

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES No 1 Development Enclave, Rao Tula Ram Marg Delhi Cantt., New Delhi – 110010 Advertisement No. IDSA/056/2012

QUOTATION FOR GUEST HOUSE MANAGEMENT AND CATERING SERVICES

TWO BID SYSTEMS

MEMORANDOM OF WORK IN BRIEF

1	Name of work	Guest House Management and Catering Services
2.	Earnest Money	Rs. 50,000/- in form of Bank Guarantee/DD/FDR
3.	Validity period	180 days
4.	Security Deposit within ten days of award of contract	10 % of contract value in form of cash/demand draft
5.	Period of Contract	Three years
6.	Last date of Submission of Tender	02 nd March 2012 by 1600 hours
7.	Mode of Sending	In sealed cover by post or by directly dropping in the tender box kept at IDSA Reception
8.	Description essential to be made on sealed cover	Quotation for Guest House Management and Catering Services at IDSA

Signature of bidder Name:

Sd/-**Assistant Director** IDSA

Company seal

Date



INSTITUTE FOR DEFENCE STUDIES AND ANALYSIS No1, Development Enclave, Rao Tula Ram Marg, New Delhi-110010 Website: www.idsa.in

NOTICE INVITING TENDER

Sealed Tenders in <u>two bid system</u> are invited for õguest house keeping and cateringö from reputed firms, initially for a period of three years. The tender documents can be obtained from the Office of the Assistant Estate Manager IDSA on payment of Rs.500/- (Non-refundable) by means of cash or Demand Draft drawn in favour of õIDSA, New Delhiö. The tender form may also be downloaded from our website www.idsa.in and the charges be enclosed by way of a demand draft for Rs.500/- (non-refundable) along with the tender submission. The last date for submission of Tenders along with all documents and EMD in the form of Demand Draft/ Bank Guaranty/DD/FDR for Rs.50,000/- (Rupees fifty thousand only) in favour of õIDSA, New Delhi is <u>02nd March 2012</u> by 1600hour. Technical bids would be opened on <u>05th March 2012</u> and those firms found technically fit would be called for opening of financial bids.

The financial bids will be opened on $\underline{12^{\text{th}} \text{ March 2012}}$ in the presence of duly authorized representatives of the short listed firms.

Tender Notification No.: IDSA/056/2012 Dated: 11th February 2012

Name of the work:	Guest House Management and Catering Services
EMD Amount:	Rs. 50,000/- (Rupees fifty thousand only)
Period for contract:	Initially for a period of three years and extendable
	by another year.

Last Date of submission of Tender: 02^{nd} March 2012 , latest by 1600
hours.Address for the submission of tender:The Assistant Director Administration
IDSA
No 1, Development Enclave,
Rao Tula Ram Marg, Delhi Cantt
New Delhi -110010

Date, time and place of tender openingTechnical Bids05 March 2012, 1500 hoursRoom 205, IDSAFinancial bids of short listed firms12 March 2012, 1500 hoursRoom No 205, IDSA

All the tenders are to be submitted on the prescribed forms, as enclosed, duly signed, stamped and dated on each page of part õBö & õCö as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute or alternatively can also be submitted by using the same proforma on companyøs letter head and should be submitted in sealed cover (**separately for technical and financial bids**) with superscript õ Tender for Guest House Management and Catering services at IDSA - Technical Bid and the other ó Financial Bidö

Sd/-Wg. Cdr Hemlata Lohani Assistant Director

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES No 1 Development Enclave, Rao Tula Ram Marg Delhi Cantt, New Delhi – 110010

(TERMS AND CONDITIONS)

Introduction:

Institute for Defence Studies and Analysis (IDSA) is a premier strategic and security studies think ótank and is fully funded by the Ministry of Defence. IDSA is situated on Rao Tula Ram Marg, near USI and approx. 1 Km from R&R Hospital.

