

**INSTITUTE FOR DEFENCE STUDIES AND ANALYSES**  
**No1, Development Enclave, Rao Tula Ram Marg, New Delhi – 110 010**  
**Website: www.idsa.in**

**NOTICE INVITING TENDER (TWO BID)**

Sealed Tenders are invited for Guest House Management & Catering Services (including housekeeping & security for the guest house and catering for the Institution as well as guest house), for a period of three years from reputed service providers. The tender document can be obtained from the Office of the Estate Manager, IDSA w.e.f 01 Feb 2016 to 29 Feb 2016. The tender form may also be downloaded from our website [www.idsa.in/notice](http://www.idsa.in/notice). The last date for submission of tenders along with all documents and EMD in the form of Demand draft / pay order for Rs. 50,000/- (Rupees Fifty thousand only) in favour of IDSA, payable at New Delhi is 29 Feb 2016, 1500 Hrs. The Tender should reach on or before the due date / time and financial bids will be opened in presence of technically qualified bidders.

Tender Notification No : IDSA/093/2016

Name of the work : Guest House Management and Catering Services

Cost of Tender : Free

EMD Amount: Rs. 50,000/- (Rupees fifty thousand only)

Period for contract : Three years and extendable by another year.

Validity period : 180 days

Last Date of submission of Tender : 29 Feb 2016, 1500 Hrs

Address for the submission of tender : Estate Manager  
(by Speed post only or to be dropped in the tender box placed at IDSA Reception) Institute for Defence Studies and Analyses  
No. 1 Development Enclave,  
Rao Tula Ram Marg, New Delhi – 110 010

All the tenders are to be submitted on the prescribed forms, as enclosed at Annexure I - XI, duly signed, stamped and dated on each page (1-27) as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute in a sealed cover (separately for technical and financial bids) with superscript "Tender for Guest House Management and Catering services".

Hemant Kumar  
Estate Manager, IDSA

**INSTITUTE FOR DEFENCE STUDIES AND ANALYSES**  
**No. 1, Development Enclave, Rao Tula Ram Marg, New Delhi – 110 010**  
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**GUEST HOUSE MANAGEMENT AND CATERING SERVICES**

**TERMS AND CONDITIONS**

**1. Introduction.**

Institute for Defence Studies and Analyses (IDSA) is a premier strategic and security studies think-tank in India. IDSA is situated at Rao Tula Ram Marg near USI and 1 Km far from RR Hospital, New Delhi. IDSA has decided to entrust the work of Management of Guest House and Catering service to reputed and well experienced agencies on contract basis, initially for a period of three years. The agencies that fulfill the requirements as specified in the terms & conditions of this document shall be eligible to apply.

The agency's representative(s) may visit the office of the Estate Manager for inspection of site and appraisal of work involved, between 1000 H to 1600 H on any working day w.e.f. 01 Feb 2016 onwards.

The nature, scope, terms and conditions of work are given in the tender document. You are required to prepare your most competitive quotations in the given format and submit to IDSA on or before 29 Feb 2016, 1500 H.

**2. Details of Guest House.** The Institute has one guest house namely Scholar's Transit Accommodation (STA), which is located inside the IDSA campus and consists of 14 apartments (8 single bed Room, 4 two bed room and 2 three bed room apartments). All the apartments are air conditioned and all the rooms are completely furnished with two single beds, study table, LCD, sofa with cushions, dining table, chairs etc with attached toilet/bathroom. In addition, it has a Cafeteria, reception desk cum office area. The area of apartments & surroundings is as follows :-

- (i) Single bed Room Apartment -50 Sq Mtr-8 Nos
- (ii) Two Bed Room Apartment -100 Sq Mtr-4 Nos
- (iii) Three bed Room Apartment-138 Sq Mtr -2 Nos.
- (iv) Cafeteria, office cum Reception desk Area & surroundings – Approx 400 Sqm

**3. Mode of Operation.**

a) Guest House Management

- i) The accommodation shall always be allotted by IDSA and all revenues generated by way of licence fee would be deposited with IDSA, if any, collected by the service provider.

