

**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE DELHI-I
C.R. BUILDING, I.P. ESTATE , NEW DELHI**

C.No. Insp/Hqrs/ICE CLUB/12/07

Dated : 26.06.08

PUBLIC NOTICE INVITING QUOTATIONS

Quotations are invited from the interested parties who are willing to accept the terms and conditions mentioned below for providing Caretaking, Maintenance and Catering services on 24 hours basis in Central Excise, Delhi-I departmental Guest House at flat no. 518 & 519, ICE CLUB Hawa Singh Block, Asian Games Village Complex (AGVC), New Delhi consisting of six room in addition to drawing and dining area for the period from **15.07.08 to 30.06.09.**

TERMS & CONDITIONS

I HOUSE KEEPING SERVICES

1. The Contractor will provide the following services to ICE CLUB in the premises of flat no. 518 & 519, Hawa Singh Block, Asian Games Village Complex (AGVC), N. Delhi.
 - a) Cleaning of window panes, doors and fire fighting equipments and fire hydrant at least once in a week to keep them dust free.
 - b) Washing of floors of corridors with Vim/Detergent at least once in a week preferably on Saturday/Sunday. The closets, urinals, wash basins and sink shall be cleaned everyday by using proper non toxic cleaning powder without any stain left over to present a sparkling condition.
 - c) Spraying Flit / or branded mosquito killers in all the rooms at least once in a month preferably on Saturday/ Sunday and also as and when called for by concerned Deptt preferably on Saturday/ Sunday. Smoke fogging shall also be carried out if necessary to control the mosquitoes. Air freshner spray to be sprayed in the entire premises once everyday and also as and when required.
 - d) All toilets shall be cleaned minimum of twice a day and, as and when required adequate number of naphthalene balls and odonil air freshner to be provided in each toilet.
 - e) Removal of cobwebs at least once a week in all the rooms and premises.
 - f) Cleaning of rooms with Phenyl/ Cleanzo every day.

- g) Cleaning i.e sweeping and scrubbing of all the rooms, stairs and corridors of floors of the entire premises including terrace twice a day. The jobs are to be completed before 9.00 AM and after 5.30PM respectively.
 - h) Rat menace-effective control bi-monthly throughout the premises.
 - i) Cleaning of Fans, Tube Lights, Electrical fixtures etc every week. Vacuum cleaners shall be used wherever needed.
 - j) Cleaning of Sofas with vacuum cleaners every day.
 - k) Brass polishing of brass/copper fixtures everyday.
 - l) Pesticides spray once in 15 days or in a month is must in the entire premises.
2. To Keep exits of all sewer lines, slits as well as stoppage, free from slit and other obstruction matters. The down fall lines of Rain water pipes shall be cleaned properly. The sanitary lines should be checked and leakage arrested and painted neatly to arrest rusting as and when needed.
 3. The contractor will liase with the designated officer of the department and report every month to the designated officer, who are authorized to make check on day to day activities of the contractor. The contractor shall extend full co-operation and provide necessary information on house keeping problems to the designated officer from time to time.
 4. Supervisor and workers should be young and energetic preferably below 40 years of age with good physique. They should be capable of lifting all types of furniture, equipments, etc.
 5. In case of any damage to any fixtures, fittings, equipment etc., the contractor shall be responsible to carry out the repairs without any delay and interruption in service. Cost of repairs etc. shall be borne by the contractor himself. In case of any loss, theft or damage, contractor shall replace lost, broken or damaged items, of the same quality at his own cost and expense, failing which cost & expense involved will be adjusted against the amount due to contractor, otherwise. The decision of department about the extent of loss, theft, damage in this context shall be final and binding on the contractor. The house-keeper shall be responsible for the safety of the materials shifted by them from one area to another area till it is properly handed over by them.
 6. The contractor shall be responsible for safety of all the fixtures and fittings provided by the department.

