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भारत सरकार  
Government of India  
रक्षा मंत्रालय  
Ministry of Defence  
मानकीकरण कक्ष  
Defence Standardisation Cell  
आवडी,चेन्नै- 600054  
Avadi, Chennai-600054

5330/CONT/ADM/DSC/AVD

09 May 2014

1. M/s G.K.S Contract  
No. 10, 2<sup>nd</sup> Street, Vellanur Village  
Avadi, Chennai-600062
2. M/s Varsha Enterprises,  
Plot No. 13, Annai Street,  
Balaji Nagar Extn., Ashok Nagar,  
Kovilpathagai, Avadi, Chennai-600062
3. M/s K. Siva Contract,  
No. 15, 3<sup>rd</sup> Street, Vellanur Village,  
Avadi, Chennai-600062
4. M/s Nithya Enterprises,  
No.1, Kannadapalayam Main Road,  
Kovilpadhagai, Avadi, Chennai-600062
5. M/s Sarvini Enterprises,  
No. 13, Balaji Street,  
Hari Krishna Nagar, Ashok Nagar,  
Kovilpathagai, Avadi,  
Chennai-600062

### **TENDER ENQUIRY FOR HOUSE KEEPING SERVICES FOR ONE YEAR**

Dear Sir / Madam,

1. Officer-in-Charge, Defence Standardisation Cell, Avadi invites sealed tenders from Contractors/Vendors/Firms for House keeping services at Transit facility of Defence Standardisation Cell, Avadi for a period of one year from **01 Oct 2014 to 30 Sep 2015** based on details provided at **Appendices 'A' to 'C'** of this Tender Enquiry. The scope of work for the ibid contract is enclosed as **Appendix 'A'**.


2. The quotes should be submitted as per the attached performa at **Appendix 'C'** including its **Annexure-I**. The quotation duly completed in all respects stamped, sealed, superscribed on the envelope as "QUOTATION FOR HOUSE KEEPING SERVICES" and addressed to "The Officer-in-Charge, Defence Standardisation Cell, CVRDE Complex, Avadi, Chennai – 600054" should reach this office **on or before 26 May 2014 at 1400 hrs**. The tenders will be opened on **26 May 2014 at 1500 hrs** at Conference Hall, Defence Standardisation Cell, CVRDE Complex, Avadi, Chennai-600054 in the presence of bidders (presence of bidders is optional). Late quotation will not be accepted. The bidders will not be allowed to alter or modify their bids/quotation after the submission of the same. Quotations submitted in formats other than given at Appendix 'C' and its Annexure-I will be rejected. In case last date of depositing and opening of tenders is declared to be a holiday, the tenders will be opened on the next working day, while other terms and conditions and the time schedule remaining unchanged.

3. Following details must be clearly quoted in the quotation :-

- (a) Total cost of the Contract per month.
- (b) Taxes/other charges if applicable.
- (c) Validity of quotation (shall be minimum 120 days).

4. The Contractor will be required to place the required manpower as given in **Appendix 'A'** for the House keeping services. Payment to the house-keeping staff should be as per daily minimum wages applicable in Chennai. Tenders received with quotes less than daily minimum wages are liable to be rejected.
5. Bidders may inspect the Transit Facility before submission of quotation on any working day between 1400 hrs to 1700 hrs on or before 25 May 2014.
6. The Officer-in-Charge, Defence Standardisation Cell, Avadi reserves the right to ACCEPT or REJECT any quotation without assigning any reason.
7. It may be noted that the L1 Contractor will be required to submit the Performance Security within 15 days of the placement of the Supply Order (**refer Para 4 of Appendix 'B'**).

Encl : As above



**(प्रदीप मल्होत्रा)**  
(P.K. Malhotra)  
कर्नल / Col  
प्रभारी अधिकारी  
Officer-in-Charge

**SCOPE OF WORK**

1. To provide the house keeping services for the Transit Facility having 04 guest rooms, reception cum dining room and Kitchen cum Store room with the following staff:-
  - (a) Supervisor – One
  - (b) Cook(resident) – One
  - (c) Waiter(resident) – One
  - (d) Safaiwala – One
2. Reception and accommodation of transients on receipt of approval from Officer-in-Charge, Defence Standardisation Cell, Avadi (OIC DSC Avadi) or his authorised representative.
3. Verification of identity of transients and to ensure entry is made in the accommodation register by the transients.
4. Regular Maintenance of the transit facility rooms and premises.
5. Provision of meals on payment (as per the rates finalised by OIC DSC Avadi) for the transients. Replenishment of LPG Gas for cooking whenever required.
6. Provision of Bed Tea and Snacks as required by the transients.
7. Cooking to be done in hygienic conditions by well experienced Cook. Only refined oil to be used and mineral water to be provided.
8. Serving of food with proper presentation by well trained/experienced waiter.
9. Daily cleaning of all rooms with mopping on floors, carpets with brush/vacuum cleaner, bathrooms, Wash basins and WCs with sanitary materials viz. Lizol, Harpic, Phenyl, etc.
10. Change of Linen on daily basis when room is occupied and washing of the same.
11. Provision of new bath soap for every guest and toilet paper in bathrooms.
12. Maintenance of Fittings, Fixures, Furnitures, ACs, Fans, Lights, Cable/Satellite TV connections, etc. and periodical cleaning of the same.
13. Provision of external Land Line connection, attending to phone calls and passing message to transients.
14. Monthly Payment for Land Line and Cable/Satellite TV connections shall be borne by the Contractor.
15. Provision of Laundry and mail service to transients on payment basis.
16. Provision of Newspapers, one English and one Tamil and two periodicals in Reception (not in rooms).

