

CENTRAL ELECTRICITY REGULATORY COMMISSION
Ground Floor(Front side), Chanderlok Building, 36, Janpath, New Delhi - 110001
Tel: 23353503/Fax : 23752957

F.No.7/1(2)/Guest House/2010/Estt./CERC

Dated: 22.11.2012

Subject: Notice Inviting Tender(NIT) for caretaking and catering of CERC's rest house.

Sealed quotations in the form of techno commercial bids are invited for providing caretaking and catering services at CERC's rest house having four bed rooms, drawing room, kitchen and four bath rooms and toilets at Nizamuddin East, New Delhi. Interested parties are suggested to do a survey of the guest house before submitting their bids. The description of work and other terms & conditions are mentioned here under:-

TERMS AND CONDITIONS OF THE MAINTENANCE CONTRACT

DUTIES OF THE OWNER (CERC) :

1. The owner will make available to the contractor CERC rest house Located at No. 2, Shroff Apartment, 2nd Floor, Nizamuddin East, New Delhi for general day to day maintenance and running of kitchen.
2. The owner will make available to the contractor identified place to be used as office of the guest house manager/Care Taker.
3. Payment of phone bills, intercom bills and Electricity bills will be made by the owner and/or reimbursed if paid by the contractor.

DUTIES OF THE CONTRACTOR:

4. The contractor will be responsible for daily cleaning of all the guest rooms and common areas irrespective of guest occupancies in the rest house. He will ensure that material used for cleaning will be of proper standard.
5. All the areas of the rest House where carpets, curtains etc. are installed shall be vacuum cleaned once a week.
6. All sofa sets, tables, racks etc. installed in the rest house shall be cleaned/dusted/vacuum cleaned daily.
7. The agency shall make available small sachet of shampoo, toothpaste, moisturizer, small soap, toothbrush etc. to every guest.
8. Cost of cooking gas shall be borne by the agency and they shall make payment of the cooking gas bills to the agency concerned directly from the date of taking over of the rest house.
9. Towels, bed sheets, blankets, pillow covers etc., shall be provided to visiting guests every day. The contractor will provide toilet accessories like soaps etc., for use by guests.

10. In addition to the above, following job/work will be the responsibility of the contractor.

(i) Cleaning and maintenance of bed sheets, pillow covers, blankets, mattresses, towels, hand napkins etc. thereof.

11. The contractor will ensure that all the furniture, fixtures, crockery, electrical appliance etc. available in the rest house are properly used. The contractor will ensure that there is never any mishandling or negligence. The contractor will be responsible for breakage or loss of any article on account of negligence or mishandling of the items. Any cost or damages arising out of negligence or mishandling shall be borne by the contractor.

12. The contractor will not entertain any person in the rest house unless it receives prior written order in favour of such person from the owner.

13. The contractor will maintain proper records of the guests staying in the rest house. The record will inter-alia contain information about name and address, designation, station arriving from, period of stay whether on official duty or otherwise number of members etc.

14. The room rent on per day basis to be collected from visiting guests shall be communicated by the owner to the contractor. These dues will be collected by the contractor from the visiting guests on behalf of the owner and handed over to the owner immediately on departure of respective guests. Under no circumstances, shall the contractor be collecting amounts lesser or higher than those prescribed by the owner. The check out time shall be 12.00 noon, whereas, check in can be made at any time round the clock. The contractor will be authorized to issue receipts of room rents received from visiting guests.

15. The contractor will maintain and keep the kitchen running from 6:00 AM to 11:00 PM. He will ensure that clean and hygienic conditions are always maintained in the kitchen. The established rates of food items shall be charged from the guests. However, if any revision is needed, then the contractor would approach the owner at least one calendar month in advance so collected for such revision and the decision of the owner shall be final.

16. All dues of visiting guest in respect of food items supplied shall be collected by the contractor and the owner would not be responsible for nonpayment by any visiting guest. The contractor would issue receipts for the money so collected to the visiting guests.

