Phone: 040-244001000, 24449901/02
Fax No: 040-24449379
Email: ccerndestts.hq-ts@nic.in

भारत सरकार, रक्षा मंत्रालय, रक्षा अनुसंधान एवं विकास संगठन
Govt of India, Ministry of Defence, Defence R&D Organisation
मुख्य निर्माण अभियंता (अनुसंधान एवं विकास) सम्पदा दक्षिण, हैदराबाद
Chief Construction Engineer (R&D) Estates South, Hyderabad
चंद्रायनगुट्टा, केशवगिरी पोस्ट, हैदराबाद – 500 005
Chandrayangutta, Kesavagiri Post, Hyderabad – 500 005

REF. NO.: 47968/CCEESTS/HYD/TF-10/2026-27 **11 May 2026**

NOTICE INVITING E-TENDER/ TENDER ENQUIRY

MANAGEMENT SERVICES AT TRANSIT FACILITIES, NAGARJUNASAGAR

Dear Sir(s),

1. On behalf of President of India, e-Tenders are invited for the subject work as per the scope of work and terms & conditions given in the tender enquiry. e-tenders are to be submitted online on the Central Public Procurement Portal web site https://eprocure.gov.in as per the dates mentioned in the tender enquiry. The Scope of Work & Estimated Cost of Tender is attached at **Appendix 'A' & 'F'.**

a)	**Name of Work**	**Management Services at Transit Facilities, Nagarjunasagar**
b)	**Tender Enquiry No.**	**CCEESTS/ENQ/HYD/TF-10/02/2026-27 DATED 11 MAY 2026**
c)	**i) Estimated Cost of Wages**	**₹. 23,76,603.00 (Rupees Twenty Three lakh Seventy Six Thousand Six Hundred and Three Only) (Agency to quote the Overhead & Profit % over this amount) For details refer Appendix-'G' BoQ of tender enquiry**
	ii) Estimated cost put to Tender / NIT Value (including Contractor's Profit, Overheads & all Taxes)	**₹ 34,11,962/- (Rupees Thirty Four lakh Eleven Thousand Nine Hundred and Sixty Two Only) For details refer Appendix-'F' of tender enquiry**
d)	**Type of contract / work order**	Open Tender Enquiry (OTE) amongst the enlisted agencies/ Percentage Rate Tender
e)	**Cost of Tender Documents**	**-NIL-**
f)	**Amount of earnest money**	**Rs. 68,239/-** (i.e., @ 2% of the estimated value of NIT in the form of DD/Bank Guarantee / Bankers Cheque / Insurance Surety Bond Bond/FDR / TDR etc. From the Scheduled bank in favour of "Chief Construction Engineer, CCE (R&D) Estates South, Hyderabad" payable at Hyderabad Copy to be uploaded online in Cover No. 1 and original to be forwarded offline to this office before the due date i.e. before the opening of Technical Bid / Cover No. 1 otherwise the tender will be treated as non-bonafide and will not be opened. The Earnest Money shall not earn any interest.

		Note: A part of earnest money is acceptable in the form of bank guarantee, Insurance Surety Bond. In such cases 50% of earnest money or Rs. 20 Lakhs whichever is less, will have to be deposited in the form prescribed above and balance can be accepted in the form of Bank Guarantee issued by a scheduled bank.
CRITICAL DATES		
g)	**Publishing date and time of tender documents**	**11 May 2026 at 1800 hrs**
	Starting date & time of downloading of tender documents	**11 May 2026 at 1800 hrs**
	Starting date and time of bid submission	**11 May 2026 at 1800 hrs**
	Closing date and time of bid submission	**01 Jun 2026 at 1400 hrs**
	Closing date of submission of hard Copies of Cover-1 (Technical bid including all eligibility criteria documents)	**01 Jun 2026 at 1500 hrs**
h)	**Date and time of opening of technical bid (Cover-1)**	**02 Jun 2026 at 1400 hrs** In case the bidder has any queries regarding his eligibility or otherwise, the same should be got clarified before opening of technical bid**.**
i)	**Date and time of opening of price bid (Cover-2)**	Will be made available online to the eligible bidders after completion of evaluation of Technical Bid.
j)	**Validity of Tender/ Bids**	120 Days from last date of submission of tender.
k)	**Accepting Authority**	**CCE (R&D) Estates South, Hyderabad**
l)	**Next Higher Engineer Authority**	**DCW&E HQ, New Delhi**
m)	**Duration**	**12 (Twelve) Months**
n)	**Procedure for submitting Tender**	(a) The bidder will upload the tender in two covers in ONLINE mode. i) Cover-1 – Technical bid consisting of Eligibility criteria documents as per Table-A to Appendix-'A' (as applicable) ii) Cover-2 – Financial bid/ Price bid. (b) On the due date & time of bid opening of the Cover-1, Technical Bid i.e., 'Eligibility Criteria documents' only will be opened and processed. Notes:- i) Technical Bid documents of COVER-1 to be submitted in HARD COPY in office of Accepting Authority before the prescribed due date and time **i.e., 01 Jun 2026 at 1500 hrs** ii) No documents pertaining to Cover-2 (Price Bid) shall be submitted in hard copy. Bids with hard copy of price bid will be rejected.

2. **Eligibility Criteria :-** All agencies enlisted with DCW&E Enlistment Estate Management and Maintenance (DRDO-2024), New Delhi under **MIF-IV**, **MIF-III & MIF-II** Category are eligible for participation in the tender with the PQ criteria**. Refer Table – A for details of documents to be submitted for eligibility criteria.**

A) PQ Criteria for all agencies enlisted as per para 2 above:-

(a) Qualifying Work: The bidder should have successfully completed similar works during last Seven (7) years ending last day of month previous to the one in which applications are invited

(i) Three similar completed works each costing not less than the amount equal to 40% of estimated cost, i.e., **Rs. 13.64 Lakhs** or above of the estimated cost of **Rs. 34.12 Lakhs**.

OR

(ii) Two similar completed works each costing not less than the amount equal to 50% of estimated cost, i.e., **Rs. 17.06 Lakhs** or above of the estimated cost of **Rs. 34.12 Lakhs**.

OR

(iii) One similar completed works costing not less than the amount equal to 80% of estimated cost, i.e., **Rs. 27.29 Lakhs** or above of the estimated cost of **Rs. 34.12 Lakhs**.

AND

(iv) For meeting eligibility criteria, it is mandatory that at least 01 similar work of value not less than 40% of the estimated cost, i.e., Rs. 13.64 Lakhs or above of the estimated cost of Rs. 34.12 Lakhs should have been successfully completed with some Central Government Department / State Government Department / Central Autonomous Body / State Autonomous Body / Central Public Sector Undertaking / State Public Sector Undertaking / City Development Authority / Municipal Corporation of City formed under any Act by Central / State Government and published in Central / State Gazette, which can either be a part of or other than the work being submitted for Para 2 (a), sub-parts (i), (ii) and (iii).

(b) Definition of Similar works for Management of Institutional Facilities:- Management & Maintenance of Institutional Facilities like; Transit facilities, Guest House, Officers and NGOs Institutes or similar facilities involving Lodging, Boarding & Catering all inclusive services including day to day upkeep and management with requisite professional/trained personnel having good experience in management services**.** For the purpose of eligibility criteria, the work done and gross payments received for the original period of the Job Work Order / Contract shall **ONLY** be considered (Generally **12 months**). Accordingly, extension period, if any, beyond the original PDC of the Job Work Order / Contract and gross amount of the payments received towards the extended period of JWO / CA will not be considered.

(c) Copies of the work order / contract of works meeting eligibility criteria as above (**Refer Annexure – IV)**) with Copies of completion and performance certificate (**Refer Annexure – V)**) as per paras above shall be submitted or else the tender will be rejected. The completion certificate / performance certificate shall invariably contain the duration of the work including extended period, if any, and value of work done (only original work order period will be considered).

(d) Value of executed similar work(s) (for the original job work order / CA period) shall be brought to current costing level by enhancing the actual value of the work at simple rate of 7% per annum, calculated from the date of completion to previous day of last date of submission of bid, which will be applicable for both Eligibility Criteria and Technical Bid Evaluation. Further, in case of Composite / Facility Management Services Contracts, the value of work done against the similar works **only** will be considered.

(e) The works completed with poor performance and / or with levy of compensation for delay in completion shall not be qualified in the Eligibility Criteria**.**

(f) Bids submitted by agencies not fulfilling the above PQ Criteria shall not be considered eligible and shall be rejected. Also, ongoing work value beyond the original PDC of the Job Work Order / CA in any establishment will not be considered for eligibility and Only the work done and gross payments received for the original period of ongoing works shall be considered. NO representation in this regard will be entertained.

B) **Bidding Capacity :-** **Bidding Capacity** (applicable to enlisted bidder in DCW&E) The bidder should possess the bidding capacity as calculated by the specified formula.

Available bid capacity = (A x N x 2) – B, where

A = Maximum value of Civil Works (including Civil Maintenance and Estate Management & Maintenance works) as relevant to works being executed in any one year during the last Seven years (updated at the current price level), taking into account the completed as well as works in progress.

N = Number of years prescribed for completion of the work in question.

B = Value (updated at the current price level) of the existing commitments and ongoing works to be completed in the next 'N' years.

Notes: -

i) The bidding capacity of the bidder obtained from above formula should be equal to or more than the estimated cost of the work put to tender.

ii) In case the tenderer is lowest, the tendered amount will be considered as his workload for the purpose of calculating the bidding capacity in subsequent tenders issued by CCE (R&D) / EMUs. The subsequent tenders will be considered if he meets the bidding capacity criteria.

iii) The bidder shall submit the Bidding Capacity as per the formula above along with supporting documents i.e., copies of LOI / Work Order for all work specified as per formula for bidding capacity.

iv) All bidders must follow the terms and conditions of the ORDER No. P-45021/2/2017-PP (BE-II) dated: 16 Sep 2020, issued by Ministry of Commerce and Industry, Department for Promotion of Industry and Internal trade for apply of bid. The bidder shall also submit the certificate as per the Clause No. 9 of the referred order. (as applicable).

The Bidder shall submit the calculation of bidding capacity and also submit the value of existing commitments and ongoing works to be completed during the period of completion of this work duly certified by the Chartered Account (Form-A).

(Scanned Copy of Documents from original shall be uploaded online and original to be submitted offline before due date of opening of Cover – I (Technical Bid).

Note : - Un-enlisted bidders will not be considered. Uploading of bid doesn't constitute any guarantee for the opening of the Technical / Financial Bid. The opening of bids will be decided by the competent authority based on the fulfilling of eligibility criteria. Accepting officer is the sole authority for the purpose of this tender.

C) **Tenderers are advised to note the following: - Tenderers having following valid documents will be technically qualified and considered for opening of their price bid. Technically qualified parties have no right to claim for award of the work. Department reserves the right to cancel or award the work to any party/tenderers.**

(a) Hard copies of the requisite documents shall be forwarded for Technical evaluation of the bids **within the time as specified in Tender Enquiry** as per Table - A .

(b) In any case, hard copy of **price bids** shall not be submitted, or else, tender bid will be liable for rejection.

(c) EMD as applicable shall be deposited in original copy**.**

(d) Undertaking for Acceptance of Terms and Conditions (Annexure – I to NIT),

(e) Copies of Enlistment letters with DCW&E under 'Rules for Enlistment of Contractors for Estate Management & Maintenance (DRDO); Estate Management Enlistment Rules-2024, in the appropriate category & class.

(f) **Bidding Capacity to be submitted as per Form-'A' duly vetted by CA.**

(g) **FSSAI licence / registration from Food Safety & Standards Authority of India.**

Note:-

i) **Contractors participating in the tender should have FSSAI license / Registration from Food Safety & Standard Authority of India.**

ii) **If the validity of the FSSAI Licence is expired / not valid for the full period of the published tender(s), the L1 contractor will have to submit the same within one month of expiry of certificate, failing which, the contract would be liable for termination.**

iii) **If the FSSAI Licence is not available, the L1 contractor will have to submit the same within a period of three months from the date of commence of the work, failing which, the contract would be liable to termination along with banning / blacklisting of the firm for a minimum period of two years. No payment towards getting the FSSAI Licence / Registration would be made by the department.**

iv) **A self-declaration certificate / undertaking shall be provided by the bidders regarding the FSSAI license, confirming their compliance with the relevant laws and regulations. This certificate / undertaking must state that the bidders will obtain the required FSSAI license within the specified timeframe as mentioned above.**

(Table – 'A')

LIST OF ELIGIBILITY DOCUMENTS TO SUBMITTED

Sl. No.	Description of Documents	Bidders as per Para 2(a) of Appendix-A	Enclosures
1.	Copy of Enlistment letter with DCW&E, New Delhi, in required category & class	√	Copy of Enlistment Letter
2.	FSSAI license / Registration from food safety & standard authority of India * **(If the FSSAI licence is not available, the selected contractor has to submit the same within a period of three months from the date of commencement of the work, undertaking for the same should be attached with tender documents)**	√	**Undertaking on Firm Letter Head**
3.	Undertaking for Accepting terms & conditions of the Tender Enquiry	√	**Annexure-I**
4.	Original demand draft towards Earnest Money	√	Demand Draft / Bank Guarantee / Bankers Cheque / Insurance Surety Bond / FDR / TDR etc.,
5.	**Bidding Capacity to be submitted as per Form-'A' duly vetted by Chartered Account.**	√	**Form-'A'**
6.	Copy of JWO/CA of similar works completed and required to meet eligibility criteria.	√	**Annexure-'IV'**
7.	Performance Certificate of similar works required to meet eligibility criteria.	√	**Annexure-'V'**

3. **Earnest Money Deposit (EMD) :-**

(a) 02% (Two) of the estimated value of Tender specified shall be submitted as EMD in the form of Demand Draft / Bank Guarantee / Bankers Cheque / Insurance Surety Bond / FDR / TDR etc. from the Schedule / Nationalized bank in favour of "***Accepting authority as defined and payable at his office location i.e. CCE (R&D) Estates South, Hyderabad.*** Copy to be uploaded online in Cover No.1 and original to be forwarded offline to this office before the due date i.e., before the opening of Eligibility Criteria & Technical Evaluation Bid (Cover No. 1) otherwise the tender will be treated as non-bonafide and will not be opened**.** A part of earnest money is acceptable in the form of bank guarantee also. In such cases 50% of earnest money or Rs. 20.00 lakhs whichever is less, will have to be deposited in the shape of DD / BC / FDR and balance can be accepted in form of bank guarantee issued by a scheduled bank.

(b) **Forfeiture of Earnest Money**: - If any Bidder withdraws his Tender before the expiry of the validity period of tender, or before the issue of letter of acceptance, whichever is earlier, or makes any modification in the terms and conditions of the Tender which are not acceptable to the department, then the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the Earnest Money absolutely. If contractor fails to furnish the prescribed Security Deposit within the prescribed period, the earnest money is absolutely forfeited to the President automatically without any notice. In case of forfeiture of Earnest Money as prescribed above, the Bidder shall not be allowed to participate in the e-tendering process of the work. **Tender not accompanied with required Earnest Money shall be liable to rejection.**

(c) The Bidder, who does not meet the eligibility criteria, and / or does not qualify in the technical bid, there EMD will be returned after completion of the tender process.

4. **Value of Tender :-** The NIT value is the estimated cost put to tender which includes the wages, statutory payments, GST, other taxes (if any), TPMs, PPEs, Uniforms, Annual Maintenance Charges (Management Services), Stores and Contractor Profits & Overheads (CP&OH). On this value, the EMDs, security deposits etc., shall be calculated. In percentage based BOQ, the cost of BOQ shall exclude the cost of Uniforms & Accessories, Annual Maintenance Charges, Store/Consumables and GST.

5. **Value of Contract :-** The value of work order shall include the quoted price of tender plus stores, value of Diesel / FOL and any other amount excluded from the BOQ but have been included in the tender enquiry as a part of the Estimated Cost Put to Tender (ECPT) / NIT value as above. This has been done to avoid issuance of various amendments during the currency of contract due to changes in Minimum Fair Wages (MFW) rates. However, the payments during the currency of contract shall be made only on actuals as per prevailing MFW and the total payment shall be limited to the value of work order / CA, and amendments, if any. Monthly bills shall be prepared on the basis of prevailing MFWs and other items included in the BOQ. No amendment for the work order shall be issued for change in the rate of MFW, taxes and other statutory payments, if the updated amount remains within the value of the work order. An amendment to the contract shall be issued by the competent authority only in the case when the total amount of bills exceeds the existing work order value. In case of any changes in MFW and other statutory payments, a general information shall be circulated by competent authority for remaining period of works.

6. **GENERAL GUIDELINES :-**

All bids (Technical and Financial) should be uploaded in the Central Public Procurement Portal (e-procurement) (https://eprocure.gov.in) only. No manual price bids will be accepted. Corrigendum and addendum (if any) will be uploaded on Central Public Procurement Portal (e-procurement) (https://eprocure.gov.in). Bidders are advised to visit web page and update themselves. All revisions, clarifications, Corrigendum/addendum are the part of tender documents and bidders are supposed to upload the same, duly digitally signed by the legal owner of the Firm or the person authorised by him to do so as per the guidelines given in the tender enquiry.

7. **Bid Submission at Office of the Accepting Authority :-**

(a) Any agency willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement portal https://eprocure.gov.in.

(b) Bidders to obtain **Digital Signature Certificate,** from the approved service provider of the **National Information's Centre (NIC**) on payment of requisite details and available at the Web Site.

(c) **Bids shall be submitted online on at CPP Portal web site:** https://eprocure.gov.in by the time specified in the tender enquiry**.** Prospective Contractors are advised to start uploading process well in time and not leave it to the last minute as same may take time because of the data involved. If the date of opening of tenders happens to be a public holiday, then the tenders will be opened on next working day at the same time and place. **Manual bids shall not be accepted**. Bidder / Contractors are advised to follow the instructions provided in the **"Instructions to Bidder'** for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at https://eprocure.gov.in before proceeding with the tender.

(d) **Bidders should quote as per the Price Bid format in excel sheet and in the allotted space only. In no case, price Bids shall be submitted in Hard Copy.**

(e) **Submission of Hard Copy Documents: -**

(i) In order to consider e-bids for the subject work, Original EMD must be deposited to the office of CCE (R&D) Estates South, Hyderabad as part of cover I before last date of submission of tenders on CPP Portal, failing which the firm shall be rendered ineligible for the opening of financial bid and the bid considered to be invalid.

(ii) Hard copies of technical bid documents to be submitted before last date of submission of tenders on CPP Portal.

(iii) Undertaking (Annexure – I to NIT),

(iv) Copies of Enlistment letters with DCW&E under Enlistment Estate Management and Maintenance (DRDO-2024), in appropriate category & class.

(v) Bidding Capacity to be submitted as per Form 'A' duly vetted by CA.

(vi) FSSAI **licence / registration from Food Safety & Standards Authority of India.**

(vii) The hard copy of eligibility criteria for technical bid shall be submitted in one sealed envelope Cover – I. **Original EMD received after the prescribed time and date as set out in the Tender Notice or subsequent extensions, if any, notified by the office will not be accepted. The envelope and the covering letter accompanying the tender document (including all the documents), duly signed on each page with seal by the authorized representative of the bidder, should be enclosed in a bigger envelope, which shall be superscribed with the name of subject work as mentioned, Tender ID No. & date and the last date of submission and should reach the following address on or before the expiry of the prescribed time limit:-**

CCE (R&D) Estates South,
Chandrayangutta,
Kesavagiri Post,
HYDERABAD - 500 005

(viii) **The office of Accepting Authority takes no responsibility for delay, loss or non-receipt of the bid / documents sent by post / courier. EMD sent through Fax or Email shall not be accepted.**

8. **Expenses for Tender Preparation :-** For the preparation and submission of tender, bidder shall Not be entitled to any cost expenses or other claims whether the tender is accepted, or rejected or invitation to tender withdrawn or cancelled.

9. **Incomplete Tenders :** The scope of work, terms and conditions and other details have been specified in the tender documents. Bidder shall prepare and submit his tender keeping in mind the completeness of works indicated in the tender documents. Any tender Not quoting for the complete work as per tender documents or is otherwise incomplete or is Not in compliance with the tender documents shall be liable to rejection.

10. **Tenderer Not to Resile :-**

(a) Bidder shall not resile from this technical, commercial and price offer. Should the bidder resile from his tender in any manner whatsoever the tender submitted by him shall be liable to rejection. Bidder shall be allowed to revise his offer only if specifically, so requested by the tender inviting authority.

(b) If any discrepancy is noticed between the Eligibility documents as uploaded at the time of submission of Bid and hard copies as submitted physically in the office of Tender Inviting Authority by due date and time, the evaluation will be done on the basis of uploaded documents only. However, if any requisite document is not found in hard copy, the same may be referred from the uploaded document in the Portal.

(c) Clarifications, if any required to be sought on the submitted documents may be obtained through email or through portal regarding eligibility of agencies.

(d) Bidder / Bidders should submit / upload in the Portal, the entire Tender Enquiry document, digitally signed along with all corrigendum / addendums, if any published later on, as it is downloaded from the Portal, as a token of acceptance, in the appropriate given cover only.

(e) Tender document in which the Tender is submitted by a Bidder shall become the property of the Employer and the Employer shall have no obligation to return the same to the Bidder.

11. **Details of Works and Site Inspection / Clarifications**: Agencies are required to clearly understand the scope of work, location and details of manpower to be positioned and nature of duty, etc., before participating in the tender. Agencies are advised to inspect at their own option the site of work and acquaint themselves with the working conditions including constraints and collect all necessary information for carrying out the work. The works are to be executed at **Nagarjunasagar**. And police verification has to be obtained for all persons deployed under the contract prior to physical deployment at the site.

(a) **Bidders are advised to visit the site and understand the site conditions and security restrictions and requirements for the manpower to be engaged for the work** and acquaint themselves with the working conditions including constraints, if any, and collect all necessary information for estimating the exact quantum/ nature of work involved for carrying out the work satisfactorily before quoting their rates. The bidders shall submit their intention in writing along with Nos of persons, their details and proposed dates of visit (minimum two such dates to be given). It is intimated that organising such site visit by the bidders may take a few days for the department. The bidders may contact the tender issuing authority, whose contact details; e-mail, address and contact numbers are given below for any clarifications:

For Site Visit	Clarification regarding tender
Name: P. Vinod Kumar Estate Manager, EMU (R&D), Hyderabad Phone Office: 040-24340655/24584895 Mobile - (9908354084) Email id - emudrdhd@gmail.com	Name: R. Dhinakar , TO'C'. Phone -: 040-24401032 Office : 040-2449901/02 Email id: ccerndestts.hq-ts@nic.in

12. **Modification and Withdrawal of Bids.** A bidder may modify or withdraw his bid online till deadline prescribed for submission of bids. **Withdrawal of a bid after last date of submission and physical receipt of the EMD will call of forfeiture of the EMD as per respective clauses.**

13. **No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the Office of Chief Construction Engineer (R&D) Estates South, Hyderabad, in respect of any previous work will be entertained.**

14. Bidder shall not be permitted to withdraw his offer (L-1) or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bank guarantee / demand draft will be forfeited and bidder may be declared as defaulter and liable for black listing / ban.

15. **Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-Tender correction may invoke summary rejection with forfeiture of EMD. Conditional Tenders will be rejected.**

16. Bidders may note that they are liable to be disqualified at any time during tendering process in case any of the information furnished by them is not found to be true. EMD of such bidder shall be forfeited. The decision of **Chief Construction Engineer (R&D) Estates South, Hyderabad,** in this regard shall be final and binding.

17. All entries in the tender forms / annexures should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. Minor correction, if any, made in the form will be allowed only if the same is endorsed by the bidder with his signature.

18. No modification or substitution of the submitted bids shall be allowed. The Office of Accepting Authority reserves the right to retain bids once submitted. It is clarified that bids once submitted will not be returned to the bidder.

19. A bid (Price bid) submitted without the cost and incomplete or conditional bids shall also be not considered and will be out rightly rejected in the very first instance.

20. **If any bidder is found to have business or family relationship with any employee DCW&E (CCE's / EMUs included), his bid will be rejected. A declaration to this effect shall be provided by the bidder along with Prequalification Bid.**

21. The Bids shall be opened on the Central Procurement Portal (e-procurement) on the scheduled date and time as specified. No separate intimation shall be sent to bidders for the same.

22. **Validity of Offer:** The validity of the offer shall be **120 days** from the last date of submission of bid. If any bidder withdraws his tender within the validity period or makes any modifications in terms and conditions of the tender and / or rates after submission of tender does not start the work within stipulated period from the date of issue of letter of acceptance, then Chief Construction Engineer (R&D) Estates South, Hyderabad, shall without prejudice to any other right or remedy, be at liberty to forfeit the earnest money deposited (EMD) by the bidder. In case of forfeiture of EMD, the bidder shall be debarred from bidding in case of re-invitation of the tenders.
Note: The L-1 tenderer is bound to accept the tender and execute / perform the work as envisaged in the tender documents. In case of unwillingness to perform / execute the work or withdraws his L-1 offer due to any reason including incorrect / wrong quoting, the firm will be debarred/ban to participate in any future tender for a minimum duration of one year or period as decided by accepting authority.

23. **Period of Completion** :- The entire work under this contract / Job Work Order is to be completed within **12 (Twelve) Months** from the date of commencement as given in Contract Agreement / Job Work Order, which is further extendable for a desired period with mutual agreement between bidder and Accepting Authority as per existing terms and conditions.

24. **Amount to be quoted & acceptance of tender :-**

(a) The bidder shall quote only contractor's profit and over heads (in percentage) over the **Minimum Wages (BOQ Item No.1)** of tender or in item rates form as mentioned in percentage **BOQ (Appx. F)** uploaded in excel format. Any other obligatory charges which are not considered in estimated cost of tender to be considered by bidder in the percentage quoted.

(b) **The bidder shall quote more than or equal to 5.00 % (minimum) Percent Charges over Minimum Wages (BOQ Item No.1) of tender for Service Charges / Contractor Profits and Overheads and any other charges for satisfactory execution of work as per the scope of work and term and conditions. If a bidder / firm quotes "Less than 5.00%" charges / consideration, the bid shall be treated as unresponsive and will not be considered for acceptance. (Approved Minimum Services Charges for the procurement of manpower outsourcing services as per Govt. of India, Ministry of Finance, and Office Memorandum No. F.6/1/2023-PPD dated 06 Jan 2023 and DCW&E Letter No. DCWE/14/K-32997/Operative Guidelines/2025-26, dated 21 May 2025). No representation in this regard will be entertained.**

(c) **The contractors shall deploy adequately trained personnel meeting minimum qualification criteria. Efforts should be made to train the existing staff to the fullest extent possible and retain them post-training. However, if any contractual staff are found to be unsuitable despite receiving appropriate training, they should be gradually phased out and replaced with newly recruited personnel who have undergone proper training prior to deployment. The Contractor(s) should establish contact with the reputed training institutes in consultation with CCEs / EMUs in their respective locations to explore various training options for the contractual staff. Formal training to the hired staff for continuous learning and improvement with evaluation from these reputed institutes will be arranged on periodic and regular basis by the contractor, the payment for which has to be made by the contractor(s) out of service charges being paid to them towards contractor's profit & overheads and the department will not be responsible towards any such payments.**

Note : - ***Please note that the minimum service charges @ 5.00% {para 24 (b)} over the Minimum Fair Wages approved by the competent authority includes payment to be made by the contractor towards (i) FSSAI Certificate / Registration, (ii) Training of the contractual staff as enumerated above in para 2(D) and (iii) Insurance Cover (Workmen I Employee Compensation Insurance Policy and Group Mediclaim Insurance) as enumerated below in para {30 (c), sub-parts A&B of Terms & conditions)} for the contractual employees not covered under ESI (wages more than Rs. 21,000/- per month).***

(d) In the Bill of Quantities (BOQ), while quoting, the bidders shall select the 'Excess (+)' balloon and after entering their quoted percentage value ensure that the value in the "Total Amount" column is increased from the estimated value of the tender. Entry up to ONLY two decimal points in the quoted percentage is desirable & restricted as the lower percentage value is automatically rounded off to two decimal points in display by the system while preparation of CST. In case of any discrepancy between the displayed values of "Quoted Percentage" and "Quoted Rate" in the CST prepared by the system, the value of quoted percentage, as displayed in the excel sheet uploaded by the bidders will be treated as final and binding.

(e) Any variation in the minimum wages notified by Chief Labour Commissioner (C), Government of India, Ministry of Labour & Employment New Delhi will be implemented and shall be claimed by addition/ deduction as part of same monthly bill itself along with GST as applicable. Any change in GST and other obligatory charges from the estimated value, will be paid / deducted accordingly. However, no reimbursement will be admissible for Professional Tax.

(f) In case, the quoted amount of two or more tenderers are 5.00 % then L1 will be decided by draw lots by a nominated Board of Officers formed by CCE (R&D) Estates South, Hyderabad. The tenderers or their authorised representatives to attend the opening. The date and time of which will be communicated through e-mail.

(g) In case, the quoted amount of two or more tenderers are more than 5.00 % and also the lowest, then L1 decided after obtaining revised offer in sealed covers from such tenderers by the Board of Officers. The revised offer shall not be more than the original quoted more than the original quoted amount. Further, the revised offer any tenderer should not be less than 5.00 % as per **Para 24 (b)** above, in such case the quoted of tenderer will become null and void and will be rejected.

(h) If in the above case, it is found by the board of officers that the amount as per the revised officer is again equal, then the lowest tender will be decided by draw of lots by the same board of officers. The tenderer or their authorised representatives may attend the opening, the date and time of which will be communicated through e-mail.

25. **Financial Commitment :-** This Tender Enquiry is being issued with no financial commitment and the Accepting Authority reserves the right to change or vary any part thereof at any stage including withdrawal of the Tender Enquiry, if it becomes necessary at any stage. Bidders fulfilling eligibility criteria specified in the bid shall be shortlisted for opening the financial /price bid.

26. The work will be executed in accordance with the provisions of this Tender Enquiry and relevant clauses of "**General Conditions of Contract (GCC-2023) as applicable to R&D Construction Establishment (RDCE WP-2024)", Terms & Conditions (Appendix-'B')** & **"Special Conditions of Contact"** (**Appendix-'C')** respectively. In case of any ambiguity, the terms and conditions **(Appendix-'B')** will take precedence over other conditions. CCE (R&D) Estates South, Hyderabad reserves the right to amend / cancel or modify any terms / conditions of contract, partially / fully during the currency of the contract due to any reason.

27. **Clarifications / Interpretations :-** The bidder shall carefully study the complete quotation/ tender documents and other connected documents including general and special conditions etc. and completely acquaint themselves with all documents and their contents therein. Clarifications required, if any shall be obtained from the Department before submitting the bid, so as to avoid misinterpretation of facts by the contractor. Ambiguity, if any, shall be got clarified from the Chief Construction Engineer, Accepting Authority, well in advance. In case of any query / clarification, the same may please be got clarified well before quoting for the tender. No presumption/ assumption / misinterpretation shall be accepted if contrary to the tender condition. **No representation/ explanation will be entertained in this regard at later stage. Bidders are advised to seek clarifications if required, well before submission of the bid.**

Please note that conditional quotations will be rejected, and no representation will be entertained. The decision of the Chief Construction Engineer (R&D) Estates South, Hyderabad, Accepting Authority will be final and binding in this regard.

