



क्षेत्रीय प्रशिक्षण केन्द्र,
REGIONAL TRAINING CENTRE,
रक्षा लेखा नियंत्रक (सेना),

रक्षा मंत्रालय, भारत सरकार
CONTROLLER OF DEFENCE ACCOUNTS (ARMY),
Min. of Defence, Govt. of India,
बेलवेडीयर परिसर, आयुध पथ, मेरठ छावनी-250001
Belvedere Complex, Ayudh Path, Meerut Cantt-250001
दूरभाष संख्या Telephone No. :0121-2647791
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Name of Contractor: -

Tender Issued on: -

Cost of tender document: -Rs 500.00

Receipt no/DD no: -

Date of opening of Technical Bids: - 09th February 2016 (1500 hrs)

Date of opening of Commercial Bids: - 11th February 2016 (1100 hrs)

TENDER FORM, TERMS & CONDITIONS WITH REFERENCE TO NIT FOR HOUSE KEEPING SERVICES (INCLUDING PEST & RODENT CONTROL) AND PANTRY SERVICES FOR REGIONAL TRAINING CENTRE HOSTEL, AYUDH PATH, NEAR DPDO, MEERUT CANTT FOR A PERIOD OF ONE YEAR WITH EFFECT FROM 01.03.2016. (3rd Call)

This Tender document consists of: -

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|-----|--|---------------|
| 01. | General Terms and Conditions of the Tender | Part-A |
| 02. | Introduction of RTC Hostel | Part-B |
| 03. | Schedule of Requirement (SOR) | Enclosure-I |
| 04. | Standard Conditions of Contract (SCoC) | Enclosure-II |
| 05. | Proforma for Submission of Technical Bid | Enclosure-III |
| 06. | Proforma for Submission of Commercial Bid | Enclosure-IV |
| 07. | Messing Menu | Annexure-I |
| 08. | Copy of NIT. | Part-C |

Authorized Signatory

Tender Document No: - No. AN/X/265/Hostel (M&C)/ Vol-IX

PART-A

REQUEST FOR PROPOSAL (RFP) FOR HOUSE KEEPING SERVICES (INCLUDING PEST & RODENT CONTROL) AND PANTRY SERVICES FOR REGIONAL TRAINING CENTRE HOSTEL, AYUDH PATH, NEAR DPDO, MEERUT CANTT FOR A PERIOD OF ONE YEAR WITH EFFECT FROM 01.03.2016.

Instructions for the Bidders.

1. Quotations in sealed covers are invited for Housekeeping Services (Including Pest & Rodent Control) and Pantry Services for Regional Training Centre Hostel, Ayudh Path, near DPDO, Meerut Cantt for a period of one year with effect from 01.11.2015. The period of the contract may further be extended after completion of the contract if RTC Meerut is satisfied with the present arrangement for housekeeping & pantry services or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of cleanliness/ hygiene and food by the selected Company/ Firm/ Agency. The RTC Meerut however, reserves right to terminate the initial contract at any time after giving one month notice to the selected service providing Company/ Firm/ Agency.

2. General Information about the tender:-

a)	Tender reference number	AN/X/265/Hostel (M&C)/ Vol-IX
b)	Last date and time of submission of offers	09th February 2016 (1400 hrs)
c)	Date of opening of Technical Bids	09th February 2016 (1500 hrs)
d)	Date of opening of Commercial Bids	11th February 2016 (1100 hrs)
e)	Place of opening of tenders	Conference Hall of Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut Cantt
f)	Communication Address	AO (AN), Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut Cantt

3. **Tender can only be submitted for both services i.e.** Housekeeping Services (Including Pest & Rodent Control) and Pantry Services. **UNDER NO CIRCUMSTANCES, THE COST OF MATERIAL AND/OR MACHINES CAN BE QUOTED AS EXCEPTIONALLY LOW (SAY RE 1, ETC.) AS THE SAME MAY BE CONSTRUED TO BE AN ACTION TAKEN TO BRING DOWN THE COST OF THE TOTAL TENDER VALUE & MISLEADING ACTION OF THE TENDERER FOR AWARD OF THE CONTRACT.**
4. Tender submitted for single service will not be accepted. Conditional bids shall not be considered and will be out rightly rejected at the very first instance.
5. The quotations should be given in a two bid system, the Technical and Commercial bids. The following enclosure are forwarded along with this enquiry to assist you in preparing your technical and commercial offer :-

1.	Schedule of Requirements (SOR)	Enclosure-I
2.	Standard Conditions of Contract (SCOC)	Enclosure-II
3.	Guidelines for preparation of Technical Bid	Enclosure-III
4.	Guidelines for preparation of Commercial Bid	Enclosure-IV

Normally the Quotations shall remain valid up to 45 days from the date of opening of Technical and Commercial Bid but validity period may be extended with the approval of CFA.

