand, Gomti Nagar, Lucknow from 15.05.2012 to 22.05.2012 between 11.00 am to 5.00 pm on all working days on payment of Rs.500/- towards the cost of bid documents, through demand draft drawn in favour of "Sr. Accounts Officer, ZAO, CBDT, Lucknow," payable at Lucknow.

3. Sealed quotations along with the **Earnest Money Deposit (EMD) of Rs.15,000/-** should be submitted in the office of the Administrative Officer, DTRTI at Administrative Block, DTRTI, "PRAGYA", Vibhuti Khand, Gomti Nagar, Lucknow latest by 22.06.2012 up to 1200 hrs. The tenders will be opened on 27.06.2012 at 1400 hrs. in the Conference Hall, 2nd floor, Administrative Block, DTRTI, Lucknow. The earnest money deposit of Rs.15,000/- should be remitted through demand draft favouring "**Sr. Account Officer, ZAO, CBDT, Lucknow**" payable at **Lucknow**.

4. The complete bidding document is also available for viewing at our website: www.nadt.gov.in

sd/-

**Administrative Officer
Direct Taxes Regional Training Institute,
Lucknow**

SECTION - III

INSTRUCTIONS TO BIDDERS

1. This Invitation for Bids is open to all the reputed contractors having at least **five years of experience** in house-keeping and allied services, with a turnover of at least **Rs. 50 Lakhs** per year during last two financial years in this line of business.

2. The Direct Taxes Regional Training Institute, Lucknow, hereinafter will be referred to as the **“Purchaser”** and the successful bidder shall be referred to as the **“Supplier”**

3. The Bidder is expected to examine all instructions, forms, terms & conditions, and specifications in the bidding documents. Failure to furnish information required by the bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.

4. The bidder is required to fill up the Profile of its Organization in the format given as per **Annexure – 1** of the Bid Document.

6. At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding document by a written amendment. All prospective bidders who have given their mailing address at the time of obtaining the bid documents, will be notified of the amendment, which will be binding. The amendment will also be available in the NADT **website www.nadt.gov.in**.

7. In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing their bids, the Purchaser, at its discretion, may extend the deadline for the submission of bids.

8. The bid prepared by the Bidder, as well as all correspondence and documents shall be written in **English** language.

9. The bids are to be submitted in two parts in separate sealed envelopes, i.e., **“Technical Bid”** and **“Financial Bid.”**

10. The **Technical Bid** prepared by the bidder shall include the following:

- (a) *Full particulars of organisations where the contractor has supplied such services in the current and three preceding Financial Years. (Self-attested copies of the relevant work orders to be enclosed).*
- (b) *Copy of the audited Balance Sheet, Profit and Loss Account of the bidder for the previous three Financial Years (2008 - 09 to 2010 -11).*
- (c) *A Certified photo copy of the PAN card.*
- (d) *Copy of Sales Tax Registration Certificate / Service Tax Registration Certificate.*
- (e) *Information regarding any litigation, current or during the last five years in which the bidder was / is involved, the opposite party(s) and the disputed amount.*
- (f) *Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).*
- (g) *Details of support facilities to execute the order.*
- (h) *Information regarding the proceedings for bankruptcy, insolvency or winding up, if any, in which the bidder is / was involved.*

11. The **Financial Bid** shall comprise the price component for all the services indicated in the Section-III of the bid document. The price quoted by the bidders

should indicate the amount of all applicable taxes, wherever applicable. The prices once accepted by the Purchaser shall remain valid till the currency of the contract. The Purchaser shall not entertain any increase in the prices during the period.

12. Prices shall be quoted in Indian rupees only.

13. Bids shall remain valid for 120 days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

14. In exceptional circumstances, the Purchaser may solicit the Bidder's consent for an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its EMD. A Bidder granting the request will not be required nor permitted to modify the bid.

15. **Sealing and Marking of Bids:**

- (a) *The **Technical Bid** along with EMD instrument should be placed in one sealed envelope super-scribed '**Technical Bid**'. The **Financial Bid** should be kept in a separate sealed envelope super-scribed '**Financial Bid**'. Both the envelopes should then be placed in one single, sealed envelope super-scribed '**Bid for House keeping services**' and should be addressed to the Administrative Officer Direct Taxes Regional Training Institute, Lucknow. The bidder's name, telephone number and complete mailing address should be indicated on the cover of the outer envelope.*
- (b) *Both the inner envelopes super-scribed **Technical Bid** and **Financial Bid** should have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.*
- (c) *If the outer and inner envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the bid's misplacement or premature opening.*

- (d) *If for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever, or, the Financial Bid is enclosed in the envelope super-scribed, "Technical Bid", the Bid document **will be summarily rejected in the first instance** itself.*
- (e) *All the Bid documents submitted should be serially page numbered and contain the table of contents with page numbers.*

16. Deadline for Submission of Bids:

- (a) *Bids must be received by the Purchaser at the address specified not later than the time and date specified in the Invitation for Bids. In the event of the specified date for the submission of Bids being declared a holiday for the Purchaser, the Bids will be received up to the appointed time on the next working day.*
- (b) *The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents in which case, all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.*
- (c) *Any bid received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser in the bid document will be rejected and returned unopened.*

17. Modifications and Withdrawal of Bids:

- (a) *The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the deadline prescribed for submission of bids.*
- (b) *The Bidder's modification or withdrawal notice shall be prepared, marked and dispatched in a sealed envelope. A withdrawal notice should be through a signed confirmation by the bidder. The Purchaser should receive it before the deadline for submission of bids.*
- (c) *Bid withdrawn in the intervening period of the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the bid form will result in the Bidder's forfeiture of its EMD.*

