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	<p>रक्षा लेखा नियंत्रक कार्यालय, चन्नई Controller of DefenceAccounts, Chennai ६१८, अन्ना सालै, तेनामपेट, चन्नई - ६०० ०१८ 618, Anna Salai, Teynampet, Chennai - 600 018 Ph.: 044-24349980 Ext.: 104 Fax : 044-24348142</p>	
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No.: AN/VII/TCEC Contract/2019-20

Dated: 31.05. 2019

To

Subject: Conclusion of Contract for maintenance (including housekeeping & Catering of TCEC (Guest House)) in CDA Chennai office complex in Chennai for a period of one year from 01.07.2019 to 30.06.2020 - regarding

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1. The Office of the Controller of Defence Accounts, Chennai having its Office at No.618, Anna Salai, Teynampet, Chennai – 600 018 invites Sealed Tenders for maintenance of Guest House (called Transit cum Evaluation Centre (TCEC Guest House in short) located inside the CDA Chennai Office Complex) for a period of one year i.e. from 01.07.2019 to 30.06.2020.
2. The scope of work, details of TCEC Guest House and other terms and conditions are provided at Annexure A-1 to A-5 (enclosed).
3. Manpower requirement with the classification of category is mentioned below

a)	Cook cum Supervisor (Skilled)	One
b)	Cook (Skilled)	One
c)	Steward cum housekeeper (Semi skilled)	One
d)	Sweeper/cleaner/kitchen helper (Unskilled)	Two

- All the employees will be below 50 years of age
- All of them will be full time employees
- All the staff members will be male employees only

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4. A two bid procedure (technical & commercial bid) will be followed to evaluate the bids and the following will be the criteria/procedure for evaluating the bids:

5. In the technical bid, the following information should be furnished, duly supported by Xerox copies of documents alongwith EMD:

- a) ESI number
- b) EPF number
- c) GST number
- d) PAN number
- e) Organization Registration Number
- f) Labour Licence Number (wherever applicable)
- g) IT returns (duly filed and approved by IT authorities) for the past three Assessment Years in support of financial condition of the firm
- h) Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees fifty thousand only) drawn as Demand Draft in favour of CDA Chennai, payable at Chennai, should be enclosed with the bid. Bids without EMD will be summarily rejected. Bids of unsuccessful vendors will be returned on or before thirty days after the final bid validity period is over.
- i) Number of years in the field with supporting documents
- j) List of clients served & Stations served – both past and present – alongwith copies of the Contract Agreement of places currently being serviced
- k) Commendation letters from employers, if any, received.

MOST IMPORTANT :: PLEASE NOTE

- The firm should have a concurrent running Contract for maintenance of Guest House, including housekeeping and catering, with Defence Account Department/Central Govt. Organizations/PSU/Armed forces (Contract for supply of man power only will not be considered).
- The employees/workers to be provided for Guest House should be able to coverse in Hindi/ English. For Supervisor, knowledge of local language is also required.
- Information as called for from clause (a) to (h) above are mandatory, failure of providing the said information will result in automatic disqualification from the tendering process.
- Information called for from clause (i) to (k), though not mandatory in nature, will also be considered by the Accepting Officer in evaluating the bids. Further, preference will be given to a firm having its Head Office or branch Office in Chennai or serving clients in Chennai as the same will help in better coordination between the User and the service provider.
- The final concurrence of employees for Guest House will be by the O/o CDA Chennai i.e. prior positioning of employees, approval of O/o CDA Chennai will be required.
- Apart from the information/documents sought for above, all the firms participating in the tendering process should fill their bids only in the format given below, failure of which will result in rejection of their bids.