- ii) The accommodation shall be allotted to IDSA's guests during various conferences, visiting Fellows, IDSA members, PSUs, Central and State Government departments only.
- iii) The apartments have been furnished by IDSA.
- iv) There is a reception cum office area and a cafeteria at the ground floor of STA. All furnishings, furniture and fittings in said facilities have been provided by the Institute excluding for cafeteria. Furniture for the cafeteria shall be provided by the service provider.
- v) The licence fee for hiring of apartments shall be fixed by the Institute from time to time.

b) Catering Services

- i) The Contractor will provide catering services for conferences & seminars as and when organized by the Institute and run a restaurant in the Institutional building. The Contractor shall also provide catering for scholar's cafeteria in the institutional building on daily basis and cafeteria at the guest house as and when required.
- ii) The Contractor shall completely furnish and equip the kitchen & dining areas including Scholar's Cafeteria / restaurant / Banquet Hall / cafeteria at guest house.
- iii) The Contractor has to keep arrangement for cocktail dinner parties including counter, cutlery, etc.
- iv) The Contractor shall pay for electricity charges (metered) incurred in the catering area at Institutional building.
- v) Revenue generated from providing the catering services shall accrue solely to the Contractor.
- vi) The Contractor will deploy sufficient manpower such as Manager (F&B), cooks, stewards, housekeepers, etc for providing catering services at the cafeterias', restaurant and banquet hall / dining areas.
- vii) The Contractor shall be responsible for cleaning / sanitation in the catering area including kitchen, banquet hall, Chanakya I & II, ladies / Gents toilet, service lift, lobby, staff canteen etc. The Catering area should be hygienic, neat & clean at all times.
- viii) The contractor will arrange disposal of collected garbage on a daily basis. The vehicle for disposal to the nearest scheduled site, as specified by the municipal corporation / MES, will be arranged by the contractor at his own cost. IDSA holds no responsibility for the place of disposal of the garbage.

#### 4. **Scope of Work.**

The scope of work includes housekeeping, security & reception / front office desk round the clock on rotational basis at the guesthouse and any other related work as assigned from time to time. The scope of work is described in details in the following subsections.

- 4.1 Cleaning of rooms:
  - a. Sweeping of floors with broom followed by wet mopping or by the use of scrubber with hygienic chemical.
  - 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 daily basis or on the change of occupancy, as directed.
  - e. Making up the rooms before the arrival of new guest, spraying fragrance to impart freshness, placing deodorant cans and bathing soap in toilet, providing fresh drinking water.
- 4.2 Cleaning of all corridors and staircases including sweeping with broom followed by wet mopping/scrubbing.
- 4.3 Sweeping of building apron, internal roads and walkways etc.
- 4.4 Collection of garbage/wastes from rooms & its premises and their disposal.
- 4.5 Clearance of wild growth in open area is to be carried out by spade/sword regularly to make the surrounding area of the building clean and pleasant.
- 4.6 The staff members deputed in the guest house shall be polite with pleasing manners, co-operative, disciplined and shall not smoke or be drunk while on duty.
- 4.7 Provide room services to the guests & their needs in terms of tea/coffee/milk, snacks and breakfast/lunch/dinner as ordered.
- 4.8 Provide facilities like doctor on call, vehicles when requested by guests, newspaper on reception, business centre services like photocopying etc.

#### 5. **Facilities to be Made Available.**

The Institute shall supply following facilities / articles for the use in the guest house apartments :-

- 5.1 Part of the establishment:
  - 5.1.1 Lifts
  - 5.1.2 Ceiling fans
  - 5.1.3 Geysers, tube lights.
  - 5.1.4 All the furniture & linen thereof etc.  
The Maintenance of above equipments will be borne by IDSA on intimation by the service provider.
- 5.2 The consumables to be provided by the service provider.

5.3 The contractor shall supply the undermentioned consumables on a monthly basis for usage at guest house area. The contractor has to show the material to the designated representative of IDSA in the first week of every month. Any lapse in the items will invite penalty or deduction of amount as per market rate. These consumables will be part of contract and no separate payment will be made for following items :-

5.3.1	Toilet Roll	:	50 Nos
5.3.2	Tissue Box	:	25 Nos
5.3.3	Candle with match box	:	05 Each
5.3.4	Naphthalene balls	:	01 Kg
5.3.5	Cleaning Powder (Vim)	:	01 Kg
5.3.6	Acid	:	02 Ltrs
5.3.7	Table & floor duster	:	12 Each
5.3.8	Phenyl	:	05 Ltrs
5.3.9	Paper napkins	:	12 Packets
5.3.10	Soft & hard Brooms, wiper	:	05 Each
5.3.11	Insecticides / HIT	:	01 Ltr
5.3.12	Room Freshner	:	05
5.3.13	Odonil	:	25
5.3.14	Toilet cleaner, harpic	:	01 Ltr
5.3.15	Toilet brush	:	05
5.3.16	Glass cleaner, Colin	:	01 Ltr
5.3.17	Dust control Mop 4'-5'	:	01
5.3.18	Batteries for wall clock	:	25
5.3.19	Dust Pane / Jala Brush	:	02 Each
5.3.20	Garbage Bag (Small)	:	02 Kg
5.3.21	Other Cleaning material, as required.		