SUBMISSION/OPENING OF TENDERS

6. **PLEASE QUOTE OUR TENDER REFERENCE No. DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO WILL RENDER YOUR OFFER INVALID.**
7. The Technical and Commercial bids are to be submitted in two separate sealed envelopes, duly marked as “Technical Bids for RFP No.....dated.....”and Commercial Bid for RFP No.....dated.....” . The quotes are to be super-scribed with your firms name, address and official seal and ink signed by an authorized representative of the Tenderer. Sealed bids should be addressed to the DCDA (AN), Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut and should be dropped in the tender box placed at the Reception of Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut marked as Tender Box for providing Housekeeping Services (Including Pest & Rodent Control) and Pantry Services for Regional Training Centre Hostel, Ayudh Path, near DPDO, Meerut Cantt.
8. Sealed quotations will be opened by a committee on due date and time. Firm’s authorized representatives duly carrying an authorization letter from the firm can attend the tender opening. Due to any exigency if the date of opening of tender is declared as closed holiday, in such cases, the tenders will be opened on next working day at the same time. **The date of opening of Commercial Bid, if changed, will be intimated after acceptance of Technical bids.**
9. The Tenders sent by Fax will not be considered. To avoid complications with regard to late Receipt/Non-Receipt of Tenders, it may please be noted that the responsibility rests with tenderers to ensure that tenders reach RTC Meerut before due dates. Late quotes will be rejected outright.
10. Commercial offers of only those firms will be opened, whose technical offers have been found suitable after technical evaluation. Further negotiations will be made only with the lowest bidder (L1) as determined by the committee. The date, time and venue fixed for this purpose will be intimated separately.

Earnest Money Deposit

11. The bidders are to furnish EMD for sum of Rs 25,000/- (Rupees Twenty five Thousand Only), in form of Fixed Deposit Receipt/ Accounts Payee Demand Draft or Bank Guarantee pledged/ drawn in favour of CDA (Army) Meerut, with validity of 45 days beyond the final bid validity period.

Bid Evaluation Criteria

12. The bidders are to quote for all the sections/subsections mentioned in SOR. Any omission to quote for any item in SOR shall result in the rejection of the tender.
13. **Technical Bids will be opened to see that** The Bidder has provided all the details & meets the essential conditions as mentioned in the preceding points and accepts all the terms and conditions mentioned in succeeding points.
14. **Commercial Bids** in respect of only those bidders who are technically qualified will be opened to evaluate the successful bidder who has quoted lowest total rates for all the services on monthly basis. In case two or more firms quote the same rates the firm that has higher total turnover during the last three financial years i.e. 2012-13, 2013-14 & 2014-15 (total arrived at by adding each of the three years turnover) shall be the successful bidder.

Payment Terms

15. The payment of the Contractor price will be made after the end of every month within a period of 7 working days.

Standard Conditions of Contract (SCOC)(Enclosure-II)

16. SCOC shall be required to be accepted in full by all the firms participating in the contract. A contract will be signed between the contract operating Authority (COA,.....) and office of the Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut incorporating the SCOC at Enclosure of this RFP, which form the integral part of the Contract.

Pre-Bid Conference

17. The SOR (Enclosure I) and SCOC (Enclosure II) should be carefully considered while preparing the bids. Interested Tenderer may resolve all the clarification by visiting the Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut on all working days during 1st February 2016 to 5th February 2016 between 1100 to 1300 hrs.

Technical & Commercial Bid

18. The Technical & Commercial bid is to be submitted strictly in accordance with Enclosure-III & Enclosure-IV to this tender enquiry. The commercial bid once opened, will not be unilaterally refused by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY /FIRM / AGENCY

19. The firm should be registered under Indian Registration Act.
20. The firms should comply with the statutory obligation, e.g., Minimum Wages Act and other related Labour laws. The firm(s) will have to give undertaking in this regard. The wages for the man-power required shall be quoted in

accordance with Govt. of UP notification in force at the time of submission of tender.

21. The Service Provider Company / Firm/ Agency should be registered with the appropriate registration authority.
22. Service Provider Company / Firm / Agency should have its own Bank Account, PAN No., TIN No. and Service Tax No.
23. Service Provider Company / Firm/ Agency will have to provide details of income tax returns of their firm for last three assessment years (2013-14 to 2015-16).
24. Service Provider Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.
25. The Service Provider Company/Firm/Agency has to submit the Audit Balance Sheet and Profit & Loss Account for the preceding three Financial Years (2012-13 to 2014-15).
26. The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been black listed by Central Government / State Government / any PSU in last three years.
27. **Non compliance with any of the above conditions by the Service Provider Company/Firm/ Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.**

FRAUD AND CORRUPT PRACTICES

28. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the RTC Meerut may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in *corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice* in the Bidding Process.
29. Without prejudice to the rights of RTC Meerut under Clause 28 hereinabove, if an Applicant is found by the RTC Meerut to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender issued by RTC Meerut during a period of 2 (two) years from the date such Applicant is found by the RTC Meerut to have directly or indirectly or through an agent, engaged or indulged in any *corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice* as the case may be.
30. This organization has zero tolerance for crime/atrocities against women and this must be ensured during operation under the activities included in SOR.

31. For the purposes of clauses 28 and 29 above, the following terms shall have the meaning hereinafter respectively assigned to them:
- a. “*Corrupt practice*” means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
 - b. “*fraudulent practice*” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
 - c. “*Coercive practice*” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person’s participation or action in the Bidding Process;
 - d. “*undesirable practice*” means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
 - e. “*restrictive practice*” means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process;

LEGAL

32. The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax and any other Laws/ Taxes/ Acts/ Rules etc. governing the matter/ issues etc. If at any point of time it is noticed that the Contractor is not meeting out/violating any procedures/taxes/ Acts/ Rules then that will be met out, out of the Performance Security Deposit made by the contractor.
33. The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Regional Training Centre, O/o CDA (Army) Meerut Cantt to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
34. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of RTC Meerut or any other authority under Law.
35. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by RTC Meerut.

36. In case, the tendering Agency fails to comply with any statutory provision/ taxation liability under appropriate law and as a result thereof the RTC Meerut is put to any loss/ obligation, monetary or otherwise, the RTC Meerut will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.
37. The Service Provider will solely be responsible for any legal case/dispute raised by his workers deployed in the Regional Training Centre Hostel, Meerut Cantt and the Government of India will in no way be responsible for any such dispute and the Service Provider will indemnify the Government of India against any such legal costs/disputes.

FINANCIAL

38. Bids, offering rates which are lower than the minimum wages (as applicable for the Govt. of Uttar Pradesh) for the pertinent category, including the statutory contributions such as EPF, ESI etc.(benchmarks provided in the Enclosure-IV i.e. proforma for commercial bids) would be rejected.
39. The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).
40. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the Agency will be liable to be forfeited by RTC Meerut besides annulment of the contract.
41. The Agency shall raise the bill, along with attendance sheet in the first week of the succeeding month.
42. The Agency will provide Aadhar Card No. and full bank details, EPF Account No. and ESIC Registration No. for each individual. Whenever new individual is deployed, such details will be provided within one week of deployment.
43. The Claims towards Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till the proof is furnished, at the discretion of RTC Meerut. The copies/ tax receipts/ tokens deposited in respective offices should be submitted to RTC Meerut on monthly basis.
44. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the Regional Training Centre, O/o CDA (Army) Meerut Cantt. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by the Controller of Defence Accounts (Army), Meerut Cantt.

45. The Regional Training Centre, O/o CDA (Army) Meerut Cantt reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document so as to overcome any of the problems encountered at any stage.
46. Bids of those firms who do not fulfill the requisite qualification are liable to be rejected.
47. This RFP is being issued with no financial commitment and Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut Cantt reserves the right to change or vary any part thereof at any stage. The Regional Training Centre, O/o CDA (Army), Belvedere Complex, Ayudh Path, Meerut reserves the right to reject any or all of the offers without assigning any reason whatsoever. The RTC Meerut also reserves the right to withdraw the RFP, should it be so necessary at any stage.

Dated: 05th Jan 2016

Yours faithfully,

**(Praveen Ranjan)
DCDA (AN)**

PART-B
INTRODUCTION

Regional Training Centre, Meerut Cantt., is one of the pioneer training institute of the Defence Accounts Department wherein participants at all levels from various offices in the North-Western India are trained throughout the year. The building of the RTC, Hostel at Meerut is spread over in approximate 2390 sq mts covered area which includes 03 VVIP suites, 04 VIP , 19 ordinary rooms with attached toilets and bathrooms, 02 Lounge & Dining Space for the occupants. The hostel is being utilized at full swing for stay of the participants and other DAD officers and staff. The senior officers from the Defence Accounts Department, Army Officers, etc. are also often utilizing the transit facility.

Each Living room/ suite has a provision for stay of two persons at a time. The main kitchen along with the pantry is located on the Ground floor adjoining the Dining Hall. The cooking facilities for the officials staying in the Guest house are required to be maintained in this kitchen. The number of officer for whom food will have to be prepared and served will depend on the occupancy of the rooms. The number is not fixed and can vary. The firm has to provide Lunch/Tea/Snacks on demand basis for the Guests/staff member on payment basis who will be staying at the Guest House. In addition lunch will be Tea/Coffee/Lunch/Dinner may also be catered during the conference/Meetings/official functions whenever they are organized in the hostel/ Regional Training Centre. The food is required to be provided of an approved standard. The menu rates are indicated in **Annexure-I** and firm have to provide the items mentioned in the menu on the price indicated against each item.

Enclosure I of RFP

Schedule of Requirements (SOR)

(A) Area of Responsibility and Service Required

1. Housekeeping (Including Pest & Rodent Control) Services
2. Pantry (Catering) Service

(B) Requirement of Manpower for the services

S. No.	Staff to be Outsourced	Category	No. of persons
i.	Supervisor cum EPABX Operator cum Receptionist	Skilled	1
ii.	Waiter	Semi-Skilled	5
iii.	Cook	Skilled	2
iv.	Asst. Cook	Semi-Skilled	2
v.	Sweepers	Un-Skilled	5
	TOTAL		15

(C) Cleaning Material shall be of good brand and in sufficient quantity.

(D) Machines Required for House- keeping.

1. Wet & Dry Vacuum Cleaner (Industrial) (02 Pcs.)
2. Single Disc Machine (01 Pcs.)
3. Maids Trolley/Wringer Trolley (03 Pcs.)

(E) Menu/ Foods items along with their rates which are to be provided in RTC Hostel are mentioned at **Annexure I**.

Enclosure II of RFP
(Standard Conditions of the Contract)

1. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR.

- (a) Reception and accommodation of officials coming to stay in Guest House.
- (b) Services will be done by presentable, **neatly attired (Common uniform to be given by the contractor, which will be approved by the RTC, Meerut)**, well mannered and trained attendants, the employees will wear aprons gloves/cotton gloves during working in the premises. The number of which will be as indicated below:-

S. No.	Staff to be Outsourced	Category	No. of persons
i.	Supervisor cum EPABX Operator cum Receptionist	Skilled	1
ii.	Waiter	Semi-Skilled	5
iii.	Cook	Skilled	2
iv.	Asst. Cook	Semi-Skilled	2
v.	Sweepers	Un-Skilled	5
	TOTAL		15

In addition to the above, additional manpower may be required on a few occasion in year which will be provided by the contractor.

The EPABX Operator provided by the contractor will sit on the EPABX Board/ Hostel Reception (including Saturdays and Sundays) and will be responsible for receiving the visiting officials, registration of entries in register, billing and collection of cash realized. He will also connect all the incoming calls to the respective officers/rooms. The Service Provider will have the liability of providing any weekly offs as per the provisions of the Minimum Wages Act, 1948. The Service Provider Company / Firm/ Agency will make alternative arrangement during the weekly off days of the regular incumbent. Staff belonging to other categories will also be provided weekly offs as per the provisions of the Minimum Wages Act, 1948 in accordance with the duty rosters as decided by the Dy.CDA (AN).

- (c) Maintenance and cleaning on daily basis of all the rooms of Guest House (Toilet, Bathroom) corridors, stair case, dining rooms kitchen, entire administrative block(all the four floor), inside the boundary wall. Corridor/stair case may be swabbed and cleaned with ISI mark phenyl/detergent two times a day and be spick and span at all times.
- (d) Bedrooms linen and bathroom towels will be changed every alternate day whenever the rooms are in use. All the linen including blanket, quilts, towels, etc., should be properly marked "RTC, Meerut" to avoid being replaced during washing. **In the event of supply of unwashed towels, bed sheets, etc., penal deduction, as deemed necessary by the Competent Authority (DCDA (AN)) may be imposed on the contractor for each day default and the recovery will be made from**

the monthly bills. The recovery will be decided on the feedback received from the participants/ occupants from time to time.

- (e) Floors of all the rooms will be cleaned daily with ISI mark detergent/chemical and will be kept clean all the time.
- (f) General Rodent and Pest control service will be done on monthly basis.
- (g) Carpets in the rooms will be brushed/vacuum cleaned daily.
- (h) Cleaning and dusting with appropriate material of all decorative items like painting and vases and other artifacts in the building.
- (i) Wash rooms in common areas will be cleaned twice daily and mopped with ISI mark phenyl WCs will be thoroughly washed and cleaned. The toilets & bathrooms attached within the rooms will be washed and cleaned once daily in the similar manner as specified above. Deodorants will be used for sparking results. Bath soaps, toilet paper and odonil (Air freshener) will be provided by the contractor.
- (j) Maintenance and cleaning on daily basis appropriate intervals will be done for corridor, courtyard and road/path of complex inside the boundary wall and ensured that the place is neat and clean.
- (k) Environmental standards to be ensured and legislations are complied with.
- (l) The kitchen will always be kept spick and span clean. The utensils, crockery, cutlery, refrigerator and other kitchen gadgets will be kept clean and arranged properly.
- (m) Flower arrangement will be done and indoor plants will be kept in order to beautify the rooms/corridors which will be changed and cleaned on regular basis.
- (n) Services will be done in hygienic condition by trained cooks.
- (o) Bed tea will be provided in bedrooms but breakfast, lunch and dinner will be served in dining hall.
- (p) Two daily newspapers, two weekly magazines as approved by the RTC, Meerut will be provided by the contractor at its own expenses.
- (q) Laundry & mail services will be made available at actual rates to the visitors, if required by them.
- (r) Bill for the stay meals extra services will be presented to the visitors staying in the guest house and payment received. **Payment received for stay should be deposited with the Government within a period of 07 days, falling which the amount will be recovered from security deposit, which will have to be recouped by the contractor immediately.**

- (s) Meals will be provided at fixed rates as per Menu. For Guest House details are given in Annexure-I.
- (t) Disposals of garbage to be carried out every day.
- (u) The firm will ensure police verification of all the employees on its rolls who are working for Regional Training Centre Hostel, Meerut Cantt. No other employees will be allowed to enter the premises of above building. All employees will use I-Cards, while carrying out their jobs.
- (v) The firm will advise its workmen to restrain themselves from entering into any arguments with any Govt. Official present in RTC, Meerut or its Hostel. All employees will strictly follow the guidelines of CDA (Army) Meerut as applicable.

NOTE: - A daily maintenance register covering the items mentioned above (from serial number {(a) to (v)} shall be maintained by the contractor which will be subject to check by RTC, CDA (Army), Meerut. Any deterioration in providing the above services shall attract the provisions given in the standard conditions of Contract.

- (w) The contractor shall provide all cleaning equipment and cleaning material which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the contract.

Some cleaning materials to be used are as under. Quality of materials used to the satisfaction of the contract will be ensured by the contractor.

Sl.No	Particulars	Minimum Qty. Required per month
1.	Liquid Soap(Dettol/Lifebuoy/Lux)	50 bottles
2.	Lizol/Fenal	2+2 Ltr
3.	Glass Cleaner(Colin)	10 Bottle
4.	Duster Cloth	36
5.	Toilet Cleaner(Harpik etc.)	15
6.	Soft Broom	10
7.	Coconut Broom	06
8.	Odonil	30
9.	Toilet Napkin	50 pkt
10.	Garbage Bag(Big)	10
11.	Garbage Bag(Small)	50
12.	Toilet Brush	04
13.	Scrub Pad	15
14.	Squeezer(White)	03
15.	Squeezer(Red)	05
16.	Mug/Bucket	04
17.	Toilet Roll	30 pkt
18.	Paper Napkin	15

19.	Air Freshner	10
20.	Mosquito Spray	66
21.	Detergent Cake	07
22.	Detergent Powder	03 kg
23.	Dust Pan	04
24.	Laundry Cost of linen i.e. Curtain, Bed Sheets, Pillow Covers	
25.	Mop Stick/Wiper	04
26.	Pourchey	20

2. OBLIGATIONS OF D.A.D.

The department shall provide and maintain:-

- (a) The building and the rooms with all fittings and fixtures.
- (b) Air conditioner, voltage stabilizer, fans, electric heat convectors, booster pumps, etc.
- (c) Gas stoves empty gas cylinder, oven/cooking range gas, food warmer etc., utensils, crockery cutlery, kitchen equipments, choppers, knives, pressure cookers, electric toaster, mixers/grinder, refrigerator, deep freezer, thermo flask, buckets, stationery for visitors etc.
- (d) Telephone and extension, if required.
- (e) Electrical tube lights, bulbs, initial supply and replacements.
- (f) Payment of electric water conservancy, telephone bills, house tax, and municipal tax shall be made under arrangement of DAD. Any bills received by the contractor on this account will be forwarded to RTC, Meerut for payment.
- (g) Initial provisioning and replacement of linen, crockery, cutlery, furniture, towels plants, paintings, vases decoration pieces etc.
- (h) Renovation /Additions to the buildings for the efficient usages. Maintenance of Air Conditioners, Electric Gadgets, electric fitting plumbing sewage works, building works and other requirement etc.
- (i) Racks, Almirahs, locking arrangements, etc., if required additionally.
- (j) Any other additional non-consumable stores/equipment required for efficient running for the RTC Hostel, Meerut Cantt.

3. TERMS AND CONDITION AND GENERAL SPECIFICATION

- a) The contractor will not allow or permit their employees to participate in any trade union activities or agitation in the premises of the owner.
- b) Any theft or damages caused by the contractor's personnel shall be borne by the contractor.
- c) No women employee should be employed **beyond evening or in the early morning** or late night hours
- d) All personal and their bags and baggage connected with the contractor shall be liable for physical check both at the time of entry and passing out of campus.
- e) The DAD will not be responsible for any injury or loss of any of the contractor's personnel that may take place while on conservancy duties. Any compensation or expenditure towards treatment for such injury or loss of life shall be sole responsibility of the contractor.
- f) The contractor is responsible for payment of monthly salary on due date to the employees.
- g) The contractor is solely responsible for the statutory payments such as ESI, PF etc. paid to the concerned authorities. Proof of such payments have to be produced along with the bill.
- h) The contractor shall submit the bills alongwith relevant documents for the current month in the succeeding month or thereafter so as to enable the Department to process the same and pay the contractor.
- i) Tax shall be deducted at source as per the Income Tax Act from the monthly bills.
- j) If in the opinion of the Department, the contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and/or the money available with the Department as performance guarantee.
- k) In the event of the Department deciding to renew this contract on the same terms as embodied the decision to the contractor prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.
- l) It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep the Department informed, for the purpose of the Department's statutory responsibilities and liabilities if

any, as may be applicable from time to time, the contractor shall intimate the Department, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the contractor and inspect relevant records if any. The Department may verify such payments made in the wage register maintained by the contractor.

- m) The contractor shall ensure that its employees present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement. Their uniform shall be decided in consultation with the Dy. CDA (AN), O/o CDA (Army), Meerut.
- n) The contractor shall indemnify and shall keep the Department indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.
- o) The contractor shall, at all times, indemnify the Department against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into the Department premises has been authorized by the contractor. The contractor shall insure all the employees engaged for this job and such policy shall be produced to the Department on demand.
- p) In the event of any exigencies, the Department shall have discretion to call upon the contractor to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.
- q) Service tax as per laws in force shall be paid by the Contractor.
- r) Statutory increases, if any i.e. Service Tax, Rates of Minimum Wages, EPF & ESI Contributions as notified by Central/ State Govt. during the period of currency of the contract shall be borne by the Department
- s) That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
- t) That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behaviour of its workmen.

- u) The contractor shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises.
- v) All damages caused by the contractor or that of the contractor's employees or arising out of its employee's instruction shall be charged to the contractor and recovered from his dues/bills or adjusted against the performance guarantee.
- w) Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by the Department for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender of the Department and/or any other government department..
- x) Besides the above, an undertaking as follows shall also be furnished:-
"The contractor hereby agrees to undertake that he/she shall abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970".
- y) The employees will work punctually at the prefixed/ timings

4. HANDING/TAKING OVER.

The fittings, fixtures, furniture, furnishing, lined crockery cutlery, gadgets, and all other items will be properly handed over after making separate kit inventory and details of each item giving specification duly signed by representatives of the DAD and the contractor for the RTC Hostel, Meerut Cantt.

5. FEES AND TERMS OF PAYMENT

- (a) The contractor will be paid by DAD for the services listed in Para-I above within a week of receipt of pre-receipted bill from the contractor after verification that satisfactory services have been provided during the month.
- (b) Payment will be made in favour of contractor electronically or by a crossed cheque payable at Meerut, as deemed necessary, after making due deductions. For this purpose contractor will be required to furnish an e-payment mandate form on the format supplied by RTC, Meerut after the award of the contract.
- (c) If the scope of services increases and /or the time of 12 months is to be extended then fee to be mutually agreed upon shall be payable to the contractor.

6. Security Deposit

The contractor shall submit a Bank Guarantee Bond for 10% of total cost of per annum, in favour or the Controller of Defence Accounts (Army) towards security deposit, to be valid till three months after the

period of agreement. The security deposit so lodged with the CDA (Army) Meerut will be released after three months of expiry of agreement period, if not otherwise extended on mutual understanding.

7. TERMINATION OF CONTRACT

If the services of the contractor are not found satisfactory, they will be issued one month notice and the contract will be terminated after one month notice. During the period of notice both the parties shall continue to discharge their duties and obligations.

8. DAMAGES AND LOSSES

All the equipment and the items at site stand at the risk of the contractor and be in sole charge of the contractor, who shall deliver in their proper condition at the time of annual stock taking to be decided by the DAD. Any shortages 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 of the contractors. The contractors or his representative shall be present during the stocktaking. If the contractor or his representatives do not make themselves available, the stock taking shall be conducted in their absence by a board of officers whose finding and recommendation will be final.

9. COMPLAINTS

The contractors shall keep a suggestion book to be provided by DAD to record and any suggestion, on the performance of services, by the visitors and produce to the DAD or its representative(s) for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their recurrence. The contractor shall attend to all the complaints and complete as early as possible to the satisfaction of the RTC, Meerut.

10. MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, obscene or offensive languages while at the centre. In case of misbehaviour, ACDA/DCDA (AN) has right to terminate the contract as per clause 7 above.

11. BREAKAGE

Breakage of crockery items up to 1 % (of the total value of crockery held in the charge of the contractor) shall be allowed. Breakage over and above this limit will be the responsibility of the contractor. The case of such breakage will be determined by the DAD at their sole discretion. In case the amount is not paid, the DAD is free to deduct the amount from any sum due to the contractor. All damages/breakages to the equipment, in the charge of the contractor (as in para-4 above), if caused due to negligence of the contractor's employees, the cost of 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 the sole discretion of the DAD to decide.

12. REPLACEMENT

Replacement of articles which have been lost will be done after proper assessment by representatives of the DAD.

13. PENALTY

Deduction on account of unsatisfactory catering services and improper maintenance of RTC, Hostel will be made from the monthly bills. The recovery will be decided by the ACDA/DCDA (AN) based on the feedback received from the participants from time to time.

- (i) In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration with a penalty of Rs 300/- per person per day shall be deducted from the monthly bill of the contractor.
- (ii) In case of non-maintenance of cleanliness, deduction shall be made from the bill of the contractor taking into account loss of goodwill.
- (iii) In case of unforeseen circumstances, the decision of the ACDA/DCDA (AN) shall be final.
- (iv) If the work is found unsatisfactory and below the expected standard in a particular area or areas, ACDA/DCDA (AN) will have the right to get the work done through another agency. The charges on account of this shall be deducted from the contractor's bill. Decision of the ACDA/DCDA (AN) shall be final in this regard.

Enclosure III of RFP

Guidelines for Preparation of Technical Bid

SI. No	Description	Compliance	Enclosed documents.
1.	Name of the Firm.	Y/N	
2.	Complete Address of Regd. Office with Tel No/Fax/Mob No	Y/N	
3.	Registration No of agency	Y/N	
4.	PAN	Y/N	
5.	ESI registration certificate	Y/N	
6.	EPF registration certificate	Y/N	
7.	Service Tax Registration Certificate	Y/N	
8.	Specify whether the tenderer is sole proprietor or partnership firm. If partners, please provide names, complete address and Tel Numbers of all the partners.	Y/N	
9.	Income Tax Return for last three assessment years i.e. 2013-14, 2014-15 & 2015-16	Y/N	
10.	Whether the company complies with statutory obligation i.e. Minimum Wages ACT and other related labour laws. Enclose Undertaking as per clause 20 of RFP	Y/N	
11.	Indicate acceptance of the entire scope of work	Y/N	
12.	Indicate EMD had been attached	Y/N	
13.	Acceptance of Standard Condition of Contract	Y/N	
14.	Annual turnover of the firm (i) 2012-13 (ii) 2013-14 (iii) 2014-15 (enclose audited balance sheets)	Y/N	
15.	Experience (if any) (Indicate in terms of number of years)		
16.	Letter of Authorisation in respect of the authorised signatory of the firm.	Y/N	
17.	An affidavit to the effect that information furnished in respect of financial status and experience is true and also stating that the agency is/ has not been blacklisted by Central Govt./ State Govt./any PSU during last three years must be enclosed	Y/N	

18.	<p>Brand name of the following cleaning material to be given(The bidder may however add further consumable items, if required):-</p> <table border="1" data-bbox="360 256 880 1360"> <thead> <tr> <th data-bbox="360 256 474 298">Sl.No</th> <th data-bbox="474 256 880 298">Particulars</th> </tr> </thead> <tbody> <tr><td data-bbox="360 298 474 382">1.</td><td data-bbox="474 298 880 382">Liquid soap(Dettol/Lifeboy/Lux)</td></tr> <tr><td data-bbox="360 382 474 424">2.</td><td data-bbox="474 382 880 424">Lizol/Domex Floor Cleaner</td></tr> <tr><td data-bbox="360 424 474 466">3.</td><td data-bbox="474 424 880 466">Colin or Glass Cleaner</td></tr> <tr><td data-bbox="360 466 474 508">4.</td><td data-bbox="474 466 880 508">Duster Cloth</td></tr> <tr><td data-bbox="360 508 474 550">5.</td><td data-bbox="474 508 880 550">Soft Broom</td></tr> <tr><td data-bbox="360 550 474 592">6.</td><td data-bbox="474 550 880 592">Coconut Broom</td></tr> <tr><td data-bbox="360 592 474 676">7.</td><td data-bbox="474 592 880 676">Harpic/Sanifresh Toilet Cleaner</td></tr> <tr><td data-bbox="360 676 474 718">8.</td><td data-bbox="474 676 880 718">Mop Stick/PINZA Mop</td></tr> <tr><td data-bbox="360 718 474 760">9.</td><td data-bbox="474 718 880 760">Air Freshner/Odonil</td></tr> <tr><td data-bbox="360 760 474 802">10.</td><td data-bbox="474 760 880 802">Toilet Napkins</td></tr> <tr><td data-bbox="360 802 474 844">11.</td><td data-bbox="474 802 880 844">Garbage Bag Big</td></tr> <tr><td data-bbox="360 844 474 886">12.</td><td data-bbox="474 844 880 886">Garbage Bag Small</td></tr> <tr><td data-bbox="360 886 474 928">13.</td><td data-bbox="474 886 880 928">Toilet Brush with Stand</td></tr> <tr><td data-bbox="360 928 474 970">14.</td><td data-bbox="474 928 880 970">Squeezer</td></tr> <tr><td data-bbox="360 970 474 1012">15.</td><td data-bbox="474 970 880 1012">Scrub Pad</td></tr> <tr><td data-bbox="360 1012 474 1054">16.</td><td data-bbox="474 1012 880 1054">Mugs</td></tr> <tr><td data-bbox="360 1054 474 1096">17.</td><td data-bbox="474 1054 880 1096">Dust Pan</td></tr> <tr><td data-bbox="360 1096 474 1138">18.</td><td data-bbox="474 1096 880 1138">Toilet Roll</td></tr> <tr><td data-bbox="360 1138 474 1180">19.</td><td data-bbox="474 1138 880 1180">Paper Napkins(Soft 2/4 ply)</td></tr> <tr><td data-bbox="360 1180 474 1222">20.</td><td data-bbox="474 1180 880 1222">Air Freshner/Spray Refills</td></tr> <tr><td data-bbox="360 1222 474 1264">21.</td><td data-bbox="474 1222 880 1264">Mosquito Spray</td></tr> <tr><td data-bbox="360 1264 474 1306">22.</td><td data-bbox="474 1264 880 1306">Detergent Cake</td></tr> <tr><td data-bbox="360 1306 474 1348">23.</td><td data-bbox="474 1306 880 1348">Detergent Powder</td></tr> </tbody> </table>	Sl.No	Particulars	1.	Liquid soap(Dettol/Lifeboy/Lux)	2.	Lizol/Domex Floor Cleaner	3.	Colin or Glass Cleaner	4.	Duster Cloth	5.	Soft Broom	6.	Coconut Broom	7.	Harpic/Sanifresh Toilet Cleaner	8.	Mop Stick/PINZA Mop	9.	Air Freshner/Odonil	10.	Toilet Napkins	11.	Garbage Bag Big	12.	Garbage Bag Small	13.	Toilet Brush with Stand	14.	Squeezer	15.	Scrub Pad	16.	Mugs	17.	Dust Pan	18.	Toilet Roll	19.	Paper Napkins(Soft 2/4 ply)	20.	Air Freshner/Spray Refills	21.	Mosquito Spray	22.	Detergent Cake	23.	Detergent Powder		
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Note: Incorrect/false information is liable to forfeiture of EMD and initiation of legal proceedings.

