

**GOVERNMENT OF INDIA  
NORTH EASTERN COUNCIL SECRETARIAT  
NONGRIM HILLS, SHILLONG-793003**

NO: NEC/NAZ/02/2009 Vol.I

Dated: the 16<sup>th</sup> June, 2025.

**NOTICE INVITING TENDER FOR PROVIDING  
CATERING AND HOUSE KEEPING (COMBINED) SERVICES  
AT NEC HOUSE, 18 CHANAKYAPURI, NEW DELHI-110021**

On behalf of the President of India, North Eastern Council Secretariat, Government of India, Shillong invites E-tenders from reputed, experienced, well established and financially sound Agencies for providing Catering and Housekeeping (Combined) Services at the NEC House, 18 Chanakyapuri, New Delhi-110 021, as per details given in the tender document uploaded on <https://nec.ewizard.in> and CPP Portal <https://eprocure.gov.in/epublish/app>.

The offers, in the prescribed format, shall be submitted online at <https://nec.ewizard.in> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with Public Procurement <https://nec.ewizard.in>. The tender document is also available on North Eastern Council Secretariat website: <http://necouncil.gov.in> and CPP Portal <https://eprocure.gov.in/epublish/app>.

Sd/-  
Director (Admn.)  
North Eastern Council Secretariat  
Government of India  
Nongrim Hills, Shillong-793003.  
Tel No: 0364-25522647.

## **INTRODUCTION**

The NEC Secretariat, Government of India, Shillong is having NEC House at 18 Chanakyapuri, New Delhi-110 021 which is a 3 (three) storied building and consist of total 10 (ten) rooms, of which 3 (three) rooms are at the 1<sup>st</sup> floor, 3(three) rooms at the 2<sup>nd</sup> floor and 4 (four) rooms are at the 3<sup>rd</sup> floor. One out of the ten rooms on the first floor is being used as the Conference Hall. 2 (two) rooms are earmarked as VIP Suites; 02 (two) rooms have a provision for stay of four persons at a time and the other remaining rooms (i.e. five rooms) have a provision for stay of two persons at a time. The reception/office including the dinning area and the kitchen are located on the ground floor. The cooking facilities for the guests staying in the NEC House are required to be maintained in the above mentioned kitchen. The number of persons for whom food will have to be prepared and served will depend on the occupancy of the rooms and the occupancy may vary from time to time. Cleaning and sweeping works are required to be carried out in and around the NEC House i.e. all rooms, kitchen, floors, common space, corridors, galleries, terrace, circulation area, lift, stair cases and parking gardening area within the NEC House compound including boundary walls. Proper maintenance and rectification of minor electrical equipments, etc. had to be carried out and up-keeping and maintaining of garden have to be undertaken. Detailed scope of work is mentioned in the relevant para.

## **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://nec.euniwizarde.com> .

### **REGISTRATION**

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://nec.ewizard.in>) with clicking on the link “**Online bidder Registration**” on the e-tender Portal by paying the Registration fee of Rs. 2360/- year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate(Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. **The scanned copies of all original documents should be uploaded on portal.**

### **SEARCHING FOR TENDER DOCUMENTS**

There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Item/work id, Title, Date, etc.

1. Once the bidders have selected the tenders they are interested in, you can pay the processing fee Rs.3540/- (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee, tenders will be moved to the respective “requested” Tab. This would enable the e-tender Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

## **PREPARATION OF BIDS**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF /JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
5. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “DD” to pay the EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document & submit EMD fee manually at department end. The original bid should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. \*Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
10. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

**TERMS & CONDITIONS OF CONTRACT**  
(Annexure to Agreement)

**A. Information relating to submission of Bids**

1. Tenders are invited for Providing Catering and Housekeeping (Combined) Services at the NEC House, 18 Chanakyapuri, New Delhi-21 from the agencies that fulfill the criteria given below.
2. The bidders are advise to inspect the site before filling in and submitting the bids to get fully acquainted with the scope of work as no claim what so ever will be entertain for any alleged ignorance thereof.
3. The Tender have been invited On-line under two- bid system i.e Technical bid and Financial bid. The interested Agencies are advised to bid Online at <https://nec.ewizard.in>.
4. The tender document is available on Central Public Procurement Portal website <https://eprocure/gov.in> and also in the NEC website at <http://necouncil.gov.in>.
5. While all efforts have been made to avoid errors in drafting of the Tender documents, the bidders are advised to check the same carefully. No claim on account of any errors detected in the Tender documents shall be entertained.
6. All the pages of the tender should be stamped and signed and upload by the person or persons submitting the Tender in token of his/her/their having acquainted himself/herself/themselves and accepted the entire document including various conditions of contract. Any bids with any of the document not so signed and stamped is liable to be rejected at the discretion of the Competent Authority of NEC Secretariat. **NO PAGES SHOULD BE REMOVE/DETACHED FROM THIS BIDDING DOCUMENT.**
7. All bidders are hereby explicitly informed that conditional offers shall not be considered and summarily rejected.
8. The parties of the bids shall be the “Bidder” and the North Eastern Council Secretariat, Government of India, Nongrim Hills, Shillong – 793003.
9. The important dates related to “Tender for providing Catering and Housekeeping (Combined) Services at the NEC House, 18-Chanyapuri, New Delhi-21” are as under :

a.	Availability of tender document on CPP portal/NEC website	16/06/2025
b.	Technical bid online submission start date.	16/06/2025
c.	Technical bid online submission end date.	07/07/2025 up to 1200 hrs.
d.	Date and time for opening online technical bids	07/07/2025 at 1400 hrs.
e.	Date and time for opening online financial bids for technically qualified bidders.	14/07/2025 at 1400 hrs.
f.	Validity of tenders.	One year

10. The technical bids shall be open first on the scheduled date and time as at para 9 above in the NEC Conference Hall, NEC Secretariat, Government of India, Nongrim Hills, Shillong – 793003 in the presence of the representative of the Agency if any, who wish to be present on the spot at that time. The technical bids shall be evaluated by a Technical Bid Evaluation Committee. Financial bids of technically qualified eligible bidder meeting criteria only shall be open on the scheduled date and time as at para 9 above in the NEC Conference Hall, NEC Secretariat, Government of India, Nongrim Hills, Shillong – 793003 in the present of shortlisted Contractor/Agency or their authorized representative who wish to be present on the spot at that time. If there is any change in date, time or venue, the bidders will be notified in advanced.
11. Apart from submitting tender documents online, the interested agency are also required to submit Earnest Money Deposit (EMD) of Rs. 2,34,000/- (Rupees Two Lakh Thirty Four Thousand ) only in the form of Bank Guarantee/Demand Draft/FDR of any Commercial Bank. The validity of the Bank Guarantee/Demand Draft/FDR must be up to 6 (six) months starting from the date of submission of the bids. The Bank Guarantee/Demand Draft/FDR shall be in favour of DDO, NEC Secretariat, Shillong and payable at Shillong. **The Earnest Money Deposit (EMD) should be submitted in the office of the In-Charge NEC House, 18<sup>th</sup> Chanakyapuri, New Delhi -21 before 1700 hours on 04/07/2025.** The tenderer who are registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy are exempted for submission of Earnest Money Deposit. **However, the MSE registration certificate should be submitted in the office of the In-Charge NEC Guest House, 18<sup>th</sup> Chanakyapuri, New Delhi -21 before 1700 hours on 04/07/2025.**
12. Bidders shall not be permitted to withdraw their offer or modify the Terms & Condition thereof. In case the bidder failed to observe and comply with the stipulation made herein or back out after quoting the rates, the aforesaid bids security shall be forfeited.
13. Bids received without Earnest Money Deposit (EMD) shall be rejected and thus shall not be considered for evaluation at any stage.
14. The bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.
15. The Bid Security may be forfeited :
- i. If the bidder withdraw his bids during the period of bid validity specified by the bidder in the bid form; or
  - ii. In case of successful bidder, if the bidder:
    - (a) Fails to sign the contract in accordance with the term of the tender document.
    - (b) Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the North Eastern Council Secretariat.
    - (c) Fails or refuses to honour his/her/their own quoted price for the services or part thereof.