28. **Accepting Authority**, shall have the right to amend, delete / add to the various provisions in the Tender documents or withdraw / cancel the invitation to tender without assigning any reason. The amendments / errata issued by the **Accepting Authority**, shall

be read carefully in conjunction with the Tender documents and shall be submitted along with Tender documents as a part thereof. The contract price / rate / amount shall be deemed to have been worked out considering amendment / errata also.

29. **Acceptance of Tender by Accepting Authority :-** Accepting Authority shall Not be bound to accept the lowest or any tender or to assign reasons for Non acceptance of any Tender. Accepting Authority also reserves the right to accept a tender either in whole or in part. Breakup of prices/ items rates shall be binding on the bidder even in the case of acceptance of a tender in part.

(R. Dhinakar)
Technical Officer 'C'
for CCE (R&D) Estates South

Enclosure:

1.	**Appendix-'A'**	-	Scope of Work
2.	**Appendix-'B'**	-	Terms & Conditions
3.	**Appendix-'C'**	-	Special Conditions of Contract for Management of Institutional Facilities
4.	**Appendix-'D'**	-	Employee Profile Form
5.	**Appendix-'E'**	-	List of Minimum Channels that are to be provided in the DTH / Cable Connections in Transit Facilities
6.	**Appendix-'F'**	-	Scope of Work & Wages Estimated Cost put of Tender
7.	**Appendix-'G'**	-	BOQ
8.	**Annexure-I'**	**-**	Undertaking for Acceptance of Terms & Conditions
9.	**Annexure-'II'**	**-**	Format of BG
10.	**Annexure-'III'**	**-**	Format For Agreement
11.	**Annexure-'IV'**	**-**	Copy of JWO/CA of similar works completed and required to meet eligibility criteria.
12.	**Annexure-'V'**	**-**	Performance Certificate of similar works required to meet eligibility criteria.
13.	**Form-'A'**	**-**	Bidding Capacity

Copy to:-

Sl. No	Office Name	Fax No	Gov Mail ID
1.	Director (CW&E), New Delhi	011-23011547	dcwe-works1 @gov.in
2.	CCE (R&D) North, Delhi	011-26767225)	ccernd.north@gov.in
3.	CCE (R&D) Central, Delhi	011-26152757)	ccerndcentral1-drdo@gov.in
4.	CCE (R&D) Delhi, Delhi	011-23814902	admin.ccedelhi@gov.in
5.	CCE (R&D) West, Pune	020-25865061	ccewest-drdo@gov.in
6.	CCE (R&D) East, Kolkata	033-22420170	ccekolkata.estates@gov.in
7.	CCE (R&D) Estates North, Chandigarh	0172-2651100	cceestn.estates@gov.in
8.	CCE (R&D) South, Secunderabad	040-27751405	ccernds.drdo@nic.in
9.	CCE (R&D) Special Maintenance, Nagpur	040-27751405	ccerndestts.hq-ts@nic.in
10.	EMU (R&D), Bangalore	080-25348127	emurnd.blr-drdo@gov.in
11.	EMU (R&D), Balasore	06782-272149	emu.chp@nic.in
12.	EMU (R&D), Chandigar	0172-2639038	emurnd.chd@gov.in
13.	EMU (R&D), Chennai	044-26375919	emu-chennai@gov.in
14.	EMU (R&D), Delhi	011-23960738	emurnd.delhi@gov.in
15.	EMU (R&D), Dehradun	0135-2780379	emu.deal@gov.in
16.	EMU (R&D), DRDO Bhawan, New Delhi	011-23007934	emu.hqr@gov.in
17.	EMU (R&D), Hyderabad	040-24346246	emurnd.hyd-drdo@gov.in
18.	EMU (R&D), Jagdalpur	07782-227167	emujpr-drdo@gov.in
19.	EMU (R&D), Nagpur	0712-2520286	emudrdongp@gmail.com
20.	EMU (R&D), Nasik	0255-7279001	emu-nasik-drdo@gov.in
21.	EMU (R&D), Pune	020-25865105	emupune-drdo@gov.in
22.	EMU (R&D), Tezpur	03712-258534	emu.tezpur@gov.in
23.	CCE (R&D) Estatess South, Hyderabad	For display on Notice Board	

ANNEXURE – I

UNDERTAKING
(To be given on company letter head)

To,
The Chief Construction Engineer (R&D) Estates South
Kesvagiri P.O., Chandrayanagutta, Hyderabad-500 005

Subject: **ACCEPTANCE OF TERMS & CONDITIONS OF TENDER.**

Tender Reference No: _____

Name of Tender/Work : _____

Dear Sir,

I/ We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender/ Work' from the CPP Portal of www.eprocure.gov.in.

2. I/We have read and understood the provisions contained in the tender enquiry before submission of this tender and I/we agree that I/we shall abide by the terms and conditions. I/We have seen the corrigendum(s) issued from time-to-time by your department/ organisation and have taken the same into consideration while submitting this undertaking. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s)/ corrigendum(s) in its totality/entirety.

3. This is to certify that I/we, before signing this affidavit, have read and fully understood all the terms and conditions including Special Terms and Conditions contained therein and undertake to abide by the said terms and conditions.

4. I/We have obtained a copy of the General Conditions of Contract and understood the provisions contained therein before submission of this tender and I/we agree that I/we shall abide by the terms and conditions thereof as amended, if any, elsewhere in these tender documents.

5. I am the legal entity to sign and submit bid documents and have signed the bid security declaration form and will abide the same.

6. Details of the firm are given under: -

1.	Name of the Tenderer / Company (i.e., Sole Proprietor or Partnership firm or a Company	
2.	Type of Organization (whether public Limited / Private Limited / partnership/ Sole proprietorship) as per attached Proof	
3.	Date of Registration No. of years in Operation	
4.	Registered Address	

5.	Operational Address if different from above	
6.	Telephone No. Mobile No. Email id	
7.	PAN of Tenderer / Concerned (Self attested copy should be attached)	
8.	GST registration certificate (Self attested copy should be attached)	
9.	EPF & ESI Registration certificate No. (self-attested copy should be enclosed)	
10.	Name of Proprietor / Partners/ Directors of the company/ Firm	
11.	Any other additional information (optional)	

7. I/ we certify that all information furnished by our firm is true & correct and in the event that the information is found to be false/ incorrect/ untrue, then your department/ organization shall summarily reject the bid or terminate the contract without giving any notice or reason thereof and without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

ACCEPTED BY

Date: -

Signature of
Contractor or his Authorized Rep

ANNEXURE-II

FORMAT OF BG (Format FOR BANK GUARANTEE) FOR EARNEST MONEY DEPOSIT

This deed of guarantee made on …….. day of ……. Two Thousand _____ between (Name of Banker) having its Registered office at. _____

(hereinafter referred to as the Surety) and President of India acting by and through ***Chief Construction Engineer (R&D) Estates South, Chandrayangutta, Kesavagiri Post, Hyderabad - 500 005*** (herein after referred to as the "OWNER").

WHERE AS M/s……(Contractor's name) hereinafter referred to as "CONTRACTOR" having their registered office at ……is bound to deposit with the owner by way of Earnest money Rs……. (Rs……. only) in connection with their tender for ……..(name of work) with reference to "OWNER" tender enquiry No……dated ……. as per specifications and terms and conditions enclosed therein. Whereas the contractor as per clause No. 10 of invitation to tender has agreed to furnish a Bank Guarantee valid up to ……. (date) instead of deposit of earnest money.

NOW THIS WITNESS

That the surety in consideration of the above Tender made by the CONTRACTOR to the OWNER hereby undertakes to guarantee payment on demand to the owner of the said amount of Rs……. which the contractor is bound to deposit with the OWNER by way of earnest money in connection with his tender.

Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to Rs……. (Rupees …… only). The guarantee shall remain in force and affective up to and shall expire ……and become ineffective on intimation there-of being given to the surety by the owner in which event this guarantee shall stand discharged.

This guarantee shall Not be affected by any change in the constitution of the OWNER, CONTRACTOR or the surety.

The OWNER shall be eligible to make any claim under this guarantee only if the contractor submitting the tender resales from the offer or modify the terms and conditions thereof in a manner Not acceptable to the OWNER or fail to sign the contract and deposit initial security deposit within 10 (Ten) days after the OWNER has advised the contractor the acceptance for (name of work) on mutually agreed terms and conditions. The OWNER's decision in this regard shall be final and binding.

The surety cannot revoke this guarantee during its currency except by the previous consent of the OWNER in writing.

Notwithstanding anything contained hereinabove unless a demand or claim under this guarantee is made on the surety in writing on or before the surety shall be discharged from all liabilities under this guarantee thereafter.

for and on behalf of
(Banker's Name)

Annexure -'III'

FORMAT FOR AGREEMENT

This AGREEMENT made and entered into this _____ day of _____Two Thousand _____ between the President of India acting by and through ***Chief Construction Engineer (R&D) Estates South, Chandrayangutta, Kesavagiri Post, Hyderabad – 500 005*** hereinafter referred to as the "OWNER" (which expression shall, unless excluded by or repugnant to the context or the meaning thereof, be deemed to include its successors and assigns) of ONE PART.

AND

M/s._____ having their registered office and principal place of business at _____ hereinafter referred to as the "CONTRACTOR" (which expression shall unless excluded by or repugnant to the context or the meaning thereof, be deemed to include its successors and assigns) of the OTHER PART.

WITNESSETH THAT

WHEREAS, the OWNER invited the CONTRACTOR to submit tender for _____

_____

AND

WHEREAS, the CONTRACTORS submitted their tenders to the OWNER for execution of the work in accordance with the tender documents including technical specifications, schedule of items and tender drawings vide his letters _____

AND

WHEREAS, the OWNER has accepted the tender submitted by the CONTRACTOR for the execution of the aforesaid work with reference to letter No._____ _____

AND

WHEREAS, the CONTRACTOR has agreed to execute the aforesaid work on the terms and conditions as stated in tender documents & general conditions of contract and has also agreed to submit to the OWNER initial security deposit required to be paid on the date of signing of the agreement, in accordance with the Tender.

NOW, THEREFORE, in consideration of the foregoing promises and mutual covenants herein contained, the parties hereby agree to fulfil the obligations stated in the tender documents along with contractors offer.

IN WITNESS

WHEREOFTHE **Chief Construction Engineer (R&D) Estates South, Chandrayangutta, Kesavagiri Post, Hyderabad – 500 005**, has set his hand for & on behalf of PRESIDENT OF INDIA.

AND

Sh. _____ duly authorised representative of the CONTRACTOR for and on behalf of M/s._____ has affixed his signature and the seal of the said company in accordance with Articles of Association.

Signed and delivered by

Signed and delivered by

For and on behalf of

CCE (R&D) Estates South

M/s _____

Accepting Officer
For and on behalf of PRESIDENT OF INDIA

Witness

1.

1.

Annexure–'IV'

DETAILS OF SIMILAR WORKS FOR PREQUALIFICATION CRITERIA

The tenderer shall support this form by adequate documentary evidence in the form of certified copies of work orders and completion certificates. Each project should be supported with performance certificate as per **Annexure – 'VI**' and certified by the Owner not below the rank of Executive Engineer or equivalent/Client for whom contractor executed the work.
Details of all similar works completed during last seven years ending last day of month previous to the one in which tenders are invited:

Ser No.	Particulars	Work-I	Work-II	Work-III
1.	Name of Work / Project & Location			
2.	Contract price as ordered (Rs.)			
3.	Actual Completion Cost (Rs.)			
4.	Date of award			
5.	Stipulated Date of Completion			
6.	Actual date of Completion			
7.	Extension of time (if any) granted with or without levy of compensation			
8.	Whether the proof of TDS by the owner attached. (Yes or No)			
9.	Performance certificate as per Annexure III(A) enclosed (Yes or No)			
10.	Details of the works under which contractor is seeking prequalification			
11.	Litigation / Arbitration Cases pending / in progress with details *			
12.	Employer's / Owner's Name			
13.	Employer's Address: Telephone / Fax Number:			
14.	Name and address / telephone no. E-mail address: of officer (Employer's / Owner's) to whom reference to be made (if required)			
15.	Remarks			

* Indicate gross amount claimed and amount awarded by the Arbitrator

Signature of Bidder(s)

ANNEXURE –'V'

PROFORMA FOR PERFORMANCE CERTIFICATE

Name & Address of the Client :

Details of Works executed by :

1	Name of work with brief particulars incl. location	
2	Agreement No. and date	
3	Agreement amount (Rs. In Lakhs)	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of work completed and paid (Rs. In Lakhs)	
9	Name of address of the authority under whom works executed	
10	Whether the contractor employed qualified supervisor/staff during execution of work	Yes/No
11	i) Quality of work (indicate grading)	Outstanding / Very Good / Good / Satisfactory/ Poor
	ii) Amt. of work paid on reduced rates. If any	Yes/No
12	i) Did the contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13	Comments on the capabilities of the contractor	
	a) Technical proficiency	Outstanding / Very Good / Good / Satisfactory/ Poor
	b) Financial soundness	Outstanding / Very Good / Good / Satisfactory/ Poor
	c) Mobilization of manpower	Outstanding / Very Good / Good / Satisfactory/ Poor
	d) Mobilization of T&P	Outstanding / Very Good / Good / Satisfactory/ Poor
	e) General behaviour	Outstanding / Very Good / Good / Satisfactory/ Poor
	f) Over all grading	Outstanding / Very Good / Good / Satisfactory/ Poor

Signature of the Accepting Authority/ Authorized Signatory

Form - 'A'

Calculation of Bidding Capacity
Details of Existing Commitments and On-going works

Name of the Firm / Bidder : _____
Name of Work : **_____**
Bidding capacity of vendors will be calculated during the technical evaluation of each bid as per the given below formula / procedure.
The bidding capacity shall be worked out by the following formula :-

The bidder should possess the bidding capacity as calculated by the specified formula.

Available bid capacity = (A x N x 2)-B, where

A = Maximum value of Civil Works (including Civil Maintenance and Estate Management & Maintenance works) as relevant to works being executed in any one year during the last Seven years (updated at the current price level), taking into account the completed as well as works in progress
N = Number of years prescribed for completion of the work for which bid has been invited.
When the value of N is less than 0.50 years then for calculation purpose minimum value of N shall be taken as 0.50.
B = Value of existing commitments and ongoing works to be completed during the period of completion of work for which bid have been invited, the amount of works which are stuck up due to local body clearance, environmental clearance, court decisions etc., shall not be considered for calculation of B. NIT approving authority may take a final decision on other justified reasons.

Sl. No.	**Name of work / Projects & Location**	**Owner or sponsoring organizations**	**Contract value in Crores of rupees**	**Date of commencement as per contract**	**Stipulated date of completion**	**Up to date percentage progress of work**	**Remaining work in percentage (100-column 7)**	**Existing commitment (column 4 x column 8 /100)**	**Name and address / telephone number of officer to whom reference may be made**	**Remarks**
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(10)

Total (B) = Rs._____
Maximum Turnover in last seven years = Rs. _____
Updated value of turnover (A) = Rs. _____
No. Of years (N) = Rs. _____
Bidding capacity = {[AxNx2] – B}
Certificate:- I certify that all]the awarded and ongoing work have been included in the above list.

Signature (S) of BIDDER (S)
(WITH STAMP)

Net worth for the Financial Year 2024-2025 is (Rs. In Figure_____)

..... Signature, Name and designation of Authorised Signatory For and on behalf of **.....** (Name of the Applicant)	**.....** Name of the Statuary Auditor's Firm/Chartered Account : _____ Signature :- _____ Seal of the Audit / Chartered Accountant Firm: Name of Signatory (in Capital): _____ Membership No. : _____ Firm Regn No. : _____

Note:- All information sought w.r.t. firm / Chartered Accountant is mandatory.

APPENDIX-'A'

Name of work:- MANAGEMENT SERVICES AT TRANSIT FACILIES, NAGARJUNASAGAR

SCOPE OF WORK

Scope of work under this contract includes **"Management Services at Transit Facilies, Nagarjunasagar"** by engaging the following manpower & items/ materials as given under the scope of work & terms and conditions of the tender enquiry:-

Sl. No	Description/Category	Skill Level	A/U	Qty
1	Manager /Supervisor	Highly Skilled	No	1
2	Receptionist	Skilled	No	0
3	Special Cook/Chef	Highly Skilled	No	0
4	Cook	Skilled	No	2
5	Head Waiter	Skilled	No	0
6	Waiters	Semi Skilled	No	2
7	Masalchi	Un Skilled	No	1
8	Helper/Safaiwala	Un Skilled	No	1
9	Room Bearer/ Room Boy	Un Skilled	No	2
10	Dhobi	Un Skilled	No	0
			Total	**9**
11	Day to Day Cleaning of the Transit Facility **(Refer Special Conditions of Management Services Appendix–'C'**			
12	**Uniform and Accessories: Uniforms (02 sets for each) including shoes for all TF Staff per annum (including winter clothing wherever applicable) @ Rs 4000/12months X Total No of TFs staff.** Annual Maintenance Charges: Provision for daily newspapers, weeklies, fortnightly magazines + hygiene Chemicals, Internal Flower Plant arrangements, washing materials for napkins, bath towels, hand towels, bed sheets and other small items etc. including replacement of small breakable tableware like glass tumblers, bowls etc.			
13	**Duration of Work**	**12 (Twelve) Months**		

APPENDIX-'B'

TERMS & CONDITIONS

(TO BE READ IN CONJUCTION WITH GCC-2023, AS A SPECIFIC SEPARATE GCC FOR MAINTENANCE WORKS HAS NOT BEEN FORMULATED)

MANPOWER
EMPLOYEES AND STAFF

1. The contract shall supply manpower for the services required as per the Tender documents from the date as mentioned in the Letter of Intent / Job Work Order / Contract Agreement and shall continue till one year / specified time period unless it is curtailed or terminated by the Office of Accepting Authority or a person authorized by him owing to deficiency of services, sub-standard quality of skilled and unskilled manpower deployed, breach of contract, reduction or cessation of the requirements etc. This contract may be renewed for a further period of one year on the terms and conditions mentioned in the tender document and the contract agreement. The Service Provider must have valid registration from the concerned Govt. Authorities, i.e., Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of all the registration should be submitted.

2. **Continuation of manpower as per GeM guidelines** (Deployment of Existing working / deployed resources): The existing working / deployed resources having job satisfactory certificate, will be continued by the successful service provider under the new Contract also - subject to the terms and conditions of the new contract concluded on the basis of the bid.

3. The contractor shall employ persons of good moral character and repute. The persons employed shall have the desired professional qualifications, experience and competency in the specified field / area of work to perform the entrusted duties properly. The personal Bio-data of all persons employed shall be submitted to this office on assumption of contract along with the complete details of their qualifications, ESI, EPF, Bank Account and other relevant key information. Copies of Aadhar Card along with EPF / ESI Enrolment Nos / E-Pehchan card of Individuals shall also be submitted along with other details.

4. The duly filled **Employee Profile Form** as per proforma given in **Appendix-'D'** must be submitted by the contractor for all the personnel employed for the purpose. The contractor shall also obtain the verification of the character antecedent of the personnel employed by him through the commissioner of police / competent civil authority / Police station by paying the prescribed fee from the place of origin of the individuals or from the concerned Dept. of respective state Govt. The verification forms from the concerned authority shall be submitted to the concerned Estate Management Unit (R&D) / Project Manager under whom the area of Operation & Maintenance falls, under intimation to this office, within one month from the date of issue of the work order. The Contractor shall be personally responsible for the conduct of his employees throughout the duration of this work order. In case the contractor fails to submit the verified form of the employees within the prescribed period, a notice to that effect shall be issued to the contractor by the Engineer-in-Charge or Accepting Authority / his authorized Representative, to submit the forms within 30 days. In the meantime, the contractor shall submit an undertaking that he will be responsible for the conduct of the staff employed by him, personally till submission of the above forms by the revised due date. Even after the above notice period, if the verification forms are not submitted, the services of the un-verified staff shall be terminated and they be

marked as absent till suitably verified relief is provided by the contractor and the contract shall be liable for termination. No representation will be entertained in this regard and the decision of the CCE (R&D) Estates South, Hyderabad, shall be final and binding.

5. All employees employed by the agency shall be in the age group defined as per labour laws with good health and sound mind. The employees of the agency shall be liable to security screening by the Security Staff/ Agencies.

6. The persons deployed should be polite, cordial, and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Office of Accepting Authority. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed. The persons deployed by the Service Provider should have good police records and no criminal case should be pending against them.

7. For all intents and purpose, the persons deployed by the Service Provider for execution of the contract shall be the employees of the service provider. The Service Provider shall be the "Employer" within the meaning of different Rules & Acts of different Labour Legislations in respect of the manpower employed and deployed in this Department. The persons deployed by the Service Provider for execution of the contract shall be the employees of the service provider & the persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship **with Accepting Authority** either implicitly or explicitly. The persons deployed by the agency in the Office of Accepting Authority shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the competent authority of the Office of Accepting Authority.

8. The entire financial liability in respect of Manpower Services deployed in the service contract shall rest with the respective Service Provider and the Office of Accepting Authority will in no way be liable. It will be the responsibility of the Service Provider agency to pay to the person deployed a sum not less than minimum wage fixed and adduce such evidence as may be required by the Office of Accepting Authority in that behalf.

9. The persons so deployed shall be under the overall control & supervision of the service provider, who shall be liable for payment of their wages etc. and all other dues within the stipulated time, which the service provider is liable to follow the various labour resolution and other statutory provision. No additional payment shall be released for labour / conveyance, transportation, etc. Decision of the Office of Accepting Authority in this matter shall be final and binding on the contractor. Office of Accepting Authority shall not be a part of any such liability.

10. The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/ confirmed employees of the Office of Accepting Authority during the currency or after expiry of the contract.

11. The Service Provider shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The Office of Accepting Authority shall, in no way, be responsible for settlement of such issues whatsoever. \

12. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service provider shall not be entitled to and will have no claim for any absorption nor for absorption nor for any relaxation for absorption in the regular otherwise capacity in the Office of Accepting Authority. **Undertaking from the person deployed to this effect shall be required to be submitted by the Service Provider**.

13. All personnel will be treated as contractor's employees for all purposes and the Accepting Authority shall have no liability in any respect. The Accepting Authority / his authorized representative will not be responsible for any injury or loss of limb or loss of life of any of the contractor's employees that may take place while on duty. Any compensation or expenditure towards treatment for such injury or loss of limb or loss of life shall be the sole responsibility of the contractor. Legal cases, if any, shall also be dealt by the contractor and the department has no liability in this regard.

14. **No permanent / temporary employment by Department shall be demanded by any person employed by the contractor at any stage as they are contractor's employees for all purposes. Such demands will not be entertained at any cost. Contractor shall be solely responsible to deal with such cases including legal cases, if any, arise in those circumstances.** The Contractors' personnel are not entitled for any facility / amenities that are extended to the employees of the Laboratories / Establishments. The contractor should provide the authorized amenities to their employees as per rules at his own cost.

15. **Identity Cards :-** Identity Cards for the contractor's employees will be issued by the contractor or his authorized representative. In case any employee is proceeding on long leave or suspended / dismissed from service or leaves the job, identity cards in respect of such employee, must be withdrawn and taken back by the contractor and / or by his authorised representatives so as to avoid misuse. All the entry passes shall be surrendered when they are no more required or on completion of the contract period. In case the employees of the contractor have to work in restricted areas, the contract manager / contract supervisor / his authorized representative shall arrange to make entry of all employees at respective gates and collect tokens issued by the security office and then issue them to the labourers. Such tokens shall be accounted for and shall be returned back to the issuing authority at the end of the day as per procedure. The contractor will be solely responsible for such action. Verification documents may also be required to be submitted to the security sections of the Laboratories / Establishments as and when demanded by them to facilitate smooth entry for provision of various services. Persons provided as relief to the existing employees shall also be security verified as above and no persons will be employed without verification.

16. **Attendance :-**

(a) The contractor shall employ required manpower, as per the terms and conditions of the work order. Proper attendance register shall be maintained, which will be subjected for verification as and when required by Accepting Authority or his authorized representative. Replacement for persons proceeding on leave or sick etc. shall be catered by the contractor. No person will be sent on leave without proper relief. The attendance of the staff will be verified by the Estate Manager by way of inspection, surprise checks, etc. If manpower deployment by the contractor is not as specified in the contract, a notice will also be issued to the contractor and if the same thing is repeated, the contract will be liable for termination as per para below.

(b) **Recovery of Absentees :-** If any of the manpower (up to and including 10% of number of employees to be engaged under this contract) is found to be absent on any particular day, an amount equal to the minimum wages shall be deducted from the monthly bill of agency. If the number of absentees is more than 10% of employees engaged, amount equal to minimum wages +25% penalty will be deducted.

17. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Contractor. The Contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The office of Accepting Authority shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions / duties, or for payment towards any compensation during their deployment period. This office shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability / claim falling on this office, same shall be reimbursed / indemnified by the Contractor. The Agency shall cover its personnel for personal accident and / or death while performing the duty.

18. The Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his / her own personal reasons. The payment in respect of the overlapping period of the substitute is the responsibility of the Service Provider. The Service Provider shall be responsible for timely deposit of Provident Fund and Employees State Insurance.

19. **MISBEHAVIOUR OF EMPLOYEES :-** The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehaviour, the office of Accepting Authority has the right to terminate the contract. It will be mandatory for the conducting agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents the office of Accepting Authority to advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fast disposal.

20. Any personnel deployed by the agency, refuses work, or creates indiscipline would have to be immediately replaced with the consent of the office of Accepting Authority, who reserves the right, to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. The office of Accepting Authority will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Agency.

21. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

22. **Undesirable Activities :-** The contractor will not allow or permit the employees to participate in any trade union / Labour Union activities or agitation in the premises or the CCE R&D Estates South, Hyderabad. It must be ensured by the contractor that none of the workers are in intoxicated condition while on duty. If any individuals employed are found to be in intoxicated state, they will be marked absent and their services will be terminated forthwith. The contractor shall provide relief immediately.

23. Assistance in procurement of men and materials: - Except as otherwise provided, all personnel (not below18 years of age), materials, equipment, licenses, transport and any other thing required for the execution of the contract shall be managed by the contractor under his own arrangement and the CCE (R&D) Estates South, Hyderabad shall not be

responsible for the same in any way, what so ever. Any assistance required may however, be considered and given on receipt of a requisition in writing.

24. **Secrecy** :- The contractor shall ensure that all the persons employed in connection with this contract have notice that the Indian Official Secret Act 1923 (XIX of 1923) applies to them and shall continue during contract period.

25. **Laws governing the contract**:- The contract shall be governed by the laws of India for the time being in force. The contractor shall comply with the statutory provisions or the regulations and / or by-laws of any local authority and / or any public service, company or authority affected by the work, shall pay all charges there under and shall indemnify government, against any fees, or charges demandable by law under such acts, regulations and / or bye-laws in respect of the work.

26. **Supervision of Works:-** The contractor and / or his authorised representative shall regularly visit the site / location where the contract services are being rendered by him.

27. **Sub-contracting of Works:-** The contractor will not further sub-contract the contract to any other person or persons or third parties. If sub-contracting is detected at any time during currency of the work, the CCE (R&D) Estates South, Hyderabad shall have the full right to terminate the contract forthwith without any notice and forfeit the security deposit without prejudice to any other rights available under the terms of contract or under law.

28. **Uniforms:-**

(a) **Provision:** The responsibility of providing approved uniforms to the employees for identification shall be that of the contractor. It may be ensured that all contractor's employees irrespective of type of service shall be in uniform while performing duties. Aprons shall be provided to all Conservancy & Area Clearance contract labour.

(b) **Approval:** The uniform shall be got approved by the concerned Estate Manager. For default by the contractor in providing uniforms, an amount as specified in the para (c) below shall be deducted on monthly basis. If such instances are repeated, the accepting officer reserves the right to terminate the contract and the contractor shall have no claim whatsoever on this matter. A penalty register shall be maintained by the concerned Estate Manager / or his authorized rep under whose jurisdiction the services are being executed.

(i) The penalty amount shall be calculated on the following basis: -
(ii) Normal uniform @ Rs. 4000/- per annum per head for all areas.

29. **SECURITY DEPOSIT**:- Security deposit **@ 2.50%** of the value of the job work order / contract agreement shall be submitted by the L1 bidder in the form of BGB / FDR issued by a scheduled bank within 21 days from the issue of job work order/ LOI, valid up to 15 months from the state date of the job work order / contract as mentioned in LOI / Work Order. The BGB / FDR shall be in favour of **Accepting Authority**. The security deposit shall be returned to the contractor after successful completion of the work and proper fulfilment of the obligations under the contract for which the CCE (R&D) Estates South, Hyderabad shall be the sole judge and on production of "No Demand Certificate" during the submission Final Bill. Firms are bound to transfer EPF account in respect of contractual Employees on expiry of contract period to the next successful Firm.

Note: If the CA / JWO is extended beyond three (3) months, additional security deposit for the increased value of CA / JWO and the extended period is required to be submitted by the contractor in the following manner:

i) In case of Bank Guarantee (BG), revised BG with revised value and validity.
ii) In case of Fixed Deposit (FD), FD for differential value with validity.

Note :-

i) The BID Security (EMD) of the successful bidder shall remain with Accepting Authority until the receiving of performance security deposit of value defined above. However, the BID Security of Unsuccessful bidders/parties will be released after completion of the tender process. Bid security of the successful bidder will be converted into performance security.

ii) No interest will be paid on the security deposit amount by the Office of Accepting Authority.

iii) The Performance Security can be forfeited by order of the Office of Accepting Authority, in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said Bank Guarantee/ demand draft as may be considered by the Office of Accepting Authority sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.

30. **Statutory Payments and other Conditions: -** It is mandatory for the principal employer as well as the contractor to timely make the payment of the statuary and regular dues related to the contractual employees. The prevailing rates of such known regulatory / statuary payments have been listed in subsequent paras below. However, any change in the rates of statutory payment rates may subsequently be deducted / paid during currency of contracts. Further, any such regulatory payments which are not listed below and not known to tender inviting authority should be taken into account by the bidder. The bidder should quote according and no additional reimbursement shall be done. This clause should be included in the contract.

(a) **Payment of EPF :-** On behalf of Principal Employer, the service provider will deposit the employers' share of EPF payments @13% of the salary up to ceiling limit of ₹15000/- per month on account of respective employees of a particular job work order through the appellate / statutory authority (through e-payment) at the periodicity as laid down in the respective governing acts / rules of the Government of India.

(b) **Payment of ESI :-** On behalf of Principal Employer, the service provider will deposit the employers' share of ESI payments @3.25% of the salary up to ceiling limit of ₹21000/- per month on account of respective employees of a particular job work order through the appellate / statutory authority (through e-payment) at the periodicity as laid down in the respective governing acts / rules of the Government of India. If the wage of an employee exceeds the wage limit of ₹21,000 after April or October for the respective contribution periods* , then the employee continues to be an employee till the end of that contribution period. Hence, the contribution is to be deducted and paid on the total wages earned.