18. Opening and Evaluation of Technical Bids:

- (a) The Tender Committee appointed by the Purchaser will open all Technical Bids in the first instance on the appointed date, time and venue.*
- (b) During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing.*
- (c) No bidder shall contact the Purchaser on any matter relating to its bid from the time of the bid opening to the time the purchase order is placed. If the Bidder wishes to bring additional information to the notice of the Purchaser it should be done in writing. However, all bidders are strongly advised to furnish all material information in the bid itself.*
- (d) Any effort by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison or purchase order decision will result in rejection of the bid.*
- (e) The results of the evaluation of the Technical Bids along with the date of opening of the Financial Bids will be communicated in writing to the qualifying bidders. The unsuccessful bidders will be notified separately.*

19. Opening and evaluation of Financial Bids:

- (a) The Purchaser will open the Financial Bids of bidders as specified in para 18(e) above.*
- (b) Arithmetical errors will be rectified on the following basis:- If there is a discrepancy between words and figures, the higher of the two shall be taken as the bid price. If there is any other discrepancy, the figure leading to the determination of the higher amount shall be adopted. If the bidder does not accept the correction of errors, as aforesaid, its bid will be rejected.*

20. The Purchaser shall make the contract payment as per the payment schedule mentioned below:

- (a) *Monthly bills submitted in duplicate by the Supplier for the work executed in the preceding month, shall be paid within 21 days of submission of bills complete in all respects. No advance payments shall be made.*
- (b) *The bills submitted by the Supplier should include requisite proforma duly filled in, certified by the designated authority, as specified by the Purchaser, stating satisfactory performance of the job, for releasing the payments. The Supplier will maintain proper record of all statutory payments made by it, and will be required to produce immediately the same to the satisfaction of Purchaser, whenever asked for.*
- (c) *If at any time during currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced / abandoned, the payment / value of this job order shall be reduced on pro-rata basis by the Purchaser and would be binding on the Supplier.*
- (d) *No escalation of price whatsoever would be allowed during the pendency / currency of the contract.*

21. The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or bidders of the grounds for the Purchaser's action.

22. The Purchaser will award the contract to the Bidder whose bid has been determined to be the most responsive to the Bidding Document and who has offered the best-evaluated bid, within 30 days of the opening of the Financial Bid.

23. The "bidder" as used in this document shall mean the one who has signed the tender document forms. He may be either the Principal Officer or the duly authorized representative in which case, the bidder shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent

correspondences) shall, be furnished and signed by such representative or the Principal Officer.

24. The Bidder shall sign its bid with the exact name of the concern to which the contract is to be awarded.

25. The Bid document filed by the bidder shall be typed or written in indelible ink.

26. In case the Bid document submitted has deviations from the specifications or terms and conditions prescribed, the Bidder shall describe them in the Technical Bid covers separately and prominently (even though the deviations may not be material). It must be ensured that the price related deviations are not indicated in the Technical Bid cover in any manner. The Purchaser reserves the right to reject the bid having deviations from the prescribed terms and conditions.

27. It will be the sole responsibility of the bidder alone to execute the entire contract on its award.

28. **Prior to the submission of Bid, the Bidder / authorised representative should personally inspect the individual rooms at the Purchaser's premises at Lucknow at his own cost and under prior intimation.** This is necessary to enable the bidder to gather all information so as to facilitate the bidder to accurately prepare the Bid after taking into consideration all the relevant factors. Submission of the bid will, therefore, be considered as meeting the requirements of having fully read and understood the tender document and the scope of work prescribed therein and expected from the Supplier.

29. The contract shall be deemed to have been concluded in Lucknow for purposes and therefore, the Courts of India at Lucknow alone will have exclusive jurisdiction to determine any unresolved dispute in relation to this contract.

30. It will be mandatory for all the prospective bidders to bid for all the items specified in Section-V of the bid document.

31. The Purchaser at its discretion may exercise an option to place order on the successful tenderer to supply the services in part. The Purchaser shall exercise this option not later than 30 days of the opening of the financial bid. The tenderer shall, at his option, agree to the above, in writing within 15 days of the written offer by the Purchaser.

32. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.

33. Where the bid has been signed by the Authorised Representative on behalf of the concern, the bidder shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (Purchaser may outright reject any bid not supported by adequate proof of the signatory's authority).

Read and accepted.

**Signature and stamp of
Bidder or Authorized Signatory**

SECTION - IV

TERMS & CONDITIONS OF CONTRACT

1. No alteration should be made in any of the **terms and conditions** of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.
2. A sum of Rs.15,000/- (Rupees Fifteen Thousand only) must be deposited as **Earnest Money Deposit (EMD)** through Bank Draft in favour of **Sr.Account officer,Zonal Account officer,Lucknow & must accompany the technical bid** in the sealed envelope without which the Bid will be rejected. The said amount will be forfeited, if the successful tenderer fails within the time fixed by the Purchaser to sign the contract on terms contained in the bid document. The earnest money of the successful Bidder will be refunded after the furnishing of valid Performance Guarantee. For the other Bidders, the Earnest money instrument will be returned within 10 days of the completion of the financial evaluation by registered post. No interest will be payable on this deposit.
3. The successful bidder will be required to deposit a **Performance Bank Guarantee @ 10%** of the value of the contract as security for due fulfillment of the contract. The Bank guarantee should be executed in the proforma in **Annexure-2**. It should be valid till the expiry of 14 months period after the date of placing the order by the Purchaser. The bank guarantee must be submitted within 10 days from date of issue of supply order. The security shall be liable to forfeiture in the event of any breach or non-observance of the terms of the contract by the bidder. This performance bank guarantee will be in addition to the security mentioned in para 2

above. The performance bank guarantee will be renewed by the Supplier if contract is extended.

