

**TENDER FOR PROVIDING**

**CATERING, HOUSEKEEPING & CARETAKING SERVICES AT  
SAINIK REST HOUSE, NARAINA, NEW DELHI**



**KENDRIYA SAINIK BOARD**

**MINISTRY OF DEFENCE, GOVT OF INDIA,  
RK PURAM, NEW DELHI-110066**

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**This tender document contains 33 pages and it is not  
transferable.**

**KENDRIYA SAINIK BOARD  
MINISTRY OF DEFENCE, GOVT OF INDIA, RK PURAM, NEW  
DELHI - 110066**

**NOTICE INVITING TENDER FOR PROVIDING CATERING,  
HOUSEKEEPING AND CARETAKING SERVICES AT  
KENDRIYA SAINIK BOARD GUEST HOUSE, NARAINA, NEW DELHI**

- Tender Notification No - KENDRIYA SAINIK BOARD/SRH/ 01/2016
- Tender notification Date - **13-12-2016**
- Job - **Providing Catering, Housekeeping and Caretaking Services at SAINIK REST HOUSE under Kendriya Sainik Board**
- EMD Amount - Rs 10,000/- (Rupees Ten Thousand Only)
- Period for contract - Initially for a period of 2 years that may be extended for a similar or lesser period on same terms and conditions as mentioned in the Tender Documents. 7-10% hike, ONLY on materials cost and caretaking charges shall be provided in subsequent years of contract after the successful completion of 1st year.
- Date of submission of tender - 10-01-2017 at 11.00 AM
- Address for tender submission - The Secretary  
Kendriya Sainik Board  
Ministry of Defence  
Govt of India,  
West Block IV, RK Puram, New Delhi-110066
- Opening of Technical Bid - **10-01-2017 at 12.30 PM**
- Opening of Commercial Bids - **To be announced**

## PART- I

### Introduction

1. In a Government resolution dated 07 Sep 1919, the Government of India suspended the functioning of the Central Recruiting Board and at its place a new Board was established called the Indian Soldiers Board. In March 1951, it was renamed as the Indian Soldiers, Sailors and Airmen Board. The designation of the Board was changed to the Kendriya Sainik Board (called KSB hereafter) at the Centre and Rajya Sainik Board and Zila Sainik Board at State and district level in 1975. The Board now functions under Department of Ex-servicemen Welfare in the Ministry of Defence vide Govt of India Notification No 1, No 10(02)/D(Res)/2007 dated 29 Jan 2009. The Kendriya Sainik Board has constructed a Sainik Rest House at Naraina for the welfare of Ex servicemen and their dependents. Catering, caretaking, and Housekeeping services are required to facilitate the smooth functioning of Sainik Rest House located at Naraina New Delhi under Kendriya Sainik Board.

### Bidding System

2. Interested firms may submit their quotations in two part bids.
- (a) PART ONE: Technical Bid (Form-I, II, III, IV).
  - (b) PART TWO: Financial Bid (Form- V).
  - (c) **Technical Qualification** :-
    - (i) Minimum 02 years experience in the field of catering, caretaking, and Housekeeping services of a Guest House at any reputed Educational Institute/ PSUs/Private Companies
    - (ii) Registration with Income Tax department for PAN & Service Tax Registration Number.
    - (iii) EMD of Rs. 10,000/- in the form of DD, issued on the name of **ARMED FORCES FLAG DAY FUND** and payable at New Delhi.

### Opening Of Bids

3. The Technical Bids shall be opened on 10th Jan, 2017 at 12:00 pm in the presence of the bidders, who wish to remain present or their authorised representative. The bidders attending the technical bids opening meeting should carry letter of authority from their firm/agency.

### **Enquiry regarding Tender Terms & Conditions**

4. In case any doubt about Tender Terms & Conditions, interested bidders may contact Col DN Rai, Joint Director, Adm & Coord for clarification over Phone No. 011-26192360, 26715250 on any working day between 10.00 AM to 5.00 PM.

### **Opening of Financial Bid**

5. The Financial Bids of only those firms, found technically qualified by the committee, will be opened. Shortlisted firms will be intimated by e-mail or over phone about the date of the opening of Financial Bid to enable them to remain present on the day of opening of Financial Bids.

### **Quoting the Price**

6. Wages of Guest House staff and cost of Caretaking charges have been separated. Vendors to quote amount for running charges only. Salary will be paid to employees as per Govt. of India minimum wages.

### **Cancellation of Tendering Process**

7. KSB reserves the right to withdraw tender after floating it for public access or cancel the entire tendering process without assigning any reason thereof. In addition, KSB reserves the right to select or reject any bid without assigning any reason thereof.