6. In the two bid process, the Technical bid and Commercial bid should be placed in one big envelope duly superscribed as "QUOTATION FOR TCEC CONTRACT". Both the technical as well as Commercial bid should be duly supercribed as "Technical bid for TCEC, CDA Chennai" and "Commercial bid for TCEC, CDA Chennai". Technical bid cover/envelope should contain the details as called for in Para 5 above. Details called for from in clause (a) to (h) of Para 5 above are mandatory and failure to provide the details will lead to rejection of the bid in the Technical evaluation stage. Commercial bids of only the successful vendors/firms in the Technical evaluation stage will be opened for further evaluation.

7. The Commercial bid should strictly be in the following format duly signed by the authorized signatory with Seal and in the letter head of the firm :

<i>Category</i>	<i>No. of Persons</i>	<i>Salary per month (incl. ESI/EPF and all benefits)</i>	<i>Total amount (monthly)</i>
Cook cum Supervisor (Skilled)	One	(1) Pay*	Rs. _____
		(2) Provident Fund (EPF)	Rs. _____
		(3) ESI	Rs. _____
Cook (Skilled)	One	(* should not below the minimum wages laid down by Chief Labour Commissioner or the State Govt. Labour rates whichever is higher)	Rs. _____
Steward cum housekeeper (Semi skilled)	One	EPF & ESI will be quoted as per the percentage rates laid down by the Government	Rs. _____
			Rs. _____
			Rs. _____
Sweeper / cleaner / kitchen helper (Unskilled)	Two		Rs. _____
			Rs. _____
			Rs. _____
Service and allied Charge of the Contractor: it should not be in percentage and should be a fixed value			Rs. _____
GST			Rs. _____
** GRAND TOTAL			Rs. _____

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** The amount quoted in the total of this format (after due arithmetic check and if found correct), will be taken for evaluation of the bids. Any vendor, quoting below the minimum wages notified by the Chief Labour Commissioner, Ministry of Labour (Central Government) or State Govt. labour rates (whoever is higher) or quoting less than the prescribed rates towards EPF, ESI and other mandatory and regulatory Acts will be summarily disqualified while evaluating the bid.

8. All the statutory laws of the land like Minimum Wages Act, ESI Act, GST, EPF & MP Act, 1952 and other economic and labour laws will have to be adhered to strictly by the Contractor. The latest percentage of EPF contribution for employer and employee as declared by Government of India is to be quoted.

9. The cleaning materials will be provided by CDA Chennai and as such no material cost is to be quoted.

10. Being a Central Government Organization, the Minimum Wages payable notified by the Chief Labour Commissioner, should mandatorily be paid to the employees by the Contractor. If State Govt. labour rates are on the higher side, then State Govt. labour rates should be quoted as minimum wages.

11. The staff employed for the Contract will have to be police verified. They will sport Identity Card (issued by the firm) at all times.

12. Sealed quotation in one single envelope containing the technical bid envelope & commercial bid envelope with the requisite documents and duly superscribed "QUOTATION FOR TCEC CONTRACT" can either be dropped in the Tender Box available in the Room of SAO (Admn.), 1st floor, Office of the Controller of Defence Accounts, 618 Anna Salai, Teynampet, Chennai 18 or can be sent through post/courier to:

The Sr Accounts Officer (AN)
Office of the C.D.A.
618, Anna Salai, Teynampet,
Chennai – 600 018

13. The last date for receipt of Sealed Tenders is 1100 hours on 24th June 2019. Technical Bids will be opened at 1130 Hour on the same day in the presence of tenderers who wish to be present. Commercial bids will be opened later after technical bid evaluation is over.

14. Incomplete bids/late bids and bids received without EMD are liable to be rejected.

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15. Details of the tender is also available in our website viz. www.cdachennai.nic.in.

16. Further details/clarification/information etc. can be had in person or through telephone from the Asst Accounts Officer (AN-VII) (044-24349980, Ext.: 104) on all working days viz. Monday to Friday between 10 AM to 5 PM till 21st June, 2019.