Note : The quantity of consumables above is indicative. However, the quotation shall cater for any increase in quantity of consumables.

5.4 Drycleaning / washing. All the drycleaning of linen such as bedsheets, bed covers, bath towels, hand towels, table covers etc has to be borne by the service provider.

## 6. Responsibility of Contractor.

6.1 The contractor has to provide all the material as detailed above for the routine maintenance. The material should be branded and of good quality.

6.2 The contractor has to provide following manpower under the respective categories given below as defined in the latest Minimum wages Act for the guest house :-

<u>Sl</u>	<u>Manpower</u>	<u>No of personnel</u>	<u>Category</u>
a)	Operations Manager	01	Graduate & above
b)	Security Guards	03	Semi-Skilled
c)	Housekeepers	04	Unskilled

6.3 The Contractor has to depute the above man power on daily basis including Saturday/Sundays and Holidays or as required by IDSA. However, one day off in rotation will be given to each worker. In case of absenteeism, payment will be deducted from contractor's bill as per the minimum wages enforced and suitable penalty will be imposed. The manpower at SI 6.2 above will not be used by the Contractor anywhere else other than the Guest house area.

6.4 The general working hours of manpower at SI 6.2 (a & c) above will be of 8 Hrs (0800 Hrs to 1700 Hrs including one hour for lunch). However, IDSA reserves the right to change the timings as per requirement.

7. The eight hours shift of Security Guards generally will be from 0600 hrs to 1400 hrs, 1400 hrs to 2200 hrs and 2200 hrs to 0600 hrs. But the timings of the shift are changeable and shall be fixed by IDSA from time to time depending upon the requirements. Prolong duty hours (more than 8 hrs at a stretch) shall not be allowed. No payment shall be made by IDSA for double duties exceeding 10 % of the total duties, per month.

8. The contractor should employ specified manpower to ensure due performance of the contract to the satisfaction of the Estate Manager and quality of work or material, as specified in the contract and should always be ready for inspection. The contractor has to furnish a weekly report and progress report to the office of Estate Manager and also take advice for progress of work on daily basis.

9. Water Supply: IDSA shall maintain Water supply and pipe-fittings.

10. The Contractor has to bear the following and these expenses will be considered as a part of contract :

- 10.1 Staff and Workers Salary including security
- 10.2 House Keeping services at banquet areas
- 10.3 Front Office (STA) handling cost
- 10.4 Cafeteria cleaning
- 10.5 Maintenance of flower pots in guest house area.

11. Any loss / damage to property of guest house by workers of contractor, the penalty for the above damage / loss will be charged to the contractor as decided by the Deputy Director General, IDSA, who is competent authority of the IDSA.

12. Loss of movable items at Guest house handed over to the workers of Contractor will also be his responsibility. The utensils / crockery or any other item placed in the apartment / guest house area will not be taken out from the apartment for usage at any other place by the employees of Contractor.

13. No accommodation for the workmen / supervisors shall be provided by IDSA. The contractor shall have to make his own arrangement for the lodging and boarding of his workmen outside the Institute's premises.
14. EMD by Demand Draft / pay order drawn on any scheduled bank in favour of "IDSA" payable at New Delhi should be submitted. EMD shall bear no interest. Any bid not accompanying with EMD is liable to be treated as non-responsive and rejected. The successful tenderer shall remit a security deposit @ 10 % of the contract value per annum and the EMD already remitted by the successful tenderer will be adjusted against the security deposit. The security deposit will be refunded without any interest within 60 days of termination of the contract. EMD of unsuccessful tenderers shall be returned without interest after the validity period of the tender or award of work whichever is earlier.
15. The tenderer should give details of their business soundness and provide list of customers of previous experience of similar type of work provided to Universities, Institutes or Government Departments/Undertakings/public/ private sectors with contact details. The details of the agency/profile should be furnished along with the copy each of all related documents.
16. The agencies should submit their rates as per the format of price bids enclosed. Rates 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. All corrections and overwriting should be initialed.
17. The Institute reserves the right to reduce / increase the number of personnel at any time after acceptance of the award with a notice.
18. 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.
19. Amendment in tender document. At any time prior to the last date of receipt of bids, IDSA may for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the Tender document by an amendment and inform about it through IDSA's website.
20. The Institute may at its own discretion extend the last date for the receipt of bids.
21. 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 govern.