### **Last Date for Submission of Tender**

8. Last date of Tender Submission, completed in all respect, is **10th Jan, 2017 by 11:00 Am**. Tender shall be submitted either by Speed/Registered Post/dropped in tender box kept at reception of west block near stair cases (ground floor) or by hand. Tender completed in all respect should reach on the following address with all documents:

The Secretary  
Kendriya Sainik Board  
Ministry of Defence  
Govt of India,  
West Block - IV  
RK Puram, New Delhi-110066

**Tender No- KENDRIYA SAINIK BOARD/SRH/01/2016 and Tender for running Sainik Rest House at Naraina, New Delhi should clearly be super scribed on the top of envelope.**

## **Sequencing of Tender Documents (Technical Bid)**

9 Tender documents shall be prepared in below mentioned order and shall be submitted in the form of a book. It means that bidder will get the spiral binding of all necessary documents (and put up fresh page numbers from starting) to make a book. Documents shall be arranged in following orders:-

<b><u>S.No</u></b>	<b><u>Details of Documents of Technical Bid</u></b>	<b><u>Form No.</u></b>	<b><u>Enclosed or Not enclosed</u></b>
(a)	EMD details	Rs. 10,000	
(b)	Form – I printed on company letter head for the acceptance of tender terms and conditions	Form-I	
(c)	Certificate of Ethical Practices	Form- II	
(d)	Technical Bid	Form III	
(e)	Contact details of establishment where caterer has provided service in the past or present	Form IV	
(f)	Signed and stamped copy of tender (total Number of pages .....		
(g)	Work experience certificates (Attach copies of works completion certificates).		
(h)	Incorporation of certificate of firm		
(j)	Copy of PAN		
(k)	Copy of Service Tax registration		

10. **Financial Bid - Form- V** will be kept in separate sealed envelope superscribing **Financial Bid for Sainik Rest House Service.**

### 11. **Evaluation of Bids**

(i) All received quotations shall be initially evaluated on technical parameters, being described in para 9 of Part-I of Tender Document

(ii) It is mandatory for all bidders to fulfil all specified criteria. Therefore, bidders are required to read the tender document carefully and submit quotations along with all necessary documents to avoid any chance of rejection.

## 12. Process of Evaluation

STEPS OF EVALUATION	CRITERIA	IMPACT OF UNAVAILABILITY OF REQUISTE DOCUMENT
1 <sup>st</sup>	EMD Amount of Rs. 10,000/-	Tender shall be summarily rejected and no further evaluation tender shall be done
2 <sup>nd</sup>	Signing and stamping of all pages of Tender Documents	As above
3 <sup>rd</sup>	Experience in the profession	As above
4 <sup>th</sup>	Registration with Income Tax department for PAN	As Above
5 <sup>th</sup>	Registration with Service Tax Department	As above

**Step-1:** Earnest Money Deposit (EMD) of Rs. 10,000/- is must with all tender. If any tender is without EMD, quotation will be rejected summarily and no further evaluation will be done.

**Step-2:** It will be mandatory for all bidders to sign with date (by authorized person) and stamp all pages of tender document. In absence of signature and stamp of bidder, quotation shall be rejected out rightly and no further evaluation of quotation shall be done.

**Step-3:** As operation of Guest House is a specialized work and it is expected that bidders must having 2 years experience in the field of offering similar nature of job to any reputed government or private organization. If it is not complied, quotation shall be rejected at this stage and no further evaluation of quotation shall be done.

**Step-4:** Registration with Income Tax Department for PAN, Service Tax Registration shall be checked to only those bidders, who fulfils above three criteria (EMD submission, Signing & stamping of tender document and Experience certificate submission).

Please note that bids without the information and documents mentioned above and not provided in chronological order will be rejected without further consideration.

JD (ADM AND CORD)  
For KENDRIYA SAINIK BOARD

## **PART- II**

### **1. Scope of Work.**

The contractor will perform all the services pertaining to catering, care taking and housekeeping of the Sainik Rest House on behalf of KENDRIYA SAINIK BOARD, located at Naraina, New Delhi- 110010 consisting of Guest rooms, toilets, dining Halls (02), TV Room, reception, kitchen, corridor, Parking area and store. The contractor will supply all consumables, tools & tackles required for the job. Broadly, contractor will be responsible for, but not limited to, the following works:

### **2. Care Taking Services.**

The contractor will provide round the clock attendant services at Guest House. Attendant services will include issue of cleaned, washed, dried and ironed Linen, Blankets, Towels, etc. every day and other materials required by occupants of the Guest House from time to time. They will also be responsible for accounting of issues and returns and reporting on losses and damages. Contractor will also provide round the clock reception services. Reception services will include allotment of rooms to the guests, getting the necessary entries made in the records on arrival and departure of guests and ushering the guests to their rooms. The exact inventory of the items shall however be taken and recorded by KENDRIYA SAINIK BOARD at the time of handing over the job. Any other material/equipment required by the contractor for the day-to-day working, will be purchased and made available by KENDRIYA SAINIK BOARD. The contractor will be responsible to maintain all provided items in service condition.

### **3. Housekeeping & Cleaning Services.**

Housekeeping and cleaning works at Guest House and their surroundings areas include.

- (a) Dusting of furniture, walls, TV sets, Study Tables, Refrigerator, fixed and removable furniture and removal of cobwebs etc.
- (b) Cleaning of all rooms, fans, corridors, removal and quick disposal of garbage and kitchen wastes
- (c) Maintenance of the garden and flower plants
- (d) Removal of tainted material & dust from floors, rooms, verandah, kitchen, toilets, etc.

- (e) Maintenance of surfaces of building, porcelain fixtures, plastic/ PVC fixtures, brass/ metal fittings and tiles, by suitably polishing the same with polishing agents.
- (f) Maintenance of beds, providing clean linen, blankets, towels soaps etc. to guests daily.
- (g) Keep the rooms ready to occupy.
- (h) Providing materials in each rooms, listed in Annexure-I on daily basis to occupants.
- (j) Housekeeping items will be also provided by contractor, as specified in Clause-I of Part- IV.
- (k) Any other job assigned by KENDRIYA SAINIK BOARD from time to time.