Yours sincerely,



(R NARAYANA PRASAD)
Sr Accounts Officer (Admin)
For and on behalf of CDA Chennai

Encl : as above

आर. नारायण प्रसाद / R. NARAYANA PRASAD
वरि. लेखा अधिकारी / Sr. Accounts Officer
रक्षा लेखा नियंत्रक कार्यालय / Office of the CDA
618, अन्ना सालई / 618, Anna Salai.
तेनामपेट, चेन्नई-18. / Teynampet, Chennai-600 018.

MEMORANDUM OF AGREEMENT

Provision of Housekeeping, internal conservancy and pantry services in the Transit cum Evaluation Centre (viz., TCEC Guest House) inside CDA Chennai Office Complex, 618 Anna Salai, Teynampet, Chennai 600 018.

This agreement made on _____ between :

Controller of Defence Accounts, 618 Anna Salai, Teynampet, Chennai 600 018, for and on behalf of the President of India (hereinafter referred to as the Accepting Authority) on the One Part

AND

_____ (hereinafter referred to as the Company) on the other part

2. WHEREAS the Company has agreed to provide House Keeping, internal conservancy and pantry services in the TCEC Guest House inside CDA Chennai Office Complex, 618 Anna Salai, Teynampet, Chennai 600 018 for the period from _____ to _____ at a total cost of Rs _____ (all inclusive) for deployment of the following personnel for the above said work.

Cook cum Supervisor (Skilled) = 1

Cook (Skilled) = 1

Steward cum Housekeeper (Semi skilled)= 1

Sweeper / cleaner/kitchen helper (Unskilled) = 2

3. AND WHEREAS the Company has agreed and is in a position to undertake the said job as given in this Contract Agreement and to render the service to the entire satisfaction of the Accepting Authority.

NOW IT IS HEREBY MUTUALLY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS :

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Clause 1 : Scope of work

The scope of work of the Contract is to provide maintenance, internal conservancy and pantry services in the TCEC Guest House inside CDA Chennai Office Complex, 618 Anna Salai, Teynampet, Chennai 600 018 as described in Annexures A1 to A5 of this Contract Agreement and explained in detail to the Company by the Accepting Authority.

Clause 2 : Contract Rate :

The Company shall provide the services as stipulated in Annexure A1 to A5 on a consideration of payment given in para 2 above inclusive of all ie., wages, VDA, profit, EPF, ESIC, GST and any other statutory taxes for a period of twelve months with effect from 01st July 2019 for providing maintenance / cleaning and pantry services in inside CDA Chennai Office Complex, 618 Anna Salai, Teynampet, Chennai 600 018.

Clause 3 : Duration of the Contract

The Contract will be valid for a period of one year from 01st July 2019 to 30th June 2020 with a stipulation that the contract can be extended at the discretion of the Accepting Authority with the mutual consent of both the parties with the same terms and conditions and at revised minimum wages of the Central Government announced from time to time.

Clause 4 : Proof of identity / integrity

The onus on verification of character and antecedents with respect to the persons deployed in this Centre totally vests with the Company. The Company has to indemnify the Accepting Authority in case of any eventualities.

Clause 5 : Terms and conditions

Terms and conditions are given in Annexure A1 to A4. The rate at which food and beverages are to be billed is strictly as per Annexure A5 only. As intimated in para 9 of the RFP, cleaning materials will be provided by the Accepting Authority.

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Clause 6 : Correspondence

All correspondence regarding provision of maintenance/cleanliness, catering services etc., will be addressed to the Accepting Authority viz., Controller of Defence Accounts, Chennai.

Clause 7: Winding Up

If anytime during the currency of the contract, an order of decree of a competent Court be made or a resolution passed for the winding up of the Firm, the Accepting Authority shall have the right to terminate the contract by giving one month's notice in writing but without prejudice to any right accrued to either part prior to such termination.

Clause 8: Contract effective date

The contract will be in force from 01.07.2019 to 30.06.2020. The Contract may be considered for extension at the discretion of the Accepting Authority on the same terms and conditions and with the revised minimum wages applicable on date.