(c) '*' Contribution Period of ESI are divided in two parts in a year i.e., from 1st April to 30th Sept and 1st Oct to 31st March of the year following.

(d) **Insurance Cover :-** Please note that the following Insurance cover (Workmen Compensation Policy and Group Mediclaim Insurance for self-Employee is mandatorily to be procured & paid by the contractor (the proof has to be submitted along with claiming the monthly bills) for contractual employees not covered the ESI cover (having wages more than Rs. 21,000/- per month), are deemed to be included in the minimum service charges @5.00% towards contractor's profit & overhead being paid over the minimum fair wages (MFW):-

(i) **Workmen / Employee Compensation Insurance Policy :-** Worker Compensation Insurance is an insurance cover offered by the employer to the workers under the Employee Compensation Act. The insurance plan should cover statutory liabilities of an employer in case of injury / death of a worker caused due to an accident during employment.

- Death / Injury by accident sustained in the course of employment.
- Medical Expenses.

(ii) **Group Mediclaim Insurance :-** The Policy should cover Hospitalisation Expenses for In-Patient Care (allopathy, ayurveda and homeopathy) or Day Care Treatment reasonably and customarily incurred for treatment of an illness contracted / injury sustained during the Policy period. The Policy shall provide for Pre-Hospitalisation (30 days) and Post Hospitalisation (60 days) expenses, 140+ Day Care Procedures, Mental Illness Treatment, HIV / AIDS Treatment, Organ Donor's Medical Expenses, Ambulance Charges, Morbid Obesity Treatment. The Policy shall provide Health Insurance Coverage (up to a minimum of Rs. 3,00,000/- Only) having the following features:-

- No Pre-Medical Health Checkup.
- Cashless Treatment at Network Hospitals.
- Maternity Coverage.
- Pre-Existing Disease Cover.
- No Waiting Period.
- Ambulance Charges.

(e) **Bonus: -** The bonus shall be paid by the contractor on behalf of the principal employer as laid down in the respective act. This amount shall be paid to the workers distributed over 12 months. If there is any change in Govt. policy regarding increase / decrease in the amount, shall be reimbursed / recovered accordingly. As per Bonus Amendment Act-2015, the amount for the bonus shall be paid to employees as 8.33% of the minimum fair wages subject to ceiling limit prescribed by Chief Labour Commissioner (C) i.e. (presently 21,000/-) or 7000/- whichever is higher. The bonus shall be reduced proportionally for the days employee does not work. (Point No. 13 of Bonus Act-1965)

(f) **GST:** - The Contractor shall pay the GST as per periodicity and rate as laid down by the Government and as amended from time to time. The quoted amount/ quoted percentage by the contractors shall be all inclusive and as such no separate payment / reimbursement will be made in this regard. GST shall be considered for all type of payments made by department through contractor whether Statutory

payments or any regular or store payments. The rates of TDS for the GST to be deducted as per the rules of GoI published time to time. GST number of the service provider and CCEs / EMUs and place of service / supply should be mandatorily mentioned on the bill. The GST number of CCEs / EMUs for corresponding state and place of work should be mentioned on each Job Work Order / Contract Agreement.

(g) **Penalty** :- In the event of the Contractor's failure to execute the work entrusted to it under this Agreement satisfactorily and the Office of Accepting Authority shall have to make alternative arrangements to do it then the difference of cost incurred by the Office of Accepting Authority thereby shall be recovered from the Contractor's unpaid bills and Contract Security deposit. Since the contractor is being paid all-inclusive monthly payment, non-payment of EPF, ESI, Bonus and GST will amount to violation of laid down / agreed conditions as per work order / agreement. CCE (R&D) Estates South, Hyderabad reserves the right to cancel the work order without any notice and also ban the firm for default, as the case may be. Also, CCE (R&D) Estates South, Hyderabad reserves the right to recover any over payment or any payment due to any employee of the contractor till cancellation of work, either from the same work bill or from any other bill due to the contractor from any Government source.

Notes: -

i) Non-Timely Payment to Employees: In case contractor regularly fails to release the wages for the preceding month on or before 7th of every month (for three months during the currency of the contracts) then a penalty @ Rs 500/- per day for a week and Rs 1000/- per day thereafter will be imposed after the stipulated time period mentioned i.e. 07th of every month at the discretion of Engineer-In -Charge.

ii) **Penalty for Absentees** :- In case, if any manpower (up to 10% of total number of employees engaged under any contract) is absent on particular day, an amount equal to the minimum wages of the absent employees will be deducted from the contractor's monthly bill. If the number of absentees are more than 10% of employees engaged, amount equal to minimum wages +25% penalty will be deducted.

iii) **Late Submission of Bills by the firms: -** "The Firm shall submit all bills and invoices for payment of manpower wages to the CCE / EMU office within 15 days following the end of the preceding month. Additionally, the Estate Manager / Project Manager shall submit the same bills to the paying authority within 30 days from the end of the month. In the event that the Firm fails to submit the bills within the specified time frame, a penalty of 1% of the total outstanding amount will be imposed for each week the bill remains unpaid or unsubmitted beyond the agreed submission deadline. This provision is intended to ensure timely invoicing and payment processing, and applies to all O&M contracts."

iv) The powers of the Accepting Authority under these conditions shall in no way effect or prejudice the powers in certain events to terminate the contract vested in him as herein provided nor forfeiture of deposit mentioned under clause above.

v) Accepting Authority reserves the right to levy a penalty, on a contractor found paying less than minimum wages prescribed by the Government of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner (C), New Delhi from time to time and wages decided by the Office of Accepting Authority in such cases for which minimum wages are not prescribed by the Government.

vi) **In case the selected service provider leaves the work before completion of the period of contract then Office of Accepting Authority shall be entitled to forfeit the performance security.**

(h) The mandatory payments of EPF (Employer's Share only), ESI (Employer's Share only), Bonus & GST wherever applicable will be paid by the contractor as and when due as stated above and payment receipts / proof of payment issued by concerned appellate / statutory authorities including breakup details of payments (Nominal Roll of employees, wages paid, period of mandatory payments, amount paid and their account detail thereof) in respect of above obligatory payments/ taxes shall be submitted to CCE (R&D) Estates South, Hyderabad through respective Engineer-in-charges on monthly basis. An undertaking in an approved format, duly countersigned by the Engineer-in-Charge/ Estate Manager shall also be submitted by the contractor, along with each monthly bill, stating that the minimum fair wages and these statutory payments are being paid by him to his employees employed for this work, regularly.

(j) **The EPF (UAN) and ESI** account numbers of all employees employed for any particular work shall be submitted to the engineer-in-charge in a reasonable period of time but not more than 45 days from the date of issue of work order. All other connected documents like Form - 'C' and Form - 'D' etc., as required by the department duly certified and signed by the Engineer-in-Charge / Estate Manager shall also be submitted.

(k) **Labour Licence :-** As per Contract Labour (Regulation and Abolition) Act, 1970, to every establishment in which 20 (Twenty) or more workmen were employed on any day of the preceding twelve months as contract labour, it is mandatory to obtain labour licence from the Labour department in the respective states. In such case, Form III will be issued by the Principal Employer to the firm for applying the Labour licence. All the CCEs / EMUs are requested to obtain the Labour licence of their jurisdictions to avoid CTE and Audit objections.

(l) **Performance Bank Guarantee (PBG)** / Initial Security Deposit (ISD) @ 2.5% (Two and half percent) of the initial contract price in the form of a bank Guarantee Bond, Fixed deposit Receipt (FDR), Insurance surety Bond etc. of any scheduled commercial Bank within 21 days of Letter of Intent (LOI) with initial validity up to 90 days beyond the completion of the contract shall be obtained from the successful bidder. The validity of the PBG/SD shall be extended in case the JWO period exceeds from the 15 months period. Refers General conditions of Contract Para 6.2, Page No. 22 to be followed.

(m) **tanding Bank Guarantee (BG)** could be submitted by the contractor in place of separate BG for the individual works. The amount of standing BG has been decided as ₹ 10 Lakh for the CCE Power Works and ₹ 2 Lakh for the EMU Power works for Annual maintenance contracts and for agencies enlisted under Composite Category (BIM) they may choose to submit SBG/FDR for the following values: -

Value of Bank Guarantee		**Bond/FDR**
i)	Up to Rs. 60.00 Lakhs	Rs. 10.00 lakhs
ii)	Rs. 60.00 to Rs. 150.00 Lakhs	Rs. 20.00 lakhs
iii)	Rs. 150.00 to Rs. 500.00 Lakhs	Rs. 50.00 lakhs
iv)	Rs. 500.00 to Rs. 2000.00 Lakhs	Rs. 100.00 lakhs

(n) **The progress** of these mandatory payments by the contractor as per periodicity laid down by the concerned appellate authorities will be monitored strictly by the Engineer-in-Charge / Estate Manager and necessary warning letters shall be issued to the defaulters from time to time. The correspondence with working agencies could be done through letters on hard copy or by registered email Id's of both Engineer-In-Charge/ Project Manager / Estate Manager and contractors. The printed copy of correspondences will be considered as legal conversation. The Engineer-In-Charge/ Project Manager / Estate Manager shall function as a nodal agency / enforcement agency for the ruthless implementation of payment of these mandatory payments.

(p) **The contractor may claim the bill in following ways** :- The contractor may submit the wages bill of manpower along with proof of the statutory payment (e.g., EPF/ESI/GST etc.) for payment of the complete bill equal to the monthly amount after making the payment of all statutory payment i.e., EPF/ESI/GST/Bonus and other taxes (if any). The proof of payment in the form of challans (ECR Statements) to be enclosed. Claim for bonus amount will be submitted on half yearly (once in a six month) basis with proof of payments with connected documents like Form-'C' and form-'D'.

(q) **All agencies / firms** shall be informed to make sincere efforts either to submit workwise challans for all the statutory payments or bifurcation of the combined challans should be enclosed with bills for the works awarded by CCE & EMUs of all the employees working with agency. This will help in faster and proper scrutiny and processing of bills, as well as greatly reduce the voluminous paper works attached with bulk manpower.

(r) **A detailed assessment** after six months regarding state of these payments will be done by the Engineer-in-Charge / Estate Manager and mid-course correction, if any, be recommended to the CCE, as required. It will be ensured that in case the balance payment of these mandatory payments is more than the due amount in a particular contract, then the excess amount will be recovered from all available sources including payment dues from other EMUs and CCEs, if required. All efforts and actions as required shall be taken by the Engineer-in-Charge / Estate Manager to safe-guard the government interest in this regard.

(s) **Submission of the Bills and Payment to Contractor :-** Late submission of bill does not absolve the contractor of the responsibility of timely payment of salaries to his staff. Necessary pre-receipted bill is to be submitted in triplicate along with the claim on IAFA-68, in duplicate and attendance sheet / muster roll, in duplicate through the concerned Estate Manager duly endorsed by him to Accepting Authority for making necessary payments. Deduction on account of absence of staff will be as per the daily wages of the absentee staff. Monthly bill shall be submitted with proof of payment of salaries of previous month to the employed workers. For proof of payment, the following documents will be accepted:

(t) Statement of details of employees' names, account number, amount credited duly stamped by bank as proof of payment of salary to them or internet banking statement clearly reflecting transfer of salary into individual accounts.

(u) Non-submission of the proof of payment of salary or payment of salary below the minimum specified wages will deemed to be a violation of contract conditions and bills without proof of payment will be returned forthwith. Returning of bills due to non-submission of requisite documents will not be accepted as ground for delayed

payment of wages to staff. Some of the service providers are deducting “Food Charges” from salary of labour and then depositing less amount in their bank account which is not acceptable. Salary shall be paid as per MFW without any deduction.

(v) TDS @2% for Income Tax and GST as applicable will be recovered from the bills of the contractor as per Govt. rules and regulations. TDS certificate to this effect will be issued by the department.

(w) For maintenance purposes the consumables / accessories and other replaceable items which are not covered in scope shall be procured on prior permission from Accepting Authority or Engineer-in-Charge. Cost of the procured items/services will be paid along with the monthly maintenance bill on production of purchased bills with profit of 10% (Ten Percent) over the purchase bills. All replaceable shall be of standard make or approved by the Authorised Rep. / Engineer-in-charge of Accepting Authority.

(x) **Record of Employees :-** Complete record of labourer being employed in all contracts shall be kept on record. The Aadhar details, bank account details, present address and police verification reports of all contract labour employed shall be maintained by the respective EMUs without fail. Employee Profile Form attached as **Appendix-‘D’** should be got filled within 45 days from the start of the job work order in respect of each level manpower. **The Estate Manager shall ensure that the engaged employee is competent, having the required qualification / experience and the approval will be granted by the Estate Manager. Once approved, no employee shall be changed by contractor without written permission of the Engineer-In-Charge.**

31. **Performance of Contractors :-** It is clearly spelt out in various correspondences that irrespective of payment of monthly bills including supplementary bills to the contractors, they should ensure timely payment of wages, EPF, ESI, Bonus and GST as applicable. Delay in payment of monthly bills by EMU / CCE shall not be quoted as a reason for delayed payment to labours. The contractors shall be financially sound to cater for such eventualities. The details of contractors who default on the payment issue shall be communicated from time to time so that suitable action(s) including imposing of Ban or Downgrading the class of the contractor shall be implanted. Further, if the performance of contractor is not found satisfactory or due to violation of terms and conditions by the contractor and failure to deliver the obligations during the period of the contract will entail forfeiture of the security deposit.

32. **DAMAGES AND LOSSES / BREAKAGE :-**

(a) All the equipment and the items at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by the officials of Accepting Authority. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock taking. If the contractor or his representative does not make themselves available, the stock taking shall be conducted in their absence, which will be binding on them. For losses, if any due to natural calamity or any other act of God, beyond the control of either party, the Office of Accepting Authority will replenish the same, as per obligation mentioned above.

(b) All damages / breakage to the equipment / inventory in the charge of the contractor, if caused due to negligence of the contractor's employee, the cost or repair / replacement of the equipment will be borne by the contractor. Whether the damage / breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of the officials of Accepting Authority.

(c) Assistance in procurement of men and materials: - Except as otherwise provided, all personnel, materials, equipment, licenses, transport, and any other thing required for the execution of the contract shall be managed by the contractor under his own arrangement and the Accepting Authority shall not be responsible for the same in any way, what so ever. Any assistance required may however, be considered and given on receipt of a requisition in writing.

33. **LICENSE UNDER THE CONTRACT LABOUR ACT :-**

(a) The contractor shall obtain license under the Contract Labour Act and rules framed there under or other act / rules as applicable, before commencement of the work and continue to hold a valid license till completion of the contract period. The sites where the work is being executed are liable for inspection by Labour Officers / Labour Enforcement Officers or any other competent authorities. All site documents relating to labour employment as envisaged in the concerned rules / regulations / act shall be maintained by the contractor. Default in maintaining documents will entail penal action as per the relevant Act / rules / regulations, as the case may be. All other amenities authorized as per rules shall also be provided to the staff employed by the contractor.

(b) The contractor shall comply with the provision of the payment of Wages Act 1936. Minimum Wages Act 1948, Employment Liability Act 1938, Workmen Compensation Act 1923, Industrial Disputes Act 1947, and the Contract Labour (R&A) Act 1970 or the modifications thereof and the rules made there under from time to time.

(c) The contractor shall maintain the following registers as per the Contract Labour Act:-

(i) Register of workmen as per form XIII of Rule 75.
(ii) Register of wages as per form XVI of Rule 78.
(iii) Employment Card as per form XIV of Rule 76.

(d) Muster Roll Register as per form XVII of Rule 78.

(e) Any other register / record required by the Labour Commissioner from time-to-time.

