

GOVERNMENT OF INDIA :: DEPARTMENT OF SPACE
SATISH DHAWAN SPACE CENTER SHAR :: SRIHARIKOTA – 524 124
SRI POTTI SREERAMULU.NELLORE DISTRICT (A.P)

TENDER NOTICE NO. SDSC SHAR/Sr.HPS/PT/02/2019-2020

On behalf of President of India, Sr. Head Purchase and Stores, SDSC SHAR, SRIHARIKOTA invites **on line quotations** for the following.

SI No	Ref. No.	Description	Qty.
01	SHAR SPP 2018 0 10079 e-procurement [Two Part basis] PTFE	Coating of S139 Twin Segment Casting Fixtures	1 LS
02	SHAR SC 2019 0 10268 e-procurement [Two Part basis]	Children Play Items	1 LS
03	SHAR CMD 2019 0 10371 e-procurement [Two Part basis]	Supply of 11KV, 3 Core x 120 Sq.mm HT-Armoured Aluminum Cables	3 KM
04	SHAR SC 2019 0 10377 e-procurement [Two Part basis]	Planning and Execution of Mosquito control works in colonies and peripheral areas of colonies at Sriharikota and Sullurupeta of SDSC SHAR for a period of TWO years from 01.09.2019 to 31.08.2021	2 Years
05	SHAR SPP 2019 0 10666 e-procurement [Two Part basis]	Design, Manufacture, Supply, Erection & Commissioning of EoT Cranes	1 Lot
06	SHAR SHPS 2019 0 10672 e-procurement [Two part basis]	Operating and Maintenance of Range Guest House Consisting of 9 Guest Houses i.e., Bhaskara, Rohini Kalpana, Aditya, Chandrayan, Narmadha, Nakshatra, Aryabhata, D-1, D-II & D-III Hangers with their respective Kitchen in Godhavari, Rohini & Kalpana for the period of TWO years.	2 Years
07	SHAR SHPS 2019 0 10673 e-procurement [Two part basis]	Operating and Maintenance of Aryabhata Kitchen & Dining and Narmada Guest House Dining for the period of TWO years.	2 Years
08	SHAR SPP 2019 0 10698 e-procurement [Two Part basis]	Explosive Body Construction on Light Vehicle Chassis.	1 Lot
09	SHAR CMD 2019 0 10832 e-procurement [Two Part basis]	Supply, Installation, Testing & Commissioning of 160kVA UPS Systems with VRLA SMF Batteries, Automatic voltage Regulators & Isolation Transformers	2 Nos.

Last Date for downloading of tender documents : 07.05.2019 at 16:00 hrs.
Due Date for submission of bids online : 07.05.2019 at 16:00 hrs.
Due Date for Bid Sealing on : 07.05.2019 at 16:01 hrs. to 07.05.2019 at 17.30 hrs.
Due Date for Open Authorization : 07.05.2019 at 17.31 hrs. to 09.05.2019 at 17:00 hrs.
Due Date for opening of tenders : 10.05.2019 at 14:30 hrs.

Instructions to Tenderers:

No tender fee shall be applicable for tenders submitted through EGPS

- For full details/scope of work and terms and conditions etc., please see the enclosed annexures.
- Interested tenderers can download the e-tender from ISRO e-procurement website <https://eprocure.isro.gov.in> and submit the offer on line in the e-procurement portal. Offers sent physically by post/courier/in person will not be considered.**
- Tender documents are also available on ISRO website www.isro.gov.in ISRO e-procurement website <https://eprocure.isro.gov.in> and SDSC SHAR, Sriharikota website www.shar.gov.in. The same can be down loaded and offer submitted on line in the e-procurement portal.
- Quotations received after the due date/time will not be considered.
- The tender documents are available for download upto **07.05.2019 at 1600 hrs.** and **last date for submission of tenders on line 07.05.2019 at 1600 hrs.** and **Tender Opening on 10.05.2019 at 14:30 hrs.**
- Sr. Head, Purchase and Stores, SDSC-SHAR, Sriharikota reserves the right to accept or reject any/or all the quotations.

DT: 10.04.2019

Sr. HEAD, PURCHASE AND STORES



**GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
SATISH DHAWAN SPACE CENTRE
SRIHARIKOTA- 524 124**



Annual Service Contract for Operation, Maintenance Of Range Guest House Complex and their respective dining and kitchens at Satish Dhawan Space Centre (SHAR), Sriharikota, SPSR Nellore - 524124

1.0 Preamble:

SATISH DHAWAN SPACE CENTRE SHAR (SDSC SHAR) is one of the major Centres of Indian Space Research Organization, under Department of Space, Government of India, located in Sriharikota island in SPSR Nellore Dist. Andhra Pradesh and situated at 100 km equidistance from Chennai, Nellore and Tirupati. Nearest Railway Station is Sullurpeta on Chennai – Vijayawada rail route, which is about 17 KM from Sriharikota by road.

- 1.1** SDSC SHAR has a Guest House Complex consisting of Nine guest houses with VVIP Suites, VIP Suites, two – bedded rooms, kitchens with dining halls, Lounges, VVIP Conference Halls and recreational rooms, Aryabhata Guest house with 2/3/4 bedded rooms, multi bedded dormitory and DI, DII & DIII Hanger.
- 1.2** During Rocket launch campaign periods and other special occasions, employees and invitees of Department will be accommodated in these Guest rooms and suites on official purpose. SDSC SHAR Guest houses are operated and maintained through a reliable service provider who manage the front offices, prepares food for the Guests, carries out housekeeping functions. The details of rooms and services required are detailed under scope of works.
- 1.3** SDSC SHAR invites tenders(quotations) for providing Reception, Catering and Housekeeping Services at SDSC SHAR Guesthouses for a period of two years commencing from June 2019 from experienced and reputed Service Providers.
- 1.4** The Service Provider shall submit:
- Service Provider Details as per **Annexure-A.**
 - Service Provider has to submit Price Bid in a separate sealed cover as per **Annexure-B.**
 - Service Provider Declaration Form as per **Annexure-C.**
 - Service Provider Declaration stating that no court case is either pending/or being contemplated against the Proprietor or Company as per **Annexure-D.**
 - Service Provider has to submit Compliance Statement as per **Annexure-E.**
 - Secrecy and Non-Disclosure Agreement as per **Annexure-F.**
 - This is a Two Part Tender. Please quote in two parts. Special Instructions for 2 Part Tender as per **Annexure-G.**
 - Rates for Food items as per **Annexure-H (a),(b) & (c).**
 - List of Cleaning Materials as per **Annexure-I.**
 - Qualifications and experience needed for various categories of staff are detailed in **Annexure-J.**

1.5 Eligibility Conditions:

- a. Shop Establishment Valid Certificate.
- b. Contractor should have valid **FSSAI** certificate for running Canteen/Mess Services.
- c. The service provider shall have the recent experience of 5 years in running guest houses/ hostels / lodges etc. In PSU/PSE/ Government/other hospitality industry with not less than 100 rooms.
- d. Experience of having successfully completed similar work during last 3 years ending last day of month previous to the one in which applications are invited should be either of the of following:-
- e. Shall have the turnover of Rs.3 Crores [Three Crores] per annum for the last 5 years.
(or)
Three similar completed works costing not less than Rs.1,30,00,000.00
(or)
Two similar completed works costing not less than Rs.1,95,00,000.00
(or)
One similar completed works costing not less than Rs.2,60,00,000.00
- f. Shall have the Solvency of 3 Crore (Solvency Certificate from the Banker shall be enclosed.)
- g. Bids received from micro and small enterprises , the eligibility criteria will be relaxed on prior turnover and prior experience subject to meeting of quality and technical specifications as per the guidelines issued by public procurement policy.
- h. Having the EPF Registration.
- i. Having the ESI Registration.
- j. Submitted IT return for the last 3 years.
- k. Self attested documentary evidence submitted for the above.
- l. Having the GST Registration.

1.6 Validity:

The Contract shall be initially valid for 02 [Two] Years. If the services are found satisfactory, the contract is extendable for one more year on the same terms & conditions upon mutual consent. However, SDSC SHAR reserves the right to curtail the period of the contract by giving 30 days prior notice

2.0 SCOPE OF WORK:

The service providers shall provide the following services for period of 2 years commencing from June 2019.

- 2.1** Housekeeping and maintenance of SDSC SHAR Guest House Complex consisting of Nine Guest Houses namely Kalpana, Bhaskara, Rohini, Aditya, Chandrayan, Narmada, Nakshatra, Aryabhatta & D-I/D-II/D-III hangers including catering services in Guest House Complex. The occupancy of the Guest Houses vary from the normal working days and during Launch Campaign Period. Based on the past experience, it is found that in a year, the occupancy would be around 75 % to 100% in every month.

Accommodation details and the services required at these guest houses are as follows:

SI No.	Name of the Guest House	No. of rooms			Carpet Area (Sq.m) + 15%common area	Service required
		Rooms	Suites	Conf. Hall		
01.	Bhaskara	65	11	01	1765	<ol style="list-style-type: none"> 1. Reception in all the three shifts 2. Housekeeping & General maintenance 3. Room service for morning Tea/Coffee. 4. Room service for suites on demand. 5. Night watch man service for Bhaskara, Rohini, Kalpana, Aditya, Chandrayan & Godavari Dining hall.
02.	Rohini	96	NIL	NIL	835	<ol style="list-style-type: none"> 1. Reception in all the 3 shifts basis. 2. Housekeeping & General Maintenance 3. Room service for morning tea/coffee.
03.	Kalpana	38	5	02	2020	<ol style="list-style-type: none"> 1. Reception in all the 3 shifts. 2. Housekeeping & General maintenance 3. Room service for morning tea/coffee. 4. Room service for suites on demand
04.	Aditya	50	NIL	-	1290	<ol style="list-style-type: none"> 1. Reception in all the 3 shift basis 2. House keeping & General maintenance 3. Room service for morning tea/coffee 4. Room service for suites on demand
05.	Chandrayan	NIL	36	-	NIL	
06.	Nakshatra	34	13	02	6044	<ol style="list-style-type: none"> 1.Reception in all the 3 shift basis 2. Housekeeping & General maintenance 3. Room service for morning tea/coffee 4. Room service for suites on demand. 5. Night watchman service

07	Narmada	102	Nil	Nil	4530	<ol style="list-style-type: none"> 1. Reception in all the 3 shift basis 2. Housekeeping & General maintenance 3. Room service for morning tea/coffee only during launch day. 4. Night watchman service.
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2.2 Aryabhata Guest House is located in a separate complex with three blocks. This guest house is occupied throughout the year.