Clause 9: Payment terms

9.1 The Company shall provide maintenance, internal conservancy services and pantry services to the TCEC Guest House at a total monthly cost with break up as given below :

No	Particulars	Cost	Remarks
1	Cook cum Supervisor = 1		
2	Cook = 1		
3	Steward cum housekeeper= 1		
4	Sweeper/cleaner/kitchen helper = 2		
5	ESI (total for all the five personnel)		
6	EPF (total for all the five personnel)		
7	G.S.T.		
	Profit margin of the Contractor		
	Any other cost		
	Total		

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(the wages shall not be less than the minimum wages notified by the Central Labour Commissioner from time to time).

The above rates will be applicable for any increase/decrease in manpower also.

9.2 The Company shall submit its pre-receipted bills to the Accepting Authority by the 7th day of every next month duly supported with the following documents :

1. Proof of deposit of GST, EPF, ESIC for the month at the prescribed rate in respect of the persons deployed in the TCEC Guest House
2. Pay slips signed by each person in proof of disbursement of salary as per Central Government minimum wages

9.3 The bills have to be submitted in arrears with the original copy of the bill duly stamped alongwith CTC of Attendance Register.

9.4 The Accepting Authority shall arrange payment of the bill through NEFT/SBI CMP after deducting penalties/disallowance , if any, and recovery towards Income tax & Surcharge.

Clause 10: Compliance with Minimum Wages Act and other Statutory Provisions

10.1 The Company has to strictly comply with the provisions of the Minimum Wages Act 1948, EPF & MP Act, 1952 and ESIC act and amendments there to be issued from time to time.

10.2 Non-compliance with the provisions of Minimum Wages Act, 1948, EPF & MP Act, 1952 and ESIC Act may result in termination of the contract.

10.3 The Company shall make payment of GST directly to the concerned authorities and submit proof of the same to this office.

10.4 The company has to ensure that people deployed are in the same age group of 18-50. Deployment of child labour is strictly prohibited. The persons deployed must be physically fit and well aware of their duties.

Clause 11: Change of rates of GST and minimum wages :

11.1 The company may claim difference of amount which may arise due to revision in rate of GST/minimum wages through supplementary bills with documentary proof.

11.2 Supplementary bills for difference of rate in minimum wages shall be considered only in case of the persons actually working on the day of submission of bills. Increased rate of minimum wages may not be admissible in case of persons who have been shifted or not deployed in the TCEC Guest House.

11.3 Further, the supplementary bill should be duly supported with proof of actual disbursement of the amount to the labourers deployed here.

11.4 Recovery of the same will be initiated from the monthly bills in case of decrease in statutory taxes.

Clause 12: Safety of personnel and indemnity:

12.1 The Company shall be solely held responsible for any loss of life/accident/injury sustained by the persons engaged by him in this centre.

12.2 The compensation, if any, payable to its employees will be met by the Company in toto.

12.3 The Company shall indemnify and shall keep this office indemnified against any acts of omission or negligence, dishonest or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or third party.

12.4 All damages/deficiencies, wilful or inadvertent, caused by the house keeping/pantry personnel shall be charged to the company and recovered from the monthly bills.

Clause 13: PENALTY AND FORECLOSURE:

13.1 The Company will be responsible to discharge all assigned tasks to the entire satisfaction of the Accepting Authority. Deficiencies, if any, in this regard shall invite proportionate penal deductions.

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13.2 Further, if the required number of personnel is not employed on daily routine basis, then an amount equivalent to the prevailing minimum wages will be deducted from the corresponding monthly bill.

13.3 The onus of meeting the daily requirement of personnel after taking into account the weekly off, sickness, absenteeism lies with the company.

13.4 Frequent change of manpower may be discouraged since the quality of service deteriorates.

13.5 The Accepting Authority also reserves the right to get the delinquent items of works executed through any suitable means and through any suitable agency at the entire risk and cost of the Company.