3A. Every bidder shall also pay Rs. 500/- towards cost of the bid document by way of a demand draft in favour of **“Sr.Account Officer, ZAO, CBDT” Lucknow**. All those bidders who have downloaded the bid from the website shall ensure that the cost of the bid documents through the demand draft (as specified in section II) is also placed in the cover containing the technical bid. Any bid for which the cost of the bid document has not been paid as mentioned in Section II, shall be summarily rejected.

4. The successful bidder will be required to provide to the Purchaser a documentary proof of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Supplier under this contract, along with any approval / other order of such Labour Commissioner that the Supplier may be required by any Law or Act in force at the time of the awarding of the contract to the Supplier. In case the Supplier is exempted from obtaining such Registration or approval or other order from the Labour Commissioner, it will be required to produce an Affidavit duly signed by the Principal Officer or the Authorised signatory on behalf of the Supplier that is it is so exempted or not required to obtain any such Registration or approval or other order from the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Supplier under this contract.

5. No bid will be considered unless and until all the pages / documents comprising the Bid are properly signed and stamped by the person/s authorized to do so.

6. In the event of bid being accepted, the quotations will be converted into a contract, which will be governed by the terms and conditions given in the bid document. The instructions to bidders shall also form part of the contract.
7. The terms and conditions of contract given in **Section-IV** along with the Instructions to Bidders (**as given in section III**) should be signed and returned in the envelope marked as '**Technical Bid**', otherwise the tender will be rejected.
8. All above conditions will be enforced, unless written order of Purchaser is obtained relaxing any specific condition in any specific instance.
9. The Purchaser does not bind itself to accept the lowest tender.
10. Any change in the constitution of the concern of the Supplier shall be notified forthwith by the Supplier in writing to the Purchaser and such change shall not relieve any former member of the concern from any liability under the contract. No new person shall be accepted into the concern by the Supplier in respect of this contract unless he/they agree to abide by all the terms and conditions of the contract.
11. The Supplier acknowledges that he has made himself fully acquainted with all the conditions and circumstances under which the supplies required under the contract will have to be made or furnished and the terms, clauses and conditions, specifications and other details of the contract and the contractor. The Supplier shall not plead ignorance on any matter as an excuse for deficiently in service or failure to perform or with a view to asking for increase of any rates agreed to the contract or with a view to evading any of his obligations under the contract.

12. In the event of the Supplier failing to fulfill or committing any breach of any of the terms and conditions of this contract; or if the Supplier or his agents or employees are guilty of fraud in respect of the contract or any other contract entered into by the Supplier or any of his partners or representatives thereof with the Purchaser; or if the Supplier or his agents or employees attempt to or direct or indulge in giving, promising or offering any bribes, gratuity, gift, loan perquisite, reward or advantages pecuniary or otherwise to any person in the employment of the Purchaser in any way relating to such officers or person or persons, office or employment; or if the Supplier or any of his partner become insolvent or applies for relief as insolvent debtor or commence any insolvency proceedings or makes any composition with his/their creditors or attempts to do so; or if at any time during the pendency of the contract, it comes to the notice of the Purchaser, that the Supplier has misled it by giving false/incorrect info, then without prejudice to the Purchaser's right and remedies otherwise, Purchaser, shall be entitled to terminate this contract forthwith, encash the bank guarantee and to blacklist the Supplier and purchase or procure or arrange otherwise at the Supplier's risk and at the absolute discretion of the Purchaser, as regards the manner, place and time of such purchases. The cost of such supplies, together with all incidental charges or expenses, shall be recoverable from the Supplier on demand.

13. In any question, difference or objection whatsoever that may arise in any way connected with or arising out of this instrument or the meaning or operation of any part thereof, or the rights, duties or liabilities of either party, then, save in so far as the decision of any such matter as hereinbefore provided for and has been so decided, every such matter including whether its decision has been otherwise provided for and/or whether it has been finally decided accordingly or whether the contract should be terminated or has been rightly terminated in whole or part and as regard the rights and obligations of the parties as the result of such termination, shall

be decided by the Purchaser and the decision shall be final and binding on the Supplier.

14. The Supplier will be responsible for the conduct of all workers deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Supplier or any of the workers / subcontractors / agents / any others deployed by the Supplier in the course of providing any services stated in this contract, and will bear full responsibility and cost of the same. The Purchaser will not be liable for any loss or harm to any person within or outside the DTRTI, Lucknow campus from any act of omission or commission of any of the workers / subcontractors / agents / any others deployed by the Supplier in the course of providing any services stated in this contract.

15. The Purchaser shall not be liable for any compensation, claim or damages etc. due to any accident, injury or harm to any person deployed by the Supplier or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at DTRTI, Lucknow. The Purchaser shall be indemnified by the Supplier for all such claims.

16. Without prejudice to the preceding term of contract, the Supplier will be liable to reimburse the Purchaser of any cost or legal liability / penalty / fine imposed on the Purchaser by any authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise, of the Supplier or any of the workers / subcontractors / agents / any others deployed by the Supplier in the course of providing any services stated in this contract

17. **After the award of contract, the Supplier shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.**

18. The Supplier shall be solely responsible for compliance with all the statutory laws/rules/regulations such as those concerning PF, ESI, Labour laws, Minimum wages, etc. The Purchaser shall not be liable for any contravention/non-compliance on the part of the Supplier. Any contravention/non-compliance on the part of the Supplier would be construed as a sufficient ground for termination of the contract at the discretion of the Purchaser. Notwithstanding this, in the event of the Purchaser visited with any penalty/fine etc., by any agency/authority due to the non compliance/contravention on the part of the Supplier to any statutory laws/rules/regulations etc., the Purchaser reserves the right to recover such fine/penalty etc., from the Supplier by way of recovery from the bills raised by the Supplier or by any other means.