Accommodation details and the services required at this guest house are as follows:

Sl. No.	Name of Guest House	Rooms/Dormitories	Suites	Carpet Area	Service Required
01.	Aryabhata	121 Rooms + 4 Dormitories (Total no. of beds: 329)	NIL	1660	<ol style="list-style-type: none"> 1.Reception on three shift basis. 2.House keeping & General maintenance. 3.Night watchman service

2.3 D1/ D2/ D3 hangers are located in a separate complex near TOMD area. These hangers are occupied throughout the year.

Sl. No.	Name of Guest House	Rooms/Dormitories	Suites	Carpet Area	Service Required
01.	D1/D2/D3 hangers	38 Rooms (Total no. of beds: 120)	NIL	-	<ol style="list-style-type: none"> 1. Reception on two shift basis. 2.Housekeeping & General maintenance 3.Night watchman service.

Manpower estimate to support the house keeping, reception and the catering activities as envisaged above is mentioned in Annexure -B. In case, if any manpower is required beyond the manpower shown in Annexure-B, to meet additional demand, if any, shall be communicated to the contractor in writing well in advance and payment to be made accordingly. In case of any short supply of manpower below the manpower mentioned in Annexure-B, the corresponding amount for the absent man day shall be deducted from the monthly bill. A penalty of 10% man day rate for respective category shall be deducted for each day of absence beyond one month period.

2.4 Scope of work in details:

- **Housekeeping services by positioning suitable qualified personal**
- **Manning of Front Officer by supervision**
- **Night watchman services**
- **Linen and Towels**
- **Kitchen and Dining Hall services**
- **Inventory Management**

2.4.1 Housekeeping services by positioning suitable qualified personal

a) Daily (including Sundays and all holidays)

- All common areas viz. Staircases, Lounges, Store Rooms, Office Rooms, Conference Halls, Dining Halls, kitchen, Toilets.
- The floors of all the occupied rooms, corridors and passages shall be cleaned with disinfectants and regular mopping.
- Cleaning of toilets in the occupied rooms, common toilets and bathrooms with disinfectants.
- Cleaning of dustbins in all the occupied rooms, common areas.
- Settings/re-settings of the linen in all the occupied rooms.
- Removal and disposal of dry garbage.
- Vacuuming of carpeted floor.
- Mopping of uncarpeted floors.
- Disinfectant treatment of toilets, water closets and wash basin.
- Cleaning of the refrigerators

b) Once in three days:

- Cleaning of the unoccupied rooms inclusive of toilets/bathrooms with disinfectants.
- Removing / cleaning of wastes around the guest house complexes with support of Public Health Division.
- Removing of micro dust formed in the beds and either side of the cots.
- Dusting of table tops, ceiling areas, wood panelling and overall cleaning of the specified area.
- Polishing telephone instruments.

c) Once in a week:

- Removal of cobwebs in all areas.
- Washing of common areas and passages.
- Cleaning of windows, glasses, panes, doors/ventilators, ceilings, walls, internal furniture, mirrors, glazed tiles etc., from dust.
- To ensure cleaning of lights and A/c vents, fans, light, panel strips etc with the support of CMG electrical/Air-conditioning.
- Cleaning of all furniture items
- Special cleaning of uncarpeted floor area.

d) Consumables and cleaning materials:

All the cleaning materials required for cleaning as listed in the Annexure-I shall be provided by the Contractor which shall be procured once in three months. The materials so procured shall be inspected by Senior Admn. Officer, PR or his authorized representative. The payment will be made once in three months based on certification by Senior Admn. Officer, PR. Further, the contractor is required to provide room essential kits to suit rooms which shall be informed well in advance to the respective Guest House receptionist by the departmental In-charge Supervisor / Senior Admn.

Officer, PR and payment will be made accordingly. The value of the procured items will be reimbursed by the Department on production of documentary proof.

e) Complaints co-ordination:

Complaints registration and follow up for faulty rectification with the concerned Division of the Centre listed below shall be the responsibility of the contractor.

Civil, Electrical. & A/C, RO Water	-	Construction and Maintenance Division.(CMD)
Public Health/Sanitation	-	Medical & Public Health division.
External bush clearance	-	EF & HD Division

In case, the complaints are not attended to within the reasonable time, the same has to be brought to the notice of Senior Administrative Officer, PR.

2.4.2 Manning of Front Office by supervision

Receptionist shall maintain the front office. The activities of front office shall include:

- Welcoming the guest and making their stay comfortable.
- Making ready the rooms for occupation by guests by changing linen such as bed sheets, pillow covers, towels etc.
- Servicing of Guest rooms including its toilets.
- Preparing and submitting Room Occupancy Report.
- Arranging food requirement of the guests.
- Maintenance of Check-in and Check-out Register on daily basis.
- Maintaining of accommodation register and other requisite records as directed by Senior/ Administrative Officer, PR, SDSC SHAR.
- Co-ordinate with Senior Administrative Officer, PR or any authorized Officer, SDSC SHAR for allotment of room to the guests and transport arrangement, on a regular basis.
- Room rents shall be collected by the service provider in the prescribed bill book provided by SDSC SHAR. Rent, thus collected shall be remitted to the Accounts Officer, SDSC SHAR at the commencement of the immediate next working day, after scrutiny and checks by Senior/ Administrative Officer, PR. Bills/cash receipts shall be promptly issued to the guest.

2.4.3 Night Watchmen Service:

The service provider shall provide night watchmen services between 2200 hrs-0600 hrs. on all days in a year. Services shall include:

- Prevention of unauthorized entry.
- Any assistance to the inmates of the Guest House.
- Periodical surveillance of guest house complex (at least one surveillance round per every hour during shift time)

2.4.4 Linen and Towels:

All linen items viz. bed sheets, pillow covers, towels, woollen blankets etc will be provided by Department separately for the Guest House Complex, Aryabhata, Nakshatra, Narmada Guest Houses and D-I, D-II, D-III Hangers. The items allotted for the Guest Houses are not inter-changeable and should not be mixed up. Therefore, these items should be properly marked by use of indelible ink. A Separate inventory shall be maintained for the inspection of Contract Manager by the service provider.

Holding and accounting of linen items issued to the Guest Houses, Dining and kitchens is the responsibility of the Service Provider. The Service Provider's personnel and the SDSC SHAR representative shall carryout joint physical verification of the stock items under the custody of the service provider monthly and submit a report to Senior Admn. Officer, PR.

Changing of Linen and Towels in the rooms shall be as follows:

- As and when a new Guest arrives and occupies a bed
- Once in three days for a guest who is continuously lodged for long period

Linen washing:

There are two sets of laundry machines available with Department which are being operated by private parties for washing linen at nominal rates fixed by the Department. Washing charges will be reimbursed to the washer men directly by the Department.

Handing over of used linen to the Dhobi contractor engaged by the Centre through a separate Contract and receiving back the same after washing & ironing.

Service Provider has to maintain inventory of linen returns by the Dhobi contractor after washing and to certify the details of linen bill for payment by SDSC SHAR.

2.4.5 Kitchen and Dining Hall services:

a) At Guest House Complex:

SI. NO	Kitchen/Dining Hall	Type of service	Nature of service	Service description
1	Kitchen and dining hall at Guest House complex Godavari Hall -A, B, C	-Breakfast, Lunch & Dinner - Snacks/tea/coffee/ Lunch services for Officials in the meeting at the conference hall and official requests beyond Gate-II	- Central kitchen :common for all the five guest houses (Bhaskara, Rohini, Kalpana, Aditya & Chandrayan)	To be operated throughout the year. Catering for inmates. Buffet service on regular basis. Table services, occasional. 100 to 300 pax on peak days during the launch..
2	Bhaskara Dining hall	Special lunch/dinner	For VIPs, seated service in the dining hall of Max. Of 20 pax table service.	On T-4 days during launch period.
3	Rohini Kitchen and Dining hall	Continental Break Fast/ Lunch / Dinner	-Kitchen to be operated on demand - Max 4 to 5 times a year for 10 to 15 days and for a maximum of 30 pax	- Operating kitchen for preparing continental food - Buffet service
4	Krishna Dining Hall	Special lunch/dinner	Seated breakfast/ lunch/ dinner for a max of 50 Pax	During special / launch period.
5	Kaveri Dining Hall	Special lunch/dinner	Buffet Service for a Max. 30 Pax	During special / launch period.
6	2 Nakshatra Dining Halls with pantry & Banquet Hall	Special lunch/dinner	Seated breakfast/ lunch/ dinner for a max of 30 x 2 Pax	To be operated throughout the year. - Catering for inmates. - Buffet service on regular basis. - Table services, occasional. - 100 to 300 pax on peak days during the launch.

A well-equipped kitchen (Godavari) with three fully furnished dining halls (100 seating capacity & 300 Buffet service) is available in the Guest House Complex. The Nakshatra Guest House has two dining halls, Banquet Hall with centralized kitchen. These shall be the centralized dining halls for the entire Guest House Complexes. It is housed in an exclusive building in the Guest House complex. In addition to the catering requirement of the guests staying in the Guest House, the service provider shall provide the refreshment and / catering requirements for the conferences, seminars and official meetings etc. against official requisition. Service provider shall meet the catering requirements like tea and snacks for the official meetings beyond Gate-II. Details of the kitchens and the dining halls available at guest house complex and the services to be provided are as follows:

Nature of services:

- Preparation of food items by using the standard quality branded materials as approved by the Department.
- Generally South Indian food shall be prepared and served. However, on demand the service provider should be able to prepare and serve non-vegetarian, continental, Asian dishes etc. The menu for different services is given at Annexure-H (a), (b) & (c).
- Normally room services are not contemplated; but on demand from SDSC SHAR, room service for VVIP, VIP suites may also to be provided by the service provider.
- Serving of food items to be done as per approved rates of SDSC SHAR.
- Maintain high standard of cleanliness in the kitchen, utensils, dining tables, serving plates, glasses etc., with relevant cleaning agents and in hygienic condition.
- Removal of crockery items, plates, glasses etc., from the dining hall immediately and washing by using appropriate cleaning materials, wiped and stacked properly.
- Maintenance of stock register for material, Kitchen equipments, utensils, crockery, cutlery items etc., provided by the Department. Contract Manager is empowered to verify the records and items from time to time.
- The Service provider shall quote his rates in the prescribed format for various food items listed in Annexure-H(a), (b) & (c) taking into account all the infrastructure provided by the Department free of cost and prevailing cost elements plus his profit margins. The rates offered by the Service provider will be reviewed, evaluated and approved by the Department for implementation.

b) Kitchen & Catering Services - General Conditions:

1. The Service Provider shall run the catering with high degree of standard, hygiene and cleanliness in the kitchen. Cooking and serving of hygiene food as per the menu provided by Sr. Admin Officer, PR, SDSC SHAR or any authorized Officer at the mutually approved rates.
2. The crockery/cutlery items will be supplied to the Service Provider by SDSC SHAR and the same shall be handled carefully. All these items are to be properly accounted and returned to SDSC SHAR with proper acknowledgement.
3. Electricity used for kitchen purposes shall be separately metered and charged from the Service Provider.
4. All provisions, groceries, vegetables etc. required for cooking as per the approved menu should be procured and kept in stores in advance and it should not be lesser than one month at the cost of service providers. Contract Manager or his representative will carry out periodical checks to ensure quality of provisions/vegetables being procured for cooking by the Service Provider.