34. Chief Construction Engineer (R&D) Estates South, Hyderabad, DRDO will not be responsible for any injury or loss of life of any of the contractor's personnel that may take place while on duty. Any compensation or expenditure towards treatment for such injury or loss of life shall be the sole responsibility of the contractor.

35. **CONTRACT MANAGEMENT :-**

(a) **Closure by Mutual Agreement** :- In case of any administrative or technical reasons, natural calamities, force-majeure or any other issue which necessitates closure of any O&M work or either of the parties which desire foreclosure of work shall serve one-month notice to the other party stating the reasons for such closure. During the notice period, both parties shall discharge their obligations without fail. Necessary handing / taking over of assets shall be done at the end of the notice period. In case the Accepting Officer desires further extension due to any of the above reasons, the contractor shall accept such demand of the Department by which time, alternate arrangements as required shall be made by the Department to take over the assets. In such eventualities, the decision of the accepting officer shall be final and binding.

(b) **Failure to execute / perform the obligatory works becoming L1 bidder :-**

(i) The L1 bidder is bound to accept the tender and execute / perform the work as envisaged in the tender documents. In case of unwilling to perform / execute the work or withdraw his L1 offer due to any reason including incorrect / wrong quoting. The Firm will be debarred to participate in any future tender for a minimum duration of one year or period as decided by accepting authority.

(ii) Apart from the above, the complete EMD amount will be forfeited and the same will be deposited into Government treasury accordingly. No representation will be entertained in this regard. The decision of the accepting authority is final and binding.

(c) **Handing / Taking Over :-**

(i) The contractor shall on receipt of work order take over the systems (assets / facilities / infrastructure / equipment etc.) in serviceable and running conditions signing of proper handing / taking over documents.

(ii) Similarly, on expiry of period of the contract, he shall hand over all the systems in serviceable / running condition to the succeeding contractor / department. The contractor at his own cost shall provide the deficiencies / shortcomings and carry out all repairs / maintenance required for the purpose.

(d) **Notice to Local Authorities during Execution :**

(i) The contractor shall be responsible for giving all necessary notices to the local authorities while the work is in progress. He shall also be responsible for the adequate lighting at any place and clear any heap of materials or other obstacles which may be dangerous or nuisance to the public.

(e) **Stamp Duty :-** The stamp duty as applicable shall be payable only by the contractor.

(f) **Payment of Minimum Fair Wages (MFW) :-**

(i) All statutory payments shall be responsibility of the contractor. The contractor shall pay his employees, the rate of Minimum Fair Wages (MFW) as approved by Government of India Min of Labour & Employment or as approved by the local authorities for the respective area of work being executed, whichever is higher, and as per Rules and Acts as amended by Government from time to time. If the minimum wages are revised by Government of India Min of Labour & Employment, the incremental wages, if applicable will be paid and contract value will be amended accordingly.

(ii) The MFW shall comprise of basic rate and variable dearness allowance (VDA) and no other factor. The change in variable DA announced (generally every six months) during the currency of the work order shall also be payable to the employees which will be paid by department as applicable.

(iii) The payment registers and other documents as specified by the governing authorities shall be maintained by the contractor. Default on payment of MW will lead to cancellation of the contract. In case of default, the contractor shall be liable for penalty and legal actions by competent labour authorities as per rules.

(iv) The contractor shall comply with the provisions of the Payment Wages Act, Minimum Wages Act, Bonus Act, Employment Liability Act, Workmen Compensation Act, Industrial Disputes Act 1947, Maternity Benefits Act 1961 and the Contract Labour (R&A), Bonus Act or the modification / amendments thereof and other laws relating thereto and the rules made thereunder from time to-time.

Note: - The minimum wages for all Operation, Maintenance & Maintenance services to paid by the contractor to the employees as per GOI, Ministry of Labour and Employment Order''

Any lapse in this regard may lead to temporary / permanent de-enlistment or ban as decided by the Enlisting Authority. The decision of the Enlisting Authority is final and binding on the contractor. No representation in this regard will be entertained. In case of any injury / loss of life to the contractor's staff inside or outside the Laboratories / Establishment, it shall be the sole responsibility of the contractor in respect of payments towards any treatment or compensation or legal matters arising therefrom. The payment towards the group insurance shall also be made by the contractor.

(g) **Technical Examination of Works :-** All works are subjected to technical examination by the Technical Examination and Design Cell (TEDC) of DRDO, New Delhi. All documents as required and as demanded by the inspecting officer shall be produced for verification. Observations raised by the inspecting officer shall be attended to by the contractor immediately. Recovery, if any, due to default or other reasons shall be payable by the contractor immediately. The same shall be deducted from the monthly bills, as and when due or from any other dues and in case the said contract is completed the recovery is made from the security deposit.

(h) **Engineer-in-Charge** :- Generally, **the Estate Manager of the concerned EMU (R&D)** shall function as Engineer-in-Charge for all the O&M works, unless specified otherwise. They must ensure the following:

(i) Operation & Maintenance of all O&M works as per contract conditions and as per general enquiry practice.

(ii) Monitor / maintain attendance, deployment of labour, ensure quality of work etc.,

(iii) Ensure firmly payment of wages and EPF, ESI, Bonus etc. to labour as per contract conditions / statutory provisions.

(iv) Issue notices to the contractor in case of failure of payment of wages by contractor or payment not made as per minimum fair wages and other provisions given in the contract.

(v) Periodic audit of MRO deposits of revenue collection of Transit tariffs by the contractor.

(vi) Surprise check of performance of works, hygiene, uniforms etc.

(vii) Planning and execution of various checks and balances as per rules / periodicity.

(viii) Obtain bills from contractor along with supporting documents as listed, in time and forward to CCE for payment.

(ix) Thorough check of all bills and supporting documents including checking of online payment of EPF, ESI, GST etc.,

(x) He will be the overall in-charge of execution of all O&M works matters in consultation with CCE or his rep.

(xi) Preparation and submission of replies to CTE / Test audit and other agencies when required.

(j) **Part Closure of Work Order:** If need arises for part closure of the work order / contract for specific period as decided by the CCE (R&D) Estates South, Hyderabad, due to admin or other reasons like special repairs, additions / alterations, etc., the CCE (R&D) Estates South, Hyderabad reserves the right to reduce the staff strength and the contract amount on pro-rate basis. Other charges, like payments, etc. shall be worked out proportionately, and shall also be deducted from the monthly bill accordingly. The decision of the CCE (R&D) Estates South, Hyderabad is final and binding in this regard. No representation will be entertained in this regard.

In case any / all services covered under the work order also need to be curtailed or suspended due to any reason, for a period to be communicated in writing by the CCE (R&D) Estates South, Hyderabad, commensurate rates as per admin approval including other charges and payments as applicable will be deducted from the monthly bill of the contractor. The contractor shall have no objection, whatsoever in this regard. The decision of the CCE (R&D) Estates South, Hyderabad shall be final and binding.

(k) **Arbitration** :- In the event of any dispute / difference arising under the work order / contract (except the clause on any matter, the decision of which is specially provided for) shall be referred to the **Director (Civil Works & Estates), DRDO HQ, New Delhi** for arbitration whose decision will be final and binding on both. The arbitrator shall be appointed by the Director (CW&E), HQ DRDO. The award of the arbitrator shall be final and binding on the parties. The arbitrator shall be entitled to extend the time of award by consent of the parties from time to time. The venue or arbitration will be at the discretion of the arbitrator. Subject as aforesaid, the arbitration Act 1940 and the Rules there under, any statutory modifications thereof for the time being in force, shall be deemed to apply to the arbitration proceeding under this condition. In case of any dispute, no other channel / mean shall be exploited by the contractor unless the provisions provided above.

APPENDIX-'C'

SPECIAL CONDITIONS OF CONTRACT - FOR MANAGEMENT OF INSTITUTIONAL FACILITIES

1. **FSSAI License in respect of management of Transit Facilities :-** The Firm / bidders must have valid FSSAI License / Registration from Food Safety & Standard authority of India. If the validity of the FSSAI license is expired / not valid for the full period of the work under this tender, the L1 contractor has to submit the same within one month of expiry of certificate, failing which, the contract would be liable for termination. If the FSSAI Licence is not available, the L1 contractor will have to submit the same within a period of three months from the date of commence of the work, failing which, the contract would be liable to termination along with banning / blacklisting of the firm for a minimum period of two years. No payment towards getting the FSSAI Licence / registration would be made by the department.

2. ***DTH Connection Recharge (*Applicable for Transit Facility Management Services) :-** Existing DTH connections / cable connection in lounge / common areas / TV room / Living Rooms / Bedrooms etc. have to be recharged with the package of required channels. The normal rooms shall have base packages with minimum number of channels as prescribed at APPENDIX-'E'. For Senior Scientists / Dignitaries' suites, it has to be ensured that channels of all genres are available plus channels to be provided on Demand for Senior Scientists / Dignitaries. **The Charges for Recharge of DTH connections for all the TVs in all the Transit Facilities shall be borne by the agency maintaining that Transit Facility. No reimbursement will be made by the department for the DTH connections. The agency maintaining the TF shall collect the TV charges i.e., Rs. 25/- per bed (double occupancy) / per room (single occupancy) per day from the visiting transients separately. The bidder may quote the tender accordingly considering the expenses / income towards / from the same.**

3. Multiple / Grouping of connection to the maximum extent possible shall be explored which works out more economical than individual Dish and Set top Boxes.

4. **Maintenance charges/ materials for TFs :-**

(a) The agency maintaining the Transit facility shall provide the followings in the Reception Area of Transit facilities: -

(i) Daily newspapers - 04 Nos. (02 National News Papers & 02 regional Newspapers)

Note: EMUs are advised to precure only five newspapers (in any languages) per facility per day and place these in the lounge/lobby of the facility.

(ii) Weeklies Magazines - 02 Nos.

(iii) Fortnightly Magazines - 02 Nos.

(b) The agency shall provide a standardized kit comprising of the given below:-

(i)	Tooth brush	-	Disposable (For Suites)
(ii)	Tooth paste	-	10 gm of size (minimum) (For Suites)
(iii)	Shampoo	-	08 gm of size (minimum) (For Suites)
(iv)	Shaving Blade	-	Disposable (For Suites)

(v) Shaving Cream - Small Size Cream or Foam (For Suites)
(vi) Shoe Brush - Black / Brown (For Suites or on demand)
(vii) Shoe Shiner - Cream or Liquid (For Suites or on demand)
(viii) Comb - Medium Size (For Suites)
(ix) Hair Oil - Small Size (For Suites)
(x) Bathing Soap - 30 gm of size (minimum)
(xi) Handwash - Small size Soap / 250 ml. Dispenser

Note: All these items in above para shall be provided to the Transit facilities when he / she checks in to the room.

(c) The agency will provide the following items, in addition: -

Sr. No.	Description	Rate (₹.)	Remarks
(a)	Hygiene Chemicals, Internal flower/ plant arrangement, washing materials for napkins, bath towels, hand towels, bed sheets and other small items etc.	₹ 1100.00 per month / per room / common facility	Officers Transit Facilities
(b)	Hygiene Chemicals, Internal flower/ plant arrangement, washing materials for napkins, bath towels, hand towels, bed sheets and other small items etc. including replacement of small breakable tableware like glass tumblers, bowls etc.	₹ 800.00 per month / per room / common facility	Transit Facilities for NGOs
(c)	Repair of DTH machines.	-	Paid on actual basis on production of bills

5. **Uniform / Dress Code for the TFs Staff**

(a) There should be a proper dress code for the employees; starting from the front desk (reception / supervisor) to the waiters, kitchen staff, housekeeping staff etc.

(b) Two sets of Normal Uniform shall be catered @ Rs. 4,000/- per annum / per head for all areas with normal climate.

Notes:

i) If the contract for any work is for a period of less than 06 months, one set of uniform has to be considered and the amount for the same may be reduced accordingly.

ii) One set of uniform consists of shirt half / full sleeve, pant / trouser, a pair of shoes apart from winter clothing.

iii) Waiters shall be provided with gloves for service in suites and during official luncheons and parties.

iv) Cooks and other persons working in kitchen should be provided apron and head cap etc.

v) The housekeeping / sanitation staff to be provided hand gloves on requirement basis.

vi) Manager, Supervisor, Receptionist and waiters shall be provided with name badges etc. Clothes should be cleaned and maintained properly during duty.

6. **OBLIGATIONS OF DRDO :-** DRDO will meet the following obligations in respect of the Transit Facilities.

(a) The Transit Facilities covered by this contract will be fully furnished with furniture and soft furnishings.

(b) Electric fittings will also be installed.

(c) Payment of electric / water bills, taxes, etc., shall be paid. Any bills, if received by the contractor on these accounts shall be forwarded to the concerned CCE / EMU for arranging the payment. In case, the due date of such bill is within a short period from date of receipt of bills, the same should be paid by the contractor in order to avoid payment of penalty. Original bill along with receipts should be submitted separately to the CCE / EMU for reimbursement of the payment made by the contractor.

(d) Initial provision of cooking gas cylinders, important items of cutlery, crockery, refrigerators water coolers etc., will be provided.

(e) Renovation / alterations to the facilities for their efficient use, repairs of electric fittings, plumbing / building works will be undertaken by DRDO.

(f) Replacement of items rendered unserviceable due to fair wear and tear will be provided, whenever required / due.

7. **OBLIGATIONS OF THE CONTRACTOR :** The Qualifications / Skill Level, Duties and Responsibilities of the personnel deployed by contractor are listed as under:

(a) **Qualification / Skill Levels :-** Skill level certificates of all persons employed shall be submitted to the department on award of contract. The following is the minimum desired educational qualifications and experience for the personnel contractor's personnel at site: -

Ser. No.	Designation	Skill Level	Qualifications / Experience in Relevant Field
1.	Management Services		
●	Manager / Supervisor	Highly Skilled	Diploma in Hotel Management / Home Science with 02 years / 10th with 05 years or 10 years' experience in similar field.
●	Special Cook	Highly Skilled	Cooking Course with 02 Years and / or 10th with 05 Years or 5-10 years' experience in similar field
●	Cook	Skilled	Cooking Course with 01 Year and / or 10th with 03 Years or 05 years in similar field
●	Head Waiter	Skilled	Waiter Services Course / 10th with 3-5 Years or 5-10 years' experience in similar field
●	Security Guard	Skilled	Should be physically fit for disposal of duty
●	Waiter	Semi Skilled	Waiter Services Course / 10th with 03 Years or 05 years in similar field
●	Masalchi	Un Skilled	

Ser. No.	Designation	Skill Level	Qualifications / Experience in Relevant Field
●	Sanitization Staff / Helper	Un Skilled	Should be physically fit for disposal of duty
●	Room Bearer /Room Boy / Helper	Un Skilled	
●	Dhobi	Un Skilled	

(b) **Duties and Responsibilities :-** The Management agency selected for the services in the Transit Facilities are expected to function as per the scope as mentioned below: -

(i) Reception and accommodation of Officers / NGOs of DRDO or DRDO sponsored transients / guests in the Transit Facilities as per the reservations / instructions of the Rep of CCE / EMU.

(ii) Provision of meals (breakfast, lunch, dinner, etc.,) for the Officers / NGOs of DRDO or DRDO sponsored transients / guests who are allotted accommodation in the Transit Facilities as per the rates fixed from time to time by DRDO. The menu and rates applicable for breakfast, lunch, dinner and other refreshment shall be fixed by the CCE / EMU under whose jurisdiction, the said Transit Facilities / Guest Houses function, through a Board of Officers the proceedings of which will be approved by the respective Lab / Estt. and / or Estate Management Committee (EMC) or Township Advisory Committee (TAC), as the case may be. In case of any delay in the process of finalizing the rates, the old rates which were charged during the previous financial year shall continue till a revised notification on rates is issued.