19. The Supplier will ensure that no person deployed by it indulges in smoking, drinking alcohol, chewing paan, tobacco etc. or unnecessarily loitering in the premises without work. If any person deployed by the Supplier is found to be indulging in these activities, a penalty of Rs.100 per person per incident will be leviable by the Purchaser, which will be intimated by the Purchaser to the Supplier within 3 days of the incident, and deducted from the monthly payment of the Supplier.

20. The Supplier shall promptly replace any person deployed by it, who is found to be medically unfit, or not maintaining adequate personal hygiene, or whose behaviour is found to be not courteous or who is otherwise found to be unfit for

working within the DTRTI Campus or unfit for being deployed for these services by the Purchaser. In case the Supplier fails to remove or replace such person beyond three days after the request of the Purchaser to replace him, a penalty of Rs. 100/- per day per such person will be leviable by the Purchaser, which will be intimated by the Purchaser to the Supplier within 3 days of the incident, and deducted from the monthly payment of the Supplier.

21. A penalty of upto Rs. 100/- per day per room / corridor / Lounge will be leviable by the Purchaser for every incident where cleaning is not done according to the terms and conditions prescribed in the contract, which will be intimated by the Purchaser to the Supplier within 3 days of the incident, and deducted from the monthly payment of the Supplier.

22. The Purchaser may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended date of discontinuation, and will not be liable to any additional charges or compensation payable to the Supplier or any other person.

23. The Supplier may discontinue the contract the contract at any point of time, by giving a notice at least 60 days before the intended date for discontinuation, but will forfeit its performance guarantee submitted by it in that case. In case of discontinuation without a notice or a notice less than 60 days prior to the intended date of discontinuation, the Purchaser will have the right to claim damages, and recover them from the payments due to the Supplier or by any other means, in addition of forfeiting the performance guarantee of the Supplier.

24. On the expiry of the contract, the supplier shall handover all the articles in good condition, which were entrusted to it. The Performance Bank Guarantee will be released by the Purchaser on the expiry of the contract only if the Purchaser is fully satisfied that all the articles have been handed over to the Purchaser and the equipment and property under the maintenance of the supplier have not been damaged. In case of any damage to the articles, equipment or property under the maintenance of the supplier, an amount equivalent to the damages will be intimated by the Purchaser and will have to be paid by the Supplier before the Performance Bank Guarantee is released. In case of delay of more than 15 days in payments, the Purchaser may, at its discretion, recover the same amount out the Performance Bank Guarantee furnished by the Supplier.

25. The supplier or anybody else on his behalf shall not use the premises of the DTRTI Lucknow, directly or indirectly for any other business or activities related thereto. Any items required to be moved outside the DTRTI's premises shall be permissible only after proper gate pass from the prescribed authority has been obtained. Any infringement of this condition will entail penal consequences including the termination of contract.

26. The Contractor shall be duty bound to obtain and possess all the statutory registrations, licenses, permissions, approvals etc. from the Competent Authorities for providing required services as per the terms and conditions of the contract and furnish the copies thereof to the DTRTI as and when required. In case the contractor fails to do so, the contract shall be terminated.

27. The contractor agrees and undertakes to bear all taxes, rates, charges, levies or claims whatsoever as may be imposed by the State/Central Govt. or any local body or any other authority.

28. The Contractor shall be responsible for any damage to the land & buildings, equipments, furniture & fixtures, vehicles, other items and articles within the DTRTI premises if such damage in the opinion of the Institute is due to negligence or carelessness or any fault on part of the contractor or its employees or workers or agents and Contractor shall be liable to pay to the DTRTI such amount in respect of such damage as may be assessed by DTRTI.

29. Without prejudice to the preceding term of contract, the contractor will be liable to reimburse the DTRTI any cost or legal liability / penalty / fine imposed on the DTRTI by any authority, because of any misconduct or any act of omission or commission of the contractor or any of the workers / subcontractors / agents / any other persons deployed by the contractor.

30. The DTRTI shall make the contract payment as per the payment schedule mentioned below:

- (i) *Monthly bills complete in all respects submitted by the contractor, will normally be paid within 30 days of submission. No advance payments shall be made.*
- (ii) *Following deductions/adjustments shall be made from the bills before making the payment:*
 - a. *Income Tax deduction at source as per statutory provisions.*
 - b. *The amount equivalent to any damages / loss etc. caused to DTRTI which is attributable to the contractor, and*
 - c. *Any other charges (penalties and other deductions etc.).*

31. Any change in the constitution or ownership of the concern of the contractor shall be notified forthwith by the contractor in writing to the DTRTI and such change shall not relieve any former member of the concern from any liability under the

contract. No new person shall be accepted into the concern by the contractor in respect of this contract unless he/they agree to abide by all the instructions and terms and conditions of the contract.

32. Any change in Manage/Staff/Worker of the contractor must be informed to the Administrative Officer of the Institute immediately.

33. The DTRTI reserves the right to reject any particular Manager / Staff employed by the Contractor without assigning any reason thereof. Such staff will have to leave the campus at short notice and will be replaced by the suitable substitute. The Contractor shall furnish a detailed list of his employees along with their addresses, photo identity proof to the Administrative Officer of the Institute.