17. Breakage of any items or article installed in the rest house, which is not to be supplied by the contractor, shall be promptly intimated by the contractor to the owner along with reasons, if any, so that necessary replacement/repair is attended without any inconvenience to the visiting guests..

18. The contractor will maintain a complaint / suggestion register in the rest house which will always be kept at a conspicuous space, say, at the reception. All entries made by visiting guests in this register will always be open for inspection by the owner. It shall, however, be the duty of the contractor to promptly intimate the owner about any suggestion or complaint received by it.

19. The contractor will not be allowed any premature termination of the agreement unless an advance written notice of three months is given to the owner.
20. The owner is empowered to cancel this agreement at any time, with / without assigning any reasons after giving one month's notice to the contractor.
21. A penalty of Rs. 200/- per violation may be levied if any deficiency is found or if any complaint is received from the visitor regarding maintenance, service or behavior. However, in case of frequent violation of the terms & conditions, the contract can be cancelled forthwith without any notice.
22. Before final termination of the agreement the contractor will be required to hand over all the items and articles to the owner in good and running condition.
23. The contractor will ensure that all the staff members employed by it are polite and courteous with the guests. All the staff members will be required to wear a black pant, white shirt and black tie. The staff members will be carrying lapel cards indicating name and designation along with insignia of the rest house. Any complaints regarding the misbehavior etc. of the staff members will be adversely looked upon and the contractor may take action against the erring staff under intimation to be owner. The contractor will ensure that its staff members do not solicit any tips etc. from the guests.
24. The owner can, at any time, inspect the rest house personally or through an authorized representative. The contractor and its employees shall be duty bound to allow inspection and to render all cooperation for the inspection.
25. The contractor would be free to hire employees as per its requirement. The employees of the contractor would for no purpose, be considered as employees of CERC.
26. The contractor shall, under no circumstances, remove, alter, modify any furniture or fixture installed in the guests house unless prior written permission is given by the owner.
27. **QUALIFICATIONS OF BIDDERS :** The tendering Service Provider Company / Firm / Agency should fulfill the following technical specifications:-
- (a) The Registered Office or one of the Branch Offices of the Service Provider Company / Firm / Agency intending to submit the bid should be located within the National Capital Territory of Delhi/National Capital Region.
 - (b) The Service Provider Company / Firm/ Agency should be registered with the appropriate registration authority.
 - (c) Service Provider Company / Firm/ Agency should have at least two years experience in providing similar services to private and/or public sector Company/ Banks and Government Departments etc.
 - (d) The Service Provider Company / Firm / Agency should have at least one service contract valuing not less than Rs.5 Lakh per annum or 2 contracts of Rs. 2.5 lakh per annum related to providing similar services in a single contract.

- (e) The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax and any other Laws/ Taxes/Acts/ Rules etc. governing the matter/issues etc. The service provider shall submit an undertaking in the form of an affidavit that in case of any future liability, the contractor will bear the same. The format of such affidavit is given in Annexure-III.
- (f) The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been black listed by Central Government / State Government /any PSU.
- (g) Attested copy of satisfaction certificate from the present office(s) in which the Service Provider Company/Firm/Agency is providing similar services has to be enclosed separately.
- (h) The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the CERC to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (i) The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.

28. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.

29. In case, the tendering agency fails to comply with any statutory provision/ taxation liability under appropriate law and as a result thereof CERC is put to any obligation, monetary or otherwise, CERC will be entitled to get itself reimbursed out of the outstanding bills or the security deposit of the Agency, to the extent of the loss or obligation in monetary terms.

30. An Earnest Money Deposit (EMD) of Rs. 5000/- (Rupees Five thousand only) in the form of Demand Draft or Bankers Cheque drawn in favour of Central Electricity Regulatory Commission (CERC) payable at New Delhi is required to be attached with the technical bid.