(iii) **Hygiene** :- Regular maintenance and cleaning of the Transit Facility and premises. All the items of the Transit Facilities that require regular cleaning / washing / ironing like the linen, napkins, table cloths, hand / bathing towels, pillow covers, bed sheets and curtains etc., shall be washed and ironed regularly. The blankets shall be dry-cleaned once a year after the winter season and stored properly with preservatives like naphthalene balls, etc. The TFs / guest houses including the rooms should be cleaned by dry and wet mopping each day. The toilets also should be washed every day. The linens and soft furnishings shall be clean at all time. The Bed sheets and pillow covers shall be changed once in two days or as and when change of occupant takes place. The washing and ironing of linen shall be done by the management agency at their own cost. The required amounts of washing materials shall be deemed to have been included in the quoted amount by the contractor. No additional payment will be made for the same. Ironing facility for clothes of transients shall be made by the contractor. The contractor shall be liable for penal deduction on non-compliance of the cleanliness norms prescribed by the CCE / EMU.

(iv) It will be ensured that all linen items in the room are kept clean at all times. The room shall be cleaned with detergent / chemicals and shall be kept clean at all the time. Bathrooms / toilets shall be cleaned daily and mopped with phenol. WCs and WBs will be thoroughly washed and cleaned using Sani fresh or the like for sparking results. Anti-mosquito spray will be done whenever required. Bathrooms shall be provided with Odonil to prevent any bad smell, to prevent bad bugs etc proper spray arrangement with Baygon or the like shall be resorted to.

(v) Proper care of fittings, fixtures, furniture, soft furnishing and other items in the Transit Facility shall be ensured. All the items of furniture and furnishing also fans, light fittings etc, shall be cleaned daily.

(vi) Cooking shall be done in hygienic conditions by properly trained cooks and services done by presentable, well-mannered and trained attendants. The medical check-up of the employees like cooks, attendants should be ensured in every quarter for their fitness in the respective work. All the meals like bed tea, breakfast, lunch, evening tea and dinners will be prepared and served to the transients in the dining room, except for bed tea, which shall be given in their rooms by the attendants. The bills for the meals shall be prepared and collected by the managing agency as per the prescribed rates.

(vii) Replacement of cooking gas shall be done by the managing agency as and when required at his own cost.

(viii) The managing agency shall keep the premises of the Transit Facilities as well as the cook house, dining room surroundings properly cleaned. The shrubs and flower beds shall be properly maintained.

(ix) Pest control of the entire accommodation will be carried out under the arrangement of EMU. Repairs / replacement of B&R & E/M items will be done through MES / CCE (R&D) as the case may be. Urgent requirement of above service shall be intimated to the EMU.

(x) Tariff Collection of Transit Facilities (TF) Accommodation: The tariff for TF Accommodation will be levied as the rates fixed by the Competent Authority. The tariff so collected is the property of Govt. of India and shall be remitted to Govt. after adopting the laid down procedure as specified by the CCE / EMU. It is reemphasized that all tariff collected for various services provided at the TF belongs to the Govt. Failure to follow these orders will lead to recovery of amount from the bill of the contractor for which the contractor cannot claim relief for payment of wages to his employees. Collection of rent as per the prescribed rates from the transients and issue of the receipt on behalf of DRDO will be done by the managing agency. The amount thus collected with nominal roll of the personnel including occupation / vacation details shall be submitted to the DRDO weekly / biweekly / monthly basis as per the instructions of the CCE / EMU.

(xi) DTH Connection Recharge: Existing DTH connections / cable connection in lounge / common areas / TV room / Living Rooms / Bedrooms etc. have to be recharged with the package of required channels. The normal rooms shall have a base package with minimum number of channels as prescribed at Appendix-‘E’. For Senior Scientists / Dignitaries' suites, it has to be ensured that channels of all genres are available plus channels to be provided on Demand for Senior Scientists / Dignitaries. The Charges for Recharge of DTH connections for all the TVs in all the Transit Facilities shall be borne by the agency maintaining that Transit Facility. No reimbursement will be made by the department for the DTH connections. The agency maintaining the TF shall collect the TV charges from the visiting transients separately as per applicable tariffs approved by the

competent authority. The bidder may quote the tender accordingly considering the expenses / income towards / from the same.

(xii) All the equipment and items of the Transit Facilities will be handed over to the in charge of the managing agency. Once handed over, the safety and security of the equipment thus handed over will be the responsibility of the managing agency. In case of any loss or damage arising from any cause other than the accepted risks will be made good by the managing agency immediately on its detection. The management agency will hand over all the equipment and items in their proper condition at the expiry of the agreement. The inventory of the same will be made out and signed by the managing agency and DRDO representative.

(xiii) The management shall keep a complaint book to record complaints on performance of services by the Transients and remarks in the register shall be acted upon with special attention whenever required. It should be produced to the EMU or Engineer-in-charge when required.

(xiv) The services for the management of above Transit Facilities are subject to the approval of the CCE / EMU, or his authorized representative.

(xv) All the employees of the managing agency for the management of Staff Transit Facilities shall be treated as the contractor's employees for all the purpose and the CCE / EMU, has no liability in any respect. These employees are not eligible for any facilities / amenities, which are extended to the staff of DRDO Establishments. Failing to execute the services as per laid down scope, terms and conditions to the entire satisfaction of the CCE / EMU or their authorized representative, the CCEs / EMUs reserve the right to terminate the services and get the same executed from elsewhere at your risk and cost.

(xvi) The agreement / work order between the managing agency, once selected and DRDO will be for a period of one year from the date of agreement / award of contract and could be extended for another one year on mutual agreement. However, the contract may be terminated with a notice of one month by either parties / party in the normal course or as per other special conditions stipulated / provisioned in the terms and conditions, without any prejudice to either parties. The CCE / EMU reserves the right to modify the duration of contract due to any reasons and the contractor shall have no objection whatsoever. The extension could be in full or piecemeal, as the case may be due to admin or other reasons.

(xvii) If the contractor in the opinion of CCE / EMU makes a default at any time proceeding with the management services with due diligence or fails to comply with any of the terms and conditions as laid down herein or with the orders properly issued hereunder, then without prejudice to any of the rights the contract shall be cancelled and security deposit / Bank Guarantee Bond will be forfeited.

(xviii) Apart from the above special conditions, the contractor is also bound by other general terms and conditions enclosed or issued by the accepting officer from time to time.

(xix) The Telephone connection provided at the Transit Facility shall be strictly used for official purposes only. Misuse of telephone by staff will lead to penal deductions as decided by the CCE / EMU. STD connections where provided shall be duly locked using dynamic locking facility by the Supervisor and will be solely responsible for use of this facility. List of private calls along with payment shall be deposited by the contractor separately.

(c) **Brief Description of Required Skills for aforementioned workers :-**

(i) **Manager :-**

- Having great hospitality skill in providing exceptional Visitor experience
- Having leadership and teamwork skill
- Having operational efficiency, planning, monitoring and appraising skill
- Having quality of imparting training and team building
- Excellent telephone/e-mail etiquette
- Fluency in both Hindi and English language
- Maintain a positive demeanour and can-do attitude at all times
- Having quality of establishing strong working relationship with all area resources
- Good communication skills with all guests and passionate for giving prompt service
- Other skills which are required to perform the tasks of Management of Housekeeping services.

(ii) **Special Cook :-**

- Possessing skills to prepare recipes to delight the guests
- Skills to develop new menus with improvising the existing ones
- Follow recipe and menu specifications
- Maintain the cooking premises clean and neat
- Basic knowledge of nutrition
- Monitor and support other cooking staff in preparing dishes and meals
- Adhere to quality in preparing recipes and meals
- Teach and train other cooking staff
- Maintain and manage kitchen, inventory and other requisite items
- Handling of day-to-day operational problems
- Communicate effectively with guests in both Hindi and English language
- Other skills which are required to perform the tasks of cooking services.

(iii) **Cook : -**

- Preparing dishes and meals of Indian Cuisines
- Maintaining cleanliness and Hygiene
- Familiar with safety rules in kitchen
- Knowledge about kitchen equipment and familiarization with their use in kitchen

- Preservation, storage and servicing of foods
- Accompaniment and garnishing
- Well versed in use of fire safety measures
- Cleaning of food utensils and other relevant equipment
- Other skills which are required to perform the tasks of cooking services.

(iv) **Waiter :-**

- Perform all tasks other than cooking in kitchen
- Preparation of kitchen before arrival of cooks
- Remove the required ingredients & clean and cut vegetables in advance
- Assists cooks in preparation of meals
- Clean all equipment used in the kitchen
- Serving foods to the guests, bed tea etc.
- Other skills which are required to perform the tasks of pantry
- Crockery management, glassware and table ware management
- Set up crockery for lunch, dinner etc.
- Promptly provide water on demand
- Notify material requirements to in charge
- Basic knowledge of food safety and quality standards
- Communicate effectively with Visitors well as in charge in a polite and humble language
- Other skills which are required to perform the tasks of pantry services.

(v) **Receptionist, if applicable :-**

- Having charming appearance and pleasing personality
- Able to greet everyone with a smile and a kind word
- Having excellent communication skill in both languages i.e. in Hindi as well as in English and both in person and on telephone
- Possess basic technological skills like basic knowledge of photocopying machine etc.
- Having multitasking capability like not neglect anyone, not get overwhelmed or frustrated

(vi) **Housekeeping / Sanitation Staff :-**

- Possessing skills of making beds and changing linens
- Sweeping, polishing and mopping hard floors
- Keeping bathrooms stocked with toiletries and other supplies
- Cleaning mirrors and other glass surfaces
- Good communication skill

(vii) **Code of Conduct for workers:** The Service provider shall strictly observe that its personnel:

- Are always smartly turned out and vigilant.
- Are punctual and arrive at least 15 minutes before start of their duty time.
- Take charges of their duties properly and thoroughly.

- Perform their duties with honesty and sincerity.
- Read and understand their post and site instructions and follow the same.
- Extend respect to all Officers and staff of DRDO.
- Shall not drink on duty, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty.
- Will not read newspaper or magazine while on duty.
- Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to Service provider and the Ems/CCEs.
- Shall not smoke in the office premises.
- Uphold dignity of women.

Violation of any of the above code of conduct shall attract penalty as per the terms and conditions of the contract.

(viii) **Other Services required :-** Apart from the Services and skills described as above, washing of covers, curtains, bed-sheets, pillow covers, towels etc. used in dining room, Visitor rooms and other places of Transit Facilities / Guest houses are also required to be cleaned timely.

(d) **Scope of Work and Responsibilities of Contractor :-**

(i) **Scope of Work for Housekeeping Services :-** The Firm / Agency shall undertake all types of work round the clock on all days of the year viz. Room booking management, collecting cash and depositing in govt. in form of e-MRO etc., cleaning, dusting, toilet cleaning etc. in general and following works in particular:

(aa) **Daily Work** :-

- Maintenance and cleaning of all the rooms on daily basis (with toilet cum bath room), kitchen, dining hall, glass window pane, and all fixtures/furniture. A daily report will be maintained by the Manager for Housekeeping.
- Wet mopping of corridors with necessary detergents (Harmless ISI mark chemicals).
- Dusting and cleaning of stairs and railings.
- All toilets in the premises should be cleaned.
- Collecting wastes and garbage and deporting it to the dumping areas.
- Guest House / Transit facilities will provide required amount of water for cleaning purposes.
- Bedroom bed sheets and towels will be changed every day whenever rooms are in use.
- The Firm / Agency shall arrange all cleaning materials for cleaning as per the terms and conditions of the contract.
- Liquid soap, tissue rolls, toilet paper, Odonil, naphthalene balls, sanitary materials shall be provided by the Firm / Agency at no extra cost whenever rooms are in use.
- The Firm / Agency shall provide laundry service to the guests on payment basis as per the rates approved by the office of EMUs and CCEs.

- Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc., daily supply can be on the basis of usage of room i.e. one sachet per person per day. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of disposable slippers are also required in each room.
- Use of Mosquito repellent spray.

(bb) **Weekend work :-**

- Dusting of ceilings, walls, tube lights, light shades, frames etc. in corridors.
- Cleaning of glasses of all windows internally and externally.
- Cleaning of furniture and office equipment
- Brushing and washing of floors with shining machines.
- Removing cobwebs.
- Drainage, services repairs garbage disposals.
- Washing/cleaning of ceiling fans blade, cleaning of doors, switches.

(cc) **Monthly / Fortnightly Works :-**

- Cleaning of sofa set, covers, curtains will be done on monthly basis as per the requirement.
- The Firm / Agency should supply housekeeping consumables as per approved list. The consumables required will have to be stored at the store room of the transit facilities as well in advance. The consumables should be of standard quality and the same may be verified by the Engineering authority any time.

(dd) **Emergency Work :-** Cleaning and removing blockage in pipes in toilets and in building will be done on priority basis. The Firm / Agency should act promptly and send a request to Engineer-in-Charge for electrical and other works as and when such cases are reported.

(ee) **Other Works :-** Visitor accommodation management including management of reception and office round the clock on all days of the year, maintenance of register, billing, opening of rooms for occupants, basic room service like making provision of drinking water etc. The service provider should also provide laundry services to guests on payment basis at rates approved by the CCE / EMU. Any violation, laxity, negligence and laziness in providing above services shall attract penalty including financial penalty.

(ii) **Scope of Work for Catering Services :-**

(aa) It will be the responsibility of the Firm / Agency to provide breakfast/lunch/dinner as well as morning/evening tea/coffee to the guests well in time.

(bb) The Firm / Agency shall supply additional lunch/dinner as requested by the Departments/Units on chargeable basis. Such requests will be placed, in advance.

(cc) The Firm / Agency shall also be asked to supply and serve special lunch/dinner for Departments/Units as requested, on fixed rates which was duly already approved by the competent authority.

(dd) The Firm / Agency shall be responsible for handling of cutleries, crockeries and other utensils which is used for preparing and serving coffee, tea, break-fast, lunch & dinner as required from time to time.

(ee) The Firm / Agency is permitted to utilize the kitchen and store available in Transit Facilities for the purpose of cooking/storing the necessary vegetables / groceries. Cooking for regular breakfast / lunch / dinner must be done in the Transit facilities kitchen only. The storeroom, kitchen, and dining area must be clean and hygienic.

(ff) The Firm / Agency shall keep the account of the number of breakfast / lunch / dinners provided on a per day basis as well as on monthly basis.

(gg) The Firm / Agency is responsible for charging the guests for the number of breakfast / lunch / dinner /coffee / teas they have ordered as per the DRDO approved rates. The service provider has to arrange himself all the requisite items for cooking including refilling of Gas, consumables etc.

(hh) Dining hall/Kitchen service shall be rendered in hygienic condition by trained cooks, cleaners etc., details of which may be indicated. Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically (once a week).

(jj) Meals should be provided as per the menu and rates fixed by the EMUs/CCEs as per DRDO approved rates. The tentative menu details are provided separately.

(kk) Any extra kitchen items and utensils will be arranged by the Firm / Agency as per the requirement at no extra charge to EMU/CCEs. Repair and maintenance of the items under Firm / Agency control like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipment etc., will be done by the Firm / Agency at no extra charge.

(ll) Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the Firm / Agency.

(mm) The Firm / Agency has to ensure hygienic condition under which food is prepared.

(nn) The Firm / Agency r has to ensure trained manpower to be deployed in the dining hall who are well mannered.

(pp) The eatables served by the Firm / 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. Penalty shall be imposed if not strictly adhered to.

(qq) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Firm / Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, 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. The Firm / Agency shall also maintain hygienic conditions in cooking/pantry area & dining/serving areas.