34. The personnel / other workers of the contractor shall have no right to stay in the campus beyond their duty hours.

35. The EMD (i.e. Rs.15,000/-) submitted by the Contractor with the pre-qualification bid, would be held by the Institute as Security Deposit and shall be refunded upon furnishing the performance band guarantee and signing the contract. No interest shall be payable by the Institute on EMD.

36. If the contractor fails to deploy requisite number of employees as per the terms of the contract or their staff is found missing, the Institute shall impose a penalty of Rs.500/- per person per day for short deployment of staff.

37. The Institute shall have the right to withhold any reasonable sums from the amounts payable to the Contractor under this contract, if the Contractor commits

breach of any of the terms and conditions with regard to payment of all statutory and other dues or compliance with statutory or other obligations.

38. This agreement shall be in force only for a period of one year from the date of execution of the contract and may be extended for a further period of maximum twelve months at a time after a review of Contractor's performance at the sole discretion of the DTRTI on the same terms and conditions.

39. In the event of instances of the gross misbehavior, theft, burglary, moral, turpitude, misuse of the occupied area, breach of contract, unsatisfactory services etc. by the Contractor or by any staff/agent of the Contractor, the DTRTI may forthwith terminate this Contract summarily without previous notice to the contractor and Contractor shall have no claim whatsoever against DTRTI or any of its officers in consequence of such termination.

40. In case the Contractor assigns or sub-contracts this contract to some other person or attempts to do so, the Institute shall have the right to terminate the agreement without giving any notice to the contractor.

41. The DTRTI shall have the right to unilaterally terminate the contract without specifying or assigning any reasons for the same, by giving one month's notice to the contractor. In such a case the DTRTI shall return the performance guarantee to the contractor within ten days after termination of the contract subject to the clearance of any damages due upon the contractor and vacation of the premises.

42. On termination of contract by the Institute for any reason whatsoever, the Institute shall be entitled to engage the services of any other person, agency or

Contractor to meet the requirements without prejudice to its rights including claim for damages against the Contractor.

43. The Performance Bank Guarantee will be released by the DTRTI on the expiry of the contract only if all the articles have been handed over to the DTRTI and the equipment and property under the security of the Contractor have not been damaged. In case of any damage to the articles, equipment or property attributable to contractor, an amount equivalent to the damages will be intimated to the contractor and will have to be paid by the contractor before the Performance Bank Guarantee is released. In case of delay of more than 15 days in payments, the DTRTI may, at its discretion, recover the same amount from the Performance Bank Guarantee.

44. The Contractor shall co-operate with the other Contractors/service providers and their workers working in the campus.

45. All disputes arising out of this contract shall be subject to the jurisdiction of Courts of Lucknow District.

46. However, no dispute shall be taken by either of the parties to the contract, to any court of law without first referring it to an arbitrator, who will be appointed by the Director / Commissioner, DTRTI Lucknow and any decision of the arbitrator will be final and binding on both parties, and shall not be appealable in any court of law, except on the grounds of malafide or perversity.

UNDERTAKING

I/We have read and understood all the terms and conditions in all sections of the bid document. I/we hereby quote for supply of the house keeping services specified in the Section-III of the bid document as set forth in the terms and conditions of the contract which will be binding upon me/us in the event of the acceptance of my/our tender.

I/We herewith enclose deposit for a sum of Rs. 15,000/- as earnest money and should I/we fail to execute an agreement embodying the said conditions and deposit Performance Guarantee in the proforma given in this bid document within 10 days of the acceptance of my/our tender, I/we hereby agree that the above sum of earnest money shall be forfeited by the Purchaser.

Read and accepted.

Signature and stamp of the Bidder
or Authorised signature

Date:

Place:

IN WITNESS THEREOF the parties have here-into set their hands on the dates indicated below:-

1. (In the case of a firm)

Signed By The Above Named Firm Of _____

Through _____ **partner of the firm.**

Signature
(Name & Address)

2. (In the case of a company)

The seal of the _____ **Company, Limited, was affixed by**
the virtue of the resolution of the Board No. _____ **Dated**
_____ **the** _____ **Day of** _____ **200**_____.

Secretary's Signature _____
(i) Date _____

(in either case) in the presence of

1. Signature:_____

Address:_____

Description:_____

2. Signature:_____

Address:_____

Description:_____

Signed by:_____

Signature by:_____

On behalf of Commissioner, DTRTI,Lucknow.

(The Purchaser)

SECTION - V

SCOPE OF WORK

Specification of services to be rendered

The scope of services to be provided consists of running of the mess and maintenance and housekeeping of hostel block which consist of hostel rooms, VIP Suits including recreation rooms, attached toilets, lobby, dining hall and kitchen, store room, living area adjacent to these specified structure. It includes certain managerial service for managing the services above as well as services provide to Administrative Block.

The services required to be carried out by the Supplier are given in the paragraphs below, which are **only indicative and not exhaustive**. The services expected from the supplier agency should be of the highest standards as indicated in the following paragraphs. The Supplier shall have suitable staff deployed for this purpose, his own system of supervision and management, and shall have to furnish the details of the same to the purchaser on the commencement of the services.