22. IDSA reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons. The decision of IDSA will be final in all the matters of tender.
23. Work Experience. The Firm / Agency should have been registered as a Proprietary Firm / Partnership Firm / Pvt Ltd company and should have experience of at least ten years in guest house management & catering services. Proof of experience, current running contracts and performance certificates are must.
24. Prior to commencement of the Contract, IDSA officials may inspect the office of the tenderer. During the period of the Contract, there shall be periodical inspection of guest house.
25. Maintenance of Records. The Successful tenderer shall have to maintain the Guest House Occupancy Register as communicated by the Institute through emails or otherwise. The Stationary to maintain all records will be borne by the service provider.
26. Engagement of Workmen. The workmen engaged by the contractor shall have minimum experience of one year and IDSA will have no liability whatsoever towards them. All the workmen should have good behavior and courteous relationship with guests / occupants and IDSA officials. The contractor shall be responsible for compliance of all relevant Labor Enactments like minimum wages, ESI, PF, bonus, etc.
27. Contractor is required to make timely payment (before 7<sup>th</sup> day of every month) to his staff including various statutory authorities without linking it with the payment from the Institute. IDSA reserves the right to check the same.
28. The contractor shall issue uniform with shoes and socks to all the workmen engaged by him.
29. The contractor shall be held responsible for proper conduct, behaviour and safety of workmen engaged by him. The workmen so engaged by him, shall be under his employment and disciplinary jurisdiction. However, they shall be subject to the overall discipline of IDSA.
30. The workmen engaged by the contractor 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.
31. IDSA reserve the right to reject the deployment of any person(s) by the contractor and contractor shall cease to deploy any such person/persons forthwith, upon receipt instruction in writing from the Institute. No claim shall be entertained on account of any such rejection.



32. Supervision of day-to-day activities: The contractor shall supervise effectively the operations of guesthouse & catering services and follow the instructions / requirements given by the IDSA officials.
33. Compliance of Statutory requirements. The contractor shall ensure that the statutory requirements as per the Enactments are complied with for his staff during the tenure of the Contract. He shall ensure compliance of all the provisions of various Labour Enactments viz. The Minimum Wages Act, The Payment of Wages Act, The Workmen's Compensation Act, The Employees Provident Fund & Miscellaneous Act, and any other Labor Enactments as may be applicable from time to time.
34. Verification of Character & Antecedents. The contractor shall submit an affidavit for verification of the workmen employed by him at any point of time along with the updated list of workmen with their designation for issue of the identity card by IDSA.
35. Accidents. In case of any accident or mischief, the Operations Manager engaged by the contractor should immediately inform directly or over telephone about the incident to IDSA Authorities. IDSA should not be made to bear any expenses in this regard. Deduction of Taxes. All statutory deductions such as TDS, WCT, etc. wherever applicable, but not limited to this list indicated, shall be deducted from the bills payable to the successful tenderer at the applicable rates from time to time.
36. Payment of all statutory taxes. The contractor 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.
37. Mode of payment. The contractor shall raise the bills in duplicate on quarterly basis to the Estate Cell, along with attendance sheet of manpower deputed at Guest house area and other receipts of ESI / PF etc. The payment will be made by IDSA on completion of every quarter.
38. 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. IDSA reserves the right to terminate the Contract awarded at any time during the period of the Contract by giving one month notice in advance in writing. The Successful Tenderer shall be required to give three month advance notice in writing for termination of the contract, failing which the security deposit shall stand forfeited.
39. Under no conditions the Contractor for his staff shall claim the benefits under IDSA Rules, Wages & Allowances, facilities etc.
40. The Tender as furnished shall remain open and valid for a period of three months.
41. IDSA shall not be responsible for delay or non-receipt of tender documents during transit by Post.

42. IDSA reserves the right to reject any or all Tenders without assigning any reason thereof at any stage of the process.

43. Liens:

43.1 If, at any time should there be an evidence of any lien or claim for which the institute has become liable and which is chargeable to the contractor, the institute shall have the right to retain out of any payment then due or thereafter to become due an amount sufficient to completely indemnify the institute against such lien or claim and if such lien or claim be valid, the institute may pay and discharge the same and deduct the amount so paid from any money which may be or may become due to be paid to the contractor. If any lien or claim remain unsettled after all payments are made, the contractor shall refund or pay to the institute all moneys that the latter may be compelled to pay in discharging such lien or claim including all costs and reasonable expenses. The institute reserves the right to do the same.

43.2 The final payment shall not become due until the contractor delivers to the Registrar a complete release or waiver of all liens arising or which may arise out of this agreement.

44. Force Majeure. In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean acts of God, water, revolt, riot, fire, flood and act and regulations of the Government of India or any of its authorized agencies.

45. Release of Information: The contractor shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs or other reproduction of the work under this contract.

46. Payment of Contractor's Bill. The payment to the contractor shall be made by IDSA after statutory deductions of the State and Central Government. Payments of final bill and security deposit shall be released only if it is accompanied by the proof of following;

- a) Having paid due wages to all his workmen engaged on the job for the whole period of contract
- b) Having deposited the contributions of PF and ESI with the concerned authorities for the whole period of contract.

- c) Having handed over the complete establishment including all materials and equipments of the Guest Houses to the Estate Manager, in good condition and the payments made thereof for the missing items. Cost of loss/theft of items will also be deducted from the final payment / security deposit.
- d) Having vacated the premises of the Guest Houses or any other premises that may have been allotted to him for discharge of the contractual obligation.

47. Accident or Injury/death to Workmen: The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury/death to any workman or other person in the employment of the contractor or any sub-contractor. The contractor shall indemnify and keep indemnified the Institute against all such damage and compensation whatsoever in relation thereto.

48. Liability to Damage: The contractor at his own cost shall rectify all the damages, losses, thefts, burn outs, mishandling of equipments etc which may be attributable to its fault / negligence in operations. The decision of Director General, IDSA in this regard shall be final and binding.

49. Jurisdiction. The contract shall be governed by and constructed according to the laws in force in India. The contractor shall hereby submit to the jurisdiction of the courts situated at New Delhi to hear and decide such actions and proceedings arising out of the contract.

50. Submission of Application for Contract:

- i. If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address.
- ii. If a proprietary firm makes the application, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- iii. If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address or alternatively by a partner holding power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.

- iv. Overwriting should be avoided. Neatly crossing out, initiating, dating and rewriting shall make correction, if any. All pages of the document shall be numbered and submitted as a package with signed letter of transmittal.
- v. The applicant is advised to attach any additional information, which he thinks is necessary to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after the tender document is submitted, unless the Institute calls for it.
- vi. The tender document in prescribed form duly completed and signed shall be submitted in a sealed cover with two covers (Technical Bid & Financial Bid). The sealed cover super scribed "Tender documents for Guest House management & Catering service at IDSA, New Delhi" shall be received at IDSA up to 1500 H on 29 Feb 2016. Documents submitted in connection with this tender will be treated as confidential and will not be returned.
- vii. The application shall be forwarded in two separate envelopes put inside a single bigger envelope (super-scribed **Tender for Guest House Management and Catering services** containing two envelopes) as under;

**Envelope 1** (super-scribed as "**Technical Bid for Guest House Management and Catering Services**") shall contain the following.

- i. Letter of transmittal (Annexure I).
- ii. Information of Tenderer (Annexure II)
- iii. Technical Bid (Annexure III)
- iv. Undertaking of Non Blacklisting (Annexure IV)
- v. Check List of Technical Evaluation (Annexure V)
- vi. Financial information of the organization (Annexure VI)
- vii. Details of all contract completed during the last three years (Annexure VII)
- viii. Contracts under execution or awarded (Annexure VIII)
- ix. Performance Certificate of Contract (Annexure IX)
- x. EMD by Demand Draft / Pay order drawn on any scheduled bank in favour of "IDSA" payable at New Delhi
- xi. Income Tax return for last three years with profit & loss account.

- xii. Balance sheet for last three years.
- xiii. Manpower on roll with contact details (Can be verified by IDSA)

**Envelope 2** (super-scribed as “**Financial Bid for Guest House Management and Catering Service**”) shall contain following :-

- i. Financial Bid (Guest House Management) (Annexure X)
- ii. Financial Bid (Catering Service) (Annexure XI)

51. Eligibility Criteria:

- i. The firm should be registered under the labour act prior to the tender submission date.
- ii. The average turn over for the last three financial years should not be less than Rupees Fifty lakhs.
- iii. The firm should be registered with Service tax, Labour Laws, EPF, ESI departments prior to submission of tender.
- iv. The firm should have at least 20 professionally trained permanent staff on its rolls.
- v. The firm should not be blacklisted / debarred from any organization and should have a clean track record. IDSA reserve the right to check the credentials of the firm at its own and decision of Estate Manager in this regard will be final & binding.
- vi. The firm should have at least ten years' experience in Guest house management & catering services.