7. If the contractor considers it necessary to bring his own additional material as being necessary for the smooth running of the cleaning services at the club, which shall be brought by the contractor at his own cost.
8. The contractor shall be responsible for engaging adequate manpower required for providing good cleaning service in the guesthouse. Wherever possible only mechanical cleaning shall be resorted to.
9. The contractor will, prior to the commencement of the operation of contract, make available to department the particulars of all the employees who will be employed, such particulars inter-alia should include age, date of birth, local and permanent addresses and the police verification report of the employees.
10. The employees of the contractor should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases and they should be in uniform while on duty with ID cards.
11. The contractor shall be fully responsible about the conduct of his employees and shall ensure that their behavior with the residents, supervisors, officers is always good and cordial. If it is found that the conduct of any person employed by the contractor is unsatisfactory the contractor shall have to remove the person concerned and engage a new one within 48 hours of intimation. The decision of Designated Officers in this regard shall be final and binding on the contractor.
12. Department reserves the right to call upon the contractor to remove any person whom department finds unsuitable for services on account of hygiene, health or conduct or any other reason and the contractor will be obliged to comply with the same.
13. All work shall be carried out with due regard to the convenience of the department. The order of the concerned authority shall be strictly observed. No extra cost shall be paid on this account.
14. The contractor has to deploy manpower for housekeeping work on holidays including Sundays, late hours and as and when required for which no extra charges will be paid.
15. Supervisor/ workers will not be changed by contractor so frequently until and unless so warranted. Any changes made shall be with the knowledge of departmental officers only.
16. Sub contracting of the contract shall not be permitted.
17. Disputes if any, arising out of the cleaning services contract shall be settled by mutual discussion or through the channel of arbitration, with jurisdiction at Delhi.

18. The contractor will not charge the additional payment to provide the cleaning services on Holiday, Sunday and Odd hours during departmental functions.
19. The tenderer may be required to coordinate and liase with local authorities such as CPWD, Delhi Jal Board and MCD etc.
20. Department shall in no way be responsible for any default with regard to any statutory obligation and the contractor will indemnify department in case of any damage or liability, which may arise on account of action of contractor.
21. Dispute, if any, arising out of the House Keeping services contract shall be settled by mutual discussion or arbitration by sole Arbitrator to be appointed by the Department as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. Any Arbitrator appointed shall not have the jurisdiction to pass any interim awards, or to grant interest higher than 8% charged simply on the award amount, or amounts payable to either party.
22. Tender shall be accompanied by the relevant documents including the following:-
 - A. Certificate in support of experience for having undertaken this kind of business alongwith a list of bigger organizations, public sector undertakings and Government establishments where the contractor is currently providing /has provided House keeping.
 - B. Work-plan indicating the requirement of staff deployment and the pattern of staff proposed and other details for the efficient and satisfactory performance of the contract.
 - C. Certificates in support of all statutory registrations.
 - D. Total number of Supervisors and cleaners required is as follows:-

1. Supervisor (Qualified)	1 No.
2. Housekeeping Servants	4 Nos.
3. Plumber	1 No.

* One of the person should know about sewage cleaning.

Supply of Material

1. The Contractor shall at his own expenses supply the following materials required for the complete works covered under the scope of the contract.
 - I.Liquid soap homacol or equivalent in containers or 1 liter/ 5 liters
 - II.Soap paste of Fem make or equivalent with plastic standard containers of 250 ml. each.

III. Phenyl "Bengal Chemicals/ Cleanso or equivalent make in containers of 1/5 liters.

IV. Diluted sulphuric acid in containers of 750 ml. each.

V. Naphthalene balls.

VI. Cleaning powder Vim brand or equivalent in standard packing of 1 kg. each.

VII. Detergent powder, Surf or equivalent in 1 kg packet.

VIII. Odonil in standard packing of 75 grams each (air purifier) for toilets.

IX. Toilet Roll of good quality to be available at all time in all the toilets.

X. Soft brushes for carpet cleaning.

XI. Brasso liquid metal cleaner or equivalent make in standard packing available.

XII. Glass cleaning agent Collins make or equivalent to be supplied in standard plastic bottles.

XIII. Wax polish of standard make in containers of 500 gm.

XIV. Cloth old dhotis for floor polishing.

XV. Jute cloth for floor cleaning by phenyl and water solution.

XVI. Yellow colour soft cloth with fur for cleaning furniture and delicate objects.

XVII. Laundry- washing bed sheet, pillow cover, towels, bathroom towels, hand towels.

XVIII. Dry-cleaning of – Blankets, Curtains, Carpets, Sofa, Chairs, Blinds etc.

XIX. Bath Soap, Candles, Match Boxes and Garbage Trolley.

XX. Providing fresh flowers in vases in drawing rooms.

2. All materials to be provided by the contractor shall be in conformity with specifications/ makes keeping in view good quality/ standard.
3. The designated officer shall have full powers to require removal of any or all of the materials brought to site by the contractor which are not in accordance with the contract specification or do not conform in character or quality to samples approved by him. In case of a default on the part of the contractor in removing rejected materials the designated officer shall be at liberty to have them removed by other means. The designated officer shall have full powers to procure other proper materials to be substituted for rejected materials and in the event of the contractor refusing to comply, he may cause the same to be supplied by other means. All costs, which may attend upon such removal and / or substitution and their job, shall be borne by the contractor.
4. Subject as herein after provided, all charges on account of octroi, terminal or sales tax and other duties on materials obtained for the works from any source shall be borne by the contractor. Officials concerned with the contract shall be entitled at any time to inspect and examine any materials to be used on the works or in the stores.