13.6 The Accepting Authority reserves all the rights to foreclose the contract, if services are found unsatisfactory/sub-standard at any point of time during the period of Agreement.

Clause 14: Termination Of Contract

14.1 The company shall not under any circumstances offer or give or agree to give any person in Government service any gift or consideration of any kind and any inducement for reward doing or for bearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract. Any breach of this condition by the company or by anyone employed by him or acting on his behalf whether with or without his knowledge shall entitle the Accepting Authority to discontinue the services, to the company's bill the amount of any loss or damage resulting from the cancellation thereof due to the Accepting Authority without prejudice to any other rights available under the terms of contract or under law.

14.2 Notwithstanding anything contained herein, the Accepting Authority has the right at any time to terminate this Agreement, either wholly or in part, by giving one month notice in writing to the Company by a Registered mail. The Accepting Authority shall have no further liability to make any payment in terms of this agreement and all these obligations under this agreement shall cease after the expiry of the said period of notice.

14.3 Provided that no notice is required to be given except a letter of termination in case the company fails to comply with the terms and conditions of this agreement.

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Clause 15: Performance Bank Guarantee

15.1 The company shall submit a Performance Bank Guarantee/Security deposit of Rs.1,00,000/- (Rupees one lakh only) issued by any public sector bank valid for 02 months over and above the date of expiry of the contract. The performance bank guarantee (PBG) should be valid up to 31st August, 2020 in the instant case.

15.2 The PBG will be released within three months from the date of expiry of the contract and on settling dues by the Company, if any.

CLAUSE 16: SECURITY/DISCIPLINE:

16.1 The company is to ensure that the normal security rules of TCEC Guest House and C.D.A. Chennai applicable from time to time are strictly adhered to by the persons deployed by him in this centre.

16.2 The company and his personnel will also ensure the security and safety measures within TCEC Guest House.

Clause 17: Submission of attendance register

The company or his accredited agent will personally submit the report of his men deployed on the work to the Accepting Authority. A register will be maintained for this purpose indicating the manpower supplied daily by the company.

Clause 18 :Supply of house keeping materials and consumables

House keeping materials and consumables will be supplied by the Accepting Authority. An indent to this effect shall be submitted by the Company to the Accepting Authority every month.

Clause 19: Stamp duty

The stamp duty payable, if any, on this contract shall be borne by the company.

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Clause 20: Arbitration

Any question, dispute or difference arising under the Contract shall be referred to the sole arbitration of an arbitrator appointed by the Controller General of Defence Accounts, Ulan Batar Road, Palam, Delhi Cantt. 110010. The decision of the arbitrator shall be final and binding on both the parties.

Authorised Signatory
of the Company

Sr Accounts Officer (AN)
For and on behalf of
C.D.A. Chennai

Dated : _____

Dated : _____

Details of the TCEC Guest House

(for which maintenance/ conservancy & pantry service to be provided)

- The Guest House at Chennai is located inside the CDA Chennai Office Complex, No.618, Anna Salai, Teynampet, Chennai and is called Transit cum Evaluation Centre or TCEC Guest House in short.

- The TCEC Guest House comprises of:
 - VVIP Suites - Two numbers
 - AC Rooms - Five numbers
 - One Main Lounge in the Ground floor
 - One Dining Hall in the Ground Floor (with attached toilet)
 - One Conference Hall in the Ground Floor
 - One small foyer in the Ground Floor
 - Kitchen in the Ground Floor
 - One toilet adjacent to Conference Hall
 - Open area in the Ground Floor as well all open areas inside the TCEC Guest House.

- One room with bath attached is available inside the TCEC itself for residing by Contract employees. In addition, one room adjacent to the TCEC Guest House will also be made available for the contracted employees.

- Very senior Officers of the rank of Secretary to Government of India will be regularly visiting and staying in the Guest House.

- Service appropriate to the standard of the Guest should be provided both in terms of hospitality and maintenance.