4. **Manpower.**

- (a) The contractor will provide manpower to carry out jobs round the clock. Additional staff, as required, may also be detailed during the night time on emergency call as decided by KSB.
- (b) The contractor will also appoint a Caretaker / Manager to handle the day-to-day works of Guest House. He will be responsible for:
  - (i) Supervision of the Guest House on a daily basis and see the upkeep of premises.
  - (ii) Manage the arrival of Guests, meetings & dinner parties hosted at Guest House.
  - (iii) Complete the Check-in and Checkout formalities of guests.
  - (iv) Preparation of bills and collection of charges from guests and deposit amount in KENDRIYA SAINIK BOARD Account Section at regular interval.
  - (v) Liaisoning with the KENDRIYA SAINIK BOARD Officer-in-charge for the allotment of rooms.
  - (vi) Maintenance of occupancy registers on daily basis.



5. **Laundry Services.**

- (a) KENDRIYA SAINIK BOARD will provide basic infrastructure, ie washing machine, electricity, water, detergent powder for washing machine, washing soap, iron, iron board, etc to facilitate the laundry services.
- (b) Cleaning of room linen of all rooms on vacation of rooms and other places (Dining Hall, Common rooms, offices etc) as and when required.
- (c) The contractor will provide laundry and ironing services to guests on payment basis. Ironing services will be provided to guests within 1 hour on payment basis.
- (d) Cloth washing services to guests will be provided, preferably on the same day or the next day, depending on the urgency and requirement of guest on payment basis.
- (e) Wherever, in case dry-cleaning is required, contractor will arrange it from local market on payment basis.
- (f) Providing laundry services to guests as per scheduled rates, given in Annexure- III.

6. **Catering Services.**

“The quality of service that will be rendered” is the essence of the contract. The contractor will strictly ensure there is no lapse in quality of services rendered. KENDRIYA SAINIK BOARD will provide electricity and water free of cost for operating the kitchen. All kitchen equipment, tools and tackles will be provided by contractor and crockery, cutlery, and utensils will be provided by KENDRIYA SAINIK BOARD, contractor will be responsible for following:-

- (a) Procurement and storage of all kind of raw food items.
- (b) Providing food to guests on scheduled time.
- (c) Supply of cleaning materials for kitchen equipments.
- (d) Supply of napkins, towels, and tissue papers, used for wiping the crockery & cutlery.
- (e) Maintaining cleanliness and hygiene at the kitchen, pantry, dining hall etc
- (f) Providing all facilities, materials, consumables, tool, etc. within the scope of work, as necessary to execute the assigned job.

- (g) Providing paper napkin/tissue papers along with all meals.
- (h) Procurement of commercial LPG cylinder as per need and bearing the cost of refilling. Institute will not bear any single using domestic LPG cylinder. In case, if it is found, penalty of Rs. 1000/- per instance will be imposed.
- (j) Vegetarian and Non Vegetarian food will be cooked and served separately.
- (k) Food (Tea, Breakfast, Lunch and Dinner) will be served as per following schedule:

<b>S. No.</b>	<b>Heads</b>	<b>Timing</b>
01	Bed Tea	5:30 AM to 7:00 AM or as per order
02	Breakfast	7:00 AM to 9:30 AM
03	Lunch	12:30 Noon to 2:30 PM
04	Evening Tea	5:00 PM to 5:30 PM or as per order
05	Dinner	7:30 PM to 9:30 PM

### **Sample Menu**

- (l) The contractor will provide normal daily food as per basic menu decided in consultation with KENDRIYA SAINIK BOARD Authority after awarding the job. However, on special occasion or based on guest's need, food will be served accordingly on agreed rates. KENDRIYA SAINIK BOARD reserves the right to change the menu time to time and that shall be communicated in writing, adequately in advance, to the contractor.
- (m) In addition to above, the contractor will be required to provide extra food facilities against additional payment basis to the residents of Guest House in respect of items not covered under the Basic Meal Plan.
- (n) Maintenance of Inventory. The inventory of articles will be handed over to the contractor in good and working condition at the commencement of the contract. The contractor will be the custodian of all Institutes properties and Guest House inventory during the period of contract and shall make good any loss (equivalent to the original) to the inventory by way of misuse, breakage, theft, etc., at his own cost.
- (o) Crockery, cutlery, dining hall furniture will be provided by KENDRIYA SAINIK BOARD New Delhi. Upkeep of all items provided by KENDRIYA SAINIK BOARD will be the sole responsibility of the contractor.

(p) **Use of Electricity.** The contractor shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, water coolers, mixer/ grinder, oven and other equipments for cutting/grilling vegetables, etc. He/his employees will be responsible for ensuring economy of usage of electricity. Wastage of electricity will invite fine up to Rs. 1000/- on each occasion.

(q) **Storage of Food.** The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served to guests and stale food is not recycled. Stale food shall be removed from the Guest House premises as soon as possible. Wastage of food should always be avoided.

(r) **Quality of Food.** The contractor shall procure only good quality fresh vegetables and other consumables from the market. He shall not be allowed to store the vegetables for more than 1 (one) day in summer and 3 (three) days in winter at a stretch. However, the contractor shall ensure that a sufficient stock of other dry rations are stocked in the store for consumption for a minimum period of 15 (fifteen) days. KENDRIYA SAINIK BOARD will have the right to check the quality of food articles and vegetables from time to time.