5. Proper storage of grocery in stores and walk in coolers should not get any cross contamination.
6. The Service Provider's employees always should be in decent uniforms on duty supplied by the Service Provider and punctual.
7. All the canteen staff shall be free from contagious diseases and should be medically declared fit to undertake food handling. Their medical report should be submitted to the Sr.AO/ PR, P&GA-II,SDSC SHAR every six months. Only those who are medically fit shall be allowed to work in kitchen/dining halls. **One category of staff shall not be used or deployed for other jobs.**
8. The Contractor is required to prepare standard recipe and weekly-menu for all the services and the same should be approved by the Contract Manager. The Contractor is also responsible for ensuring the quantity and quality of food supplied to the Guest.

2.4.6. Inventory Management:

A proper Inventory of all the equipments, fittings and furniture, linen including consumables etc., which are placed at the direct charge and custody of the Contractor, for use and care shall be maintained by the Contractor. For any shortage of items noticed during the period of the contract, appropriate replacement value of the item shall be recovered from the bills payable to the Contractor by SDSC SHAR , Sriharikota.

The successful Service Provider has to account for the inventory while taking the charge and the Focal Point, SDSC SHAR, Sriharikota shall take the inventory after the termination/expiry of the contract.

A stock register of all the items issued by SDSC SHAR shall be maintained and shall be submitted to the Sr. Administrative Officer, PR, SDSC SHAR for inspection every month before release of the payment of monthly maintenance bill.

3. 0. Work force for executing the work

- **Nature of duties of each category**
- **Number of each category allocation chart for each Guest house**

3.1 Nature of duties of each category

SI.NO	Category	Nature of work
1	Manager	Overall in-charge for the total scope of work.
2	House Keeping Supervisor	The Supervisor shall be responsible to maintain clean and ready to occupy rooms, extract work from other workers, maintenance of the accounts of inventory and linen items.
3	Catering Supervisor	Supervision of the cooking, serving and dining areas, arranging Lunch/Dinner to the Guests.
4	Receptionist	Welcomes guests by greeting them, in person or on the telephone. make sure the rooms are ready to occupy or not before allotting.
5	House Keeper	Vacuuming, Dusting, Mopping and Booming the Guest Rooms and Public area. Bed making etc.,
6	Cook	Preparation of Breakfast, lunch, Dinner snacks and Coffee/Tea/Milk etc., He should prepare South and North Indian Dishes
7	Assistant Cook	Helping the cooks in kitchen for preparation of Lunch, Dinner, Snacks, Coffee/Tea/Milk etc.,
8	Steward	Serving the Coffee/Tea/Breakfast//lunch/dinner etc., to the guests at the dining hall in a most efficient manner. Room servicing in case of VIP visit against requirement. Serving of food in Dining Halls, collection of used plates in Dining Halls etc.
9	Cleaner/ Dishwasher	Washing the all used crockery & cutlery and other utensils after cooking/serving of food items. He should also clean kitchen/dining floor. He has to carry out any other works pertaining to cleaning entrusted by the Catering Supervisor of the Service Provider.
10	Room Attendants	Upkeep of rooms/suites/Conference Halls/Lounge/premises/ corridors etc. of Guest House in perfect condition. Any other job entrusted by Housekeeping Supervisor of the Service Provider related to housekeeping work of Guest House.
11	Night Watchman	Guarding of Guest House property, patrolling around guest house premises during night time, receiving guests on arrival in case of requirement etc.

3.2 Number of each category allocation chart for each Guest house

STAFF FOR OPERATION OF GUEST HOUSES, KITCHEN AND DINING HALL AT GUEST HOUSE COMPLEX

SI · NO	Name of Facility	Manager	Supervisor- General	Receptionis t	Room Attdt.	House keeper	Night Watchman	
1	Bhaskara GH	1	1	3	2	6	1	
2	Rohini GH	-	1	3	2	4	-	
3	Kalpana GH	-		3	2	4	-	
4	Aditya GH & Chandrayan GH	-		3	2	4	-	
SUBTOTAL							42	
		Manager	Catering Superviso r	Cook	Asst. Cook	Bearer	Clerk/ Storekeep er	Cleaner/ Dishwash er
1	Godavari Kitchen & Dining Hall	-	3	6	5	14	2	6
SUBTOTAL								36

STAFF FOR OPERATION OF ARYABHATTA, NARMADA GUEST HOUSE & D1/ D2/ D3 HANGERS

SI. NO	Name of Facility	Manager	Supervisor-General	Receptionist	Room Attndt	House keeper	Night Watchman
1	Aryabhata GH	-	1	3	7	8	1
2	Narmada GH	-	1	3	5	10	1
3	D1/ D2/ D3 Hangers	-	-	2	2	4	-
SUBTOTAL							48

STAFF FOR OPERATION OF NAKSHATRA GUEST HOUSE, KITCHEN , BANQUET HALL AND DINING HALL

SI. No	Name of Facility	Manager	Supervisor-General	Receptionist	Room Attndt	House keeper	Night Watchman
1	Nakshatra GH	-	1	3	4	6	1
SUBTOTAL							15
SI. No	Name of Facility	Manager	Catering Supervisor	Cook	Asst. Cook	Bearer/ steward	Cleaner/ Dishwasher
1	Nakshatra Kitchen, Dining Hall & Banquet hall	-	1	4	4	6	6
SUBTOTAL							21
GRAND TOTAL							162

4.0 Responsibilities of Department

- 4.1** All infrastructure facilities like Furniture and furnishings, fully equipped kitchen with all modern facilities, furnished dining hall, lounge and recreation rooms, utensils, water coolers, wet grinders, cold rooms, refrigerators, fly catchers, crockery items, cutleries, electricity for illumination purposes, door mattress etc shall be provided by SDSC SHAR at Guest House Complex, Aryabhata Guest House and dining halls.
- 4.2** The electricity charges for the guest houses (general lighting, A/C etc.,) will be borne by Department except for all dining kitchen preparation.
- 4.3** Providing of necessary linen items and arranging washing through laundry contract.
- 4.4** Guidelines and criteria for allotment of rooms for all houses will be instructed by Department persons .
- 4.5** Providing of commercial cooking gas through the departmental agency at prescribed rates to the service provider.
- 4.6** Payments settlement of credit bills for official catering services derived from guest house complex dining hall shall be produced Sr. Administrative Officer/PR.
- 4.7** Settlement of monthly maintenance bill to the service provider.

5.0 Responsibilities of the services provider (liabilities, Control etc. of the persons deployed)

- 5.1** The Service Provider shall comply with the statutory rules connected with Food Control Act, Contract Labour [Registration and Abolition Act] 1970 and Central Rules 1971. Employees Provident Fund Act, Employees State Insurance Act, Minimum Wages Act, Payment of Wages Act, Workmen's Compensation Act and shall attach necessary registration documents whenever called for.
- 5.2** Operating the reception counter and accounting the room rents and other service charges from the inmates and crediting the money to government account.
- 5.3** Upkeep & Maintenance of rooms and furniture and equipments
- 5.4** Procurement of all good quality grocery for F& B Production.
- 5.6** Procurement of commercial gas for cooking purposes from the department identified agency.
- 5.7** Preparation and serving of food during special occasions based on the request by Department at mutually agreed rates.
- 5.8** Providing services (preparing and serving food) on normal days for meeting/ conferences at guest house conference halls and offices beyond Gate-II.
- 5.9** Raising of catering service bills for the official services provided on monthly basis for reimbursement by department.
- 5.10** Submission of monthly maintenance charges bill for reimbursement.
- 5.11** Custody and inventory accounting of all the Department supplied items.

- 5.12** The Service Provider shall maintain Attendance Register, and a copy of the same shall be submitted along with bills while claiming monthly payment.
- 5.13** The Chart towards shift timing and number of persons deployed in each shift shall be prepared in consultation with Sr. Administrative Officer, PR. Service Provider shall prepare the duty chart every month and to be hand over, the same to Sr. Administrative Officer, PR.
- 5.14** Shift persons shall not leave the premises unless the reliever reports for duty.
- 5.15** The persons deployed shall reach the work spot well in time and strictly follow the rules and regulations regarding safety and security of this office.
- 5.16** All persons deployed to work should attend to the duty in proper uniform (as prescribed by SDSC SHAR) and the staff deployed will be courteous and well behaved.
- 5.17** The Character and Antecedents of the personnel deployed shall be got verified through record check by the Service Provider from the concerned Police authorities, and submit the Original Police Report to this office.
- 5.18** Service Provider will be required to follow the security requirements such as possessing a valid pass/Identity Card while entering the SDSC SHAR Guest Houses and maintaining high order of discipline while on duty.
- 5.19** The persons deployed are not authorized to communicate any official information they may come across during their working in the office.
- 5.20** The Service Provider shall be responsible for any theft, pilferage or misbehavior by any of his employees engaged for carrying out the work.
- 5.21** In case, the person employed by the Service Provider commits any act of omission/Commission that amounts to misconduct/indiscipline/incompetence, the successful Service Provider will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by SDSC SHAR.
- 5.22** The Service Provider shall replace immediately any of its personnel who is found unacceptable to SDSC SHAR, because of security risks, incompetence, conflict of interest, etc. upon receiving written notice from this office.
- 5.23** The Service Provider shall deploy well-educated, experienced personnel having basic knowledge of English as Supervisor for carrying out the job as they have to communicate with VIP guests. Supervisor shall have three years of experience in the allied field and should be able to read and write English.
- 5.24** The Supervisor should be made available throughout the day for taking instructions from the Administrative Officer, SDSC SHAR/ Sr. Administrative Officer/ PR and to oversee the day-to-day operations.
- 5.25** The Supervisor shall prepare individual bills for the food items like; Lunch, Dinner, Break- fast, Tea, Coffee etc as well as room rent and collect payment and issue the receipt from the Guests and other users directly. The daily accounts should be submitted to Sr. Administrative Officer, PR, SDSC SHAR without fail. The rates are not subject to revision during the tenure of the contract, if awarded.