IDSA has decided to entrust the work of maintenance & house keeping of its Scholars Transit Accommodation comprising of **14** Guest Houses (02 x three-bedroom apartments, 04 x two-bedroom apartments and 08 x one-bedroom apartments) to reputed agencies, with at least **10 years experience** in Guest House Management and Catering Services, on contract basis, initially for a period of 03 years. The agencies that fulfill the requirements as specified in this document shall be eligible to apply.

Model of Operation

- The accommodation and facilities will be <u>allotted by IDSA</u> through service provider and all revenues generated by way of licence fee would be deposited with IDSA.
- The accommodation will be allotted to IDSA¢s guests during various conferences, Visiting Fellows, Central and State Government agencies, and IDSA society members only.
- The apartments will be furnished by the Institute.
- There will be a reception area, office area and a cafeteria in the ground floor of Scholarsø Transit Accommodation. All furnishing,

furniture and fittings in said facilities will be provided by the Institute. However kitchen for the cafeteria will be equipped by the service provider.

• The license fee for hiring of apartments shall be fixed by the Institute.

Catering

- Service provider will run the cafeteria and a restaurant in the Institutional building, a cafeteria in the STA building as also provide catering services for conferences being organized by the Institute.
- Service provider shall completely furnish and equip the kitchen and dining areas including restaurant/cafeterias.
- Service provider shall pay for electricity charges incurred in the catering area.
- The meal charges would be at mutually decided rates.
- Revenue generated from providing the catering services shall accrue **solely** to the service provider.
- Discount on meals, as mutually agreed to, shall be extended to IDSA employees and members.

The agencies/representative(s) may visit the office of The Assistant Estate Manager for inspection of site and appraisal of work involved, between 10.00 am to 5.00 pm on any working day between 13th February & 02nd March 2012.

The nature, scope and terms &conditions of works are given on page numbers 6-16 of this document. You are required to prepare your most competitive quotations in the given format and deposit the same in the tender box kept in the reception area on or before 02^{nd} March 2012 (latest by 1600hours)

1. <u>Details of Guest Houses:</u>

The institute has guest house facility namely *:*Scholarsø Transit Accommodationø, which is situated inside the IDSA campus and consists of 08xsingle bed room apartments, 04xtwo bed room apartments and 02x three bed room apartments.

<u>Other Facilities</u> The IDSA also has following facilities:

Auditorium	-	175 seats	
Seminar halls (02)	-	65 seats	
Seminar hall (GF) (1)	-	40 seats	
Conference Rooms (02)	-	20 seats	
Executive dining hall / Banquet hall			
lawns / courtyard/basement stilt parking for 150 cars			
Lifts / central air conditioning with power back-up (office area) /			
Central RO System			

2. <u>Scope of Work</u>:

The scope of work includes housekeeping and maintenance of IDSA Scholars Transit Accommodation (STA) and providing reception, catering services in the scholars and staff cafeteria on a daily basis and during any events organized by IDSA. The scope of work is described in details in the following subsections.

- 2.1 Cleaning of rooms in STA:
 - a. Sweeping & mopping of floors by the use of scrubber with soft hygienic chemicals.
 - b. Cleaning of toilets followed by wiping with a dry duster.
 - c. Dusting of furniture and furnishings.

- d. Changing bed sheets, bedspread, pillow covers, bath towel and hand towel on alternate days or on the change of occupancy.
- e. Making up the rooms before the arrival of new guest, spraying fragrance to impart freshness, placing deodorant and (sample) bathing soap in toilet, providing fresh drinking water.
- 2.2 Cleaning of all corridors and staircases of the STA including sweeping with broom followed by wet mopping/scrubbing.
- 2.3 Sweeping of building apron, walkways, etc.
- 2.4 Collection of garbage/wastes from rooms, allocated premises and kitchen and ensure their disposal at sites earmarked by the MCD.
- 2.5 Cleaning of kitchen, dining hall, attached toilets, etc at least twice a day. Scrubbing and dusting of furniture, wall tiles, doors and windows, etc.
- 2.6 Clearance of wild growth in open area to make the surrounding area of the building clean and pleasant.
- 2.7 Maintaining the telephone exchange and intercom facilities in all rooms.
- 2.8 Maintaining cable TV service in all apartments.
- 2.9 Maintaining a Front Office Reception desk round the clock.
- 2.10 Providing security services to all guests at STA round the clock.
- 2.11 Providing facilities like doctor on call, vehicles when requested by guests, daily newspaper, business centre services like photocopying, computers etc.