## PART- III

### ENGAGEMENT AND DEPLOYMENT OF MANPOWER FOR GUEST HOUSE SERVICES

1. The contractor will engage sufficient numbers of manpower on his pay roll for the preparation and service of each meal including cleaning, washing and overall upkeep of Guest House assets and premises. It is expected that the manpower deployed at the Guest House of KENDRIYA SAINIK BOARD shall not fall below the numbers, specified in the following table, unless specified by the KENDRIYA SAINIK BOARD:

Sl. No.	Appointment	Number of Person Required	Category
<b>For Cook House #</b>			
01	Cook	02	Skilled
02	Multi-Tasking Staff	03	Unskilled
<b>For Guest House</b>			
03	Guest House Manager	01	Highly Skilled
04	Security Guards	04	Skilled
05	Cleaning Staff/MTS	03	Unskilled
06	Room Attendants	04	Unskilled
07	Receptionist	02	Semi-skilled
08	Dhobi	01	Semi-skilled
09	Lift/DG Operator	02	Skilled
10	Mali	01	Semi-Skilled
<b>Total Personnel required</b>		<b>23</b>	

**#Note** : Appointment of these personnel may be required at later date and the same will be communicated to contractor and accordingly payments will be made by KSB.

2. **Details of Workers.** The contractor shall submit a list of workers, with complete details including local/ permanent addresses, contact details, and their photographs etc (along with Police Clearance), for approval, which may be allowed to work at the Guest House. KENDRIYA SAINIK BOARD reserves right to reject any or all the names without assigning any reason thereof. Only those workers who have been cleared by the KENDRIYA SAINIK BOARD will be allowed to enter into the premises of the Guest House.

3. Contractor will appoint a qualified and experienced Manager, acceptable to the institute to take orders/instructions from the Officer-in-charge, KENDRIYA SAINIK

BOARD. Manager will be available on all days in New Delhi to deal with all matters concerning the terms and conditions of contract.

4. Contractor will not employ child labour and upon violation, legal action would be taken.

5. **Supply of dresses and ID Cards to Workmen.** Contractor will provide 2 sets of dress i.e. Shirt, Trouser, Caps, Sweaters, etc to Guest House staff and they will compulsorily wear it while on duty. The colour and style of the uniform will be decided by KENDRIYA SAINIK BOARD. The workers should always use hand gloves and caps while working. Contractor will also issue ID cards to all his employees with copy to KENDRIYA SAINIK BOARD.

6. **Payment of Minimum Wages to Workmen.** Central Minimum Wage Rates will govern salaries of Guest House staffs. Contractor must be aware that Central Labour Commissioner revises minimum wages on every six months in the month of April and October. Whenever, there shall be any upward revision in the minimum wages during the contract period, contractor shall make the payments to staff accordingly and KENDRIYA SAINIK BOARD shall pay the differential amount (Revised Wage Rate - Wage at the time of quotation= Differential Amount) to contractor on the production of bill in subsequent month.

7. **Payment date of Salary to the Workmen.** The Contractor has to pay the salary to workmen by 5th of every month for immediate previous months work without waiting for clearance of his pending bills. Failing which a penalty equivalent to 5% of monthly bill value shall be imposed on contractor.

8. Contractor will issue salary slip to all staff members engaged and shall remit the salary in the staffs account through net banking to ensure the timely payment. Contractor will be also responsible for the opening of bank account of all employees to nearby bank on their own cost in order to transfer the salaries of employees' directly to their accounts.

9. **Compliance of Various Govt Rules.** The Sainik Rest House shall not be liable to any penalty under relevant labour rules, enactment or related regulations for which the contractor is responsible under the law. However, if the SRH is forced to pay any cost of any nature because of the contractor's liabilities, the said cost shall be recovered from the dues payable to the contractor.

10. **Accident or Injury to Workmen.**

(a) The Sainik Rest House, Naraina, New Delhi, shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workmen or other person in the employment of the contractor

through claim from insurance company. The contractor shall indemnify and keep the Sainik Rest House indemnified against all such damage and compensation whatsoever in respect or in relation thereto.

(b) Contractor will submit the proofs of payments of various taxes submitted to Government bodies dues of previous month for claiming subsequent months payment.

11. **Maintenance of Attendance Record.** The contractor has to maintain a proper attendance record of all the workmen and Officer-in-Charge, KENDRIYA SAINIK BOARD, shall certify that. A copy of the same record shall be submitted every month along with the bill for payment.

12. **Medical Fitness of engaged Workmen**

(a) The contractor shall employ only healthy adult and trained staff with good health and sound mind for all services.

(b) The contractor will ensure that all employees engaged by him are free from communicable/ infectious disease and are medically fit to work at Sainik Rest House. Medical officers specified by KENDRIYA SAINIK BOARD will conduct medical examination on every 6 (Six) months. The cost of the medical examination will be borne by the contractor.

13. **Compliance of Sainik Rest House Security & Safety Regulations.**

(a) The contractor will be responsible for his employees in observing all security and safety regulations and instructions as may be issued by the KSB from time to time. The contractor will be responsible to take appropriate disciplinary actions against his workers to fulfil his obligations under this agreement, provided that, action should be taken in accordance with Industrial Employment (Standing Order) Act, 1946 and the KENDRIYA SAINIK BOARD Authority should be informed at every point of time.

(b) Contractor will ensure that their employees should protect the Kendriya Sainik Board/Sainik Rest House information received during discharge of their duties from any unauthorized disclosure to third party(ies) without permission.