17. Collection of payment towards accommodation from transients as per tariff, by presenting bills authorised by OIC DSC Avadi (Printed Bill books with serial No. will be provided by OIC DSC Avadi).
18. Submission of nominal roll of guests stayed on fortnightly basis to DSC Avadi and Remittance of amount collected towards accommodation to OIC DSC Avadi for further remittance in Govt Treasury through MRO by OIC DSC Avadi. Amount collected towards meals, Tea and Snacks as per approved tariff by OIC DSC Avadi is meant for the Contractor.
19. Making complaints in MES for MES items and Service Providers and further liaison till rectification of defects/repair of items is done.
20. Maintenance of Inventory and servicing/repair/replacement of electrical, plumbing items and items provided by DSC Avadi to be done by the Contractor with prior permission of OIC DSC Avadi and payment for the same is to be made by the Contractor.
21. In case of any damage to the items provided by DSC Avadi for the house keeping services due to negligence of the staff/contractor the cost for the same will be borne by the contractor.
22. Maintenance of Lawn/Garden and Cleanliness in the surrounding area of the transit facility.
23. Staff to be under control by the Contractor especially punctuality and behavior with transients.
24. Provision of substitute/relief whenever any staff (mentioned at para 1 above) goes on leave/ is absent. Presence of manpower to essential services is to be ensured at all times. Liquidated damages of Rs. 250/- per day per person will be deducted at the discretion of OIC DSC Avadi if any staff is found to be absent.
25. Any other related job/task assigned by OIC DSC Avadi or nominated officer/staff.

**TERMS & CONDITIONS FOR HOUSE KEEPING SERVICES**

The procedure to be followed for rendering house keeping services starting from tendering action (this document), fixation of rates, selection, hiring and payment is given in the subsequent paragraphs.

1. **Quotation by Bidder**

- (a) The bidder shall quote the rates per month covering Salary to Staff, Maintenance charges, Service Charges and the applicable taxes. Salary to Staff should be as per daily minimum wages applicable in Chennai. The salary to staff should also include DA, EPF, ESIC, Service Tax and another Statutory rates as applicable. Quotes received below the minimum daily wages shall render the bid disqualified for evaluation.
- (c) The rate quoted shall be fixed for the duration of the contract and shall not be subject to adjustment except the statutory provisions, if amended.
- (e) Telex or Facsimile bids are not acceptable.
- (f) **Validity of Bid.** The bid shall remain valid for a period not less than 120 days after the deadline fixed for submission of bids.

2. **Fixation of Rates.** On opening of tenders submitted by the firms, a comparative statement of tenders will be made and the lowest rate quoted by any of the firms will be determined to establish the rates for the House keeping Services. The firm with L1 quote will be required to furnish a certificate to confirm their willingness for providing the house keeping services at the rates quoted in the tender enquiry. This certificate may be furnished immediately after finalisation of the rates for the house keeping services.

3. **Selection of Staff.** The manpower provided by the Contractor shall be accepted only after scrutiny by OIC DSC Avadi. The selected staff will then be provisionally accepted pending Police Verification. The responsibility of arranging of the police verification documents will be that of the Contractor. The Contractor providing the staff will be the hiring agency for the staff. Defence Standardisation Cell, Avadi will interact only with the providing firm in this regard. The deployed staff can be removed/terminated any time by OIC DSC Avadi without assigning any reason during the period of contract.

4. **Performance Security.** The selected firm has to furnish performance security in the form of Bank Guarantee/DD for an amount of 10% (ten percent) of total Annual Contract Value valid for fourteen months from the date of award of the contract. The performance security shall be submitted within 10 days from the date of Notification of Award of the Contract/Supply order.

5. **Payments**

- (a) Payment towards the House keeping Services will be made to the Contractor through ECS by AO(R&D), Avadi, Chennai-600054 on receipt of pre-receipted bill accompanied with satisfactory Job Completion Certificate issued by OIC DSC Avadi on a monthly basis, after deduction of the applicable Income Tax. The Firm will submit the pre-receipted bill to Defence Standardisation Cell, Avadi by 10<sup>th</sup> of succeeding month for processing payment with AO (R&D).

(b) The Contractor will ensure payment by 5<sup>th</sup> of succeeding month to the house keeping staff as per the monthly remuneration quoted without any deductions which are not applicable and without waiting for clearance of the bills from AO(R&D). The payment towards the house keeping staff should be made through account payee cheque/ECS by the Contractor. Details of disbursement made to the house keeping staff need to be furnished to OIC DSC Avadi giving details of cheque/receipt of ECS.