- 2.12 <u>Catering Services</u> to serve delicious, neat and healthy food every time on payment basis according to the approved menu list by the Institute.
 - 2.12.1 The staff members deputed in the catering services should be polite and courteous and in uniform at all times.
 - 2.12.2 Maintenance & upkeep of kitchen and dining hall before and after each meal. Dusting and cleaning of dining tables & chairs frequently.
 - 2.12.3 Provide services to institute official needs in terms of tea/coffee/milk, snacks and breakfast/lunch/dinner as ordered.
 - 2.12.4 All licenses will be taken

3. Facilities Made Available from the Institute:

- 3.1. <u>Part of the establishment</u>:
 - 3.1.1. Lifts (AMC will be done by the Institute)
 - 3.1.2. Ceiling fans
 - 3.1.3. Geysers, tube lights.

However day to day maintenance of above will be borne by service provider.

3.2. Consumables:

The contractor shall procure the consumables based on the requirement

- 3.2.1. Bathing soap
- 3.2.2. Toilet paper
- 3.2.3. Candle with match box
- 3.2.4. Naphthalene balls

- 3.2.5. Detergent & chemicals
- 3.2.6. Cloth duster
- 3.2.7. Mosquito mats
- 3.2.8. Phenyl
- 3.2.9. Paper napkins
- 3.2.10. Brooms
- 3.2.11. Insecticides
- 3.2.12. Deodorant

and other necessary items as required.

4. **Responsibility of Contractor:**

- **4.1** The service provider has to provide all the material and manpower needed for the routine maintenance from time to time at his own cost. The material should be of good quality.
- **4.2** The service provider will have to furnish a weekly report and progress report to the office of the Assistant Director and also take advice for progress of work.
- **4.3** Service provider will submit the details of staff employed along with their deployment, to the Estate Manager IDSA. Their attendance will be monitored regularly.
- **4.4** Maintenance: All electrical appliances, gadgets, fittings & fixtures in the facilities allocated, shall be maintained by the service provider and the electricity bill of the kitchen and dining area shall be paid by the contractor. Cooking on electrical stoves is not permitted.
- **4.5** Electricity bill of STA will be borne by the Institute. However the usage of electricity should be commensurate with the occupancy and shall be verified accordingly. Penalty would be

levied if found using electricity without occupancy or genuine reasons.

- **4.6** Water supply: The institute shall maintain water supply and pipe-fittings.
- **4.7** The kitchen at the STA will be equipped by the service provider.
- **4.8** The service provider will have to bear followings expenses as a part of contract
 - (a) Staff and Workersø Salary
 - (b) House keeping services
 - (c) Front office handling cost
 - (d) Security services at STA only.
 - (e) Room service
 - (f) Coffee shop round the clock
 - (g) Maintenance of flower pots and small lawn adjoining STA area.
 - (h) Any other expense which may occur in compliance with services e.g. day to day maintenance of white goods.
- 4.2. In case of any loss/damage of property of guest houses by workers of service provider, the penalty for the above damage/loss will be charged to the service provider as decided by the Director General, IDSA, who is the final authority on any such issues.
- 4.3. No accommodation for the workmen / supervisors shall be provided by the institute. The service provider shall have to make his own arrangement for the lodging and boarding of his workmen outside the Instituteøs premises. However servant

quarters with the allotted rooms can be used as stores, properly organised by the service provider.