(c) The contractor will be responsible for making good to the satisfaction of the KENDRIYA SAINIK BOARD for any kind of loss or damage to any structures and properties within the Rest House premise. If such loss or damage is due to fault and/ or the negligence or wilful acts or omission of the contractor, his

employees, agents, or representatives, will make good the loss as assessed by the Officer-in-charge, KENDRIYA SAINIK BOARD.

14. **Conduct of Staff.**

(a) The Rest House staff will not entertain any of their guests/ outsiders in the Guest House premises and not normally leave the premise without Managers permission.

(b) All employees will be in uniform during schedule timing and none should be visible in vests/shorts or improper clothes in the Sainik Rest House premises at any time.

(c) The contractor will be responsible for the courteous behaviour of all their staff, employed directly or indirectly, and shall exercise a proper degree of control over them. The contractor shall be bound to prohibit and prevent employees from trespassing/acting in anyway detrimental or prejudicial to the interest of the community or of the properties. The contractor shall be responsible thereof and indemnify the Kendriya Sainik Board/Sainik Rest House of all consequent claims or actions for damages or injury or on any the other grounds whatsoever.

(d) Smoking, drinking within the entire area of the Sainik Rest House is strictly prohibited. Violators will be prosecuted as per law.

15. In case, Kendriya Sainik Board/Sainik Rest House suffers loss of any nature because of the contractor or his employees for not following security or safety regulation, the contractor will be liable to make good the loss as determined by the KENDRIYA SAINIK BOARD at its sole discretion. Kendriya Sainik Board/Sainik Rest House will have the right to recover such losses, etc., from the dues payable to the contractor and/or security deposit, etc.

16. The contractor will neither appoint any sub- contractor nor will sub-let the work assigned to him without the written permission of KENDRIYA SAINIK BOARD.

17. The contractor staff will not be treated as the Kendriya Sainik Board/Sainik Rest House staff for any purpose whatsoever. The contractor will be responsible for strict compliance of all statutory provisions of relevant labour laws applicable from time to time in carrying out the above job.

18. Whenever and wherever it required by the Kendriya Sainik Board/Sainik Rest House, all personnel deployed by contractor at Sainik Rest House, will be required to display ID card while entering into the Institute premise. They will also require wearing the ID Card all the time while on duty.

19. **Fulfilment of Statutory Provisions.** The contractor will ensure the compliance of all statutory provisions i.e. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act and all other labour and industrial enactment at his own risk and cost in respect of all staff employed by him. The Kendriya Sainik Board/Sainik Rest House shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. Hence, non-compliance or violation of any of these provisions of any of the Acts would lead to the immediate termination of the contract.



## PART- IV

### General Conditions of Tender

1. **Period of Contract.** Initially for a period of 2 years that may be extended for a similar or lesser period on same or terms and conditions as mentioned in the Tender Documents. 7-10% hike, ONLY on material cost and caretaking charges shall be provided in subsequent years of contract, after the successful completion of 1st year.
2. **Evaluation of Performance** After three months of operation, the contractor will be evaluated on the basis of the guidelines and rules detailed in this document. If the caterer fails to meet the expectation and promises made, license agreement can be cancelled at that time.
3. KENDRIYA SAINIK BOARD reserves the right to terminate the contract with 2 months notice without assigning any reasons whatsoever.
4. If the contractor fails to render the services to the satisfaction of officer in-charge on any particular day for any reason during the contract period, appropriate deductions will be made from the bills of the contractor for ineffective/incomplete services. Any risk and purchase made towards functioning of SRH by Kendriya Sainik board will be recovered from the contractor.
5. **Performance Security.** Within 15 days of execution of the Sainik Rest House contract, the Contractor will be required to execute the performance security deposit, equivalent to 10% of contract value in the form of a Fixed Deposit Receipt (FDR) or Demand Draft (DD), issued on the name of ***Armed Forces Flag day fund***, West Block - IV, RK Puram, New Delhi-110066. The Fixed Deposit Receipt (FDR) should be from a scheduled nationalized bank, and will be held against any defaulting in performance and violation of terms and conditions. This FDR shall be effective for entire contract period.
6. **Security of Fixed Assets.** Security of licensed premises, equipment, fittings and fixtures, furniture etc. will be the responsibility of the contractor.
7. All chemicals being procured for use, should be of approved high quality and damage to floor, skirting's, steps, platform, fittings, paintings, polish etc. should not occur. In case of any damage to Kendriya Sainik Board/Sainik Rest House property, the cost of making good the same will be recovered from the contractor's bill.
8. KENDRIYA SAINIK BOARD clarifications regarding partially omitted, typographical, or clerical errors shall be final and binding on the contractor.

09. The catering charges quoted by the contractor will be remain valid until the completion of the work. No upward revision of rates will be accepted after opening the tender.

10. The rates quoted by the party will be unconditional. Conditional tender will summarily be rejected.

11. **Forfeiture of EMD**. If the party fails to accept the work order issued at the rates originally quoted by him or at rates negotiated subsequently, as the case may be, the Earnest Money shall be forfeited.

12. EMD of unsuccessful bidder shall be refunded within 30 days of opening of Financial Bids. Signature and seal of the bidder required on all the pages, which have to be submitted along with Technical Bid, and Financial Bid.