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SCOPE OF SERVICE TO BE PROVIDED BY THE CONTRACTORI. GENERAL1. Upkeep and maintenance of the Guest House.

All the Suites/Rooms/Conference Hall/Lounge/Dining Hall etc. shall be maintained in spic and span condition at all times. Maintenance of the area inside the Guest House compound through regular sweeping/cleaning is also the Contractor's responsibility.

2. Manpower deployment:

The following manpower will be deployed:

a)	Cook cum Supervisor	One
b)	Cook	One
c)	Steward cum housekeeper	One
d)	Sweeper / cleaner / kitchen helper	Two

TOTAL - FIVE

(a) The Contractor shall deploy only those personnel, who have adequate experience/professional exposure

(b) The names, age, Date of Birth, Qualification, Residential address and contact numbers of the personnel deployed (duly police verified) shall be submitted to us at the time of signing the Contract Agreement.

(c) The persons employed shall be conversant in the local language as well as in Hindi. The supervisor should also know to speak and write English (besides Tamil and Hindi).

3. Service to be provided:

(a) To provide properly trained personnel as per the details given above.

(b) To provide adequate watch and security cover.

© To provide catering service i.e., tea., coffee, breakfast, lunch, dinner, la carte items at the rates fixed and indicated in the Contract Agreement. No revision of food rates will be allowed during the period of the contract.

(d) Cleanliness and upkeep of the area in and around TCEC for which the cleaning material such as Phenyl, Soap Oil, Brooms, toilet soap, toilet paper, detergents, air purifiers and mosquito repellants are provided by the Accepting Authority on demand to the Contractor. Periodic fumigation and watering of plants and upkeep of them will be the Contractor's responsibility.

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(d) To attend phone calls at all times, to receive and note down telephone messages and convey the same to the Guests promptly.

(e) The Company will provide TWO English Newspaper in the lounge ON ALL THE DAYS and to provide one English newspaper in all rooms (whenever they are occupied)

(f) Bills for room rent and messing charges will be made separately and collected in cash only. Whenever a guest arrives, the Supervisor will ensure that the guest enters the details of arrival and departure and other particulars in the Register kept for that purpose after establishing his identity. Rent collected will be deposited on weekly basis on every Monday (or next working day if Monday is a closed holiday), with the AAO (AN/VII Section) of CDA Office for auditing and further action. Under no circumstances excess of rates over the laid down rates shall be collected. Receipts will be issued for all payments received.

(g) Room-wise inventory is to be made and kept in every room. If any item in the inventory is found damaged during the surprise check, the cost of damage would be borne by you.

(h) The Company shall at all times maintain required number of personnel in the TCEC Guest House. If the attendance of the personnel falls short than the contracted number, proportionate amount for their full time absence will be deducted from the monthly bill.

(i) The Supervisor shall maintain a Complaint Book to enable the Guests to record their complaints. Negative feedbacks will result in suitable deduction as mentioned in Annexure A-4 (Penalty for deficiency in service).

(j) Additional manpower, if required, will be provided by the Company at the same rates as quoted trade wise.

4. CDA Chennai reserves the right to nominate an Officer to oversee the cleanliness and upkeep of the guest house which is being maintained by the employees of the Contractor. Any deficiency found by the Officer will be rectified within a reasonable period of time failing which penalty for deficiency in service will be levied. (for complete details see Annexure A - 4 - Penalty for deficiency in service).

II. OBLIGATION OF C.D.A. CHENNAI OFFICE

(a) To provide water, electricity, cooking utensils, gas stove, cutlery, crockery, fridge, Water purifier, bubble top cans etc., required for a fully furnished kitchen. Gas cylinders will be procured by the company at his own cost.

(b) To provide washing machine to the TCEC

- (c) A complete inventory will be given to the Contractor on assumption of charge. The items of inventory as per stock register have to be handed over back to the Accepting Authority at the time of termination of the contract in a serviceable condition. The deficient/damaged items shall be made good by the Contractor or the replacement cost need to be paid by the Contractor.