- 5.26** SDSC SHAR will not be responsible for non-collection of payment or for any compensation for loss incurred because of failure of the Supervisor / Service Provider to collect payment or keep proper accounts.
- 5.27** The workforce shall be paid the wages as prescribed at **Annexure- B**. The Service Provider should pay the agreed upon wages in full to his workforce as per the Contract.
- 5.28** ISRO will pay wages for different categories of personnel deployed as agreed upon to the Service Provider on production of required document/bills. The Service Provider shall also ensure that their personnel are paid the wages as per the contract.
- 5.29** However, wages payable should not be lower than the minimum rate of wages (includes Basic rates and Variable Dearness Allowance) as per the Order issued by Office of the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India from time to time.
- 5.30** ***However, even in case of wage revision if any, there will be no change in the Service Charges/Profit Margin payable to the Service Provider. Also, please note that the Service Charges/Profit margin payable to the Service Provider is fixed during the currency of the Contract.***
- 5.31** It is the responsibility of the Contractor to pay wages to their employees even if minor delays occur in clearance of bills by Department due to invalid bills/delay in submission of bills without proper supporting documents. In case of any delay in release of payment from the Department, the Contractor shall pay salary to his employees before 7th of every month.
- 5.32** The Contractor shall obtain adequate insurance policy in respect of his workmen to be engaged towards compensation as admissible under the Workmen's Compensation Act 1923 & Rules framed there and upon death/disablement of a worker.

6.0 General Terms & Conditions for Terms of payment

- 6.1** Payment terms to contractor or service provider and payment of wages to workers
- 6.2** The charges for the scope of work on pro-rata basis will be made on monthly basis, at fixed rates for all the services, based on the certification by the Contract Manager endorsed by the Competent Authority.
- 6.3** The bills will be forwarded to Accounts Officer, Bills and settled within 5 working days from the date of receipt at Accounts Section.
- 6.4** The Department reserves the right to impose deduction if the services are not satisfactory during the period either partly or fully.
- 6.5** GST is applicable as per services provided.
- 6.6** Income Tax as per Rules with surcharge thereof will be recovered from the monthly bill and Certificate will be issued by the Department to this effect.

6.7 Payment of wages to workers :

The manpower engaged by the Service provider should be paid wages on monthly basis in accordance with the provisions of Minimum Wages Act as shown in Annexure-B and as amended from time to time, through bank account of respective staff and proof for the same shall be produced along with next month's bill to the Sr. Accounts Officer, Bills, F&AD(C), SDSC SHAR through the Contract Manager (Sr. Admn. Officer, PR).

6.8 However, wages payable should not be lower than the minimum rate of wages [includes Basic Wages and VDA] as per the Orders issued by Central/State/District authorities [whichever is higher] from time to time. The Wages payable against this Contract are subjected to revision and governed by the Minimum Wages Act, issued by the Government from time to time.

6.9 All statutory requirements under the Contract Labour (Regulation and Abolition) Act, 1970 and other associated labour laws as applicable from time to time including documentation, maintenance of records etc., should be complied with and the same will be the sole responsibility of the Service Provider to the entire satisfaction of the Labour Commissioner.

6.10 Any liability/compensation dispute, arising out of employment by the Service provider with their labourers under any Labour law/ statutory provisions will be the sole responsibility of the Service provider. The Department will not be responsible for the same.

6.11 Department will make payment of Employers Contribution towards EPF & ESI and applicable Service Tax as per the prevailing rates. Proof for remitting the EPF/ESI/Service Tax shall be submitted along with monthly claim for the subsequent month. The Employees contribution of EPF and ESI shall be borne by the workforce.

6.12 While quoting the lump sum contract amount, Service Provider is required to calculate his expenses towards payment of service charges, allowances for accommodation, transportation, food etc.

6.13 Income tax shall be deducted from each monthly bill as per the rate fixed by the Government from time to time.

6.14 Overtime allowance shall be paid by the contractor for the staff members engaged by him beyond working hours and on holidays which shall be reimbursed by the Department as per prevailing labour rules.

6.15 The contractor shall pay bonus to his eligible employees in accordance with provision of payment of bonus act. He shall keep and maintain registers as prescribed under payment of Bonus Act and shall produce the same before authorised officers (Principal Employer) of the Department.

6.16 The Contractor shall make payment of compensation in case accidental injury in accordance with provision of Workmen Compensation Act 1923. For this contractor shall take insurance policy for labourers engaged for this job. The contractor shall also submit a copy of insurance policy to Contract Manager (Sr. Admin. Officer/PR).

6.17 The contractor shall not employ any contract labour whose age is below 18 years.

- 6.18** The contractor shall pay the wages as may be specified hereafter or rates fixed under the Minimum Wages Act as per notifications issued by District /State/ Central whichever is higher from time to time.
- 6.19** The wages of every contract labour employed by him under this contract shall be paid by him before the expiry of 7th day of the succeeding month in respect of which the wages are payable and submit the relevant bank statement to the contract manager.
- 6.20** The Service Provider shall make his own arrangements for transportation of items required for housekeeping, cooking, conveyance of persons, and any other items for the workers for attending the work at our premises for which no facilities will be extended by SDSC SHAR or no charges shall be borne by SDSC SHAR.
- 6.21** Any Cash or Valuables noticed in the Guest House rooms, the same should be brought to the notice of Sr. Admin. Officer, SDSC SHAR.
- 6.22** The Annual EPF Statements shall be distributed to the workforce by the Service Provider in the presence of the Sr. Administrative Officer, PR, or his representative.
- 6.23** The contractor shall pay paid leave facility and wages as per the provisions of the factories Act. at the rate of one day for every 20 working days.
- 6.24** The SDSC SHAR reserves right to withdraw / modify any of the terms and conditions mentioned above as may be required.
- 6.25** SDSC SHAR reserves the right to place split order, this may be noted by the bidder.

7.0 Earnest Money Deposit

- 7.1** The Bid should be accompanied with an Earnest Money Deposit [EMD] for a sum of Rs. 5,00,000/- [Rupees Five Lakh Only]. Foreign vendors; registered vendors or vendors who have already applied for renewal of registration, Central PSUs/PSEs/Autonomous Bodies, Micro and Small Enterprises, KVIC, National Small Industries Corporation, etc., are exempted from payment of EMD. The EMD shall be submitted along with the Technical Bid in a separate sealed cover super scribing "Earnest Money Deposit" mentioning the Tender referenc7.2 The EMD shall be submitted in one single installment through Demand Draft/Bankers Cheque/Fixed Deposit Receipts or Bank Guarantee from any of Nationalized/Scheduled Banks. The EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the Contract.
- 7.2** The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the Tender in any respect within the validity period of the Tender.
- 7.3** Any Tender not accompanied with EMD shall be treated as invalid Tender and rejected. Vendors seeking the exemption from payment of EMD shall submit necessary proof like registration number, valid Entrepreneur Memorandum Part-II signed by General Manager, District Industries Centre or National Small Industries Corporation [NSIC] Registration Certificate along with your offer.

8.0 Security Deposit

- 8.1** The Successful vendor shall execute Security Deposit [SD] for 10% of the value of the Purchase Order/Contract towards satisfactory execution of the

Purchase Order/Contract. The Security Deposit shall be executed through Demand Draft/Bankers Cheque/Fixed Deposit Receipts or Bank Guarantee issued by a Nationalized Bank/Scheduled Bank valid till the Purchase Order/Contract is completely executed. The BG shall be executed on a Non-judicial stamp paper of appropriate value as per our specimen.

8.2 In case the vendor fails to furnish the Security Deposit within 20 days after the receipt of PO or on signing of the Contract or any extension thereof, the Purchase Order/ Contract shall be cancelled or terminated. The EMD if any executed shall be forfeited and appropriate penal action shall be initiated.

8.3 The Security Deposit will not carry any interest and shall be returned after completion of all the obligations of the Contract. Central Public Sector Undertakings [PSUs]/Public Sector Enterprises [PSEs]/Autonomous Bodies are exempted from payment of Security Deposit [SD], and instead, an Indemnity Bond shall be executed in lieu of SD.

9.0 Indemnity Bond:

9.1 The Service Provider shall indemnify ISRO against any action, claim or proceedings relating to infringement of all or any of the prevailing laws like Workman's Compensation Act, 1923, Contract labour (R&A) Act, 1970, EPF Act, ESI Act, Industrial Dispute Act and any other Acts specifically not mentioned during the currency of the Contract (this shall be on a Rs. 200/- non-judicial stamp paper as per the specimen format available in Purchase Section).

10.0 Terms and Conditions or clauses not covered in this document:

10.1 Any other terms & conditions or clause not covered in this document shall be in accordance with the concerned Labour and other statutory rules/acts.

11.0 Parallel / Ad-hoc Contract

11.1 SDSC SHAR reserves the right to enter into parallel/adhoc contract(s) with one or more parties during the currency of this contract for availing same or similar service.

11.2 SDSC SHAR reserves the right to terminate the contract in whole or in part without assigning any reason by giving a prior notice of 30 days.

11.3 SDSC SHAR reserves the right to terminate the contract in whole or in part owing to deficiency of service, breach of contract, non-performance, cessation of the requirement by giving a prior notice of 30 days.

12.0 Arbitration

12.1 In the event of any dispute or difference relating to the interpretation and application of the contract, such dispute or difference shall be settled amicably by mutual consultations of the good offices of the respective parties. If such a resolution is not possible, then unresolved dispute or difference shall be referred to the Sole Arbitrator in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 or any modification thereof. The decision of the Arbitrator shall be final and binding on the parties. The expenses for the Arbitration shall be paid as may be determined by the Arbitrator. The Arbitration shall be conducted in SDSC SHAR.