A. Human Resource

1. The following number/qualification/experience of employees will have to be deployed by the Contractor for Housekeeping Services:

Category of Worker	No. of worker	Minimum Qualification	Experience
Manager	02	3 Years Diploma in Hotel Management OR MBA	3 Years
Receptionists	03	High School [working knowledge of English & Hindi languages].	3 Years
Cook	02	High School [Diploma in any food preparation Course]	3 Years

Cook Helper / Assistant	03	Class-VIII [having experience in such kind of services]	1 Year
Waiter	06	Class-VIII [having experience in such kind of services]	1 Year
Sweeper Supervisor	01	High School	1 Year
Sweeper/Cleaner	07	Class – V	1 Year

2. All the employees should be in between 21 to 50 years of age and bear good moral character.
3. The supplier shall provide suitable and clean uniforms (i.e. according to work nature) to all employees engaged by him. It should also be ensured that the uniforms are not in worn out condition and are washed and ironed daily and are clean and tidy.
4. All employees should wear complete uniform according to their work nature and also displaying their identity all the time while on duty.
5. The employees should not smoke or indulge in any unhygienic activities at any public place which is prohibited under the law.
6. The financial bids will clearly state the total monthly amount to be paid to the personnel and such amount should not be less than the minimum wages payable as per the Minimum Wages Act. The bid quoting less than the amount of minimum wages will be rejected. The bidder should take care that the number, rate and amount should be written in such a way that interpolation is not possible. No blanks should be left which would make the tender liable for rejection.
7. The rates should be inclusive of and in accordance with the statutory provisions of Minimum Wages Act, PF Act, ESI, Bonus, Gratuity, Leave etc.
8. The bidder is solely responsible for the payment of Service Tax and all other taxes and government dues as may be applicable.
9. The bidder shall abide by the provisions of the Minimum Wages Act, Contract Labour (R&A) Act, 1970 and other Labour Laws applicable.

10. The agency shall also be responsible for providing all the statutory benefits (as per relevant laws), viz, P.F., ESI, Bonus, Gratuity, Leave etc. to eligible staff employed by it.
11. The Contractor shall be solely and exclusively liable and responsible to its personnel or other workers for the following:
- (i) *The payment of wages, allowances and other benefits as per provisions of Minimum Wages Act or any other applicable act or enactments in force from time to time.*
 - (ii) *The payment of compensation under the Workman's Compensation Act or any other applicable acts or enactments in case of injury or death or any of its personnel / other worker.*
 - (iii) *Any other allowances or benefits as admissible under different laws, rules and enactments to employees, including weekly rest / off day's leave, national holidays etc.*
12. The work-contract bid amount should be presented with following bifurcation:

(a) Category	Charges per Worker per month (inclusive of all amounts legally payable to worker e.g. PF, ESI etc.) to be mentioned in clear & specific manner	Number of Workers to be Employed	Total Charges per Month
Manager			
Receptionists			
Cook			
Cook Helper / Assistant			
Waiter			
Sweeper Supervisor			
Sweeper/Cleaner			
(b) Commission/ Service charges of the concern per month			
(c) Total Charges per			

month (a + b)	
(d) Service Tax & Other Taxes (if applicable)	
Total Amount to be paid by the DTRTI per month.	

13. The bid may be rejected if it is not complete in any respect.
14. An affidavit (on the stamp paper of Rs.100/-) is required to be submitted by the bidder regarding the fact that the persons employed by the contractor for the above work shall be the employees of the bidder for all intents and purposes and, in no case, shall a relationship of employer-employee between the said persons and the Institute (Direct Taxes Regional Training Institute, Lucknow) shall accrue implicitly and explicitly and the bidder shall also be solely responsible for providing all the statutory benefits (as per relevant laws) e.g. P.F., ESI, Bonus, Gratuity, Leave etc. to eligible Staff employed by it. The affidavit should also contain a declaration that bidder shall make payment of compensation under the Workman Compensation Act or any other applicable Acts or Enactments in case of injury or death of any of its workers. The affidavit should also contain a declaration that the bidder shall take care all other statutory liabilities as well in the most sincere manner and shall solely be responsible for the same.

B. Catering Services

1. Operating the kitchen and dining halls of the Hostel Block to provide catering service and to make available tea, coffee, breakfast, dinner, lunch and snacks to hostel block as well as in Administrative Block on the rates approved by the Hostel / Mess Committee of DTRTI to be provided during the period of the contract.

2. Regular washing and cleaning of kitchen, store, crockery, utensils, equipment and appliances and maintaining them in a hygienic condition.
3. The supplier will have to arrange all raw materials and all food preparing utensils' & fuel (LPG as per rules) & other appliances. He has also to arrange serving utensils like cups, plates, bowls, glasses etc. at his own cost.
4. The supplier shall make his own arrangements of transportation to bring raw materials, vegetables, fuel, utensils, cleaning / washing materials and consumable of standard quality etc.
5. Preparations shall be made as per rates fixed and approved by the officer-in-charge. quality and quantity of the food, snacks, tea / coffee etc, served by the supplier shall be investigated by the officer-in-charge from time to time, if any discrepancy is found, will be viewed seriously.
6. The supplier has to employ well behaved and well trained employees, in proper uniform, for providing catering services in the institute for all days in a month as mentioned in clause A above.
7. The supplier shall pay such monthly rentals for the kitchen, store and other space, if any, occupied by him or on his behalf, as may be fixed by the purchaser.
8. Service provider will furnish list of Food preparing and serving utensils in the following proforma. All these items should be branded or ISI mark:

Sl.No.	Description of crockery & utensils	Brand	Whether ISI mark or not	Cost

C. House Keeping Services

1. Once daily cleaning and wet mopping of the rooms and cleaning of attached toilets (including fittings such as W.C. and washbasins) and balconies before 9.00 a.m. with standard cleaning material containing ISI mark, as per the approved samples. This includes collection of garbage from the rooms and specified adjoining areas and its disposal in garbage containers in a hygienic manner. Also dusting, brushing and wiping / cleaning of furniture daily and as directed by the officer-in-charge from time to time.
2. The cleaning/ mopping etc. of rooms occupied by Lady Officers / officials will be done preferably by female sweepers.
3. Once daily cleaning and wet mopping of all corridors, staircase and general toilet. No stains or spots should be found on the corridors and the staircase.
4. Cleaning of water coolers, dustbins and buckets kept in the rooms with detergents at least once a week or as and when otherwise required during the week.
5. Proper and effective cleaning and washing of toilets, urinals, wash basins, sinks, sanitary fittings and fixtures using good quality detergents, toilet cleaners, sprinkling of phenyl.
6. Weekly obligation includes – Dusting and proper cleaning of floor carpets by vacuum cleaner in the Hostel Block.
7. Weekly Cleaning includes – proper and effective washing, swabbing of all floor, glazed tiles (also in toilets), skirting, proper cleaning of doors, windows panes, blinds pelmets, bars, light / electrical fittings etc. in the Hostel Block includes proper and effective cleaning of ceiling and dusting / cleaning of cobwebs.

8. Cleaning of immediate surroundings of the Hostel Block. This includes sweeping of road at the entrance of Hostel Block, cleaning of area adjoining the kitchen including the space adjacently behind the kitchen and hostel block parallelly upto the boundary walls and collection / disposal of garbage in containers in a hygienic manner.
9. Communicating with authorities and other service providers, as specified by the purchaser for immediate redressal of complaints relating to civil and electrical works / air- conditioners / telephone / television etc.
10. Issue and collection of consumable / durables / other items to occupants of the room or any others, as specified by the purchaser and maintaining records thereof, on behalf of the purchaser.
11. Preparing the rooms for the guests for occupation, which includes change of linen & blanket covers, towels, toilet paper, supply of mosquito repellents/ room fresheners, providing fresh drinking water, soaps, shampoo sachets, deodorizer etc. The linen, towel, bedspreads, blankets, pillow covers etc., will be initially supplied by DTRTI, which will continue to retain ownership of these and any other articles supplied by it for use by guests occupying these rooms, and will replace the items destroyed by routine wear and tear from use from time to time. All items broken or damaged in any manner by the Supplier or any workers deployed by the Supplier during house-keeping will be replaced by the Supplier at his own cost immediately. Proper inventories in this regard will be maintained by the supplier and will be furnished for each quarters of the calendar year.
12. Regular change of linen, towel bedspreads, blankets, pillow covers etc after wash and replenishment of items like soap, toilet paper, mosquito repellent, (refill) deodorizer, paper - napkins etc. as specified by the Purchaser.

13. Service utensils and other consumable item like tray, jug, crockery, toilet paper, mosquitoes' refills / room fresheners, soaps, shampoo should be provided by the supplier at his own cost.
14. Round the clock allotment of rooms to the participants and providing room service. The room service includes attending the bells / calls of the room occupants / providing drinking water / drinks, beverages, meals and other edible items (supplied by Mess / caterer, as specified by the Purchaser) in a manner specified by the Purchaser.
15. Collecting room-charges from the occupants on behalf of the Purchaser, maintaining proper and accurate records thereof, and depositing the collected amounts with cashier on weekly basis or any other person as specified by the Purchaser.
16. The rooms in Hostel Block will be made available by the supplier only after receipt of written instructions of allotment. In case any oral instructions in this regard are given, they have to be ratified in writing on the next working day. Under no circumstances the supplier is to allow entry to any person without prior permission of purchaser.
17. The Supplier shall keep at least one receptionist available at reception counter round the clock on all days including holidays. The duties of the receptionist will include welcoming of all guests, assisting them for checking in to rooms allotted to them, providing them necessary information, responding to their queries, maintaining Hostel Register and other relevant records as specified by the Purchaser, collecting Hostel room charges from the guests on behalf of the Purchaser, issuing receipts and handing over the collections to cashier or any other person as specified by the Purchaser. The Receptionist will also inform the guests regarding room allotted to them. Any change of room allotment to be made only with approval of purchaser.

D. Office Management

1. The services of the Manager will include:
 - (i) *Overall management of all the services detailed in 'B' & 'C' above.*
 - (ii) *Supervision and guidance of the Receptionist and all other attendants and workers providing services on behalf of the supplier.*
 - (iii) *Ensuring adequate quality of all the services to be supplied by the supplier.*
 - (iv) *Co-ordination with the Purchaser, receiving Feedback on the services provided by the supplier and taking necessary corrective action to maintain and improve the quality of services.*
2. Ensuring punctual and prompt Room Service including service of tea / coffee, snacks and other edible items at the specified places as directed by the Purchaser or anyone else on behalf of the Purchaser, as detailed in 'B' & 'C' above, apart from the service of these items in the administrative block as per requirements specified by the Purchaser from time to time.
3. Ensuring adequate quality of all the services detailed in 'B' & 'C' above.
4. The Manager shall be available at the premises from 7.00 AM to 11.00 PM on all the days including holidays. He shall also be available on phone / mobile to the Purchaser and its officers at any time of the day/night. He will also supervise the work of all workers including the receptionist and room attendants and ensure that Hostel charges collected by it are timely handed over to cashier or any other person specified by the Purchaser.
5. The Manager shall be responsible for maintenance of key register and maintenance of key records.

SECTION-VI

TENDER FORM

(Technical Bid)

(On the letter head of the concern submitting the bid)

To

Dated:

The Director,
Direct Taxes Regional Training Institute,
"PRAGYA" Vibhuti Khand,
Gomti Nagar
Lucknow - 226010

Ref.: Tender No.....

Sir,

I/We hereby undertake to supply the services as specified in Section III of the Bid/tender document and agree to hold this offer open for a period of 120 days from the date of opening of the tender. I/we shall be bound by a communication of acceptance issued by you.