## PART- V

### PENALTIES ON VIOLATION OF RULES

1. The caterer will be fined in case of violation of the following rules:-
  - (a) Non-availability of complaint register on the counter/discouraging members from registering complaints would lead to a fine of Rs. 250/- per instance on the contractor.
  - (b) Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item would invite a fine of Rs. 500/- per instance on the contractor.
  - (c) Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty on the caterer, which can range between Rs. 300/- to Rs. 3,000/- depending on the size of the stone/ pebble.
  - (d) Hard and/or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of at least Rs. 5000/- per incident.
  - (e) Food poisoning, shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the caterer.
  - (f) Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 3,000/- on the contractor.
  - (g) If KENDRIYA SAINIK BOARD agrees that certain meal was not cooked properly then a fine of Rs. 3,000/- would be imposed on the caterer.
  - (h) If the quality of milk is not found up to appropriate level, or it is diluted, a fine of 2,000/- per instance would be imposed.
  - (j) **For any rules stated in the agreement**, First violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule within 30 days of previous fine will attract double the initial amount of fine on the caterer.
  - (k) **Inappropriate personal hygiene of workers** including their dress and personal hygiene of workers and/or misbehaviour by workers etc. will lead to fine of Rs. 2000/- on caterer for every instance.

(l) **Failure to maintain a proper health check up of the workers** will attract a fine of Rs.4,000/-per instance

(m) As and when KENDRIYA SAINIK BOARD Authority proposes a fine, it will be informing to the representative of the caterer or Guest House Manager and fine will be imposed.

(n) **Using of brands not mentioned in the contract** without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the KENDRIYA SAINIK BOARD.

(o) Severity of hygiene failure shall be assessed and decided by the KENDRIYA SAINIK BOARD and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summarily Termination of the Contract.

(p) Non-maintenance of proper records will also attract penalty of Rs. 1000/- per instance. Records will be subjected to Audit as and when required.

(q) **Notice Period**. The notice period for the termination of contract will be 60 days. If a contractor disobeys the rule made by the KENDRIYA SAINIK BOARD, repeatedly commits the same mistake then the contract shall be terminated immediately without any notice and firm would be further blacklisted.

## PART- VI

### 1. **Selection of successful bidder and award of job:**

(a) Bidder shall be selected based on quoted rate, mentioned in Finance Bid Form-V.

(b) Bidders will be required to quote only Caretaking Charges in Finance Bid Form-V.

**(c) *Bidders are not required to quote labour charges and it shall be paid separately as per minimum wages revised time to time.***

(d) Successful bidder will be required to provide food and laundry services as per rates specified in Annexure-II and Annexure-.

(e) Contractor will consider following overheads while calculating the monthly Caretaking Charges: Cost of food items:-

- (i) Transportation cost for procuring items
- (ii) Profit margin of contractor
- (iii) Dresses for staff (2 sets per year)
- (iv) Issuing Photo ID cards
- (v) Medical examination of Guest House staff on every 6 month
- (vi) Maintenance of kitchen items
- (vii) Materials to be supplied in rooms, etc.

2. **Mobilization Time.** The contractor shall have to mobilize his resources so as to commence the work within 15 (fifteen) days from the date of award of contract. Contractor will be required to relocate all their set up and manpower on their own cost. No other charges shall be payable to contractor.

3. **Termination on contract.** The Kendriya Sainik Board, New Delhi shall reserve right to terminate the contract for any reason including unsatisfactory performance or violation of Minimum Wages Act or of any of the other terms and conditions of the contract. A notice in writing from the Kendriya Sainik Board, New Delhi to the contractor

shall be issued giving 60 (Sixty) days' notice for such termination and vacation of the premises, without assigning any reasons thereof. Under exceptional circumstances this 60 (Sixty) days' period may appropriately be reduced.

4. **Return of Security Deposit.** The Security Deposit shall be refunded to the contractor without any interest after 60 (sixty) days of the expiry of the contract or within 15 (fifteen) days from the date of the issue of a "No Dues Certificate" by KENDRIYA SAINIK BOARD, subject to the fulfilment of all contractual obligations by the contractor.

5. **Execution of Agreement.** On the acceptance of Tender, successful party will have to execute an agreement with KENDRIYA SAINIK BOARD covering all aspects of contract before the commencement of work.

**PART- VII**

**BRAND OF ITEMS**

1. The contractor will procure food articles as per following specification:

<b>S.No.</b>	<b>Items</b>	<b>Brands</b>
01	Mustard Oil	Dhara, Fortune, Nature fresh, Patanjali
02	Refined Oil (Sunflower)	Fortune, Nutrela
03	Tea leaves/ Chaipatti	Tata gold, Brook bond, Lipton
04	Coffee Powder	Nescafe, Bru, Tata Cafe
05	Pickles (Mango/ Mix)	Mother, Priya,
06	Instant Noodles	Yippee, Surya
07	Wheat flour	Shakti Bhog, Aashirvad, Annapurna
08	Papad	Lijjat
09	Bread	Modern, Kalorie, Britannia, Gomti
10	Jam	Kissan
11	Butter, Cheese	Amul, Britannia, Mother Dairy
12	Tomato Sauce/ Ketchup	Kissan
13	Milk for drink and curd	Amul, Parag (Full cream)
14	Spices	Ashok, M.D.H., Everest
15	Biscuit	Marie gold, Good Day, Fifty-Fifty, Horlicks, etc.
16	Salt	Tata, Annapurna
17	Cornflakes	Kellog's, Patanjali
18	Ghee	Amul, Every day, Anik, Patanjali
19	Ice Cream	Amul, Kwality
20	Frozen Peas	Safal (off season), Mother Dairy
21	Liquid soap	Dettol or Lifebuoy
22	Phenyl	Domex or Lizol
23	Rice for Meal/ Pulao/ Biryani	Basmati
24	Bombay Rawa/ Suji	High quality
25	Pulses (Red gram/Bengal gram/ etc.	High quality
26	Paper Napkin	Standard quality
27	Room Freshner, etc.	Standard quality
28	Chilli sauce/ Soya Sauce	Standard quality
29	Cookies	Standard quality
30	Toilet Freshener	Odonil
31	Mosquito Repellent/ Fast card	All Out, Goodnight or Mortien
32	Washing Powder – for utensils	Nirma/Vim bar
33	Washing Powder – For clothes	Surf Excel/Ariel/Tide
34	Glass Cleaner, Floor Cleaner	Super X or Good Brand
35	Surface Retainer, Tile Cleaner	Good Brand
36	Urinal Cube	Odonil