13.0 Subletting of the Contract

13.1 The Contract shall not be sublet, transferred or assigned to any other Firm/Agencies/Person without the prior written permission of SDSC SHAR. In case of violation of this clause, the Service Provider/Contractor shall be solely responsible for any legal action besides Termination of Contract.

14.0 Legal

14.1 The Service Provider will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed at SDSC SHAR.

14.2 Service Provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to SDSC SHAR/ISRO to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

14.3 The Service Provider shall maintain all statutory registers under the applicable Law. The Service Provider shall produce the same, on demand, to the concerned authority of SDSC SHAR or any other authority under Law.

14.4 The Tax Deduction at Source (T.D.S) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by SDSC SHAR/ISRO.

14.5 In case, the Service Provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof, if SDSC SHAR/ISRO is put to any loss / obligation, monetary or otherwise, ISRO will be entitled to get itself reimbursed out of the outstanding bills, to the extent of the loss or obligation in monetary term.

14.6 The Service Providers shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. SDSC SHAR ISRO shall, in no way, be responsible for settlement of such issues whatsoever.

14.7 SDSC SHAR shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by Service Provider in the course of their performing the functions/duties, or for payment towards any compensation

15.0 Contract Manager

15.1 Head, Personnel and General Administration of SDSC SHAR (P & GA-II) will be overall in-charge for the operation of this Contract. However, Sr. Admin. Officer, Public Relations is identified as the Contract Manager for this contract.

15.2 The Service provider shall nominate an Executing Authority from his side for operation of this contract and intimate the Name, Address and Communication details to the Contract Manager for smooth operation of the contract.

15.3 The Service provider shall keep a complain book for the visitors to record any complaints on the performance of services and shall produce to the Authorized Officer of the Department for perusal and prompt action on such complaints and measures shall be taken to avoid recurrence. It shall be the duty of the

Service Provider to rectify the shortcomings noted and pointed out. Failing to carry out the same will be treated as breach of contract and necessary action as deemed fit will be taken by the Department as per the terms of the contract.

16.0 Cancellation of the contract

16.1 The Department reserves its right to cancel the contract either wholly or in part during its currency by giving a notice of ONE MONTH in case the services of the Service Provider are not satisfactory. From the time of receipt of the written notice, the Service Provider shall make suitable arrangements as per the instructions of the Department so as to winding up of the contract. ***Further, the Department reserves the right to split the scope of work and award each work to different Service providers.***

17.0 Security Regulation

17.1 The Service Provider and his personnel shall adhere to the security regulations of SDSC SHAR and it shall be the responsibility of the Service Provider to ensure compliance of the same. The Department reserves its right to demand the withdrawal of any or all personnel of the Service Provider for reasons of security violation, indiscipline etc., while they are within SDSC SHAR and the Service Provider shall be bound to implement such demand from the Department.

18.0 Safety of Government property

18.1 The personnel of the Service Provider shall not involve in any act or behaviour that cause damage to any of the property of the Department or its personnel. In the event of such damage, losses, the same shall be assessed and the Service Provider shall make good of the loss. The Service provider has to issue the identity cards for their personnel of the Service Provider. The Service provider shall submit list of personnel furnishing the name, age etc to the Executing Authority of this Contract. The identity cards shall be surrendered when the services of the personnel are no longer required or after completion of the Contract or as and when the period of validity lapses. The labourers engaged by the service provider shall not involve in any act detrimental to the Department and they shall maintain utmost discipline. They have to keep up proper decorum while on duty.

19.0 Applicable law and Jurisdiction

19.1 The Laws of India shall govern this contract for the time being in force. The courts of Andhra Pradesh only shall have jurisdiction to deal with and decide any legal matters or disputes whatsoever arising out of this contract.

20.0 General Terms and Conditions

20.1 The Service Provider shall deploy manpower as mentioned in Annexure-B to complete the work during non-launch and launch campaign periods. He shall indicate his staff deployment plans for carrying out the job separately for non launch and launch period.

20.2 The Department reserves the right to ask the tenderer to replace the Workforce which shall be replaced within one week from the date of such communication in case of misbehaviour, poor quality of preparation of food, etc.

- 20.3** The Personnel deployed by the Contractor shall work under the instructions of Departmental Staff like Senior Admin Officer, PR and Catering Supervisor.
- 20.4** Accommodation and transportation for the staff employed by the Service Provider shall be the sole responsibility of the Service Provider. However, single room quarters (Type-A) may be provided on payment basis subject to availability by SDSC SHAR.
- 20.5** Entry permit for the staff deployed by the Service Provider shall be issued by SDSC SHAR. For this, Service Provider shall submit a certificate of verification of antecedents by the Police Department in respect of personnel engaged by him in performance of the contract.
- 20.6** Periodical and surprise inspection of registers, inventory, bill books etc will be made by the authorized personnel of SDSC SHAR besides inspecting quality of services rendered by the Servicing Agency. Inventory shall be maintained by the Service Provider properly and accurately and the items issued to one area shall not be transferred to other areas (viz. from Aryabhatta Guest House to Other Guest Houses and vice-versa).
- 20.7** The Service Provider shall submit periodical report regarding the operations & maintenance to Head PGA-II in the formats prescribed and in such frequency as may be required.
- 20.8** The Centre reserves the right to increase/decrease the requirement of services based on the exigencies of work. The Service Provider should provide additional services at mutually agreeable rates in case of necessity during launch Campaign, VIP/VVIP visits etc.
- 20.9** The services of Service Provider are required on all days irrespective of holidays. In case of supply of cooking assistance, reception assistance, Service Provider shall ensure strict attendance of the accepted deployment. In the event of any unforeseen absence, the Service Provider shall provide replacement immediately.
- 20.10** The workers engaged by the Service Provider shall maintain personal hygiene such as cutting of nails, neat shave, short hair etc. The personnel should be well disciplined and polite with good behaviour. The personnel deployed for night service should be young, robust, reliable, trust worthy, alert and efficient.
- 20.11** The Service Provider shall ensure that the personnel engaged should wear proper uniform and shoes while on duty, which will be supplied by the Service Provider 2 sets per year at his cost.
- 20.12** The Service Provider shall ensure that the personnel engaged shall undergo medical examination to ensure that they are free from any communicable diseases or any other ailments. The Service Provider, if called for, shall produce necessary medical certificates of his labourers. The Department reserves the right to get medical examination done for the Service Provider's personnel, if necessary at the cost of the Service Provider.

- 20.13** The Service Provider shall ensure that the character and antecedents of its personnel are verified Prior to engagement and particulars/bio-data of the personnel along with verification report from local police shall be forwarded to the Department.
- 20.14** The Service Provider shall not allow or permit his personnel to participate in any trade union activities or organize agitation within the premises of SDSC SHAR.
- 20.15** Service Provider shall not permit any person(s) to use Guest House premises for any kind of functions etc. without proper permission from the Contract Manager/competent authority.
- 20.16** No Unauthorized person should enter to the guest houses.
- 20.17** No employee from service provider will be permitted to stay in any Guest Houses and as well as Kitchen/ Dining halls beyond the duty hours.
- 20.18** The contractor should engage only the people with good physical and mental health.
- 20.19** The contractor is responsible for any damages caused to the Govt. property by his staff. the damage, if any, will be recovered from the monthly payment against this contract or any other contract, as decided by the department.
- 20.20** The contractor is also responsible to maintain the equipments and consumable items provided by the Department in neat and clean condition, in order to ensure their shelf life.
- 20.21** Any violation of the contract term like non- payment of wages to the workers, non-issuing of uniform, non- supply of suitable manpower etc., will be also lead to termination of the contract and penalty will be imposed.
- 20.22** Contractor should maintain all the Statutory Records as prescribed by the Labour Authorities.
- 20.23** The Service Provider has the obligation to provide any other related document called for by SDSC SHAR from time to time.
- 20.24** The Service Provider shall strictly adhere to all laws relating to the employment of labour. The Service Provider shall make the payment to personnel deployed and the ESI and EPF to concerned authorities as per any one of the methods:
- 20.24.1** If the payment is by cash to the personnel deployed, in the presence of the identified Officer, before 5th of the succeeding month of being deployed.
- 20.24.2** If the payment is made through ECS, the Service Provider shall complete the payment through ECS by 5th of the succeeding month and submit necessary proof from his banker to the identified officer. At the time of making the payment by ECS, immediately after crediting to the bank.
- 20.24.3** If the payment is made by cheque, the Service Provider shall make the payment to the personnel deployed, in the presence of the identified officer, before 3rd of the succeeding month.

- 20.24.4** Whichever the mode of payment is opted, the Service Provider should issue a signed salary slip/statement on the letter head to the work force containing details such as number of days present, wages payable, recoveries made, etc.
- 20.25** Biometric Attendance system for workers: The Contractor shall enrol all his workers on the Biometric system installed by the Department at Godavari dining hall and Aryabhata Guest House reception to enable the workers to register their attendance while reporting and exiting from duty. It is further reiterated that, payment of wages to the workers shall be paid based on the Biometric attendance which is mandatory. The Monthly bill of the Contractor shall be processed based on the submission of Biometrical attendance statement in respect of the workers.
- 20.26** Periodical rotation of workers: The inter-changeability of Workers from one Guesthouse/Dining and Kitchens to other Guesthouse/Dining and Kitchens shall be done in a periodical manner atleast once in three months at the discretion of the Contractor under intimation to the Contract Manager.
- 20.27** The Contractor shall take utmost care for maintaining the Guesthouse as Germ free.
- 20.28** The Contractor shall ensure cleaning of Aryabhata Canteen washrooms (including toilets) thrice a day or as directed by Contract Manager.
- 20.29** The contractor shall provide decent and unique dress code for different category of workers as per their nature of job as decided by the Contract Manager.