5. Other terms and conditions:

5.1 EMD by Demand Draft drawn on any scheduled bank in favour of õIDSA, New Delhiö payable at New Delhi or bank guarantee should be submitted. EMD shall bear no interest. Any bid not accompanying with EMD /bank guarantee is liable to be treated as non-responsive and rejected. The successful bidder shall remit a security deposit @ 10 % on the contract value per annum within 10 days of award of contract and the EMD already remitted by the successful bidder will be adjusted against the security deposit. In case bank guarantee is submitted in place of DD then full amount of security deposit will be required to be remitted.

The security deposit will be refunded without any interest at the time of termination of the contract. EMD of unsuccessful bidders shall be returned.

5.2 The bidders should give details of their business soundness, proof of income tax paid for the last three years and provide list of customers of previous similar services to Institutes or Government Departments/Undertakings/public/ private sectors with contact details. The details of the agency/profile should be furnished along with the copy of all related documents. In case the company has changed its name during the last ten years then the reasons there of and the copies of correspondence with registering authority should be submitted with the bid documents.

- 5.3 The agencies should submit their rate as per the format given in the Notice Inviting Tender in this cover. Rate should be quoted in Indian Rupee. The rate should be quoted both in words and figures. All the pages of the bid should be signed affixing the seal. <u>Any quotation with corrections and overwriting would be summarily rejected.</u>
- 5.4 The Institute reserves the right to cancel or amend the scope of work at any time after acceptance of the tender with a notice. The Contractor/Supplier shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the work/supply in full but he did not derive in consequence of the foreclosure of the whole or part of the works.
- 5.5 Clarification of Tender Document: A prospective bidder requiring any clarification of the Tender document may communicate to the contact person given in this notice inviting tender.
- 5.6 Amendment of tender document: At any time prior to the last date of receipt of bids, Institute may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the Tender document by an amendment. In case of any change the bidders who have submitted the tenders before the change is made will also be informed on telephone or/and by e-mail.

- 5.7 The Institute may at its own discretion extend the last date for the receipt of bids.
- 5.8 The bids shall be written in English language and any information printed in other language shall be accompanied by an English translation, in any case for the purpose of interpretation of the bid, the English translation shall prevail.
- 5.9 The Institute reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons therefore. The decision of the Institute is final in all the matters of tender and purchase.
- 5.10 <u>Work Experience</u>:- The Firm / Agency should have been registered as a Proprietary Firm / Partnership Firm / Registered Company and should have experience of at least 10 years in providing housekeeping and catering services. Proof of experience and performance certificate is must.
- 5.11 Engagement of workmen: The workmen engaged by the successful bidder shall have minimum experience of three years, and IDSA will have no responsibility and/or liability whatsoever towards them. All the workmen should have good behavior and courteous relationship with occupants and institute officials during the duty hours. Successful bidder shall be responsible for compliance of all applicable laws and regulations including Labor Enactments.
- 5.12 The Successful bidder shall be held responsible for proper conduct, and safety of workmen engaged by him. The workmen so engaged by the Contractor, shall be under his employment and

disciplinary jurisdiction. However they shall be subject to the overall discipline of IDSA. Police verification of the staff will be obtained by the service provider before deploying them.

- 5.13 The workmen engaged by the successful bidder should be polite with pleasing manners, co-operative, disciplined and should not smoke or be drunk while on duty and inside the campus premises of IDSA. The Contractor will be held responsible for the same, and under no circumstances IDSA will be responsible for any obligations / liabilities.
- 5.14 Compliance of Statutory Requirements: The successful bidder shall ensure that ALL statutory requirements as applicable are complied with during the tenure of the Contracts He shall ensure compliance of all the provisions of various Labor Enactments viz. The Minimum Wages Act 1948, The Payment of Wages Act 1936, The Workmenøs Compensation Act 1923, The Employees Provident Fund & Miscellaneous Act 1952, and any other Labor Enactments as may be applicable from time to time.
- 5.15 Service provider will have to assist in obtaining trade license for operating kitchen, in the name of the Institute, from Delhi Cantonment Board. All kitchen equipments and facilities will be maintained up to inspection standards for inspection by the SHO.
- 5.16 Industrial Dispute: The staff engaged by the successful bidder shall have no claim whatsoever on IDSA and shall not raise any industrial dispute either directly or indirectly with or against

IDSA in respect of their service conditions as long as they are engaged at IDSA premises for execution of the Contract.