III. DETAILED SCOPE OF WORK

- (a) The entrance, lobby, common area, stair cases should be swept and mopped daily and kept clean at all times.
- (b) Bedroom linen and bath towels will be changed every time a new guest occupies the room, otherwise, they may be changed once in three days. Also the screens will be vacuum cleaned/washed once in a month.
- (c) Floors of all rooms will be swept daily, mopped with detergent/chemicals and kept clean at all times. Spraying of anti-mosquito chemicals should be done from time to time.
- (d) Carpets wherever provided will be cleaned/vacuum cleaned daily Carpets should be shampoo cleaned once a month.
- (e) Toilets/Baths will be cleaned with "Domex" or "Harpic" or any other standard cleaner. Bath soaps and toilet papers shall also be provided in bathroom at all times.
- (f) Odonil will be provided in all rooms. Rooms will also be sprayed with room freshener whenever necessary.
- (g) The Kitchen and surrounding areas will always be kept clean. The cutlery and crockery as also cooking utensils will be kept clean by cleaning with standard washing powder.
- (h) The furniture and the furnishings in all the rooms shall be kept dust free at all times.
- (i) The cleaning material will be provided by this office. As such no material cost is to be quoted
- (j) Any misuse of furniture, Electronic items, etc., by the company employees will attract penalty of Rs.500/-.
- (k) Fans, electrical fittings and air conditioners etc. will be kept clean and in serviceable condition at all times. Minor repairs shall be attended to by the contractor and major repairs due to normal wear and tear shall be intimated to the Accepting Authority without any delay for getting them repaired/rectified/replaced.
- (l) Cooking of edibles shall be done under very good hygienic conditions by trained cooks and service shall be made by trained bearers/waiters in uniform. The contractor will have to make his own arrangements for gas cylinders. Only one electric induction stove shall be used.

- (m) All the employees shall wear uniforms and shoes and carry identity cards issued by the Contractor at all times and should present themselves neatly.
- (n) The Contractor or his Manager shall visit the Guest House once a week to satisfy himself of the quality of service rendered to the TCEC Guests. The Manager should sign and record his findings in the Register kept at the Guest House for this purpose.
- (o) All the light fittings/Air conditioners including filters should be cleaned once a month and all cob-webs cleaned.
- (p) The menu as well as the items that can be prepared in the Kitchen (along with the rates) should be displayed in all the rooms besides the Lounge and the Dining Room. The menu to be provided as well as the rate to be charged for Breakfast/Lunch/Dinner etc., is indicated in Annexure A 5. There shall not be any revision in charges during the currency of the contract.
- (q) The Contractor will not change the staff without prior information of this Office. At the same time, request from our side for change of personnel shall be complied with immediately.
- (r) All the staff employed by the Contractor will be suitably police verified and proof of the same submitted at the time of agreement.
- (s) Bills in connection with providing tea/snacks/lunch/ dinner etc., for official meetings will be submitted to AAO (AN/VII) for payment action.
- (u) The washing machine and Water purifier will be carefully and sparingly used by the Contractor for Guest House purpose alone and the same should be kept functional at all times. The Airconditioners provided in the Guest House should be used for the Guests only and should be kept functional at all times.
- (v) It shall be the responsibility of the Contractor to ensure that the inventory is exhibited in each room so that the items can be checked.
- (x) The contractor should ensure that the utensils, bedding, sheets, pillows & blankets, drinking glasses etc., for the use of his employees are provided for by the Contractor.
- (y) Fogging of TCEC and surroundings of the TCEC should be done regular intervals and also ensure proper stock of input materials, to meet any urgent demand.