**LETTER OF TRANSMITTAL**

From

(Full address of the Applicant)

To

The Director General  
Institute for Defence Studies and Analyses  
No 1, Development Enclave, Rao Tula Ram Marg  
New Delhi - 110010

Subject: Submission of Tender application for providing Guest House management and catering Services at IDSA wrt Tender No. IDSA/093/2016

Sir,

Having examined the details given in invitation for Tender published in the news papers/IDSA website, we hereby submit the application with complete details.

- i. We certify that all the statements made and information supplied in the enclosed forms is correct.
- ii. We have furnished all information and details necessary and have no further pertinent information to submit.
- iii. We have submitted the requisite documents to the Estate Manager, IDSA. We also authorize him to approach individuals, employers, firms and corporations to verify our competence and general reputation.
- iv. We submit the following certificates in support of our suitability, know-how & capability for having successfully completed the following contracts:

Sl. No.	Name of the Organisation	Certificates there from
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No of Enclosures:

Date of Submission:

**Signature of the applicant(s)**

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**QUOTATION FOR GUEST HOUSE MANAGEMENT & CATERING SERVICE  
(TECHNICAL BID)**

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**INFORMATION OF TENDERER**

Brief Bio data with Check list of the Tender

1. NAME AND ADDRESS OF THE COMPANY
2. NAME OF CONTACT PERSON  
(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. Audited Balance sheet for last three financial years- Attach self-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 OWNERSHIP- PRIVATE/PUBLIC/COMPANY/  
PROPRIETORSHIP / PARTNERSHIP  
(Please provide details with documentary evidence).
11. Details of all experiences of previous years to whom the Guest house management including housekeeping, security & Catering services including housekeeping for the dining areas in the Institutional building have been provided (Please attach annexures with details of Organization's Name with address, number of manpower deployed, time period, contact person's reference with Contact no).
12. Details of present assignments including last three years (Please attach annexures with details of Organization's Name with address, number of manpower deployed, time period, contact person's reference with Contact no).
13. Details of man power on roll of your organization (attach organization chart)
14. Any other details, please specify with documentary evidence.
15. Details of EMD enclosed. \_\_\_\_\_

(SIGNATURE WITH STAMP)

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**QUOTATION FOR GUEST HOUSE MANAGEMENT & CATERING SERVICE  
(TECHNICAL BID)**

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1. Brief Bio data 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 \_\_\_\_\_  
(Please enclose the copy) \_\_\_\_\_
5. Please specify with names as \_\_\_\_\_  
to whether firm is sole proprietor / a. \_\_\_\_\_  
partnership firm / Pvt Ltd. b. \_\_\_\_\_  
(Enclose documents) c. \_\_\_\_\_
6. PAN number & Income Tax \_\_\_\_\_  
Return of financial \_\_\_\_\_  
Years 2012 – 2015 \_\_\_\_\_
7. Provident Fund Account Number \_\_\_\_\_  
(Please enclose the copy)
8. ESI Registration Number \_\_\_\_\_  
(Please enclose the copy)

**Affix duly  
Attested PP  
Size  
Photograph  
Of the  
Tenderer**



9. Service Tax Number \_\_\_\_\_  
(Please enclose the copy)
10. License Number under Contract \_\_\_\_\_  
Labour (R&A) Act. \_\_\_\_\_  
(Please enclose the copy)
11. Details of earnest money deposited
- a) Amount Rs. \_\_\_\_\_  
Rs.(in words) \_\_\_\_\_
- b) Bank Draft / Pay Order Number \_\_\_\_\_
- c) Date of issue of DD/PO \_\_\_\_\_
- d) Name of issuing Bank \_\_\_\_\_
12. Details of Past Experience in the \_\_\_\_\_  
relevant Field. \_\_\_\_\_  
Attach sheets as per annexure \_\_\_\_\_
13. Details of works in hand \_\_\_\_\_  
(Min last three years) \_\_\_\_\_  
Attach sheets as per annexure \_\_\_\_\_
14. Any other information
15. Declaration by the Contractor :-

This is to certify that I / we have read and fully understood all the terms and conditions mentioned in the tender document and undertake myself/ourselves to abide by them.

Signature of Tenderer .....

Name .....

Designation .....

Address .....

Phone (O) .....

(R) .....

Date .....