- 5.17 Accidents: In case of any accident or mischief, the guesthouse in-charge engaged by the contractor will immediately inform in person or over telephone about the incident to IDSA Authorities. IDSA should not be made to bear any expenses in this regard.
- 5.18 Deduction of Taxes: All provisions of the Income Tax as per Rules shall be complied with strictly.
- 5.19 Payment of all Statutory Taxes: The Successful bidder shall be responsible for payment of statutory Taxes, as decided by the Appropriate Authority from time to time and submit the proof thereof to IDSA.
- 5.20 Mode of Payment: The Successful bidder shall raise the bills in triplicate, and submit the same to the Office of Estate Manager along with latest copies of Occupancy Register duly certified and signed by the guests, on daily basis. The service fee will be paid by IDSA in the first week of the month. Income Tax and other statutory taxes / levies will be deducted as per the Rules.
- 5.21 Period of Contract: The Contract shall be valid initially for a period of three years i.e. from the date of contract and extendable by another year based on the performance of the service provider. IDSA reserves the right to terminate the Contract awarded at any time during the currency of the Contract without assigning any reasons by giving one monthøs notice in advance in writing. The successful bidder shall be required to give three monthøs advance

notice in writing for termination of the contract, failing which the security deposit shall stand forfeited.

- 5.22 Under no conditions the service provider for his staff shall claim the benefits of IDSA Rules, Wages & Allowances, facilities etc.
- 5.23 The Tender as furnished shall remain open and valid for a period of three months from the date of opening.
- 5.24 IDSA shall not be responsible for delay or non-receipt of tender documents during transit by Post.
- 5.25 IDSA reserves the right to reject any or all Tenders without assigning any reason thereof at any stage of the process.
- 5.26 Prior to commencement of the contract, IDSA officials shall inspect office of the bidder. Also, during the period of the contract, there shall be periodical inspection of guesthouses / documents.

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QUOTATION FOR GUEST HOUSE MANAGEMENT AND CATERING SERVICES

INFORMAION OF BIDDER FOR PROVIDING GUEST HOUSE MANAGEMENT AND CATERING SERVICES

- 1. Brief Bio data with Check list of the Tender (Please enclose separately as per Part B1 & B2)
 - 1. Name and address of the company
 - Name/s contact person/s
 (With Tel. No., Fax, Mobile No. E-mail & Res. Tel No.)
 - 3. Income tax itcc no. (With documentary proof)-Attach Income tax Return of last three Years.
 - 4. Balance sheet for last three years.-Should be audited & attach attested photocopies.
 - 5. Sale Tax Regn. No. (With documentary proof)
 - 6. EPF Regn. No (With documentary proof)
 - 7. ESI Regn. No. (With documentary proof)
 - 8. Service Tax No. (With documentary proof)
 - 9. License No under contract labour Act. (With documentary proof)
 - 10. Nature of owernership-Private/Public/Company/Proprietorship/Partnership (Please provide details with documentary evidence).
 - 11. Details of work done during last ten years (with documentary proof, client satisfaction certificates, etc)
 - 12. Details of Present assignments to whom the Guest house management and catering services are being provided (Please attach annexure/s in the following format Organization/s Name

with address number of manpower deployed nature of time contact person/s reference Tel. No.