2. I/we have understood the Instructions to Bidders and Terms and Conditions of Contract as enclosed with the invitation to the tender and have thoroughly examined the specifications of services to be rendered and am/are fully aware of the nature of the services to be rendered and my/our offer is to supply the services strictly in accordance with the requirements.

3. A crossed Bank Draft No. - _ _ _ Dated_ _ _ _ in favour of the **Sr.Accounts Officer, Zonal Accounts Officer, CBDT,Lucknow**, for Rs._15,000/-

(Rupees Fifteen Thousand only) as Earnest Money Deposit is enclosed. The Draft is drawn on _____ Bank payable at Lucknow.

4. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid documents is the sole proprietor/constituted attorney of the sole proprietor.

Or

A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

Or

A company and the person signing the document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid document).

5. Certified that the bidder has the experience of more than _____ years in providing housekeeping and related services. Certified copies of at least one work-order pertaining to each of the last two years are enclosed with this bid.

6. Certified that the bidder has a turn-over of over Rs. 1 crore in this line of business in each of the last two years. Certified copies of the annual statements of accounts including the Profit & Loss Account and the Balance-sheet are enclosed with this bid.

7. A detailed profile of the organisation as filled in as prescribed in the Annexure-1 of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

- (a) *Full particulars of organisations where the contractor has supplied such services in the current and two preceding financial years. (Self-attested copies of the relevant work orders to be enclosed).*

- (b) *Copy of the audited balance sheet, Profit and Loss Account of the bidder for the previous two financial years (2009-10 to 2010-11).*
- (c) *A Certified Photo copy of PAN card.*
- (d) *Copy of Sales Tax Registration Certificate / Service Tax Registration Certificate, if any.*
- (e) *Information regarding any litigation, current or during the last five years in which the bidder was/is involved, the opposite party(s) and the disputed amount.*
- (f) *Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).*
- (g) *Details of support facilities to execute the order.*
- (h) *Information regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved.*

8. We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding Order between us.

Yours faithfully,

(Signature of bidder)

Dated this _____ day of _____ of 20.....

Address _____

Telephone: _____

FAX _____

E-mail _____

Company Seal

SECTION - VII

TENDER FORM

(Financial Bid)

(On the letter head of the concern submitting the bid document)

To

Dated:

The Director,
Direct Taxes Regional Training Institute,
"PRAGYA" Vibhuti Khand, Gomti Nagar
Lucknow. 226010

Ref.: Tender No.

Sir,

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the services detailed in Section V of the bid document is as below:

S.No.	Item of service	Rupees (per month)
1.	Items of service as detailed in Subsection 'A' of Section-V of Bid document	
1 (a)	The work-contract bid amount should be presented with following bifurcation:	

2. WE do hereby undertake, that, in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.

3. The price quoted is the final net price of all the services to be provided by us, inclusive of any incidental services that may need to be provided. We enclose herewith the complete Financial Bid as required by you. This includes:

(a) *Price schedule as per Section-V of Bid document. The word 'No Quotation' is written across any or all of the items in the schedule for which a bidder does not wish to tender.*

(b) *Statement of deviation from financial terms and conditions.*

4. We agree to abide by our offer for a period of 120 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

5. We have carefully read and understood the terms and conditions of bid document and its implications. We do hereby undertake to supply all the specified items of service.

6. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor.

Or

A partnership firm and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

Or

A company and the person signing the bid document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections /deletions should invariably be duly attested by the person authorised to sign the bid document.)

7. We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully,

(Signature of bidder)

Dated this _____ day of _____ of 20....

Address _____

Telephone:

FAX

Email

Company seal

ANNEXURE - I

Eligibility and Qualification Criteria Details for House Keeping & Catering Services

1.	Name of the concern	:
2.	Complete Address of the concern (with telephone No., Fax & E-mail)	:
3.	Complete Names and addresses of the Partners/Directors/Proprietor with mobile No. (in of firm/company/proprietorship)	:
4.	Contract persons(s) (with mobile number)	:
5.	Whether the concern has experience of at least five years in providing House Keeping & Catering Services in reputed organizations. If yes kindly provide proof in case of any one such organization.	: Yes/No
6.	Please furnish the copy of ISO 9001 certification, if any	:
7.	Whether the concern has turnover of at least Rs. 50 Lakh per year during the last two financial years i.e. F.Y. 2009-10 & 2010-11. If yes, attach the certified copies of accounts for the years.	: Yes / No
8.	Whether the concern possesses all the statutory/non-statutory registrations, permissions, approvals etc. from the Competent Authorities for providing required house keeping and catering services.	: Yes / No
9.	Whether the concern has at least two "Satisfactory Performance Certificates" from reputed organizations with whom the bidder has Contracts over Rs. 5 lakhs during Financial Years 2009-10 and 2010-11.	:
10.	Whether the affidavit (on the stamp paper of Rs.100/-) regarding the fact that the persons employed by the contractor for the above work shall be the employees of the bidder for all intents and purposes is submitted.	: Yes / No
11.	Details of Earnest Money Deposit.	:

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge and belief. In case any deviation / discrepancy is found in the above statement at any stage, the contract will be terminated immediately and the concern will be blacklisted.

(Signature of owner or authorized Signatory with date)

ANNEXURE - II

FORM FOR PERFORMANCE GUARANTEE

To

The President of India

WHEREAS
(name and address of the Supplier) (hereinafter called "the Supplier") has undertaken, in pursuance of contract no. dated to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the Supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Supplier such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Supplier, up to a total of
..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until theday of....., 20.....

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

(Bank's common seal)