(rr) The Firm / Agency shall be required to adjust/change the timings as and when required depending upon the progress of any special event It shall be ensured that tea/coffee are served steaming hot.

(ss) The Firm / Agency will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all guests under the said contract. The Firm / Agency should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

(tt) The authority entrusted with the task, will check the quality of grains, oil, flour, fruits, vegetables and other provisions used in cooking. Any deficiency may lead to penalty. The Firm / Agency itself will be responsible for periodical inspection and submit a report in this regard to the office of EMUs/CCEs. The Firm / Agency shall submit in the prescribed format on a daily basis a checklist for maintenance of Catering service. In case of dispute regarding the service, quality or the quantity of the food stuff, tea/coffee and snacks served, the decision of EMU/CCES will be final and binding.

(e) **Other General Conditions :-**

(i) The Firm / Agency will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the DRDO.

(ii) All personnel/employees/workmen employed by the Firm / Agency shall be, preferably, in the age group of 21 – 58 with good health and sound mind. The personnel/employees/workmen of the Firm / Agency shall be liable to security screening by the Security Staff deployed by DRDO.

(iii) The Service provider shall appoint fully qualified and competent workers as per the requirement and eligibility at their own cost, to ensure that the services rendered by them are the best.

(iv) The employees employed by the Firm / Agency shall always be under the exclusive control and supervision of the Firm / Agency and the Firm / Agency may transfer its employees / workmen and in accordance with their needs in consultation with the Estate Managers / Engineer-in-Charge.

Adequate and necessary numbers of employees / workmen are deployed by the Firm / Agency for fulfilment of their contractual obligations under this agreement.

(v) The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to Transit Facilities of DRDO before the commencement of work:

- List of Manpower short listed by the Firm / Agency for deployment in Transit Facilities containing full details i.e. date of birth, marital status, address etc. along with copies of educational qualifications and experience certificates;
- Bio-data of the persons with passport size photographs.
- Character certificate from Group A officer of the Central/State Government etc.
- Certificate of verification of antecedents of persons by local police authority.
- Medical fitness certificates of the persons deployed.

(vi) Any theft or damage caused due to negligence of the Firm / Agency shall be borne by the Firm / Agency. Appropriate amount of penalty after due consideration and hearing will be imposed by the CCE / EMU or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the Firm / Agency.

(vii) The services will be provided round the clock on all days of the year with sufficient number of manpower required to run the operation. Leaves of the contract employees of the Firm / Agency should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the Firm / Agency.

(viii) The Firm / Agency or his representative will not allow any unauthorized person to stay in the Transit Facilities of DRDO. If at any time or during surprise check it is found that any unauthorized person is staying in the Transit Facilities of DRDO, the firm / agency will be directly responsible and a financial penalty of Rs.10,000/- per day will be imposed on the Firm / Agency and the same will be recorded in the register.

(ix) EMUs/CCE office will not be responsible for any injury, accident, disability, or loss of life to the Firm / Agency or to any of its employees that may take place while on duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Firm / Agency. The Firm / Agency has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll.

(x) Compliance of policy regulation viz., payment of central government minimum wages act, employers' liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised / changes in the future, will be whole sole responsibility of the Firm / Agency. In this regard the Firm / Agency at all-time should indemnify EMUs / CCEs against all claims

and will maintain necessary books, logs, register, verification, returns, receipts, etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer / labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by termination of contract and/or such other action as the competent authority may deem fit.

(xi) The service provider will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared in Transit Facilities including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The Firm / Agency should keep the CCEs / EMUs indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

(xii) The selected Firm / Agency shall be solely responsible for the redressal of grievances of the persons employed. EMUs / CCEs office shall in no way be responsible for settlement of such issue.

(xiii) EMU / CCE office shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

(f) **Damages and Losses :-** Upon end of contract / termination thereof, the Firm / Agency is liable to return materials like beds, cots, chairs, tables, fridges, kitchen equipment", machineries" etc. to the EMU office in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit of the Firm / Agency as the case may be.

(g) **Complaints :-** The Firm / Agency shall attend to all the complaints and address as early as possible to the satisfaction of EMU / CCEs office. The Firm / Agency will provide Visit or feedback forms in each room and collect it to tabulate / display the observations / feedback, grievances or risk and sit for monthly meetings with the Engineer-in-Charge or his rep.

(h) **Penalty :-** If the Firm / Agency fails to deliver or perform the Services within the period(s) specified in the Contract, the Engineer-in-Charge shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to 1% per week and the maximum deduction is 10% of the contract price or unperformed Services for each week or part thereof of delay until actual delivery or performance. Once the maximum is reached, the Engineer-in-Charge may consider termination of the Contract. Further, the EMU or CCE office reserves the right to impose financial penalty to be deducted from the monthly bill for habitual short attendance of man power, non-maintenance of cleanliness and for

violation of any other condition which may lead to non-performance of contractual obligations.

The quantum of penalty will be as follows:

S. No.	Description	Penalty
1.	Non maintenance of cleanliness in Rooms, Reception, Lobby, Corridor etc.	Rs. 500/- per day subject to maximum of Rs. 10,000/- per month
2.	Non wearing of uniform	Rs. 100/- per day per person subject to maximum of Rs.10,000/- per month
3.	Supply of Food other than the rates that decided in the Menu	Rs. 200/- per meal subject to maximum of Rs. 10,000/- per month
4.	Laundry Default	Rs. 100/- per day subject to Rs. 5,000/- per month
5.	Sub-standard Catering Service	Rs.1000/- per complaint subject to maximum of Rs. 10,000/- per month

Unforeseen and weird circumstances will be dealt separately and quantum of penalty will be decided by EMU / CCE office. The decision of the Competent Authority will be final in this regard.

(j) **Training for Transit facility Staff :-**

(i) The agency shall be responsible for maintaining the Guest House / Transit Facilities shall deploy adequately trained personnel. Efforts should be made to train the existing staff to the fullest extent possible and retain them post-training. However, if any TF staff are found unsuitable despite receiving appropriate training, they should be gradually phased out and replaced with newly recruited personnel who have undergone proper training prior to deployment.

(ii) The agency should establish contact with reputed hotel management institutes in their respective locations to explore various training options for TF staff.

(iii) **A Training Manual as a guidance to Improve performance, develop employees, prepare for change and onboard new employees in the following areas is attached as ready reckoner to continually train and hone the capabilities of the employees**:-

- Front Office Management
- Food & Beverage Service
- House Keeping & Sanitation
- Kitchen Service and Management

(iv) The reception, guest handling, and service standards at DRDO Transit Facilities (TFs) should match and or exceed those of the similar facilities maintained by other reputed Government departments.

APPENDIX-'D'

EMPLOYEE PROFILE FORM
कर्मचारी के विवरण का प्रारूप

Name / नाम :

Name of Post / पद का नाम :

Date of Birth / जन्म तिथि :

Aadhaar Card No. / आधार संख्या :

Father / Husband's Name पिता / पति का नाम :

Local Address & Mobile / स्थानीय पता तथा मोबाइल नं :

Affix Passport Size Photo

Permanent Address & Mobile स्थाई पता तथा मोबाइल नं :

Police Verification पुलिस सत्यापन हुआ या नहीं :

Bank Account Details बैंक खाता विवरण :

Educational Qualification & experience (if any) शैक्षिक योग्यता तथा कार्य अनुभव, यदि है :

UAN / EPF Number :

ESI Number :

Date / दिनांक :

Signature

Work Order Number & Date :

Contractor's Name & Address :

Remarks / टिप्पणी :

Date / दिनांक :

Contractor's Signature

Remarks / टिप्पणी :

Date / दिनांक :

Officer-in-Charge

कर्मचारी निर्धारित कार्य के योग्य है / योग्य नहीं है
Employee is suitable / Not suitable for allotted work

Estate Manager

APPENDIX-'E'

LIST OF MINIMUM CHANNELS THAT ARE TO BE PROVIDED IN THE DTH / CABLE CONNECTIONS IN TRANSIT FACILITIES

Hindi Entertainment:	**Kids:**	**Doordarshan:**	**English Movies:**
1. Colors	36. Cartoon Network	68. DD Bangla	104. HBO
2. SAB	37. Hungama	69. DD Bharti	105. MGM
3. Sahara One	38. Disney XD	70. DD Chandana	106. STAR Movies Action
4. Sony	39. Disney Channel	71. DD Gujarati	107. Movies Now
5. Life OK	40. Nickelodeon	72. DD Gyan Darshan	108. PIX
6. Rishtey	41. Pogo	73. DD Kashir	109. STAR Movies
7. STAR Plus	42. Discovery Kids	74. DD National	110. WB
8. STAR Utsav	**Knowledge:**	75. DD NE	111. Zee Studio
9. UTV Bindass	43. Animal Planet	76. DD News	**English Entertainment:**
10. Zee Anmol	44. Discovery	77. DD Odia	112. AXN
11. Zee	45. Discovery Science	78. DD Malayalam	113. Comedy Central
12. Jio Hotstar	46. Fox Traveller	79. DD Podhigai	114. Discovery Turbo
Hindi Movies:	47. History TV	80. DD Punjabi	115. Fox Crime
13. Filmy	48. National Geographic	81. DD Sahyadri	116. NDTV Good Times
14. MAX	49. Nat Geo Wild	82. DD Saptagiri	117. STAR World
15. Movies Ok	50. Zee Khana Khazana	83. DD Sports	118. TLC
16. STAR Gold	**Sports:**	84. DD Urdu	119. Zee Cafe
17. UTV Action	51. STAR Sports 1	85. Lok Sabha TV	120. NDTV Good Times
18. UTV Movies	52. STAR Sports 2	86. RajyaS abha TV	**Others:**
19. Zee Cinema	53. STAR Sports 3	87. Rajya Sabha	121. Aastha
20. Zee Classic	54. STAR Sports 4	**English News:**	122. Disha
21. Z Action	**Regional (Punjabi):**	88. CNBC TV 18	123. NE TV
22. & Pictures	55. mh1	89. Al Jazeera	124. DY365
Hindi News:	56. Zee Punjabi	90. BBC World	125. ETV Urdu
23. AajTak	57. PTC News	91. Bloomberg UTV	126. Fashion TV
24. CNBC Awaaz	58. PTC Punjabi	92. Bloomberg TV**	127. MH One Shraddha
25. IBN7	59. PTC Chakde	93. CNN	128. NEPAL1
26. India TV	60. ETC Punjabi	94. CNN-IBN	129. Paras
27. India News	61. 9X Tashan	95. ET Now	130. Ramdhenu TV
28. NDTV India	**Regional (Hindi):**	96. Headlines Today	131. Rang
29. News 24	62. Mahuaa TV	97. NDTV 24x7	132. Sadhna
30. News Live	63. ETV Bihar	98. NDTV Profit	133. Sanskar TV
31. ABP News	64. ETV MP	99. NewsX	134. Shalom TV
32. Zee Business	65. ETV Rajasthan	100. Times Now	135. STAR CJ
33. Zee News	66. ETV UP	**Music:**	136. STAR CJ ALIVE
34. News Express	67. Zee 24*7 Chhattisgarh	101. Zoom	137. Zee salaam
35. News Nation		102. 9XM	138. Home Shop TV18
		103. E24	

APPENDIX-F

ENQUIRY NO: CCEESTS/ENQ/HYD/TF-10/ 02/2026-27 DATED 11 MAY 2025

DETAILS OF ESTIMATED COST OF TENDER

Name of Work: Management Services at Transit Facilities, Nagarjunasagar

Station: Hyderabad ('C' Area)

PART A (Monthly Wages)

Sl. No.	Description/ Category	Skill Level	A/U	Qty	Rate per month (in Rs)	Amount (in Rs.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Manager/ Supervisor	Highly Skilled	No	1	23868.00	23868.00
2	Receptionist	Skilled	No	0	20306.00	0.00
3	Special cook/Chef	Highly Skilled	No	0	23868.00	0.00
4	Cook	Skilled	No	2	20306.00	40612.00
5	Head Waiter	Skilled	No	0	20306.00	0.00
6	Waiter	Semi Skilled	No	2	16900.00	33800.00
7	Masalchi	Un Skilled	No	1	14456.00	14456.00
8	Helper/Safaiwala	Un Skilled	No	1	14456.00	14456.00
9	Room Boy/RoomBoy/ Helper	Un Skilled	No	2	14456.00	28912.00
10	Dhobi	Un Skilled	No	0	14456.00	0.00
11	**Total (Sl.No. 01 to 10)**			**9**		**156104.00**
12	EPF @ 13.00% (considered upto maximum ceiling of Rs. 15000/- per head)					**17267.12**
13	ESI @ 3.25% (considered upto maximum ceiling of Rs. 21000/- per head)					**4297.67**
14	Bonus @ 8.33% on wages per year (on Sl No.2) considered upto maximum ceiling of Rs. 21000/- per head					**11015.26**
15	VDA 6% on Sl. No. 11					**9366.24**
16	**Total (Sl. No. 11 to 15)**					**198050.29**
17	**Total for 12 Months (Sl. No. 16 x 12)**					**2376603.47**
				Estimated cost of wages	**Say**	**2376603.47** **(A)**

PART – B

DETAILS OF GST AND OTHER PAYMENTS TO BE REIMBURSED					
18	Uniforms (02 sets for each) including shoes for all TFs Staff (including winter clothing wherever applicable) @ Rs. 4000/12months X Total No of TFs staff.	Nos.	9	333.33	35999.64
19	Provision of daily news papers, Weeklies, fortnightly Magazines + Hygiene Chemicals, Internal flower/plant arrangement, washing materials for napkins, bath towels, hand towels, bed sheets and other small items etc.	No. of Rooms	10	800.00	96000.00

20	Provision of daily news papers, Weeklies, fortnightly Magazines + Hygiene Chemicals, Internal flower/plant arrangement, washing materials for napkins, bath towels, hand towels, bed sheets and other small items etc.		No. of Rooms	2	1100.00	26400.00
21	Total (Add Sl No. 18 to 19)					**158399.64**
22	GST at prevailing rate i.e @18% (on Sl. No. 17 + 21)					456300.56
23	Grand Total (Sl. No. 21 + 22)					**614700.20**
					Say	**614700.00** **(B)**
Estimated cost put to Tender / NIT Amount						
24	**Wages Amount (PART A)**				**(A)**	2376603.47
25	**Reimbursement Amount (PART B)**				**(B)**	614700.00
26	**Estimated Cost of Tender (Sl. No. 24 & 25) (A) + (B)**					**2991303.47**
27	**(CP & OH) 15% on Sl. No. 17**					**356490.52**
28	**GST at prevailing rate i.e @18% on (CP&OH)**					**64168.29**
29	**Grand Total (Sl. No. 26 to 28)**				**Say**	**3411962.28**
					Say	**34.12**

NOTES:

(a) The wages for the staff has to be considered for the complete month with six days working and one weekly off.

(b) Minimum Wages shall be revised in April and October every year hence the contractor shall pay the wages accordingly without waiting reminder from department.

(c) Wages to be paid to the workers shall not be less than that notified by Chief Labour Commissioner, Ministry of Labour and Employment, Government of India.

*** Please note that the minimum service charges @ 5.00% {para 24 (b)} over the Minimum Fair Wages approved by the competent authority includes payment to be made by the contractor towards (i) FSSAI Certificate / Registration, (ii) Training of the contractual staff as enumerated in para 2(D) and (iii) Insurance Cover (Workmen / Employee Compensation Insurance Policy and Group Mediclaim Insurance) as enumerated above in para {30 (c), sub-parts A&B of Terms & conditions)} for the contractual employees not covered under ESI (wages more than Rs. 21,000/- per month).**

Signature Not Verified
Digitally signed by R.DHINAKAR
Date: 2026.05.11 17:48:54 IST
Location: eProcure-EPROC