<b>S.No.</b>	<b>Items</b>	<b>Brands</b>
37	Toilet Seat cleaner	Harpik
38	Duster /Broom	Good Brand
39	Brasso	Good Brand
40	Acid	Good Brand
41	Garbage Bags	Good Brand
42	Cleaning Brush	Good Brand



**FORM- I**

**TENDER/CONDITIONS ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:-----

The Secretary  
Kendriya Sainik Board  
Ministry of Defence  
Govt of India, West Block IV, RK Puram,  
New Delhi-110066

Subject : **ACCEPTANCE OF TERMS & CONDITIONS OF TENDER**

**Tender Reference No** : KENDRIYA SAINIK BOARD/ RBL/ GH/ 01/ 2016

**Job**: Providing Catering, Housekeeping & Caretaking services at Sainik Rest House, Naraina

Dear Sir,

1. I/We have downloaded the tender document(s) for the above-mentioned Tender/Work from the Kendriya Sainik Board website- [www.ksb.gov.in](http://www.ksb.gov.in) or Tender Procurement portal of Government of India (eprocure) site <https://eprocure.gov.in> as per your advertisement, given in the above-mentioned website.
2. I /We hereby certify that I / we have read entire terms and conditions of the tender documents from Page No. 01 to 29 (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
5. In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against organization in satisfaction of this condition.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**FORM- II**

**CERTIFICATE OF ETHICAL PRACTICES**

(This document shall be duly signed by the tenderer and attached with Technical Bid)

1. I/We assure the KENDRIYA SAINIK BOARD, New Delhi that neither I/We nor any of my /our workers will do any act/s, which is improper / illegal during the execution of the contract awarded to us.
2. Neither, I/We nor anybody on my/our behalf will indulge in any corrupt activities /practices in my/our dealing with the organization/institution.
3. I/We will have no conflict of interest in any of our work/contract at the Sainik rest House.
4. We will keep the Sainik Rest House and its surroundings hygienic, neat & clean.

Yours Faithfully,

Place -----

Date -----

(Signature of the Bidder, with Official Seal)

**FORM- III**

**FORMAT FOR TECHNICAL BID**

(Tender Reference No.: KENDRIYA SAINIK BOARD/RBL/GH/01/2016)

To be filled in ink by BLUE BALL PEN.

From:

-----  
-----  
-----

To,

The Secretary,  
KENDRIYA SAINIK BOARD  
West Block IV, RKPuram  
New Delhi-110066

Details E.M.D. (Rs. 10,000/-)

Draft No-----Issuing Bank-----Date -----

<u>S.No</u>	<u>Particulars</u>	<u>Details to be filled in by the Agency/Firm</u>
01.	Name of the & Firm/ Contact Person	
02.	Regd. Office/ Business Address/Contact of the Firm	
03.	Date of incorporation of the Firm. State whether it is Partnership/Proprietorship or others(Specified)	
04.	PAN Nos. of the Firm	
05.	Service Tax Registration No. (Attach Copy of Registration Certificate)	
06	Whether the Firm has minimum 2 yrs of experience in providing catering & caretaking services to reputed organizations/ institutions (Attach copies of work Orders and relevant certificates of works executed)	
07	Number of Manpower working with the Firm	
08	Whether the caterer agrees to properly handle the various gadgets and utensils, crockery etc provided by the institute?	

## DECLARATION

1. I/we agree that the decision of KENDRIYA SAINIK BOARD, New Delhi in selection of bidder will be final and binding to me/us.
2. I/we agree that we have no objection if inquiries are made about our works and experience its related areas and any other inquiry regarding all contracts listed by us in the bid.
3. I/we undertake to inform any change in the constitution of the firm, as and when it takes place. The continuation of the contract subsequent on such alteration will be at sole discretion of KENDRIYA SAINIK BOARD, New Delhi-66 .
4. All the information and data furnished herewith are true and correct to the best of my/our knowledge & belief.

Place:

Date:

(Name, Designation & Signature  
with Seal of the Company)

## FORM- IV

Contact details of establishments, caterer has previously provided catering and caretaking services:

S.No	Name of the Organization	Contract value per year	Name of the Officer-in-Charge & his Mobile/ Phone No.	Period of contract
01.				
02.				
03.				
04.				
05.				
06.				