(c) Proof of payment of statutory obligation such as EPF, ESIC, Service Tax and any other taxes as applicable will be required to be submitted by the Contractor to OIC DSC Avadi.

6. **Weekly off to house keeping staff.** It will be the responsibility of the Contractor to give one day weekly off to the staff with suitable substitute during the off. No absence of manpower to essential services is to be ensured by the Contractor.

7. **Deductions.** In case of absence on any day other than the weekly off, the monthly remuneration will be regulated as per the following formula:-

Total Monthly Remuneration = Monthly remuneration (minus) A1

Where A1 =  $\frac{\text{(Monthly remuneration)} \times \text{(No. of days of absence)}}{\text{(No. of days in the month)}}$

8. **Penalty.** The staff so deputed must be regular in attendance. In case of going on leave, they have to intimate in advance to the concerned authorities and it is mandatory to deploy the replacement within 24 hrs, otherwise the absence period would be counted for deduction from the final payments as given at para 7 above. In this connection, it is advisable that manpower must be kept in reserve, holding the necessary police verification etc., so that the absence could be avoided. If any deviation in performance of the work is found, it will be seriously viewed and the contract shall be cancelled and action deemed fit also shall be initiated. Liquidated damages of Rs. 250/- per day per person will be deducted at the discretion of OIC DSC Avadi if any staff is found to be absent.

9. **Short Closure/Termination.** The Contract may be short closed or terminated, at the discretion of OIC DSC Avadi on the following grounds:-

- (a) The Contractor fails to provide the satisfactory services during the contract.
- (b) Any information provided by the Contractor is found to be untrue.
- (c) The Contractor is found to have attempted to influence a person involved with the Contract through unethical means.
- (d) For administrative convenience by giving a one month's notice.

10. **Validity.** The contract will be valid for a period of one year wef 01 Oct 2014.

11. Sales/Service Tax Registration Number / TIN Number as applicable must be indicated in the Tender response / Quotation.

### **Arbitration**

12. As far as possible all differences would be resolved by mutual discussions between the two parties. However in the event of any unresolved dispute arising out of the Contract, it shall be referred to the Sole Arbitration of an Officer appointed as the Sole Arbitrator by "The Officer-in-Charge, Defence Standardisation Cell, Avadi"

13. There shall be no objection if the Arbitrator is Government Servant and that during the course of his/her duties as Government servant he/she expressed view on all or any of the matters in dispute or difference.

14. The demand for Arbitration must be in writing and made within one month from the **date of termination** of the contract.

15. The award of the Arbitrator shall be final and binding on both parties to the Contract.

16. The venue of Arbitration would be Chennai.

17. The Contractor is required to give the acceptance or rejection to the above clauses at **Paras 13 to 16 in writing**. It is stipulated that an omission to answer specifically in this regard at the Tender Enquiry stage **will be deemed as an acceptance of the Arbitration clauses**.

### **Law**

18. The laws of India shall govern the Contract. The Contract shall deemed to have been made at the place from where the Supply Order/Bid Award is issued and only the Courts of that place shall have jurisdiction to decide on any dispute arising out of the Contract.

### **Bidder's Certificate**

19. At the time of submission of a bid, a certificate will be rendered by the Contractor that all terms and conditions in this document/tender enquiry are acceptable (Annexure-I to Appendix 'C').

20. OIC DSC Avadi reserves the right to:-

(a) Increase or decrease the requirements of manpower at the time of award of the contract.

(b) Accept or reject all bids, cancel the bidding process and reject all bids at any time prior to the award of the contract without assigning any reasons.

**QUOTATION FORM**

1. Quote validity days :

2. Rate per month :

(a) Salary (including DA, ESI, EPF)

(i) Supervisor(one) :

(ii) Cook(one) :

(iii) Waiter(one) :

(iv) Safaiwala(one) :

(b) Maintenance Charges :

(c) Service Charge with % :

(d) Taxes as applicable :

(i) Service Tax with % :

(ii) :

(iii) :

\_\_\_\_\_

Total

\_\_\_\_\_

3. Total Cost per year (total cost per month x 12 ) :

4. Sales/Service Tax Registration/TIN No and date :

Firm's Seal with date

Authorised Signatory

Note: All columns are to be filled up correctly and in case of Nil/ Not Applicable the same is to be clearly mentioned.



**DECLARATION REGARDING ACCEPTANCE OF  
TERMS AND CONDITIONS CONTAINED IN THE TENDER DOCUMENT.**

To

The Officer-in-Charge  
Defence Standardisation Cell  
CVRDE Complex  
Avadi, Chennai-600 054

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Document (**No. 5330/CONT/ADM/DSC/AVD dt 09 May 2014**) regarding Contract for House Keeping Services. I declare that all the Terms and Conditions of this Tender document are acceptable to my firm/agency. I further certify that I am an authorised signatory of my firm/agency and am, therefore, competent to make this declaration.

Yours \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Company \_\_\_\_\_

Address:

Firm's Seal with Date