**ANNEXURE-IV**

**(ON A NON-JUDICIAL STAMP PAPER of Rs.10/-)**

**UNDERTAKING**

To,

Estate Manager

Institute for Defence Studies and Analyses

No 1 Development Enclave,

Rao Tula Ram Marg, Delhi Cantt - 110010

Name of the firm/Agency\_\_\_\_\_

Name of the tender\_\_\_\_\_ Last date of Submission : \_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document. Before signing this bid, I have read and fully understood all the terms, conditions and instructions contained therein and undertake myself/ourselves to abide by them.

2. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions and any other charges applicable from time to time. I/We shall pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government of NCT Delhi from time to time and shall be fully responsible for any violation.

3. I/We have not been blacklisted by any Govt / PSU / autonomous body of any state as well as central Govt.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No

**QUOTATION FOR GUEST HOUSE MANAGEMENT & CATERING SERVICE  
CHECK LIST FOR TECHNICAL EVALUATION (TECHNICAL BID)**

SL	Documents required	Page No of document
1.	Earnest Money Deposit (EMD ) of Rs..... (in words) in form of DD / PO issued by any commercial bank in favour of IDSA, New Delhi.	
2.	One Self attested recent passport size photograph of the Authorised person of the firm /agency, with name designation, address, and office telephone No, If the bidder is a partnership firm, name designation, address and office telephone No of partner also.	
3.	Undertaking on a stamp paper of Rs 10/- ( Rupees Ten only) as per format prescribed)	
4.	Self attested copy of the PAN card.	
5.	Self attested copy of Service Tax Registration No	
6.	Self attested copy of valid Registration number of the firm/Agency	
7.	Self attested copy of valid provident fund registration number	
8.	Self attested copy of valid ESI Registration No	
9.	Self attested copy of valid License No Under Contract Labour (R&A) Act, 1970	
10.	Proof of experience of previous years of running Guest house management & catering alongwith satisfactory performance certificate from the concerned employers	
11.	Work in hand including last three years	
12.	Annual returns of previous three years supported by audited balanced sheet	
13.	Annual Turn Over (in Lakhs)	
14.	Man Power on Roll	
15.	Volume of work done during last three financial years	
16.	Single work of more than 20 lakhs during last three years	
17.	Any other document, if required	

Note : Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided.

**Signature of the bidder with seal** \_\_\_\_\_

**Name and address of the bidder** \_\_\_\_\_

## ANNEXURE VI

### FINANCIAL INFORMATION OF THE ORGANIZATION

I. Financial Analysis. Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for the last three years and certified by a Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached).

Sl. No.	Details	Financial Years		
		(2012-13)	(2013-14)	(2014-15)
a)	Gross annual turnover in Guest House Management & Catering Services			
b)	Profit/Loss Account			
II.	Up-to-date Income Tax Return for the above financial years.			
III.	Certificate of financial Soundness from Bankers of Applicant.			

Note: Attach additional sheets, if necessary

**(Signature of the applicant)**

Seal of organization

**ANNEXURE VII**

**DETAILS OF ALL CONTRACT COMPLETED  
DURING THE LAST THREE YEARS**

Sl	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of Commencement as per contract	Date of ending Contract	Litigation Arbitration pending/in progress with details	Name, Address & Tele No. of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

**(Signature of the Applicant)**

Seal of organization

**ANNEXURE VIII**

**CONTRACTS UNDER EXECUTION OR AWARDED**

Sl.	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of Commencement as per contract	Date of ending contract	Name, Address & Tele No. of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8

**(Signature of the Applicant)**

Seal of organization

**PERFORMANCE REPORT OF CONTRACTS**

(Furnish this information for each individual contract in the following format from the employer for whom the contract was executed – minimum 2 to be submitted during last three years)

1. Name of Contract & Location :
2. Agreement No. :
3. Annual Value of Contract :
4. Date of Start :
5. Date of Completion :
6. Performance Report :
  - i) Quality of service : Excellent / Very Good / Good / Satisfactory
  - ii) Resourcefulness : Excellent / Very Good / Good / Satisfactory
7. Any penalty imposed for bad performance :
8. Any litigation pending :

**(Signature of Applicant)**

(Seal of the Organization)

Date:

**FINANCIAL BID (GUEST HOUSE MANAGEMENT)**

To be filled properly, reasonably and submitted in a **separate sealed envelope** marked as Financial bid within the main envelope. The Rates should be filled in prescribed format. Open financial bids will be rejected.

**PRICE BID For Guest House Management & Catering Services (Without service Tax)**

SL	Description	Yearly Amount in Rs.
1	Total Annual Contract Value for maintenance & upkeep of 14 Guest houses including Cafeteria, reception cum office area, STA surroundings alongwith drycleaning of linen, housekeeping, security and consumables as specified in the tender document including complete dining area at the Institutional Building. Rates Quoted should be exclusive of service tax.	