31. The EMD in respect of the Agency which does not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to it without any interest. However, the EMD in respect of the successful tenderer shall be adjusted towards the security deposit. Further, if the Agency fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

32. The successful bidder shall be required to deposit a security deposit of Rs 50,000/- (Rupees fifty thousand only) in the form of Demand Draft / Bankers Cheque drawn in favour of Central Electricity Regulatory Commission (CERC) payable at New Delhi. The amount of security deposit is liable to be refunded within one month of the termination of the contract. No interest shall be accrued on the said security deposit.

33. In case of breach of any terms and conditions stipulated in the contract, the security deposit of the agency will be liable to be forfeited by this office besides annulment of the contract.

34. **EVALUATION OF BIDS:** Bids will be evaluated on Technical and Financial criteria. 60% weightage will be given to Technical bid and 40% to financial bid. A minimum score of 70 (out of 100) will be necessary for qualifying in technical bid evaluation and financial bids of only those bidders would be opened who score this minimum score in technical evaluation.

Technical Bid Parameters :-

Sl. No.	Parameters	Marks
1	Experience with Government Agencies/ PSUs/Pvt. Agencies	25
2	Running and maintenance of guest house presently for the last two years continuously.	25
3	Automatic equipment for cleaning the guest house.	25
4	Running of kitchen in the guest house presently for the last two years continuously.	25

35. **TENURE OF CONTRACT:** The tenure of the contract shall ordinarily be one year. However, the competent authority in CERC, may at his discretion, allow extension the tenure of contract, up to two spell of one year each subject to satisfactory services of the firm

36. **SATISFACTORY SERVICES -** The decisions of Assistant Secretary (P&A), CERC or any other officer authorized by the Secretary, CERC, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

37. **PROHIBITION OF SUB CONTRACT -** The firm / agency shall not appoint any sub-contract for this work under any circumstances.

38. **RESOLUTION OF DISPUTE -** In case of dispute the decisions of Secretary, CERC shall be final.

39. **PAYMENT -** The payment shall be released on monthly basis by cheque/ECS transfer.

40. **SUBMISSION OF TENDER:** The tender must be submitted in the prescribed pro-forma provided in Annexure- I and Annexure- II. Tenders not in the prescribed pro-forma are liable to be rejected.

41. **Technical Bid -** The Technical bid, in the pro-forma prescribed at Annexure-I, along with the under-mentioned documents may be kept in a sealed cover and super scribed as "Technical Bids".

- (a) Attested photocopies of PAN No., Service Tax Registration No., and Registration Certificate of the firm.
- (b) Attested photocopies of documents in support of possession of requisite experience by the firm.

- (c) Earnest money deposit as required above (para 30)
- (d) An undertaking to the effect that the said firm is willing to abide by the terms and conditions of CERC contained in the present NIT in the format given in Annexure-III.
- (e) An affidavit on a Rs. 10/- stamp paper duly attested by a Notary Public to the effect that the agency is / has not been black listed by Central Government / State Government /any PSU in the format given in Annexure-III.
42. **Financial Bid** - The Financial bid may be furnished in the prescribed pro-forma given in Annexure -II and kept in a sealed cover super scribed as "Financial Bid".
43. Two separate sealed covers containing the Technical Bid and Financial Bid may be kept in another sealed cover and addressed to the Assistant Secretary, CERC. The cover should be super scribed as "**Tender for caretaking and catering of rest house**".
44. **Last Date:** The tender complete in all respects should reach the Assistant Secretary, CERC by **24th December, 2012 (up to 3.00 P.M.)**.
45. **Opening of Tender** - The Technical Bids shall be opened at 4.00 P.M. on the last day of receipt of tender. The Financial Bids of those bidders whose technical bid is found valid shall be opened on a date to be notified later.
43. CERC reserves the right to reject any or all of the tenders without assigning any reason.