16. The successful bidder will have to deposit a performance security an amount equal to 10% of Annual Contract Value towards Security Deposit at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of Bank guarantee or Fixed Deposit Receipt from any Commercial Bank in favour of "Drawing and Disbursing Officer, NEC" payable at Shillong. The performance security should be valid for a period of 60 days beyond the date of the expiry of contract.
17. In case of breached of any Term & Condition stipulated in the contract, the performance security deposit of the Agency will be liable to be forfeited by the office of the North Eastern Council Secretariat beside annulment of the contract.
18. The bid shall be valid and open for acceptance of the Competent Authority of NEC for a period of 90 days from the date of opening of the tenders.
19. In case two or more agencies are found to have quoted the same rates, the Competent Authority, NEC shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of NEC shall be final.
20. NEC reserves the right to accept or reject any or all bids without assigning any reasons. NEC also reserves the right to reject any bid which in its opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
21. Financial bids of only those agencies will be opened who qualify in the Technical bids.
22. The tender document is not transferable under any circumstances.
23. Lowest Bidder will be considered taken on the basis of rates quoted by the bidder in Financial Bids.
24. Near relatives of the employees of NEC are prohibited from participation in this tender. The near relatives for this purpose will include:-
  - (a) Members of a Hindu Undivided Family:
  - (b) Husband or wife and Father, Mother, Son(s), wife(daughter-in-law), Daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband(brother-in-law).
25. The Contractor shall not be authorized to sublet or transfer the contract to any other party.



26. If at any time during the continuance of this Contract, the performance in whole or in part by either party or any obligation under this contract shall be prevented or delayed by the reason of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "as such act") provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of Secretary, NEC as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the purchaser shall be at liberty to take over from the Supplier at a price to be fixed by Secretary, NEC which shall be final, all unused, undamaged and accepted material, bought out components and stored in the possession of the supplier at the time of such termination or such portion thereof as the Purchaser may deem fit excepting such materials, bought out components and stores as the supplier may with the concurrence of the purchaser elect to retain.
27. The Competent Authority of the NEC Secretariat, Government of India, Shillong reserves the right to annul any or all bids without assigning any reasons.

## **B. PREPARATION OF BIDS.**

1. **TECHNICAL BID:** Technical bid should be prepared as per instruction given in the Tender document along with all required information, documents in support of the minimum eligibility criteria, Technical Criteria.

### **Document Comprising the Technical bids.**

- a. The Bidder may be a proprietary firm, partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations, etc. as per law valid at least 12 months from the date of the opening of tender.
- b. The tenderer shall have experience of providing Catering and Housekeeping (Combined) Services for last 3 years ending 31<sup>st</sup> March, 2025.
- c. Having successfully completed 1 work (Catering and housekeeping (combined) services) costing not less than Rs.40.00 lacs (**each order**) per year in the last three years in Central Government/State Government/PSU.

Or

Having successfully completed 2 works (Catering and housekeeping (combined) services) costing not less than Rs.25.00 lacs (**each order**) per year in last two years in Central Government/State Government/PSU.

- d. Average Financial turnover during the last 3 years, ending 31<sup>st</sup> March 2025 should be at least Rs.15.00 lacs per year. Documentary evidence to be provided duly attested by CA.
- e. Solvency : Bidder should submit the solvency certificate indicating an amount equal to or not less than Rs. 18,50,000/- . Copy of fresh solvency certificate issued by any commercial bank is required to be uploaded and submitted. The date of solvency certificate issued by bank should not be less than 3 months from the date of submission of bid.
- f. The bidder should have an office in proximity of Delhi/NCR.
- g. Past performance certificate not less than 2 years from central/State Government/PSU to be uploaded and furnish.
- h. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid.
  - a) PF Registration
  - b) ESI Registration
  - c) GST Registration
  - d) Valid License, issued by Department of Labour, Government of National Capital Territory of Delhi ( the license should be “Nature of Business – Catering, Manpower”)
  - e) Valid License, issued by Department of Labour, Government of National Capital Territory of Delhi (License to Electrical Contractor)
  - f) FSSAI License
  - g) Character verification Report (CVR) from Delhi Police for the proposed staff to be engaged in NEC House, New Delhi.
- i) The bidder shall quote Technical bid as per the format enclosed at **Annexure-I.**

2. **FINANCIAL BIDS** : The bidder shall quote Financial Bid as per the format enclosed at **Annexure-II & III.**

**C. Scope of Work:-**

Providing Catering and House-keeping (Combined) Service in the NEC House, 18 Chanakyapuri, New Delhi-21.

**C-1 Scope of Works regarding Providing Catering and Housekeeping (Combined) Services and related terms & conditions**

The Agency shall provide House Keeping, upkeep, maintenance of NEC House as per details given below.

1. In and around the NEC House, corridors/galleries of all 3 floors of NEC House.
2. All the rooms of NEC House, Office rooms/ Reception Area, Dining Hall, Kitchen, etc.
3. Corridor areas, stair cases and terrace area of NEC House.
4. Roof Top Water Tanks and Water Storage Tanks.
5. All open areas, pavements, etc. inside the premises of NEC House Campus.
6. All areas surrounding the boundary wall of NEC House and on the front side, outside the NEC house.
7. Brooming, mopping/wiping of corridor, floors, common passage, all the rooms including toilets of NEC House with good quality phenyl from ground floor to third floor of NEC House (two times in a day) including cleaning, brooming of outer area of NEC House and inner area of lift on daily basis.
8. Accumulating of garbage at site on everyday basis.

**2. Cleanliness**

- a) The Agency shall ensure cleaning work including sweeping of all rooms & toilets, floor, wet floor cleaning and dusting of wall, doors and windows from inside and outside, ceiling, staircase, dusting of curtains, cleaning of tables, chairs, beds, etc. on a daily basis.
- b) The Agency shall arrange to wipe the glass panels, doors & windows from inside & outside, window panes/glass door panels, including dining hall and kitchen inside and outside to ensure marks free appearance.
- c) Cleaning of the entire area of NEC House premises including all toilets in NEC House and toilet at ground floor, kitchen, dining hall, etc. shall be the responsibility of the Agency. Cleaning shall be done with approved material manually or by using mechanized equipments like vacuum cleaner, scrubbing machine and carpet shampooing machine, etc.
- d) Furniture, fixtures, exhaust fans, ceiling fans, etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint, etc. so that they appear always clean and dust free.
- e) The Agency shall ensure cleaning/wiping on regular basis to ensure dust free and clean environment.

- f) The Agency shall ensure that the floors and carpet area are cleaned and polished with suitable cleaning material on a regular basis or as and when required as informed by In-charge, NEC House. In no case acid will be used for cleaning purposes.
- g) The Agency shall clean the terrace of the building on weekly basis.
- h) The Agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a month to avoid accumulation of dust.
- i) The Agency shall ensure cleaning and wiping the toilets daily and the washbasins at least thrice a day to ensure neat and dry environment. The Agency shall not use any type of acid to clean the toilets. However, the Agency shall use reputed brand cleaner approved by the NEC for wiping steel pipes/water taps, etc.
- j) The Agency shall also arrange to ensure mopping of the floors in the corridor regularly or whenever required to provide a dust free including foot marks free flooring.
- k) The Agency shall arrange to clean the area where water fountain arrangement is made along with flow of water, in such a way that the water flow is smooth, neat and clean, free from dirt and foul smell.

### **3. General Maintenance (includes all areas)**

- a) Proper and regular cleanliness and safe maintenance of fittings, fixtures, electronic equipments, furniture and all other items will be the sole responsibility of the Agency.
- b) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced by the Agency or compensated by the Agency at his own cost immediately without any burden on NEC Secretariat.
- c) The Agency shall arrange all type of cleaning/maintenance equipment and such of those special equipments and apparatus required for maintenance of the NEC House, New Delhi at his cost.
- d) All equipments and items handed over to the Agency shall remain at the risk and in the sole charge of the Agency. The Agency shall be responsible for any loss or damage thereto, arising from any cause other than the accepted risks and shall deliver in its proper condition at the time of expiry of the agreement. An inventory of these items will be made out and signed by the Agency and NEC's representative.

### **4. Quality Maintenance:**

- a) The reputed brands of the items/materials/consumables for use shall be procured with the approval of NEC.
- b) The Agency shall maintain the entire premises including the Guest Rooms, Conference Room, Dining Hall, Kitchen, Office Room, Reception area, terrace and common open area of the NEC House, New Delhi in proper and hygienic condition to the satisfaction of NEC.

## **5. Operation:**

- a) The Agency shall ensure cleaning of all the guest rooms, conference room, dining hall, kitchen, office room, reception area, lawns, area inside the boundary wall of NEC House, New Delhi by 07.00 A.M. daily.
- b) The Agency shall provide the services for upkeep and maintenance round the clock. The Agency for the purpose may schedule deployment of personnel on flexi time/shift basis in consultation with NEC.
- c) The Agency shall prepare and submit a physical verification of items in prescribed format every quarter.
- d) The Agency shall nominate one of its employees/senior representatives as authorized representative for regular interaction with NEC for smooth operation and implementation of the contract.

### **e) Disposal of Waste/Garbage**

- i) The Agency shall ensure disposal of the collected waste on a daily basis. Accumulation of garbage/waste in premises of the NEC House, New Delhi will not be acceptable and should never be kept overnight in the NEC House premises. It shall be the responsibility of the Agency to segregate and dispose of garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice by the Local Authority, if any.
- ii) Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the Guest Rooms, Conference Hall, Office Rooms, Dining Hall, etc. for easy collection and disposal, so that the dust bins are maintained neat and clean and in a hygienic condition.
- iii) The Agency shall use big size black colored plastic carry bags to carry the garbage/dust/ waste materials in a trolley for disposal purpose.
- iv) The Agency shall arrange trolleys/transportation arrangements, etc. for disposal of waste materials/garbage, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.
- v) The Agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in the open area in polythene bag for disposal.

## **6. Inspection:**

- a) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of NEC Guest House, New Delhi as given in Appendix I & Appendix II respectively to be submitted to In-charge, NEC House, New Delhi as prescribed.
- b) In-charge, NEC House, New Delhi will check the upkeep and maintenance on a regular basis. Check list for the purpose will be maintained by the Agency, which shall be submitted to NEC Sectt., Shillong on quarterly basis.
- c) The Agency shall allow the Secretary, NEC or his authorized representative for inspection of the NEC House, New Delhi at any hour of time on any given day.
- d) The Agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.
- e) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter, which shall be submitted to the NEC Sectt., Shillong.

## **7. Maintenance of Building:**

- a) The Agency shall ensure that all the rooms, toilets in NEC House, Dining Hall, Office Rooms, corridors, terrace, balconies and service areas properly cleaned and dusted by 7.00 A.M. daily.
- b) The Agency shall spray room fresheners of the approved quality by 7.30 A.M. in all the rooms and subsequently as required during the day.

## **8. Reception Services :**

- a) The Agency is required to provide assistance services round the clock to all the guests. The services include carrying the bags/baggage of the guests from Gate/Reception to the allotted room and at the time of checking in/out, without any payment.
- b) The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/ suggestions on services rendered by Agency and such complaints shall be taken note of and acted upon immediately. All complaints made by the Guests/Visitors must be brought to the notice of NEC along with details of action taken.
- c) The Agency shall provide a Welcome kit, containing the following, in each room, to be placed in a presentable manner in the room at the time of check-in:
  - i) Welcome Letter
  - ii) Details about Delhi and other places of interest.
  - iii) Telephone/Intercom Nos. details
  - iv) Details of services and facilities available
  - v) The kit will be arranged by the agency with the approval of NEC.

**9. Material for Guest House Accommodation in Rooms/Toilets:**

- a) The Agency shall provide the following toiletries on regular basis as per consumption in the toilets/wash rooms, etc.
  - i) Soap and Liquid Soap including the container
  - ii) Paper Napkins/Towels
  - iii) Naphthalene Balls
  - iv) Air Fresheners in wash basins and toilets
  - v) Toilet paper rolls
- b) The Agency shall arrange to procure the consumable items/materials of best quality for providing housekeeping services as approved by NEC at his own cost.
- c) The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the NEC House, New Delhi. The Agency shall also provide to workers required number of gumboots, rubber hand gloves, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning at his own cost.
- d) The Agency shall also arrange for all other equipments/materials not mentioned in the list of scope that may be required for providing housekeeping and maintenance services in the NEC Guest House, New Delhi at his own cost.

**10. Provision of Potable Drinking Water:**

- a) The Agency shall also ensure that potable drinking water of reputed brand requirement of all the Guests is met during their stay in the NEC House, New Delhi.
- b) Collection & distribution of water from the source to various consumption points is the responsibility of the Agency.

**11. Weekly maintenance of the Aquarium (Including supply of Fishes like Slender Danios, Southern Playfish, Guppy etc. as and when required).**

**12. Upkeep and maintenance of Electrical and plumbing items:** - The Agency shall upkeep and maintains the electrical and plumbing items at NEC House, New Delhi including carrying out minor repairing such as changing of switch, socket, installation of calling bell, operation of generator set, etc. or other minor works as required from time to time. Further, the agency shall be responsible for carrying out minor plumbing works such as changing of pipe lines, taps, bath showers, operation of water pump, etc. or other minor works as required from time to time. However, the electrical and plumbing materials would be provided by NEC.

**13. Upkeep and maintenance of Garden:** - The Agency shall be responsible for upkeep and maintaining the garden at NEC House, New Delhi.

#### **14. Room Services in the NEC House, New Delhi:**

- a) The Agency shall provide round the clock service in the NEC House, New Delhi to the guests.
- b) The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s). All linen shall be washed with clean water and soaps/detergents, neatly packed and stored so that the linens are clean and soft.
- c) The Agency will also ensure that the linen is changed as and when requested by the guests(s)
- d) The Agency shall arrange to refill the drinking water jugs placed in the rooms as per requirement and as and when requested by the guests.
- e) The Agency shall provide the following toiletries daily in the toilet/room for each guest(s):-

\*Toilet Kit (Tooth brush with paste, Soap, Comb, Oil and Shampoo Sachets)

\*Mosquito Repellent of approved quality

\*Laundry Bag

- f) The Agency shall arrange tea/coffee on a daily basis when ever required by Guest on a tray in the rooms, the following for enabling the Guests to prepare Tea/Coffee, etc. on payment basis as mutually decided by NEC and the Agency:-
  - i) 4 Tea bags
  - ii) 4 Coffee sachets
  - iii) 4 Sugar sachets
  - iv) 4 Milk sachets
  - v) 2 Sugar free sachet
  - vi) 4 sachets of biscuits (salty and sweet) containing 4 each
  - vii) 1 Tea/Coffee Maker (1 ltr.) size.
- g) The Agency shall provide four glass tumblers which are hygienically cleaned and wrapped, in all the rooms.
- h) The Agency shall spray room fresheners at regular intervals or as requested by the guests.
- i) The Agency shall arrange for dry cleaning of blankets and washing of curtains once in three months or earlier based on need or on advice of NEC. The Agency shall also ensure cleaning/ shampoo washing of sofa sets/chairs, etc. once in 6 months or earlier as decided by NEC.
- j) Towels/Bed Sheets, pillow covers, etc. shall be replaced whenever new guest arrives in a room and also on every alternate day on a routine basis.



**C-2 – Catering services within NEC Guest House, New Delhi and related terms & conditions:**

The Agency shall provide Catering Services in the NEC House, New Delhi – in the Dining Hall & rooms as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/consumables, etc. already included in the above clauses are also applicable under the Catering Services. Meals will be provided as per menu approved by NEC. The details are given in appendix III. However, the rates shall be decided by mutual consultation between the NEC and the Agency. The rates shall be fixed keeping in mind the rates prevailing in other Guest Houses of State Governments or Central Organizations located in New Delhi where catering arrangements of similar nature and standard are available and shall be valid for one year w.e.f. the date of signing the agreement. Increase in rates if required will be decided by a committee in the NEC at an appropriate time.

**Scope of Catering Services**

- i) The Agency shall provide Catering Services in the dining hall. However, room service may also be provided if desired by the guest(s).
- ii) The Agency shall provide adequate approved crockery and cutlery and table cloth, mats, etc. of superior quality in the kitchen and dining hall free of cost.
- iii) The Agency shall deploy chef/cook and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service.
- iv) The Agency shall provide trained manpower services both in the dining hall and kitchen.
- v) The NEC may ask the Agency to cater for parties and conference held in the NEC House, New Delhi at rates to be decided by mutual consultation.
- vi) The NEC will permit the Agency, for the purpose of preparation, storage of food and serving of meals, the use of kitchen, dining hall and store room along with furniture, etc. However, the Agency will be responsible for the maintenance, service and upkeep of the same. In the event of breakdown of any equipment, etc. the Agency will bear the total cost of repairing for the same.
- vii) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
- viii) The Agency shall arrange for such of those equipments, consumables, etc. required for cooking/preparation of food items and beverages at his own cost.

**2. Personal Hygiene:**

- a) The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check-ups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of Pan, tobacco/Zarda/Gutka, etc., spitting is strictly prohibited.

### **3. Quality Maintenance:**

- a) The Agency shall be equipped to undertake Hygiene audit as per Appendix IV on daily basis and report submitted to NEC. NEC will also undertake independent hygiene and quality audits as and when deemed necessary.
- b) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients, etc. Dishes containing any foreign ingredient shall not be served.
- c) Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.
- d) All Non-Veg. items such as Chicken, Mutton, Fish, etc. and all vegetables, fruits, etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, cheese, etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

### **4. Operation**

- a) Normally, the timings for providing catering services as per Menu is given below:

Bed Tea in Room	-	06.00 A.M. onwards
Breakfast	-	07.30 A.M. to 09.30 A.M.
Lunch	-	12.30 P.M. to 02.30 P.M.
Evening Tea & snacks		04.30 P.M. to 07.30 P.M.
Dinner	-	08.00 P.M. to 10.30 P.M.

- b) The Agency, however, shall be required to adjust/change the above timings as and when required depending upon the arrival/request of the guests staying. It shall be ensured that tea/ coffee is served steaming hot.
- c) The Kitchen shall remain open on all days.

### **5. Inspection:**

- a) NEC will check the quality of grains, oil, flour, fruits, vegetable, meat, fish, etc. and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly rectified.
- b) The Agency shall allow the food inspector/NEC Officer (authorized) to inspect the food items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all laws applicable.
- c) In case of dispute regarding the services, quality or the quantity of the foodstuff, snacks, tea, etc. the decision of NEC will be final and binding.

### **6. Maintenance of Dining Hall:**

- a) The Agency shall prepare and serve the breakfast/lunch/dinner, as per Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving table and dining tables shall be provided by the Agency at his own cost.
- b) Table Mats shall be provided on white table cloth and maintained in a neat and clean condition at his own cost.
- c) Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea/coffee., etc.

### **C-3 Provisioning of Certain Services on Payment basis:**

- a) The Agency shall provide regular canteen service (Tea/Coffee/Lunch/Dinner, etc.) on mutually agreed rates/as indicated in the food menu to the Guest staying in the NEC Guest House, New Delhi.
- b) The Agency shall provide consumable like Biscuits/Snacks/Cold drinks/Juice/Tea/Coffee, etc. to the guests on payment basis (not exceeding M.R.P.) as approved by NEC whenever requested.
- c) The Agency shall arrange for Laundry/Dry Cleaning/Shoe Shine facility for the guests on payment basis, to be borne by the guest. The NEC approved charges for the same shall be displayed.
- d) NEC shall not be responsible for any amount due to the Agency arising out of supply of any of the above service or material including foodstuffs supplied by him to any guests/unauthorized persons/individuals.

### **D Terms & Conditions common to House Keeping and Catering**

1. The Agency will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stock books, periodicals, vehicles lying in NEC House premises, etc. The cost of missing items/shortages of stocks/materials, etc. will be deducted from the monthly payments/any other sum/deposit due to the Agency's.
2. The Agency will maintain its gadgets & equipments, etc. in good working conditions with all safety measures at its own cost and expenses. The Annual Maintenance Charges of the equipments/gadgets, etc. owned by NEC will be borne by the NEC. However, the Agency will be responsible for its proper upkeep and regular maintenance.
3. The Agency shall devote his full attention to the work of housekeeping and catering and shall discharge its obligations under the agreement most diligently and honestly.
4. The Agency shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes, etc. to its employees, as required under law. And as per NEC's instructions at his own cost and expenses. All personnel of the Agency will wear the same in clean condition while on duty. NEC shall not pay any extra charges to the Agency against these items.
5. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with NEC.
6. Desired level of cleanliness in the entire complex of the Guest House will be maintained and for this all materials/instruments/tools, etc. will be provided by the Agency. The Supervisor of the Agency will attend to complaints on urgent basis round the clock.
7. Instruments, etc. to be provided in sufficient quantity (as decided by NEC by the Agency may include the following)
  - a) Glass Cleaners
  - b) Vacuum Cleaner, etc.
  - c) Washing Machine
  - d) Polishing Machine
  - e) Brasso/Silvo/Polishing Materials, etc.

8. Specialised maintenance of all rooms and bathrooms along with furniture, fixtures, mattresses, pillows, blankets, linen, bathroom fittings, buckets, sanitary wares, brackets, etc. will be ensured by the Agency.
9. Beds in the rooms will be maintained with Bedcovers. Towels and bedroom linen will be changed on alternate days or earlier as may be decided by the NEC. The Agency at its own cost will arrange washing of all linens, curtains including dry cleaning of blankets, etc. wherever provided. Washing of linen includes washing of curtains, bed sheets, bed covers, pillow covers, towels, sofa covers, etc. wherever provided. Blankets will be provided with inner sheets in all the rooms.
10. Provision of the following services and specialized staff will be ensured,
  - a) Service boys to ensure upkeep of office, guest room, reception, store room, lobby, etc. with provision of adequate manpower for prompt cleaning of the premises including all the rooms/corridors/all floors and other places like parking, etc.
  - b) Mali
  - c) Skilled, semiskilled and unskilled staff wherever required.
  - d) Provision of daily and weekly services as given below:

#### **DAILY SERVICES**

- i) Removals of waste material from all the rooms/open areas and or other areas not covered under horticulture.
- ii) Sweeping and wiping of all the rooms, all floors, dusting and vaccumising of furniture, cupboards, telephone instruments and doors, windows, ventilators, blind and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- iii) Vacuum cleaning/washing of carpets wherever provided at the NEC Guest House.
- iv) Filling water in water coolers, etc. wherever provided.
- v) Upkeep of office room/dining hall/reception/store/lobby, etc.

#### **WEEKLY SERVICES**

- i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- ii) Removal of cobwebs, dusts, termites, insects, pests, etc.
- iii) Windows sponging and cleaning
- iv) Keeping ceiling fans, air-conditioning grills dust free.
- v) Cleaning of dustbins and buckets with detergents.
- vi) Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- vii) Detergent cleaning of sanitary wares including in toilets.
- viii) Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Sceneries, Photo-frames, etc.
- ix) Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
- x) To spray Finit/Baygon, etc. in all the rooms, office rooms, conference hall, dining hall, etc. to keep all such areas insects free. This may also be required daily. The Agency will provide the Finite pump or Baygon Spray and the spraying materials.
- xi) Shampooing/Spraying/Disinfection all carpets.

11. The Agency shall ensure that staff deployed are trained in House-keeping/Catering services, bear good conduct and physically fit and healthy for the work and not more than 60 years of age. The Agency will get their antecedents, character and conduct verified by the Concerned Authority as per Law.
12. The skilled, semiskilled and/or unskilled persons deployed by the Agency shall be of sound physical & mental health and should not be under the influence of any drug or liquor during duty and have full knowledge & experience to competently complete the job assigned to them.
13. The Agency shall deploy adequate trained manpower in all facets of maintenance of civil/electrical works including housekeeping and catering works. The Agency shall provide necessary undertaking and documentary evidence in this regard and should submit the same to NEC.

**E Terms and Conditions:**

1. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from/by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or Local Govt. as applicable to him or to this contract without any liability and responsibility to NEC, whatsoever it may be.
2. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any Local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates, etc., as may be required by the NEC from time to time.
3. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/ rules/regulations and orders of the Central Government/State Government/Local authorities or other authorities as are in force from time to time.
4. The Agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, etc., relation to personnel deployed by it at NEC Guest House or for any accident caused to them and the NEC shall not be liable to bear any expenses in this regard.
  - i) The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bills by the NEC for whatever reason.
  - ii) The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws/Acts, including by not limited to with the following and their reenactments/amendments/modifications as below:-
    1. The Payment of Wages Act 1936
    2. The Employees Provident Fund Act 1952
    3. The Factory Act 1948
    4. The Contract Labour (Regulation) Act 1970
    5. The Payment of Bonus Act 1965
    6. The Payment of Gratuity Act 1972
    7. The Employees State Insurance Act 1948
    8. The Employment of Children Act 1938
    9. Minimum Wages Act 1948

5. The Security Deposit shall be released without interest after 6 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities, etc. including withdrawals of EPF account details to be certified by Provident Fund Commissioner's Office, submission of receipt of payment of service tax (month wise details) duly certified by Central Custom & Excise Office, etc., if any, as specified in the tender at appropriate places.
6. In case of any change of constitution of the Agency, the rights of NEC should not suffer.
7. All personnel engaged under this contract by the Agency shall be employees of the Agency. NEC shall not have any liability/responsibility to absorb the persons engaged by the Agency and/ or to extend any type of recommendation, etc. for obtaining any job in NEC or elsewhere.
8. The Agency shall maintain all records/registers as required to be maintained by him under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of NEC as and when required.
9. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the NEC against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the NEC indemnified against all the claims and liabilities.
10. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of Guest House, they shall work under directives and guidance of the Officer in charge appointment by the Department, and will be answerable to NEC. This will, however, not diminish in any way, the agency's responsibility under contract to the NEC.
11. A senior level representative of the Agency shall visit Guest House premises at least once-a week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the NEC officer/Officer In-charge of the NEC House dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the NEC.
12. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the NEC at anytime without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by NEC for any reason specified or otherwise, shall be effected promptly without any additional cost to the NEC. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with NEC.
13. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the NEC/Govt. of India/any State/or any Union Territory.
14. The Agency shall maintain good standard of services as indicated. The performance of the agency will be reviewed on monthly basis and in case the services are not found up to the mark the Agency's contract will be terminated even before the expiry of contract period by giving one month's notice.

15. NEC reserves the right to reduce or increase the manpower for housekeeping, if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.
16. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for NEC it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the NEC.
17. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the NEC Guest House due to negligence of personnel in performing his/her duty and for absence from the place of duty and/or not providing substitute by the Agency or other reason, the cost of all such losses or damages as assessed by the NEC shall be recovered from the Agency's monthly bill or from his security deposit. In such matters, where required, the agency will investigate and submit a report to the NEC and maintain liaison with the police. FIR will be lodge by the NEC, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
18. In case NECs implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency or recovered from the due amounts payable to the agency and /or from the security deposit held by NEC.
19. The Agency shall ensure that all staff appointed by them is fully loyal-to and assist the NEC during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the NEC.
20. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Authorized officer of NEC shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of NEC shall be final in regard to all matter arising under this clause.
21. In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
22. The agency shall arrange to maintain at the reception the daily shift-wise attendance record of the personnel deployed by it showing their arrival and departure time. The Agency shall submit to NEC an attested photocopy of the attendance record and enclose the same with the monthly bill.
23. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
24. No request for making advance payment on any ground shall be entertained.
25. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
26. There would be no increase in rates payable to the Agency during the Contract period.

27. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
28. During the course of the contract period, the agency shall deposit service tax at prevailing rates as per GOI norms.
29. In case on non compliance/non-performance of the services according the terms of the contract, the NEC shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
30. The decision of Secretary, NEC in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
31. In case of failure of the Agency in fulfilling the contract, the Secretary, NEC may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his men and materials within two days or date specified by NEC. NEC shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.
32. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the NEC reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the NEC.
33. The Agency shall not assign or sub-contract any of these contracts. In case of violating/contravention of any of the terms and conditions mentioned herein, the NEC reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to the NEC from amount payable to him or otherwise.
34. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
35. In case the Agency or any of his employees fails to fulfill his/their obligations for any day or for any number of days to the satisfaction of the NEC for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the NEC per day for the entire numbers of such days and the NEC shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the amount if any payable by it to the Agency.
36. If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the NEC shall be liable to recover any amount towards penalty or losses as decided by the Secretary, NEC and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.
37. The Authorized officer/Committee of NEC shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
38. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to NEC.
- 39. The Agency shall ensure that none of his worker/supervisor except those permitted in writing, stay in the Guest House premises when not on duty. In the event of noticing such an incident a penalty of Rs. 5,000/- will be imposed. However, provision for a change room/rest room will be provided by NEC for employees on duty. Stay in the guest rooms are strictly prohibited and shall be ensured by the Agency.**
40. In case of any dispute or differences arising on terms and conditions, the decision of the Secretary, NEC shall be final and bound to all.



TENDER DOCUMENT  
GOVERNMENT OF INDIA  
NORTH EASTERN COUNCIL SECRETARIAT  
NONGRIM HILLS, SHILLONG-793003

**TENDER NOTICE FOR PROVIDING CATERING AND HOUSEKEEPING (COMBINED) SERVICES  
AT NEC HOUSE, 18 CHANAKYAPURI, NEW DELHI-110021**

**“TECHNICAL BID”**

1.Name & Address of the Tenderer Organization/Agency with phone number, fax number, e-mail etc.					
2.Name and designation of contact person with telephone/mobile number etc					
<b>3. Experience in the work of providing Catering and Housekeeping (Combined) services (Attach certificates, testimonials).</b>  Having successfully completed 1 work (Catering and housekeeping (combined) services) costing not less than Rs.40.00 lacs <b><u>(each order)</u></b> per year in the last three years in Central Government/State Government/PSU.  <p style="text-align: center;">Or</p> Having successfully completed 2 works (Catering and housekeeping (combined) services) costing not less than Rs.25.00 lacs <b><u>(each order)</u></b> per year in last two years in Central Government/State Government/PSU.					
Sl. No.	Name of Organization with complete address and telephone numbers to whom services provided	Period	Contracted Amount (Rs. Per month)	Reason for Termination	
		From      To			
<b>4. Organizational details :</b> a) Set-up your Organization, clearly indicating details of managerial, supervisory and other staff, available for performing the above mentioned service: b) Is the establishment registered with the Government, please give details with document/evidence. c) Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at NEC Guest House, New Delhi.					
<b>5. Are you covered by the labour Legislation, such as, ESI, EPF, and Gratuity Act etc.</b>					

6. Please attach copy of the PF Registration, ESI Registration Certificates.	
7. Are you governed by Minimum Wages Rule of the Govt. of NCT of Delhi. If yes, please give details.	
8. Average Financial turnover during the last 3 years, ending 31 <sup>st</sup> March 2025 should be at least 15.00 lacs per year. Please attach documentary evidence duly attested by Chartered Accountant (CA)	
9. Please attach FSSAI License	
10. PAN No. (Please attach copy)	
11. GST No. (Please attach copy)	
12. Please attach valid license issued by Department of Labour, Government of National Capital Territory of Delhi (the license should be "Nature of Business – Catering, Manpower")	
13. Please attach valid license issued by Department of Labour, Government of National Capital Territory of Delhi (License to Electrical Contractor)	
14. Please attach documentary evidence showing that the service provider is having office in proximity of Delhi/NCR	
15. Acceptance of terms & conditions attached (Yes/No). Please sign and stamp on each page of terms and conditions as token of acceptance and attach as part of tender document.	
16. Please attach an undertaking that no case is pending with the police/Legal proceedings in court of Law against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner.	
17. Character verification Report (CVR) from Delhi Police for the proposed staff to be engaged in NEC House, New Delhi.	
18. Solvency : Bidder should submit the solvency certificate indicating an amount equal to or not less than Rs. 18,50,000/- . Copy of fresh solvency certificate issued by any commercial bank is required to be uploaded and submitted. The date of solvency certificate issued by bank should not be less than 3 months from the date of submission of bid.	
19. Details of the Bank Guarantee/Demand Draft/FDR of Rs. 2,34,000.00 towards EMD. No. Date Drawn on:	

**Declaration by the Tenderer:**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

1. Terms & Conditions (each page must be signed and sealed).

(Signature of Tenderer with seal)

Name:

Seal:

Address:

Phone No (O):

GOVERNMENT OF INDIA  
NORTH EASTERN COUNCIL SECRETARIAT  
NONGRIM HILLS, SHILLONG-793003

**TENDER NOTICE FOR PROVIDING CATERING AND HOUSEKEEPING (COMBINED) SERVICES  
AT NEC HOUSE, 18 CHANAKYAPURI, NEW DELHI-110021  
FINANCIAL BID**

F-2

SL No.	Description	No. of Personnel	Rate per month in Rs. (Per person/ per month) (The rate quoted should be inclusive of ESI & EPF)
1.	Providing Catering and Housekeeping (Combined) services (The rate for the same should be quoted as per the Minimum Wage Rate as per the latest Minimum Wage Rate as fixed by the Government of NCT) – The copy of the same should be attached a) Manpower Component:		
	i) Supervisor (Skilled)	1 Person	
	ii) Head Cook (Skilled)	1 Person	
	iii) Assistant Cook (Semi-Skilled)	1 Person	
	iv) Room Attendant/Service Boy (unskilled)	4 Persons	
	v) Dish Washer (unskilled)	1 Persons	
	vi) Mali (Semi-Skilled)	1 Person	
	vii) Sweeper/Cleaner (unskilled)	3 Persons	
	viii) Electrician (Skilled)	1 Person	
	ix) Plumber (Skilled)	1 Person	
2.	Consumable cost for house-keeping, cleaning and sweeping (Laundry of linen, towels, dry-cleaning of sofas, mosquito repellents, liquid and spray, providing soap/ liquid soap & shampoo in bathrooms/toilets, etc. liquid disinfectant(Phenyl), floor cleaner liquid disinfectant, (Phenyl) and all other materials and services of approved quality).	Per month	
3.	Maintaining of the Aquarium (including supply of fishes like Slender Danios, Southern Play fish, Guppy, etc. as and when required)	Per month	
4.	Agency Charges (Please note that Agencies quoting <b>NIL</b> as Agency charges shall be rejected)	Per month	
5.	GST Charges as applicable or any other taxes as applicable	Per month	
6.		TOTAL	

**Declaration by the Tenderer:**

Certified that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

- i) There would be no increase in rates during the Contract period except for provision under the terms and conditions of the contract.

**(Signature of Tenderer with seal) and Date****Name:****Seal:****Address (With phone no.):**

## Food Arrangements

Rates for Food Items  
(To be attached with Financial Bid)

S.No	Items as per details given in Menu	Rates	Remark if Any
1	Rates of individual items as mentioned in Menu* as Appendix III, must be indicated by the Bidder. (The payment for food provided by the Firm will be charged directly from the guest and will be kept by the firm).		The rates indicated for food will not be part of the financial bid; the provision for rate is made only for monitoring purpose.

# The rates shall include the cost of manpower (including trained chef and catering staff), raw materials including tea kit, canteen services, fuel, cooking equipment and consumables, utensils and crockery's, etc. No extra charges will be paid. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.

### **Declaration by the Tenderer:**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No extra charges would be payable by NEC

ii) There would be no increase in rates during the Contract period.

\*Refer to Menu items.

**(Signature of Tenderer with seal) and Date**

**Name:**

**Seal:**

**Address (With phone no.):**

**DRAFT AGREEMENT**

This agreement made this \_\_\_\_\_ day of \_\_\_\_\_ BETWEEN the PRESIDENT OF INDIA represented by Director (Admn.), NEC Secretariat, Government of India, Shillong (herein called the 'NEC') of the one part AND M/s. \_\_\_\_\_ (herein called the 'AGENCY') of the other part for the purpose of Providing Catering and Housekeeping (Combined) services at the NEC House, 18 Chanakyapuri, New Delhi-110021 on the terms and conditions given below:-

\*AND WHEREAS it is agreed that the Agency shall be solely responsible for compliance to provisions of all laws, Act and Rules including various labour, Industrial and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, Insurance, etc. relating to housekeeping and catering services personnel deployed in the NEC House, New Delhi. The NEC Secretariat shall have no liability in this regard.

\*AND WHEREAS it is agreed that the Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at NEC House, New Delhi. The NEC Secretariat shall have no liability in this regard.

\*AND WHEREAS it is agreed that any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.

\*AND WHEREAS it is agreed that the contract can be terminated by giving two months notice on either side.

\*AND WHEREAS it is agreed that in case of non-compliance with the contract, the NEC Secretariat reserves its right to:

- a) Cancel/revoke the contract, and/or
- b) Impose penalty up to 10% of the total annual value of contract.

\*AND WHEREAS it is agreed that security deposit equal to 10% of the Annual Contract value (refundable without interest after six months of termination of contract) in the form of Demand Draft or Bank Guarantee shall be furnished at the time of signing of the Agreement.

\*AND WHEREAS it is agreed that the Agency shall be fully responsible for timely/monthly payment of wages and any other dues to their personnel engaged at NEC House, New Delhi.

\*AND WHEREAS it is agreed that the Personnel deployed by the Agency for Providing Catering and Housekeeping (Combined) services will not claim to become the employees of NEC Secretariat and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in NEC House, New Delhi.

\*AND WHEREAS, the NEC Secretariat will make a payment of Rs\_\_\_\_\_ only per month to the Agency for Providing Catering and Housekeeping (Combined) services. However, it is agreed that there would be no increase in rates payable to the Agency during the period except reimbursement of the statutory minimum wages as may be revised by the Government from time to time.

\*AND WHEREAS it is agreed that the Agency agrees to comply with annexed Terms and conditions and amendments thereto from time to time.

\*AND WHEREAS it is agreed that the Agency shall execute all such assurances and documents as may be required by the NEC from time to time.

\*AND WHEREAS it is agreed that decision of Secretary, NEC in regard to interpretation of the Terms and conditions and the Agreement shall be final and binding on the Agency.

\*AND WHEREAS it is agreed that In case of any dispute between the Agency and NEC, Secretary, NEC shall have the right to decide.

THIS AGREEMENT will take effect from\_\_\_\_\_ day of \_\_\_\_\_ and shall be valid for one year, which may be extended by NEC on yearly basis, on the satisfactory performance of Agency, up to a maximum period of 36 months (including first year).

IN WITNESS WHEREOF the said, parties, the NEC and the Agency, have signed hereunto and executed this agreement on the day and year first above-written.

Sd/-  
(L. S. Gangte)  
Director (Admn.)  
Government of India  
North Eastern Council Secretariat,  
Nongrim Hills, Shillong-793 003

Witness:

- 1.
- 2.
- 3.
- 4.

Sd/-  
Agency

# **OBLIGATION OF NEC**

The NEC shall provide and maintain:-

- (i) Furnished room as per requirement.
- (ii) Air Conditioners, Voltage Stabilizer, T.V., EPABX and Telephone Instruments, Solar Heating System, Refrigerators and their maintenance.
- (iii) Provision of curtains, Blankets, Looking Mirror, Towels, Bed sheets, Bed Covers, etc.
- (iv) Telephone and Extension if required.
- (v) Providing of electrical items for minor repairing of electrical appliances as required from time to time.
- (vi) Providing of plumbing items for minor repairing of pipe lines, etc. as required from time to time.
- (vii) Provision for Watch and Ward Security arrangements at NEC House, New Delhi.
- (viii) Payment of Electrical, Water, Telephone bills shall be made by NEC.
- (ix) Renovation/Additions to the Building for the efficient usage.
- (x) Racks, Almirahs, Locking arrangements, etc.
- (xi) Allotment of Guest House Rooms and collection of room charges and depositing of the amount in the Government Account.
- (xii) Maintenance of Occupancy Register, Rent Collection Register, Stock Register and Security Register, etc.
- (xiii) Allotment Rules for NEC Guest House, New Delhi and their revision.
- (xiv) Reviewing of the situation from time to time and making its suggestion/recommendations for improvement of Services, etc.



(Clause 6 of C-1 of Annex-IV)

## DAILY CHECKLIST FORM – NEC House Building, New Delhi

Date.....

Overall Housekeeping and Maintenance of NEC House Building: Satisfactory/Not Satisfactory

Name and Signature of Agency

**Issue Observation Remarks**

- |  |         |
|--|---------|
| 1. Material received are branded ones and stored properly                      | Yes/No  |
| 2. All areas cleaned and no areas left out                                     | Yes/No  |
| 1. Guest House readied timely  | Yes/No  |
| 2. Workers are found in uniform  | Yes/No  |
| 3. Dusting of tables, chairs, furniture done                                   | Yes/No  |
| 4. Glass panes/windows/door cleaned  | Yes/No  |
| 5. Floors are hygienically cleaned   | Yes/No  |
| 6. Toilets hygienically cleaned  | Yes/No  |
| 7. Replenished naphthaline balls, odonil, soap cakes in toilets                | Yes/No  |
| 8. Garbage/Waste cleared from all dustbins                                     | Yes/No  |
| 9. Garbage/Waste collected disposed-off in poly. Bags                          | Yes/No  |
| 10. Stair case/balcony/all rooms cleaned                                       | Yes/No  |
| 11. Tables, chairs, etc. moved and swept – weekly                              | Yes/No  |
| 12. De-pesting is done once in a week  | Yes/No  |
| 13. Toilet Paper rolls/Liquid Soap, etc. available in the toilets of all rooms | Yes/No  |
| 14. Drainage system is functioning properly. No leakage/overflow observed      | Yes/No. |
| 15. Any other item (Please mentioned clearly if found un-satisfactorily)       |         |

N.B. To be signed by In-charge, NEC House, New Delhi on daily basis in presence of the authorized representative of the Agency.

(Clause 6 of C-1 of Annex-IV)

## DAILY CHECKLIST FORM – NEC House, New Delhi – Open Area

Date.....

Overall Housekeeping and Maintenance of NEC House, New Delhi - Open Area: Satisfactory/Not Satisfactory

Name and Signature of Agency

**Issue Observation Remarks**

- |   |        |
|---|--------|
| 1. Sweeping/cleaning of roads inside the premises               | Yes/No |
| 2. Sweeping/cleaning open areas inside the boundary wall        | Yes/No |
| 3. Garbage collected and properly covered for disposal          | Yes/No |
| 4. Disposal done properly                                       | Yes/No |
| 5. Drainage System functioning properly – No overflows anywhere | Yes/No |
| 6. Parking area in front of building cleaned                    | Yes/No |
| 7. Security cabin cleaned                                       | Yes/No |
| 8. Papers/polythene bags/waste materials removed                | Yes/No |
| 9. Footpath outside Guest House Premises on front side cleaned  | Yes/No |
| 10. Any other item (Please specified in brief if any found)     |        |

N.B. To be signed by In-charge, NEC House, New Delhi on daily basis in presence of the authorized representative of the Agency.

(Clause 1 of C-2 of Annex-IV)

**FOOD MENU****BED TEA/COFFEE:-**

Tea/Coffee (as per request)

**BREAKFAST:-**

- |                               |   |   |
|-------------------------------|---|---|
| 1. <b>Juices</b>              | - | Pineapple/Mango/fresh/canned seasonal fruit juice   |
| <b>OR Fresh Fruit Platter</b> | - | (Min. two seasonal fruits)  |
| 2. <b>Breakfast Cereals</b>   | - | Wheat Flakes/Corn Flakes with hot/cold milk   |
| 3. <b>Eggs to order</b>       | - | Boiled/masala/plain omelette  |
| 4. <b>Bread</b>               | - | Brown/White Toast/Hash Brown with butter, jam and sauce   |
| 5. <b>Main Course</b>         | - | Aloo with 2 pc. of Puri or Cholley with 2 pc. Of Bhature/<br>2 pc. Plain paratha with sabji/2 pc. Stuffed paratha with curd<br>and pickle |
| 6. <b>Tea/Coffee/Milk</b>     |   |   |

**LUNCH/DINNER:-**

1. **Vegetable Thali**  
3 Nos. Roti, 100 gram Rice, Dal, Vegetable Curry, Green Salad, Pickles, Papad.
2. **NON-Veg. Thali**  
3 Nos. Roti, 100 gram Rice, Dal, Vegetable Curry, Chicken/Mutton or Fish Curry, Green Salad, Pickles, Papad.

**ALA-CARTE (To be provided to the Guests on request)**

- |                                      |  |
|--------------------------------------|--|
| 1. <b>SOUP</b> –(Any one, at a time) | Cream of Tomato/Chicken Soup/Sweet Corn/Veg. Soup  |
| 2. <b>Salads-</b>                    | Two types of salads including Green Salad  |
| 3. <b>Main Course (VEG)</b>          | One seasonal vegetable/Mix. Vegetable/Kofta/Bhindi/Cabbage/<br>Cauliflower/Boiled Vegetables/Dum Aloo/Baby Corn. |
| 4. <b>Dal</b>                        | Yellow Dal Tadka/Dal Makhani/Rajma/Chane/Sambardal   |
| 5. <b>Rice</b>                       | Steamed Rice/Zeera Rice/Veg Pulao/Fried Rice   |
| 6. <b>Breads</b>                     | Tawa Roti/Paratha  |
| 7. <b>Main Course (NON-VEG)</b>      | Chicken Korma/Fish Fry/Chicken Curry/Mutton Curry/Fish Curry   |
| 8. <b>Curd</b>                       | Plain Curd/Boondi Raita/Mix Raita  |
| 9. <b>Snacks</b>                     | Assorted Pakora/Peanuts/Wafers   |
| 10. <b>Beverages</b>                 | Soft Drinks/Fresh Lime Soda/Fresh Lime Water/Mineral Water   |

(Clause 3 of C-2 of Annex-IV)

## PROFORMA FOR HYGIENE AUDIT

- |   |        |
|---|--------|
| 1. Head gears/Caps are worn   | Yes/No |
| 2. Gloves are worn  | Yes/No |
| 3. Smoking, eating or chewing of tobacco, Zarda, gutka, etc.<br>Spitting, are strictly prohibited – |        |
| Prohibition observed or not   | Yes/No |

**Remarks:** Satisfactory/Not Satisfactory

Name and Signature of Agency

**(A) Food Preparation**

- |  |        |
|--|--------|
| (i) Food indexing – the menus are being decided to ensure food variety | Yes/No |
| (ii) Food Safety   | Yes/No |
| (iii) Is the food prepared properly under hygienic conditions          | Yes/No |
| (iv) Are the prepared items covered properly                           | Yes/No |
| (v) Proper cleaning of the utensils                                    | Yes/No |

**(B) Kitchen Hygiene**

- |   |        |
|---|--------|
| (i) Floors are hygienically clean               | Yes/No |
| (ii) Walls are dust/damp free                   | Yes/No |
| (iii) Furniture is regularly cleaned            | Yes/No |
| (iv) Washing area provides hygienic environment | Yes/No |
| (v) Cooking counter is adequately clean         | Yes/No |

**(C) Condition of Equipment in Food Preparation**

- |                      |        |
|----------------------|--------|
| (i) Work worthy      | Yes/No |
| (ii) Clean           | Yes/No |
| (iii) Safe to handle | Yes/No |

**(D) Food Handler's Health**

- |                                      |        |
|--------------------------------------|--------|
| (i) Health check up done or not      | Yes/No |
| (ii) Nails are cut clean and healthy | Yes/No |

**(E) Hygiene of Eating Place**

- |                                      |        |
|--------------------------------------|--------|
| (i) Floor is hygienically clean      | Yes/No |
| (ii) Walls are dust/damp free        | Yes/No |
| (iii) Furniture is regularly cleaned | Yes/No |

**(F) Food Quality**

- |   |        |
|---|--------|
| (i) Palatability is tasted by the Agency's Representative | Yes/No |
|---|--------|

## **GENERAL OVSERVATIONS**

(i)	Exhaust System is working	Yes/No
(ii)	Garbage disposal is done regularly	Yes/No
(iii)	Drainages system is functioning	Yes/No
(iv)	Washing area provides hygienic environment	Yes/No
(v)	Service counter(s) are adequately clean	Yes/No
(vi)	Utensils are properly cleaned	Yes/No
(vii)	Kitchen staff are in uniform/Service Boys are in uniform and wearing gloves and caps	Yes/No
(viii)	Potable Drinking water arrangements neatly done	Yes/No
(ix)	Utensils washing area is properly maintained	Yes/No
(x)	All items as per Menu provided	Yes/No
(xi)	Serving tables covered with white cloth with coloured frills	Yes/No
(xii)	All items in orderly manner and are in a presentable manner	Yes/No
(xiii)	Finger nails trimmed and clean & bathing daily	Yes/No
(xiv)	Storage area/Refrigerator is clean	Yes/No
(xv)	Fly catcher working satisfactorily	Yes/No