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

.....

Note.

1. The amount quoted should be exclusive of service tax. Conditional Tenders will be rejected. Amount quoted should include all liabilities, transportation etc. The rates quoted shall be firm for a period of one year. Any increase in statutory requirements within a year may also be catered for, while quoting the rates.

2. Work Contract Tax will be deducted, if required, as per rules from the quoted amount and may be catered for while quoting the rates.

Signature of the Bidder .....

Name of Contractor .....

Name of the Firm .....

Contact No. ....

Date .....

Seal :



**ANNEXURE XI**

**FINANCIAL BID (CATERING SERVICE)**

The Catering rates to be quoted exclusive of all taxes & service charges.

<b><u>SL</u></b>	<b><u>Item</u></b>	<b><u>Catering rates in Rs. (Per head)</u></b>	<b><u>Remarks</u></b>
<b>A</b>	<b><u>Buffet rates during major Conferences</u></b>		
	<b><u>Indian</u></b>		
	Vegetarian		Any two Salads, one paneer dish, three vegetarian dishes, one dal, rice, Raita, Nan / Roti / Paratha, Pickle / Papad / Chutney & one desert
	Snacks		
	Soup		
	Extra Dish		
	Non-Vegetarian		Any two Salads, one non vegetarian dish (Chicken / mutton), one paneer dish, three vegetarian dishes, one dal, rice, Raita, Nan / Roti / Paratha, Pickle / Papad / Chutney & one desert
	Snacks		
	Soup		
	Extra Dish		
	<b><u>Continental</u></b>		
	Vegetarian		Any two Salads, one cottage cheese dish, three vegetarian dishes, one pasta, rice, assorted breads, two deserts
	Snacks		
	Soup		
	Extra Dish		
	Non-Vegetarian		Any two Salads, two non-veg dishes, two vegetarian dishes, one pasta (veg), rice (veg), assorted breads, two deserts

	Snacks		
	Soup		
	Extra Dish		
	<b><u>Chinese</u></b>		
	Vegetarian		Any two salads, three vegetarian dishes, one noodles (veg), one rice, two deserts
	Snacks		
	Soup		
	Extra Dish		
	Non-Vegetarian		Any two salads, two non-vegetarian dishes, two vegetarian dishes, one noodles (veg), one rice (veg), two deserts
	Snacks		
	Soup		
	Extra Dish		
<b>B</b>	<b><u>Menu (Snacks) during Conferences</u></b>	<b><u>Rates (Rs.)</u></b>	
1	Mineral Water Bottle (500 ml)		
2	Tea / Coffee		
3	Mineral Water Bottle (1ltr)		
4	Cold Drink (Per Bottle 300 ml)		
5	Tea / Coffee & Biscuits		
6	Tea / Coffee with Sandwich/Cocktail Samosa		
7	Tea / Coffee with Fruit Cake & Cookies		
8	Tea / Coffee with Vegetable Pakora, Vegetable Sandwich and Pastry		
<b>C</b>	<b><u>Scholar's Cafeteria (Canteen)Menu</u></b>	<b><u>Rates (Rs.)</u></b>	
1	Bread Pakora		
2	Samosa (Normal Size)		
3	Sandwich (Veg) Jumbo Size		
4	Bread Omelette		
5	Soft Drink		
6	Lassi		
7	Tea (Kitchen)		
8	Lemon Tea (Machine) Twinings Tea Bags		
9	Coffee (Machine) Georgia		

10	Separate Tea (Machine) Twinings or equivalent Tea bags		
11	Mineral Water		
12	Veg Thali		One Dal, two Vegetables, Rice, two Roti, Raita, Papad, Salad, Pickle
13	Gulab Jamun		
14	Ice-Cream (2 Scoops)		
<b>D</b>	<b><u>Cafeteria Menu rates for Guest House apartments</u></b>		
1	Breakfast		
2	Lunch		
3	Dinner		
4	Tea / Coffee		
5	Milk		
6	Full Meals including Breakfast, Lunch & Dinner		
7	Mineral Water Bottle – 01 Ltr		
8	Soft Drink – 300 ml		

Note. The amount quoted should be exclusive of all taxes & service charge. Conditional Tenders will be rejected. Amount quoted should include all liabilities, transportation etc.

Signature of the Bidder .....

Name of Contractor .....

Name of the Firm .....

Contact No. ....

Date .....

Seal :