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DETAILED RESPONSIBILITIES/CONDITIONS ATTACHED WITH THE CONTRACT

1. The responsibility of providing suitable uniforms to the staff for identification and the payment of their wages etc. shall be that of the contractor including the share of employer's contribution towards PF and ESI on the basis of wages paid to them each month as per the relevant Acts and CDA Chennai (hereinafter called the Accepting Authority) shall have no responsibility whatsoever on the subject. It shall also be the Contractor's responsibility to pay the minimum wages as prescribed by the Chief Labour Commissioner and proof of payment will be submitted to us whenever asked for.
2. The workers of the Contractor shall have no claim on the facilities/amenities that are extended to the Officers and staff of the Accepting Authority and also ensure that the workers are not using the vacant rooms/Lounge/Dining Hall.
3. The contractor shall not allow or persuade his workers to participate in any Trade Union activities, agitations inside the premises of the Guest House.
4. Any damage to the Govt. property caused by the Contractor or his staff shall be made good by the Contractor to the entire satisfaction of the Accepting Authority or his representative.
5. No persons below the age of 18 years shall be employed by the Contractor. Notice showing the rates of wages, hours of work etc. shall be submitted to the labour enforcement authorities as well as to the Accepting Authority.
6. The rent recovered from the occupants of the Guest House by the Contractor will be remitted to the AAO (Admn.) every Monday (or the next working day if Monday happens to be a closed holiday) on receipt of cash.
7. The Contractor will maintain a log book in which the repairs to be carried out will be noted.
8. The Company shall provide a Performance Bank Guarantee Bond / Security Deposit for Rs 1 lakh (Rupees One lakh only) from any Nationalised Bank with a validity period of two months after completion of the 12 month contract period. This amount will be released within three months from the date of expiry of the contract and on clearance of all dues by the Company to the Accepting Authority.
9. The Accepting Authority reserves the right to cancel the Contract and forfeiture of the security deposit/ PBG if the Company defaults in providing the service as per the Contract / failure to adhere to the terms and conditions laid down in the Contract. The decision of the Accepting Authority will be final and binding.

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Penalty for deficiency in service

- Deficiency in service (either in maintenance or in service) will be brought to the notice of the Contractor-first orally, then in writing, for rectification.
- Despite giving a written communication, if the deficiency has not been rectified, penalty as indicated below will be levied and the same deducted from the amount payable to the Contractor.
- Repeated violations will entail cancellation of the contract by giving one month's notice.

No.	Deficiency in service	Penalty
1.	Improper maintenance of toilets, rooms, garden etc.	Rs 500/-
2.	Hygiene of dining Hall, Kitchen etc. not upto the desired standards.	Rs 500/-
3.	Non-cleaning/dusting of the rooms/Conference hall/Lounge/Dining Hall etc., daily	Rs 500/-
4.	Complaints from Guests of poor service.	Rs 500/-
5.	Complaints from Guests of poor catering (both service & quality)	Rs 500/-
6.	Non-functioning/malfunctioning of the equipments-non-reporting of the same to the Office for rectification.	Rs 500/-
7.	Non-wearing of uniforms.	Rs 100/- per occasion
8.	Non-changing of linen as and when required.	Rs 500/-
9.	Non-adherence of the instructions of the guest.	Rs 500/-
10.	Not getting up early in the morning/not serving bed tea to guests.	Rs 500/-
11.	Telephone not manned, messages not taken properly, not passed on promptly.	Rs 500/-
12.	Any other action which in the opinion of the Accepting Authority/guests would constitute bad/deficient service.	Rs 500/-
13.	Damage to the inventories supplied by CDA Chennai to the guest house.	Replacement cost
14.	Frequent absenteeism of your employees.	Proportionate deduction

(deductions will be made from the monthly bill)

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1. Breakfast including Tea/Coffee- Rs. 50/- per plate
2. Normal LUNCH/DINNER (to be mandatorily made available on all days):
Rs.60/- per plate
3. (a) Tea (120 ml) - Rs.8/-
(b) Coffee (120 ml) - Rs.12/-

Rates for all other items will be @ mutually agreeable rates between the Vendor and the Office.

The menu will be decided in consultation with O/o CDA Chennai

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