ANNEXURE -A

**MANPOWER REQUIREMENT FOR FRONT OFFICE MANAGEMENT HOUSEKEEPING,
CATERING AND SUPPORT SERVICE AT SDSC SHAR**

1. Name of Tendering Company/Firm/
Agency(Attach Certificate of registration) :
2. Name of Proprietor / Director
Of Company / Firm / Agency :
3. Full Address of Reg. Office :
- Telephone & Mobile No. :
- Fax O. :
- e-mail Address :
4. Full address of Operating /
Branch Office Telephone & Mobile No. :
- Fax No. :
- E-Mail Address :
5. Registration Certificate No. & Validity date
(Issued by Central Labour Commissioner)
(Attach Attested Copy) :
6. PAN/GIR No.
(Attach attested copy) :
7. GST Registration No.
(Attach attested copy) :
8. E.P.F. Registration No.
(Attach attested copy) :
9. E.S.I. Registration No.
(Attach attested copy) :
10. Balance Sheet/Profit & Loss Statement certified by a Chartered Accountant of the
agency for the financial year 2015-2016, 2016-2017 and 2017 - 2018.
11. The vendor should have completed similar nature of work maximum to the extent of
Rs.1,00,00,000/- (Rupees One Crore Only) as under :

25% of Rs.1,00,00,000/- pertaining to Catering/Canteen Services.
 75% of Rs.1,00,00,000/- pertaining to Guest House / Housekeeping /
 Cleaning Services.

The break-up of work carried out for both the nature of work as mentioned
 above are to be fulfilled for consideration of your offer.

12. Give details of the major similar contracts handled by the tendering
 Company/Firm/Agency during the year 2016, 2017 and 2018 in the following
 format. Also attach copy of agreement made by the company for each case.

SL NO	No. Details of Client along with Address, Telephone and Fax Numbers	Contract Amount Rs.	Nature of work executed along with Categories and number of persons deployed			Duration of Contract	
			Categories	Nature of Work	No. of Persons	From	To
01							
02							
03							

Signature of the Tenderer along with Seal

Annexure – B

OPERATION & MAINTENANCE OF RANGE GUEST HOUSES
[KALPANA, BHASKARA, ROHINI, CHANDRAYAN, ADITYA, NAKSHATRA,
ARYABAHATTA, NARMADA & D-I/D-II/D-III GUEST HOUSES
INCLUDING THEIR RESPECTIVE KITCHEN AND DINING HALLS

Sl. No	Category	No. of persons	Wage per person per day including Basic wage+VDA	Wage per month	Total wage per month approx.
1	Manager (Highly Skilled)	1	675*	17,550	17,550
2	Catering Supervisor (Highly Skilled)	4	675*	17,550	70,200.00
3	Cook (Skilled)	10	590*	15,340	1,53,400.00
4	Supervisor - General (Semi-Skilled)	5	492*	12,792	63,960.00
5	Asst. Cook (Semi-Skilled)	9	492*	12,792	1,15,128.00
6	Receptionist/Clerk (Semi-Skilled)	25	492*	12,792	3,19,800.00
7	Bearer (Semi-Skilled)	20	492*	12,792	2,55,840.00
8	Night Watch Man (Unskilled)	4	410*	10,660	42,640.00
9	Room Attdt. (Unskilled)	26	410*	10,660	2,77,160.00
10	Housekeeper (Unskilled)	46	410*	10,660	4,90,360.00
11	Cleaner (Unskilled)	12	410*	10,660	1,27,920.00
Total manpower		162	Total wage per month		19,33,958
A				Total wages per year	2,32,07,496
B	Employers' EPF Contribution @13.00% on wages [Proof shall be submitted for reimbursement]				30,16,974.48
C	Employers' ESI Contribution @4.75% on wages [Proof shall be submitted for reimbursement]				11,02,356.06
D	TOTAL				2,73,26,826.54
E	Uniform and liveries [Two pairs of good quality Uniform & 1pair of branded shoes per person per year/ proof shall be submitted for reimbursement]				To be filled by Tenderer

F	Housekeeping consumables and Cleaning items	To be filled by Tenderer
G	GST % – as per prevailing rates [Proof shall be submitted for reimbursement]	To be filled by Tenderer
H	**Service Charges [Service provider shall quote in rupees and not in percentage]	To be filled by Tenderer
	GRAND TOTAL (D+E+F+G+H)	To be filled by Tenderer
*The above wages are applicable as on 01.10.2018 and further subject to revision as and when Central/State/District authorities revise the wages.		
**Cost of Gas Cylinders, electricity, maintenance, bonus are in the scope of contract. Party shall quote service charges keeping all the elements into consideration including profit margin.		
Note: All taxes & duties as applicable shall be indicated explicitly [both applicable element and percentage]		

The Service Provider should indicate the Service Charges only in terms of fixed amount and the same shall be firm and fixed during the currency of the Contract. The quote received without Service Charges or Zero Percent will not be considered and liable for rejection of such bids. The Service Provider shall not indicate/quote the Service Charges in terms of percentage or in any other manner. Quotation submitted as a percentage on any calculated amount shall be summarily rejected. The aggregate of Service Charges shall be taken into consideration for arriving at L1 Vendor.

Seal and Signature of the Tenderer

Date

ANNEXURE - C

Declaration:

1. I, _____ Son / Daughter / Wife of Shri _____ Proprietor Director/authorized signatory of the agency / firm, mentioned above, is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions, scope of work of the tender for manpower requirement for front office management, Housekeeping and Catering Support Services to SDSC SHAR Guest House Complex and undertake to abide by them.
3. I hereby agree to execute Comprehensive All Risk Policy (CAR) to the personnel to be deployed at SDSC SHAR Guest House complex.
4. The information / documents furnished along with the quotation are true and authentic to the best of my knowledge and belief. I/We, am / are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized person

Date :

Full Name :
Seal

Place :

UNDERTAKING

(On the letterheads of Agency/Firm of the Service Provider)

I/We hereby Undertake that our Company/Firm do not have any legal suit/criminal case either pending against me/us/proprietor or any of our Directors (in the case of Company) or being contemplated and have not been earlier convicted on the grounds of moral turpitude or for violation of laws in force.

(Authorised Signatory with Seal)

Full Name :

Date :

Place :

ANNEXURE – E**Compliance Statement:**

Sl.No.	Particulars	YES or NO
1.	Copy of Establishment Registration certificate of agency for providing manpower	
2.	Copy of PAN/GIR Card.	
3.	Copy of the latest IT Return filed by agency	
4.	Copy of GST Registration Certificate	
5.	Copy of the E.P.F. Registration letter/certificate.	
6.	Copy of the E.S.I. Registration letter/certificate.	
7.	.Balance Sheet/Profit & Loss Statement Certified by a Chartered Accountant of the agency for the financial year 2014-2015 and 2015-2016	
8.	Details of Similar work carried out/agreement made by company during the year 2013, 2014 and 2015 along with proof.	
9.	Undertaking by the contract Company/ Firm/ Agency that the contracting Company / Firm/ Agency is having no legal suit/criminal case pending against its proprietor or any of its Directors (in the case of Private Ltd., Company) or having not been earlier convicted on grounds of moral turpitude or for violation of laws in force.	
10.	Signed declaration (as per the format given in Tender Document).	
11.	Signed declaration (as per the format given in Tender Document).	

Note:

In order to evaluate the offers, all the above conditions will have to be fulfilled by the Tenderers failing which the offers will be summarily rejected. Such of those tenderers/agency/company/firm which does not have any earlier experience in the Housekeeping and Catering Support Services will not be considered and summarily rejected.

SECRECY AND NON-DISCLOSURE AGREEMENT

I/We, being _____ having its office at -

_____being invited to _____

undertake _____Contract awarded to us vide Purchase Order No. dated (herein

referred to as "The Service Provider) by Government of India, Department of Space, SATISH

DHAWAN SPACE CENTRE, Sriharikota (herein after referred to as "SDSC SHAR"), do hereby

declare that:-

1. Any information submitted or given by SDSC SHAR to me/us shall be treated by me/us in strict confidence.
2. I/We shall not make public any knowledge or information which SDSC SHAR shall have disclosed or may hereafter disclose to me/us incident to the placing of any order on us.

Signed by :

Name :

Designation :

Signature of the Tenderer along with Seal

INSTRUCTIONS TO TENDERERS [TWO-PART TENDERS]

Quotations against this tender are being called for in Two Parts. They are:

Part - I : (a) Technical & (b) Commercial
Part – II : Price

Please go through the following instructions as to how you have to prepare your offer and sent to use to become a valid tender.

We are proposing to invite Tenders in Two Parts viz., Part-I Techno and Commercial & Part-II Price.

All Tenderers are requested to follow carefully the following instructions before preparing their offer.

PART- I- TECHNO COMMERCIAL BID

1. This part should contain detailed Specifications of the items quoted by you along with Technical Literature and Leaflets if any.
2. All the Commercial terms and Conditions applicable also should be indicated separately under separate heads.
3. The Commercial terms such as delivery terms, delivery period, payment terms, warranty, and validity of the offer, Installation & Commissioning, Duties and Taxes etc shall come into this.
4. Either Technical Specifications or Terms & Conditions as above should be very clearly reflected items wise with reference to the items called for in the tender.

5. Please note that Prices should not be indicated in this part.

6. Any deviations from the Technical Specifications and Commercial Terms shall be indicated separately.

PART II PRICE BID

1. The prices applicable for the items, item wise in response to the tender shall come into this part.
2. Tender shall indicate very clearly item wise prices with reference to their Technical Offer.

Note:

- a) BEING A TWO PART TENDER FAX OFFERS WILL NOT BE ACCEPTED. ALSO NOTE THAT THE OFFERS SUBMITTED CONTRACTORY TO ABOVE INSTRUCTIONS WILL BE LIABLE FOR REJECTION. PLEASE ENSURE OFFERS ARE SUBMITTED WITHIN THE DUE DATE. PLEASE ENSURE IN TECHNO COMMERCIAL BID PRICE DETAILS SHOULD NOT BE UPLOADED. IF ANY PRICE BID DATA IS AVAILABLE, THE TENDERS WILL BE REJECTED.
- b) The Service Provider will be bound by the details furnished by him / her to SDSC SHAR while submitting the tender or at subsequent stage. In case, any of such documents furnished by him / her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of the contract.