Date: -----

(Signature and Stamp of the contractor)

**FORM- V**

**FINANCIAL BID FORM**

**(It should be kept in a separate sealed cover and FINANCIAL BID clearly be super scribed on the top of envelope - To be filled in BLUE INK)**

Name of Firm/Agency: -----

<b>S. No.</b>	<b>Heads</b>	<b>Total Cost</b>
1	Caretaking Charges per month <b>(In Rupees) *</b>	
2.	Service Tax, S. Tax, etc. (In %), if any	
3.	<b>Total Cost</b>	

\* Caretaking charges include all kind of material cost required for caretaking and housekeeping services and supply of items mentioned in Annexure-I or required any new items from time to time. This does NOT include salary of employees, elect charges, tele charges.

**Note: Statutory taxes/duties will be applicable as per Government of India guidelines and contractor will be liable to pay all such duties.**

(Signature and Stamp of the contractor)

## **ANNEXURE- I**

### **BATHROOMS**

Contractor will provide following items on daily basis in rooms on guests arrival:

1. Bath Soap (Lux, Dove, etc)
2. Toilet liquid soap (Dettol/ Lifebuoy) with dispenser
3. Shampoo Sachet- Sunsilk or Clinic plus
- 4, Toilet paper of good quality & brand
5. Hair Oil
6. Comb, etc.

### **BEDROOM**

1. Tea/coffee bag, milk power, sugar sachet,
2. Small Notepad and Pencil placed near the telephone
3. Candle and Match Box
4. Insect Repellent Machine with refill

Note: Other toiletry items such as toothpaste, toothbrush, shaving cream, hair oil and razor of leading brand should be kept with caretaker in limited quantity.

**SCHEDULE OF RATES TO PROVIDE FOOD  
SERVICES TO GUEST**

<b>S. No</b>	<b>Menu</b>	<b>Rate (Rs)</b>
01	Tea (Per cup)	8.00
02	Bed Tea in Tea Pot with milk, Tea bag & Sugar Separately	10.00
03	Black Tea (With / Without Lemon)	7.00
04	Coffee	12.00
05	Plain boiled milk 200 ml (With or without sugar)	15.00
06	Milk (200 ml) with 2 tea spoons Horlicks/ Complan/ Bournvita	20.00
07	Corn flakes with Milk (200 ml)	28.00
08	Chocos with Milk (200 ml)	25.00
09	Omelet (02 eggs) with sauce and Bread (02)	25.00
10	Sealed mineral water	On actual basis
11	Ice cream	On actual basis
12	Soft drink	On actual basis
13	Packaged fruit juice	On actual basis
14	Gulab Jamun- 2 pieces (100 gm)	20.00
15	Fruit Juice (250 ml)	30.00
16	Lassi (250 ml)	25.00
17	Veg Pakoda (100 gm)	20.00
18	Bread Pakoda (2 pieces) with green chutney or tomato sauce	20.00
19	Samosa (2 pieces) with green chutney or tomato sauce	20.00
20	Bread with Butter & Jam (Full plate for adult) 6 Pc	25.00
21	Idli (03), Vada (Qty3) with Sambhar and coconut chutney	35.00
22	Poori (6 Pc), Sabji (Full plate for adult)	35.00
23	Upma/Poha (Full plate for adult)	30.00
24	Plain Dosa with Sambhar and coconut chutney (Full plate for adult)	40.00
25	Masala Dosa with Sambhar and coconut chutney (Full plate for adult)	50.00
26	Chole, Bhature (2 Pc) (Full plate for adult)	30.00
27	Plain Paratha (02), Pickles and Curd	25.00
28	AalooParatha (02), Pickles and Curd	40.00
29	Veg Chowmin (Full plate for adult)	35.00
30	<u>Veg Thali</u> : Chapati (02)/Rice Good quality (150Gm)/seasonal vegetable/Arhar Dal/Raita/Papad/Pickle	80.00
31	<u>Veg ThaliDelux</u> : Chapati or Butter Nan (02)/Basmati Rice (150Gm)/Mix vegetable/Paneer dish/Arhar Dal/Raita/Papad/Pickle/Ice-cream Vanilla or Gualabjamun (02 pc)	100.00

<b>S. No</b>	<b>Menu</b>	<b>Rate (Rs)</b>
32	<u>Veg Thali Super Delux:</u> Soup Bowl /Chapati or Butter Nan (02) or LacchchaParatha/Basmati Rice (150Gm)/Mix vegetable/Butter Paneer/Arhar Dal or Dal Makahani/Raita/Papad/Pickle/Ice-cream butter scotch etc. or Gualabjamun (02 pc)	120.00
33	Non-Veg Food: All items mentioned in point no-30 to 32 plus Chicken/Fish/Mutton 150 gms (Full plate for adult)	120.00, 140.00 and 160.00

Note: Above prices include all kind of material cost and taxes. Contractor will provide all kind of packaged food items i.e. soft drink, cookies, chips, fruit juice, etc on printed rates only.

(Signature and Stamp of the contractor)



**SCHEDULE OF RATES TO PROVIDE LAUNDRY SERVICES TO GUEST**

S. No.	Items	Only Washing (Rs.)	Only Ironing (Rs.)	Washing & Ironing (Rs.)
01	Trousers	5.00	5.00	10.00
02	Shirt/T-Shirt	5.00	5.00	10.00
03	Towel	5.00	5.00	10.00
04	Hand Towel	5.00	3.00	8.00
05	Saree	10.00	10.00	20.00
06	Under Wear	5.00	5.00	10.00
07	Socks/Handkerchief	5.00	2.00	6.00
08	Shorts	5.00	3.00	8.00
09	Jeans	5.00	5.00	10.00
10	Salwar-Kameez	8.00	7.00	15.00

Signature with stamp of the Contractor