- 13. Details of man power on roll of your organization (attach organization chart)
- 14. Any Other, please specify with documentary evidence
- 15. Details Of EMD Enclosed
- 16. Details of change of name of the company during the last 10 years and copies of the correspondence with registering authority.

(SIGNATURE WITH STAMP)

ANNEXURE 'B' Part –B1 (TECHNICAL BID)

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES No 1 Development Enclave, Rao Tula Ram Marg Delhi Cantt, New Delhi – 110010

<u>TENDER FORM FOR PROVIDING GUEST HOUSE MANAGEMENT AND</u> <u>CATERING SERVICES</u>

1.	Brief Bio data of the Bidder	F	
			Affix duly Attested PP Size Photograph Of the Tenderer
2.	Name, Address with Telephone Number of the Firm/agency		
3.	Name, Designation, Address and Telephone number of authorized person of the Firm/ Agency.		
4.	Firm Registration Reference (Please enclose the copy)		
5.	Please specify as to whether the firm is sole proprietor / partnership firm.	a b c	
6.	PAN number & Income Tax Return of financial Year 2008 ó 2010		
7.	Provident Fund Account Number (Please enclose the copy)		

8.	ESI I	Registration Number	
	(Pleas	e enclose the copy)	
9.		e Tax Number e enclose the copy)	
10.	Labou	se Number under Contract r (R&A) Act. e enclose the copy)	
11.	Detail a)	s of earnest money deposited* Amount	Rs
			Rs.(in words)
	b) c)	Bank Draft / Pay Order / Number of Nationalized Bank Date of issue of BD/PO	
	d)		
	u)	Name of issuing Bank	
12.		s of Past Experience in the nt field.	
13.	Details of works in hand		
14.	Any o	ther information	
15.	Declar	ration by the Contractor:	

This is to certify that I / we have read and fully understood all the terms and conditions herein and undertake myself/ourselves to abide by the Dated:

(Signature of Tenderer) Name: Designation: Address: Phone (O): (R):

ANNEXURE 'B' Part – B2 (TECHNICAL BID)

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES No 1 Development Enclave, Rao Tula Ram Marg Delhi Cantt, New Delhi – 110010

CHECK LIST OF ATTESTESTED COPIES OF DOCUMENTS ATTACHED WITH THE TENDER

1.	Firm registration	Yes / No
2.	PAN Number	Yes / No
3.	Provident Fund Account Number issued by The competent authority	Yes / No
4.	ESI Registration No. issued by the Competent Authority	Yes / No
5.	Contract license issued by the labour Commissioner Under Contract Labour (R.E.A) Act.	Yes / No
6.	Bank Draft / Pay order / FDR of earnest money	Yes / No
7.	Service Tax No.	Yes / No.
7. 8.	Service Tax No. Experience of last three Years	Yes / No. Yes/No
8.	Experience of last three Years	Yes/No
8. 9.	Experience of last three Years Documentary proof of present assignments	Yes/No Yes/No
8. 9. 10.	Experience of last three Years Documentary proof of present assignments Copies of Audited balance Sheet of last three Years	Yes/No Yes/No Yes/No

Signature of Tenderer Seal

FINANCIAL BID

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES No 1 Development Enclave, Rao Tula Ram Marg Delhi Cantt., New Delhi – 110010

TENDER FORM FOR PROVIDING GUEST HOUSE MANAGEMENT AND CATERING SERVICES

(FINANCIAL BID)

To be filled in properly, legibly and submitted in a **separate sealed envelope** marked as Financial bid. The rates should be filled in prescribed format.

Price Bid for Management of 14 Guest Houses

S No	Description	Monthly Amount
1	Total Contract value for providing services for Management of 14	
	Guest Houses	
	The Rates Quoted are exclusive of	
	service tax.	
	Total Amount	

Total Amount Quoted (in words).....

(The amount quoted should be exclusive of service tax. Conditional tenders will be liable to be rejected)

Signature of the Bidder

Name and Telephone No

Name of the Agency

Seal :