Sd/- xxxxxxxxxx
(Ramanuj Dey)
Assistant Secretary

Copy to:

1. Website of CERC

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
Ground Floor(Front side), Chanderlok Building, 36, Janpath, New Delhi - 110 001

Technical Bid for providing caretaking and catering services to CERC's rest house

1.	Name of Tendering Company/ Firm/ Agency (Attach certificates 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 Contact 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.5 Lakh per annum or 2 contracts of Rs. 2.5 lakh per annum related to providing similar services in a single contract.			
10.	Give details of the major similar contracts handled by the tendering Company/Firm/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 alongwith address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract.
				From To
	<i>(If the space provided is insufficient, a separate sheet may be attached.)</i>			
11.	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./ PSUs)			
12.	List of Equipments available with the bidder for the purpose of cleaning.			
13.	Total No. of years of experience in providing similar services with the list of clients year wise.)			
14.	Total Turnover of the business in F.Y. 2010-11 & 2011-12			
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			
17.	Details of Earnest Money Deposited: DD No.....Dated..... Amounts: Rs 5000/- . Drawn Bank.....			

18.

Brand Name of the following cleaning materials to be given (The bidder may however add further consumable items, if required) :-

Sl.No.	PARTICULARS	BRAND NAME
1	Soap Oil	
2	Phenyl	
3	Floor Cleaner	
4	Colin or Glass Cleaner	
5	Duster Cloth	
6	Soft Broom	
7	Coconut Broom	
8	Harpic	
9	Mop Stick/PINZA Mop	
10	Air Freshner/Odonil	
11	Urinal Cakes	
12	Napthalene Balls	
13	Garbage Bag	
14	Garbage Bag Small	
15	Toilet Brush with Stand	
16	Squeezer	
17	Scrub Pad	
18	Buckets	
19	Mugs	
20	Dust Pan	
21	Toilet Roll	
22	Paper Napkins	
23	Room Spray	
24	Mosquito Spray	
25	Liquid Hand Wash	
26	Any other (please specify)	

S.No	CLEANING EQUIPMENTS	BRAND NAME
1.	Scrubbing Machine	
2.	Vaccum cleaner	
3.	Any other (please specify)	

Signature of authorized signatory
Name
Seal

Date:
Place:

**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
Ground Floor(Front side), Chanderlok Building, 36, Janpath, New Delhi - 110 001**

Financial Bid for providing caretaking and catering services to CERC's rest house

1. Name and address of tendering Service :
Provider Company / Firm/ Agency:

2. **CONTRACT RATES PER MONTH** :

1	Work Contract charges for providing caretaking and catering services along with usage of capital equipments and manpower to be utilized (The contract amount has to be inclusive of all the applicable taxes, viz. Service Tax, and statutory levis/compliances etc.	Rs.
2	Consumables charges	Rs.
3	TOTAL	

DEDUCTIONS: Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meeting out all the tax implications as per Rules.

Signature of authorized signatory
Full Name:
Seal:

Date:
Place:

Notes:

1. The rates quoted by the tendering 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.

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, our firm/company shall be liable to be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

DECLARATION (To be given on a stamp paper of Rs. 10/-)

I, Mr./Ms./Dr. _____ Son / Daughter / Wife
of Shri _____ Proprietor/Partner/Director, authorized
signatory of the Company/Agency/ Firm, namely
M/s _____, 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 by 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 any false information/ fabricated document would lead to
rejection of my tender at any stage besides liabilities towards prosecution under
appropriate law;

4. I do hereby undertake that the Company/Agency/ Firm shall comply with all
statutory provisions relating to Minimum Wages, Employees Provident Fund,
Employees State Insurance, Service tax and any other taxes/Acts/Rules relevant to the
matter and in case any liability arises on CERC on this account, the Company/Agency/
Firm shall bear the same;

5. It is also certified that the Company/Agency/ Firm namely M/s
_____ having its registered office at
_____ has not been black-listed by
any Government Department/ Public Sector Undertaking for providing caretaking/
catering services of guest house;

Signature of authorized signatory
Full Name:
Seal:

Date :

Place: