

**GOVERNMENT OF INDIA
NORTH EASTERN COUNCIL SECRETARIAT
SHILLONG: 793003**

NO. NEC/ T/MAINT-NGH2002)

Dtd. Shillong, the 9th January, 2009.

LIMITED TENDER NOTICE

Sealed tenders are invited from the interested parties for both Maintenance of Civil/Electrical works and House Keeping and Catering services including up-keep (Maintenance of surrounding gardens) at NEC Guest House located at Plot No. 18, Chanakyapuri, New Delhi-21.

Quotations, in an envelope super-scribed with the words “**TENDER FOR MAINTENANCE OF CIVIL/ELECTRICAL WORKS AND PROVISION OR HOUSE KEEPING AND CATERING SERVICES**” should be addressed to the Director (Admin. & Planning), North Eastern Council Secretariat, Shillong and should reach the In-charge, NEC Guest House, Plot No. 18, Chanakyapuri, New Delhi or the undersigned on or before 23rd January, 2009 upto 1200 hrs. Bids received after the said date & time will not be considered and will be rejected without assigning any reason thereof.

The quotationer should possess previous experience of providing both the services mentioned above for at least three years with reputed Government / PSU Organizations. Necessary documents in support of such experiences are to be enclosed along with the quotation.

Detailed terms and conditions for maintenance of Civil and Electrical works including up-keep and maintenance of garden etc is annexed at **Annexure – I** and such terms and conditions for catering and house keeping are also annexed at **Annexure – II**.

Successful bidder will be awarded a contract for one year.

[D. Khound]
I/c Director (Admn. & Planning)
for and on behalf of the
President of India

Memo No. NEC/T-MAINT-NGH/2002

Dtd. Shillong, the 9th January, 2009.

Copy to:-

- 1) M/S Professional Group, 4/20 WEA, Karol Bagh, New Delhi-5.
- 2) M/S Triveni Associates, No. 32, Block E-2, Pocket-3, Sector-15, Rohini, Delhi-110085.
- 3) M/S Chinki Foods, CA-20B, Hari Nagara, New Delhi-64.
- 4) M/S Sudhir & Associates, 4/17 WEA, Karol Bagh, New Delhi-5.
- 5) M/S Professional Catering Services Pvt., Ltd., 17A/8 WEA, Karol Bagh, New Delhi-5.
- 6) M/s Classic Caterers, 76 Kishan Ganj, New Delhi.
- 7) The In-charge, NEC Guest House, New Delhi for information & necessary action please.
- 8) The SA, NIC-NEC, NEC Shillong. He is requested to kindly display the quotation notice in the NEC Website, please.Guard file.
- 9) Office copy.

[D. Khound]
I/c. Director(A&P)

ANNEXURE – I

I. Terms and Conditions for Maintenance of Civil and Electrical Works are as follows:

1. The Contractor will provide Services in the NEC Guest House through his own technically qualified employees to ensure that there is an absolutely minimum interruption of such services to guests residing in the Guest House. He would be responsible for addressing any problems and complaints reported to him by occupants, in-charge NEC Guest House and NEC Secretariat related to such maintenance on a pro-active basis. Proofs of technical qualifications of employees may also be furnished while submitting quotations.
2. The Contractor will be responsible for servicing, repairing replacing those components needed to ensure problem free service and bills for purchases of such components shall be submitted after due authentication of I/c Guest House, NEC, New Delhi or, in his absence, Liaison officer, NEC, New Delhi (if in position) or Section Officer (Naz) / In-charge, Nazarat, NEC Secretariat.
3. The Electrical consumables/components, etc. shall be replaced as per existing standards and specifications of the CPWD by the contractor on requirement basis.
4. The DG set/ pump installed in the premises of the NEC Guest House in New Delhi shall be maintained and looked after by the contractor.
5. The Contractor will be responsible for providing 24 hours service at the NEC Guest House, New Delhi and shall ensure that concerned staff are always on stand by to attend to any fault or break down.
6. The Contractor shall maintain a complaint book and suggestions recorded therein will have to be given due consideration.
7. The NEC will serve a notice to the Contractor in the event of any lapse on the part of the latter in Maintenance, (Civil and Electrical) services and these complaints rectified or remedied by the latter immediately.
8. A routine monthly joint inspection of the electrical, mechanical and civil works will be caused by the NEC Secretariat and the contractor is to ensure uninterrupted services in the Guest House. Any faulty or non functioning unit shall be repaired/ replaced, as the case may be, as per requirement.

II. Terms and conditions of the tender for providing House Keeping & Catering Services are as follows:

1. The contractor will provide Catering Services through his own employees in the NEC Guest House and provide wholesome and good quality food and beverages in accordance with the menu and at the rates to be decided by mutual consultation between the parties to this agreement.
2. Normally, the contractor will serve food items and beverages in the dining hall. However, room service may also be provided if desired by the guests, and the contractor may charge 5% surcharge on the bills of such items for which room service is provided.
3. The NEC will permit the Contractor, for the purpose of preparation, storage of food and serving of meals, the use of the kitchen, dining hall and store room alongwith the fixtures, equipments, furniture etc. to be listed in an Annexure to the agreement to be concluded with the successful bidder. The Contractor will be responsible for the maintenance, service and upkeep of the same. In the event of breakdown of any equipment etc., the Contractor will bear the total cost of repairs for the same.
4. The Contractor will be responsible for providing consumables required for preparation of food items and beverages, such as cooking gas etc. at his own cost.
5. The Contractor will run House Keeping and Catering operations including up-keep & maintenance of Goods in the NEC Guest House by placing the services of adequate number of his own employees. He will ensure that such employees have no criminal record, are well trained, polite, neatly dressed and free from communicable diseases. In the event of a formal complaint by the NEC Secretariat, the Contractor shall replace such employee(s) forthwith.
6. The NEC may ask the Contractor to cater for parties and conferences held in the NEC Guest House at rates to be decided by mutual consultation.
7. The Contractor will be responsible for maintaining high standard of hygiene and cleanliness in the kitchen, dining hall and store room and ensure full observance of all relevant regulations of Delhi Government/local authorities.
8. The Contractor will be responsible for serving and maintaining high standard/ quality of food and beverage to the guests staying at the NEC Guest House.
9. Contractor will observe restaurant timings as indicated by the NEC Secretariat, which, for the present shall be 0730 hrs to 0930 hrs for breakfast, 1230 hrs to 1430 hrs for lunch, 1600 hrs to 1830 hrs for tea and snacks/beverages and 2000 hrs to 2200 hrs for dinner. These timings may be changed through mutual consultation between the NEC and the Contractor.
10. The Contractor will not serve or entertain any person, other than the bonafide guests staying in the NEC Guest House and their guests, in the premises of the NEC Guest House. The equipment and other facilities providing the Contractor by the NEC for providing the catering services in the NEC Guest House shall not be used by the Contractor for any other purpose.

11. The Contractor will be solely responsible for collecting payment directly from the guests towards the cost of food and beverages supplied to them. He will be required to issue printed payment receipts to such guests. He will also maintain a Register on the basis of such payment receipts on a regular basis. The Register and other records pertaining to Catering Services in the NEC Guest House kept by him shall be open for inspection and necessary documentation by the NEC.

12. The Contractor shall maintain a suggestion book and the suggestions recorded therein will be given due consideration.

13. The kitchen, store room, equipment/implements etc. placed at the disposal of the Contractor including the articles kept by him for preparation of food items and beverages shall always be open for inspection by the NEC.

14. The menu for tea/coffee, breakfast, lunch, dinner and beverages and their rates shall be decided by mutual consultation between the NEC and the Contractor. The rates shall be fixed keeping in mind the rates prevailing in other Guest Houses of State Governments or Central Organizations located in New Delhi where catering arrangements of similar nature and standard are available and shall be valid for one year w.e.f. the date of signing the agreement. Increase in rates if required will be decided by a committee in the NEC at an appropriate time.

15. The Contractor shall deploy his house-keeping staff round the clock on shift basis. He shall ensure daily sweeping and cleaning of the rooms and all toilets at least twice daily in the morning and in the evening.

16. The Contractor shall arrange for all required cleaning and toilet materials. The Contractor may deposit some cleaning materials with the In-charge, NEC Guest House, Chanakyapuri, New Delhi to meet any emergent requirement.

17. Crockeries, cooking utensils, cutlery items, toilet items like bucket, bath mugs etc. have to be supplied by the successful bidder and the quotation may include yearly payment required for the same. However, the works 'NEC Guest House' are to be engraved on such items.

18. All garbage from the rooms and premises be collected and disposed off at the site provided for the purpose by the Municipal Authorities on a regular basis. Other waste materials will be dumped in the nearest N.D.M.C. dustbin by the contractor, again on a daily basis.

III. General Terms and Conditions of the tender for the contractual services to be provided by him:

1. The Contractor will ensure that only law-abiding persons are engaged for duties in the NEC Guest House. The Contractor will submit full particulars of such persons along with certificates of verification of their antecedents from the police.
2. The Contractor will be solely responsible for all payments and observance and compliance of relevant provisions of law, rules, regulations etc., in respect of his employees and NEC will have no liabilities, whatsoever, as regards such employees.
3. The period of agreement will be for 1 (one) year, which may be extended by mutual agreement between the NEC and the Contractor, if the contractor chooses to provide the services at the same rate as agreed upon through this tendering process.
4. Either party, by giving a notice of 30 days, may terminate this agreement. The NEC reserves the right to terminate the agreement at shorter notice under exceptional circumstances, to be recorded in writing in its order served on the Contractor.
5. In the event of termination or expiry of the agreement, the contractor shall give peaceful possession of the entire premises and equipment/properties etc. of the NEC in his custody to the latter within 24 hours of termination or expiry of the agreement.
6. The NEC will serve a notice on the Contractor in the event of any lapse on the part of the latter in the catering/house keeping services, which shall be rectified or remedied by the latter forthwith.
7. Consumption or sale of alcohol or tobacco in the premises of the NEC Guest House by the Contractor or his employees is strictly forbidden. In the event of violation of this directive, he shall be liable to be fined upto Rs. 500.00 for each occasion and this agreement will be liable to be terminated.
8. The NEC will normally provide water, free of cost, to the Contractor for rendering Catering and House Keeping services in the NEC Guest House.
9. The NEC reserves the right to recover electricity charges of appropriate unit from the Contractor if the latter uses electricity for cooking purposes. A sub-meter is to be installed in the kitchen for the purpose.
10. The Contractor will deposit a sum of Rs. 15,000.00 (Rupees fifteen thousand) only by way of interest-free refundable security deposit and a bank guarantee for Rs. 25,000.00 (Rupees twenty five thousand) at the commencement of the agreement with the NEC which, at the time of termination or the expiry of the agreement, shall be free to deduct such amount as required to make good the loss or breakage of the items, if any, of the kitchen/dinning hall/store room and equipment etc. or structure in the NEC Guest House.
11. In the event of any dispute, the decision of the Secretary, NEC will be final and binding on both parties.
12. (A) In the event of the successful bidder failing to perform his/her part of the contract to the satisfaction of the Department or disregard any terms or conditions of the Tender Notice or the

Contract Agreement, the contractor shall be liable to any or all of the following actions at the discretion of the Head of the Department, NEC Secretariat, Shillong.

- (a) Forfeiture of Earnest Money and Security Deposit in whole/part.
- (b) Making good the loss caused to the Government through the inability, neglect or delaying to comply with the demand.
- (c) Cancellation of the contract without any prior notice to the contractor.

(B) All losses sustained by the Govt. due to failure, omission or neglect of the contractor may be realized from his/her Security Deposit and outstanding dues or any other sums which may be due to him/her from the NEC or any other account whatsoever.

13. If the successful bidder willfully neglects, fails to perform or observe any conditions of contract, or attempt to cheat or indulge in foul practice, the Secretary, NEC may impose any suitable ban upon such contractor/firm as regards any future business with the Department.

14. **Successful tenderer will also be required to furnish a Security Deposit and execute Contract Agreement** as mentioned below to ensure fulfillment of the terms and condition of the contract which the successful tenderer will have to enter into. Such Security Deposit will be Subjected to forfeiture in circumstances as mentioned above the Earnest Money Deposit of the successful tenderer will not be released till they furnish the full security deposit. Earnest Money of the successful tenderers will be forfeited to Government in case of failure to furnish the Security money in full. EMD for the tender will be 2.5% of the annual tender value and the same would be furnished in favour of Asstt., Secretary, NEC.

15. Once the rate offered by the tenderer is accepted, no enhancement of rates will be allowed under any circumstances before lapse of one year and the tenderer will be liable to carry at the rates accepted by the NEC. In case of failure on the part of the successful bidder to comply with the contract at the accepted rates, the offer will be liable to be cancelled and the Security Money will be forfeited.

16. However, the rates for providing the aforementioned services can be changed on request from the successful bidder but only on consideration by a duly constituted committee as per the provisions of the GFR of the Government of India.

17. Payment will be made to the contractor/firm directly on a monthly basis as agreed upon mutually by both the parties.

18. The Secretary, NEC reserves the right to accept or reject any or all quotations and to extend the date of opening of quotations without assigning any reason whatsoever or to accept the quotation in part, or in whole, and will not be bound to accept the lowest rate.

[D. Khound]
I/c Director (Admn. & Planning)
For and on behalf of the
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