II CATERING SERVICES

1. Catering/ provisions of break fast, lunch, dinner, snacks, tea/coffee and other food items as decided upon and as per the menu approved by this office (details given below)

S.NO	NAME OF THE MEALS	VALUE IN Rs. To be given by Tenderer.
1.	Tea/Coffee per cup with two biscuits	
2.	Break fast 1. Cornflakes with milk 2. Bread, butter & jam and Eggs to order (boiled/ omelette) or Parantha/Poories, One Vegetable dish	
3.	A. LUNCH VEGETARIAN One Dal, two vegetable dishes, Pulao, rotis, Achar, Chutney, Pappad, Salad, raita and a sweet. B LUNCH NON VEGETARIAN One Dal, One vegetable dish, one Non vegetarian dish (mutton or chicken), Pulao, rotis, Achar, Chutney, Pappad, Salad, Raita and a sweet	
4.	Dinner- Vegetarian (details as given at 3(A) above) Dinner- Non Vegetarian (details as given at 3(B) above)	

2. Cooking Gas connection will be provided by this office, however, payment towards the gas charges is to be borne by the contractor.

3. List of indicative brands of items to be used in catering :

S. No.	Item	Brand
01	Milk	Mother Dairy
02	Curd	Mother Dairy/Amul
03	Paneer	Mother Dairy
04	Biscuits	Britania/ Parle
05	Bread	Britania/ Harvest

06	Butter	Amul/ Britannia
07	Jam	Kissan
08	Tomato Sauce / Ketchup	Kissan/ Maggi
09	Tea/ Tea Bags/Coffee	Tata Tetley/ Nestle
10	Refined Oil	Sundrop/Fortune/Saffola (once used should not be used again in case if it is used for frying items)
11	Rice	Basmati Rice/ Lal Qila
12	Atta/ Maida/ Besan	Shakti Bhog/ Annapurna
13	Pulses	Kendriya Bhandar/Subhiksha
14	Spices	MDH/Everest
15	Fruits/ Vegetables	Mother Dairy/ Subhiksha
16	Chicken/ Mutton/Fish etc.	Fresh
17	Papad	Lijjat
18	Pickle	Pachrangga
19	Ice Cream	Mother Dairy/Kwality /Walls
20	Sweets and Snacks	Aggarwal/Nathu/Haldiram
21	Cornflakes	Kellogs
22	Porridge	Aahar

Items to be used other than the above mentioned items should be first got approved by the department.

III **GENERAL**

1. Security deposit of Rs. 25,000/- in the form of FDR/TDR in favour of Commissioner, Central Excise Delhi-I for a minimum period of one year should be deposited with this office, which shall be refundable on the expiry of the contract as per Rules.
2. The staff provided should be in clean and neat uniform (preferably white) during their duty hours and should be able to converse with the guest and should possess good qualities of hygiene, punctuality, conduct and manners, should be free from communicable diseases and should not have been convicted for any offence.
3. It would be the entire responsibility of the contractor in respect of observing all Rules and Regulations as per Various Laws prevailing in the country in engagement/ recruitment/ deployment of the persons for the aforesaid jobs including ban on engaging minors, payment of their dues correctly and promptly, payment of Minimum wages as prescribed etc.
4. This department will not be responsible for the persons so deployed and for all the purposes they shall be treated as being on the rolls of the contractor/service

provider. The persons so provided by the contractor/ service provider shall have no right to any employment in this office or any other government office based on the services rendered by them or on any other basis

5. Interested parties are requested to forward their sealed quotations to the Superintendents (Hqr.) Room No.G- 50, GF, C.R. Building, I.P. Estate, New Delhi by 10.07.08 till 1500hrs. the sealed quotations will be opened on 10.07.08 at 1600hrs in Room No. 132, FF, C.R. Building, New Delhi before the undersigned in the presence of the parties or their authorized representatives who wish to be present at the opening of the quotations. The commissioner Central Excise, Delhi-I , reserves the right to accept or reject any or all tenders without assigning any reason.

(R.M. SAXENA)
ASSISTANT COMMISSIONER(P&V),
CENTRAL EXCISE, DELHI-I