3.b.1) Current prices of Lunch/Dinner (Buffet Type) at Guest House Complex

SI.NO	Item Description	Price in Rs.
1.0	Combi Breakfast (per meal): Two south Indian Breakfast items with accompaniments and Hot Beverages (tea/ coffee, etc.,).	55
1.1	A' type Lunch/Dinner (per meal): with following menu Pulka, Chapathi or poori with khurma, Rice, Sambar, Rasam, Vegetable fry, Dhall, Chutney, Curd and Pickle, Papad, Dessert, beetle nuts.	60
1.2	B' type Lunch/Dinner (per meal): All dishes as per A' type lunch/dinner, and in addition Soup, veg salad, Biryani/Varity rice, Egg curry/ fry, Beetel nuts	150
1.3	C' type Lunch/Dinner (per meal): All dishes as per B' type lunch/dinner, and in addition Chicken or mutton or fish curry, Ice cream and cut fruits.	220
1.4	Continental breakfast: Fresh Fruit Juice, Cereals, corn flakes with hot milk, boiled Eggs- 2 nos, Bread Toast with butter/Jam & hot beverages etc.,	200
	Continental Lunch/Dinner (per Meal): Soup, Two salads, Main course with vegetables, fish, Chicken, Mutton, Prawns Etc., Dessert, hot beverages, etc.,	350

Foot note: All the above mentioned meal's should be served as unlimited buffet.

ANNEXURE- H (b)**Prices of assorted items at Guest House Complex**

No	Items	Quantity gams/ml	Rate per item
01	Idly with sambar and coconut chutney	Set of 2 numbers	25.00
02	Pongal with sambar and coconut chutney	200 grms	25.00
03	Upma with sambar and coconut chutney	200 grms	25.00
04	Tomato bath with Chutney& Sambar	200 grms	25.00
05	Poori with potato curry 175 grms	Set of two	35.00
06	Chapathi with kurma 175 grms	Set of two	35.00
07	Utappam with chutney & sambar	Set of two	25.00
08	Sambar vada	Set of two	35.00
09	Masala dosa with chutney & sambar	Per piece	25.00
10	Dosa with chutney & sambar	Per piece	15.00
11	Upma pesarattu with ginger chutney	Per piece	30.00
12	Medhu vada (50 grms) with chutney & sambar	Set of two	25.00
13	Onion vada (50 grms) with chutney	Set of two	25.00
14	Masala vada (50 grms) with chutney	Set of two	25.00
15	Mysore bonda (50 grms) with chutney	Set of two	25.00
16	Mixture	35 grms	25.00
17	Mysore pak	35 grms	15.00
18	Laddu	35 grms	15.00
19	Jangry	40 grms	15.00
20	Egg curry (1- egg, 75 grms curry)	One portion	15.00
21	Egg omlet	Single	12.00
22	Chicken Curry (100 grms chicken& 100 grms curry)	One portion	60.00
23	Fish fry (cut: slice)	One piece	55.00
24	Coffee	120ml	10.00
25	Tea	120 ml	10.00
26	Filter Coffee	120 ml	12.00

ANNEXURE- H (c)**Prices of Special assorted Items at Guest House Complex**

DESCRIPTION OF ITEM	RATE RS.	DESCRIPTION OF ITEM	RATE RS.
Sweet biscuits & Salt biscuits(each 2 pieces)	MRP	Cashew pakoda 50 gms	35.00
Good day biscuits [Packet]	MRP	Roasted Kaju 30gm	35.00
Salt biscuits [Packet]	MRP	Plain Cake/ plum cake (50 grms)	25.00
Spl biscuits	MRP	Banana chips (25 grms)	20.00
Osmania biscuits (2 pcs)	15.00	Potato chips (25 grms)	15.00
Cocktail Samosa (2 nos) with Green Chutney	30.00	(**) Flavoured milk (200 ml)	MRP
Jaipuri Samosa (1 nos) with Sweet Chutney	20.00	(**) Mineral Water Can (20 Ltrs)	MRP
Bread bajji (1 nos) with Green Chutney	15.00	(**) Dry Fruits(10nos- Cashew,Almond,Pista & 5 nos of dates)	100.00
Bread Roll (2 nos) with Green Chutney	35.00	(**) Tetra pack Juice [200 ml]/MRP	MRP
Cutlet (2 nos) 75gms with Green Chutney	30.00	Fresh Fruit Juice[150 ml]	25.00
Veg Sandwich - with Sauce (2 slices)	30.00	Fresh Lime Juice[150 ml]	20.00
Onion Samosa (2nos)	25.00	Fresh Butter Milk[150 ml]	15.00
Dhokla (75gm) with Green Chutney	35.00	Tender Coconut Water (150 ml)	35.00
Mix VEG Pakoda (75gm)	30.00	(**)Water Bottle (1/2 ltr)	MRP
Onion pakoda (75gm)	30.00	(**)Water Bottle (1 ltr)	MRP
Palak pakoda (75grms)	30.00	Fruit Basket for VVIP Suites (2nos - Banana, 1no each- Apple, Pomegranate, Orange & Grapes - 200gm)	150.00
Bhajji (2pcs) with green chutney	30.00	High Tea (set of Two Veraiity of snacks (Sweet & Savoury) & hot beverages)	60.00

(*) To be ordered/approved during high level meetings.

() Only branded food & beverages items to be served.**

ANNEXURE- I**List of Cleaning Materials to be used in SDSC SHAR Guest House by the Service Provider during the period of contract**

SL NO	HOUSEKEEPING MATERIALS	UNITS	QUANTITY /Month	RATE	AMOUNT
1	CASTING SODA FOR KITCHEN CLEANING	KGS	50 kg	To be filled by Tenderer	To be filled by Tenderer
2	TOILET CLEANER ACID HARPIC GERM AND STAIN BLASTER 750 ML	BOT	100 bottles	To be filled by Tenderer	To be filled by Tenderer
3	JOHNSON DIVERSY R1 (HARD SURFACE)	LIT	100 ltrs	To be filled by Tenderer	To be filled by Tenderer
4	JOHNSON DIVERSY R2 (MULTIPURPOSE CLEANING)	LIT	100 ltrs	To be filled by Tenderer	To be filled by Tenderer
5	DETTOL ANTI SEPTIC LIQUIED	LIT	50 bottles	To be filled by Tenderer	To be filled by Tenderer
6	HARD BRUSH / T - BRUSH	NO	30 nos	To be filled by Tenderer	To be filled by Tenderer
7	MORI BRUSH	NO	30 nos	To be filled by Tenderer	To be filled by Tenderer
8	DRY MOP SET	NO	135 nos	To be filled by Tenderer	To be filled by Tenderer
9	FLOOR CLEANING ANTI FLY, MOSQUITO, CLEAN FLOOR AND REMOVE STAINS	LIT	100 lts	To be filled by Tenderer	To be filled by Tenderer
10	SCENTED PHYNOL (CONCENTRATED)	LIT	60 ltrs	To be filled by Tenderer	To be filled by Tenderer
11	HIT SPRAY CRAWING INSECT KILLER (CIK) BLACK 750 ML	BOT	30 bottles	To be filled by Tenderer	To be filled by Tenderer
12	HIT SPRAY FLYING INSECT KILLER (FIK) RED 750 ML	BOT	30 bottles	To be filled by Tenderer	To be filled by Tenderer
13	AIR FRESHENER 234 ML (JASMINE)	BOT	150 nos	To be filled by Tenderer	To be filled by Tenderer
14	ODONIL BATH ROOM NATURE AIR FRESHNER 50gm ROSE	PKT	80 ns	To be filled by Tenderer	To be filled by Tenderer

15	NAPHTHALENE BALLS	KGS	50 kgs	To be filled by Tenderer	To be filled by Tenderer
16	URINAL AND SANITARY CUBES	PIEC	10 Doz	To be filled by Tenderer	To be filled by Tenderer
17	MAST STAINLESS STEEL PLASTIC SCRUBBER BIG (PACK OF 12)	DOZ	10 Doz	To be filled by Tenderer	To be filled by Tenderer
18	STAR MAX 240-53 PLASTIC SCRUBBER BIG (PACK OF 12)	DOZ	5 Doz	To be filled by Tenderer	To be filled by Tenderer
19	SPONGE (PACK OF 12 NOS)	DOZ	5 DOZ	To be filled by Tenderer	To be filled by Tenderer
20	TOILET TISSUE ORIGANI SO SOFT 3 PLY PACK OF 2 ROLLS 200 PER ROLL	NOS	300 Nos	To be filled by Tenderer	To be filled by Tenderer
21	TABLE CLEANING WIPER (SMALL)	NOS	50 Nos	To be filled by Tenderer	To be filled by Tenderer
22	MOP STICK HANDLE WITH REFIL - WHITE	NOS	100 nos	To be filled by Tenderer	To be filled by Tenderer
23	COCONUT BROOM	NOS	500 Nos	To be filled by Tenderer	To be filled by Tenderer
24	HANDLE BATHROOM CLEANING PLASTIC BROOM COMBO SET	NOS	50 Nos	To be filled by Tenderer	To be filled by Tenderer
25	COB WEB STICK MICRO FIBER CEILING WEB CLEANING BROOM	NOS	50 Nos	To be filled by Tenderer	To be filled by Tenderer
26	LONG HAND GOLVES (CLEANING OF BATHROOM, KITCHEN, TOILET, DISHWASH, WASHING CLOTH)	NOS	50 Nos	To be filled by Tenderer	To be filled by Tenderer
27	DUSTING CLOTH (CLEANING OF FURNITURE, CLASS, ALMIRA WINDOWS, ETC.)	NOS	200 Nos	To be filled by Tenderer	To be filled by Tenderer
28	GARBAGE BAGS (PKT 30PCS)	NOS	500 Nos	To be filled by Tenderer	To be filled by Tenderer
29	JAMBO GARBAGE BAGS KG	KGS	200 Nos	To be filled by Tenderer	To be filled by Tenderer
30	WIPER STICK FOR FLOOR CLEANING	NOS	100 Sets	To be filled by Tenderer	To be filled by Tenderer

31	DUST PAN	NOS	100 Nos	To be filled by Tenderer	To be filled by Tenderer
32	TABLE DUSTER	NOS	50 Nos	To be filled by Tenderer	To be filled by Tenderer
33	LIZOL	NOS	50 Bottles	To be filled by Tenderer	To be filled by Tenderer
34	BLEACHING POWDER	KGS	50 KG	To be filled by Tenderer	To be filled by Tenderer
35	BUCKET AND MUGS (25 Ltrs)	NOS	200 Nos	To be filled by Tenderer	To be filled by Tenderer

Note:

If any, required addition of items shall be provided by the contractor and same shall raise the bill to the contract manager.

Tenderers Undertaking:**QUALIFICATION AND EXPERIENCE FOR DIFFERENT CATEGORIES OF STAFF**

1. We Intend to carry out the work by resorting to engage number of workforce in a month as per the break-up details given below

SI NO	DESIGNATION	QUALIFICATION & EXPERIENCE
01	Manager	Diploma in Hotel Management & catering technology with minimum of five years experience in independently managing industrial canteen and/or guest houses, arranging special catering with continental/intercontinental dishes.
02	Catering Supervisor	Diploma in Hotel Management & catering technology preferably 3 years experience in supervising industrial canteen and/or guest houses
03	Supervisor-General	Pass in 10 th standard with good computer proficiency. Experience in book keeping and Accounts and preferably 3 years experience in Guest Houses.
04	Receptionist/Clerk	Pass in 10 th standard with good computer proficiency. Experience in book keeping and Accounts.
05	Cooks / Assistant cook	5 years for cook and 3 years for Asst cook experience in cooking in industrial canteens/capable of preparing South Indian Dishes and non-vegetarian items on demand. (Continental/Asian dishes etc., to be prepared and served during the visit of foreigner to SHAR which will be intimated in advance.
06	Stewards	Minimum eighth standard pass with good health. Three years experience in serving in a catering industry.
07	Room Service Attendants	Minimum eighth standard pass with good health. Three years experience in serving in a catering industry.
08	Sweepers	Should be young and possess good health
09	Cleaners	Should be young and possess good health
10	Night watchman	Eight standard, young and with good health

2. We undertake to pay the minimum wages as applicable (wages fixed by Central Government/State Government/District Authorities, whichever is higher for the entire work force) to the workers on 7th day of succeeding month in the presence of Department Official as per the statutory provision.
3. We undertake to contribute EPF @13.00% and ESI @ 4.75% or as applicable from time to time of the above mentioned wages for the workforce towards P.F and ESI contributions from the employer's side respectively. P.F & ESI shall be paid as per the actual number of days worked by the workforce.

Name & Address of Tenderer

Signature of Tenderer



Satish Dhawan Space Center SHAR

Welcome, Materials Master (isro)

31 August 2017,
17:16:08 IST

[MAIN VIEW](#)

[HELP](#)

Preview For STANDARD TERMS AND CONDITIONS

Page Destination: Tender Header **Format Type :** Normal

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GOVERNMENT OF INDIA

DEPARTMENT OF SPACE

SATISH DHAWAN SPACE CENTRE

PURCHASE DIVISION

Tele No.08623-225023/225174/225127

Fax No.08623-225170/22-5028

e-Mail ID : hps@shar.gov.in, hasan@shar.gov.in, sselvan@shar.gov.in

STANDARD TERMS & CONDITIONS

1.OFFERS SHALL BE SENT ONLINE ONLY USING STANDARD DIGITAL SIGNATURE CERTIFICATE OF CLASS III WITH ENCRYPTION / DECRYPTION. THE TENDERS AUTHORISED ONLINE ON OR BEFORE THE OPEN AUTHORISATION DATE AND TIME ONLY WILL BE CONSIDERED AS VALID TENDERS EVEN THOUGH THE BIDS ARE SUBMITTED ONLINE.

2.THE TENDERER MUST AUTHORISE BID OPENING WITHIN THE TIME STIPULATED IN THE SCHEDULE BY SDSC SHAR. OTHERWISE THE ONLINE BID SUBMITTED WILL NOT BE CONSIDERED FOR EVALUATION. PHYSICAL COPY WILL NOT BE CONSIDERED EVEN THOUGH IT IS RECEIVED BEFORE THE BID SUBMISSION DATE.

In case of two-part tenders, parties shall submit their offers as follows:-

1) Part-I – Techno-commercial Bid

(No price details shall be mentioned in this bid and shall not upload the details of price along with the techno-commercial bid)

2) Part-II – Price Bid

In view of Two Part Tender, the Offers submitted contrary to above instructions will be summarily rejected.

3.In case, the tenderer is not interested to participate in the tender, the tenderer shall submit regret letter giving reasons, failing which future enquiries will not be sent.

4.**Offer Validity:** The validity of the offers / tenders should be 90 days (in case of single part tender) and 120 days (in case two part tender) from the date of opening of the tenders. Tenders with offer validity less than the period mentioned above, will not be considered for evaluation.

5.**GST** - GST and/or other duties/levies legally leviable and intended to be claimed should be distinctly shown separately in the tender. GST details are given below

GSTIN: 37AAAGS1366J1Z1

LEGAL NAME : SATISH DHAWAN SPACE CENTRE SHAR

VALIDITY FROM:29/08/2017

TYPE OF REGISTRATION:REGULAR

6.**Customs Duty** - SDSC-SHAR is eligible for 100% Customs Duty exemption as per Notification No. 050/2017 539 (b) Dt: 30.06.2017. This may be taken into account while quoting for import items, if any.

In case tenderers offering items considering customs duty exemption, they should also indicate the bill of materials and price, separately, with Customs Duty component and terms and conditions thereto.

8.**Advance Payment** - Wherever advance payment is requested, Bank Guarantee from any Nationalized Bank/Scheduled Bank should be furnished. In case of advance payments, if the party is not supplying the material within the delivery schedule, interest will be levied as per the Prime Lending Rate of RBI plus 2% penal interest.

Interest will be loaded for advance payments/stage payments as per the prime lending rate of RBI and will be added to the landed cost for comparison purpose. In case of different milestone payments submitted by the parties, a standard and transparent methodology like NPV will be adopted for evaluating the offers.

9.**Liquidated Damages** - In all cases, delivery schedule indicated in the Purchase Order/Contract is the essence of the contract and if the party fails to deliver the material within the delivery schedule, Liquidated Damages will be levied @ 0.5% per week or part thereof subject to a maximum of 10% of total order value.

10.**Performance Bank Guarantee** - Performance Bank Guarantee for 10% of the order value should be furnished in the form of Bank Guarantee from nationalized/scheduled bank or by Demand Draft valid till warranty period plus sixty days as claim period.

11. **Security Deposit** – Security Deposit for 10% of the order value is mandatory, if the ordered value is Rs.5.00 lakhs and above. Party shall furnish the Security Deposit in the form of Bank Guarantee from nationalized/scheduled bank or by Demand Draft valid till completion of the contract period plus sixty days towards claim period for faithful execution of the contract.

12. **BANK GUARANTEE FOR FIM:** Supplier has to submit Bank guarantee for equal value of Free Issue of Materials (FIM) issued by the Department from Nationalised / Scheduled Bank valid till receipt and acceptance of supply and satisfactory accounting of FIM plus sixty days as claim period.

13. The delivery period mentioned in the tender enquiry, IF ANY, is with the stipulation that no credit will be given for earlier deliveries and offers with delivery beyond the period will be treated as unresponsive.

14. The Department will have the option to consider more than one source of supply and final orders will be given accordingly.

15. The bidders should note that conditional discounts would not have edge in the evaluation process of tenders.

16. Non-acceptance of any conditions wherever called for related to Guarantee/ Warranty, Performance Bank Guarantee, Security Deposit, Liquidated damages are liable for disqualification.

17. Wherever installation/ commissioning involved, the guarantee/warranty period shall reckon only from the date of installation and commissioning.

18. Purchase/Price Preference will be extended to the MSMEs under the Public Procurement Policy for MSMEs formulated under the Micro, Small and Medium Enterprises Development Act, 2006 and instructions issued by Government of India from time to time. Vendors who would like to avail the benefit of MSME should clearly mention the same and submit all the documentary evidences to substantiate their claim along with tender itself.

19. The drawings, specifications, end use etc., given by the Centre/Unit along with the tender enquiry are confidential and shall not be disclosed to any third party.

20. **SPECIAL CONDITIONS FOR SUBMITTING QUOTATIONS IN FOREIGN CURRENCY BY THE INDIAN AGENTS**

The Tenderer should submit the following documents/information while quoting:-

a) Foreign Principal's proforma invoice/quote indicating the commission payable to the Indian Agent and nature of after sales service to be rendered by the Indian Agent.

b) Copy of Agency agreement with the Foreign Principal and the Indian Agent, precise relationship between them and their mutual interest in the business.

c) Registration and item empanelment of the Indian Agent.

d) Agency Commission will be paid only Indian Currency.

e) Compliance of the tax laws by the Indian Agent.

21. **High Sea Sales**- Against High Sea Sale transactions:

a. Offers shall be on all inclusive basis including delivery upto Sriharikota at the risk and cost of the supplier. Customs Clearance is the responsibility of the supplier and at his cost and risk.

b. 100% payment will be made within 30 days after receipt and acceptance of the items at our site.

c. GST as applicable

d. Customs Duty Exemption Certificate and other relevant documents required for Customs clearance will be provided.

e. High Sea Sales Agreement furnished by the supplier in accordance with the terms and conditions of our purchase order will be signed and issued by SDSC-SHAR.

22. The following information/ documents are to be submitted wherever applicable.

1. Product Literature

2. Core banking account number of SBI, RTGS Details

3. PAN No. in quotation and invoices

4. GST Registration details.

5. In case of MSME, registration details / documents from Competent Authority.

23. **EXCLUSION OF TENDERS**

The following tenders shall be summarily rejected from the procurement process

a. Tenders received from vendors who have not qualified in terms of their registration.

b. Tenders received against publishing of a limited tender in the CPP portal.

c. Tenders of vendors who have been removed from the vendor list or banned/debarred from having business dealings.

d. Unsolicited tenders from vendors.

e. The tenders which materially depart from the requirements specified in the tender document or which contain false information.

f. The tenders which are not accompanied by the prescribed Earnest Money Deposit.

g. The tenders of vendors who have not agreed to furnish Security Deposit, Performance Bank Guarantee and Liquidated Damages.

h. The validity of the tenders is shorter than the period specified in the tender enquiry.

i. The tenders received from vendors or their agents or anyone acting on their behalf, who have promised or given to any official of the Centre/Unit/Department, a gratification in any form, or anything of value, so as to unduly influence the procurement process.

j. The tenders received from vendors, who, in the opinion of the Centre/Unit, have a conflict of interest materially affecting fair competition.

k.The tenders received from Indian agents on behalf of their foreign Principals/OEMs (in cases where the Principals/OEMs also submit their tenders simultaneously for the same item/product in the same tender).

l.In case two or more tenders are received from an Indian agent on behalf of more than one foreign Principal/OEM, in the same tender for the same item/product.

m.If a firm quotes 'NIL' charges / consideration, the bid shall be treated as un-responsive and will not be considered.