Signature of the proprietor/ auth signatory with firm's seal

Enclosure IV of RFP

Guidelines for Preparation of Commercial Bid

Commercial Bid

S.N.	Particulars	Requirement	Minimum Wages as notified by UP Govt. (benchmark)	Rates per person Per month (to be quoted by service provider)	EPF Employer's Contribution @ 13.36% of (e)	ESI Employer's Contribution @ 4.75% of (e)	Total Cost per person {(e) + (f) + (g)}	Total monthly cost { (c) x (h) }
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
1.	Supervisor cum EPBAX Operator cum Receptionist (Skilled)	01	9688.89 (for 30 days)					
2.	Waiter (Semi-Skilled)	05	7496.30 (per month)					
3.	Cook (Skilled)	02	8379.04 (per month)					
4.	Asst. Cook (Semi- Skilled)	02	7496.30 (per month)					
5.	Sweeper (Un-Skilled)	05	6814.81 (per month)					
6.	SUB TOTAL							
7.	Cost of Cleaning Material and equipment inclusive of all taxes*	--	--	--			--	
8.	Pest control charges*	--	--	--			--	
9.	Rodent control charges*	--	--	--			--	
10.	Service charges* @	--	--	--			--	
11.	Add Service Tax on SI No. (6+8+9+10)	--	--	--			--	

1. The wages for all the employees as mentioned in column (e) above must be quoted as per minimum wages circular, circulated vide Govt. of UP notification in force at the time of submission of tender.

2. The rates to be quoted in column (h) above in r/o SI No. 1,2,3,4 & 5 should include the mandatory EPF & ESI contribution at the rate of 13.36% & 4.75% respectively.

2. *Cost of (i) cleaning material (ii) pest & rodent control charges and (iii) service charges must be quoted keeping in view the total area to be maintained and justification of rates thereof must be submitted on a separate sheet. **UNDER NO CIRCUMSTANCES, THE COST OF MATERIAL AND/OR MACHINES CAN BE QUOTED AS EXCEPTIONALLY LOW (SAY RE 1, ETC.) AS THE SAME MAY BE CONSTRUED TO BE AN ACTION TAKEN TO BRING DOWN THE COST OF THE TOTAL TENDER VALUE & MISLEADING ACTION OF THE TENDERER FOR AWARD OF THE CONTRACT**

Signature of the proprietor/ auth signatory with firm's seal

MESSING MENU

S. No.	ITEMS	Rates
BREAKFAST		
1.	Bread (4 Slices) with butter or Jam & Tea	25/-
	OR	
2.	Bread (2 Slices) with 2 eggs omelette & Tea	25/-
	OR	
3.	Paratha Suffed (2 Pcs) with curd & pickle & Tea	25/-
	OR	
4.	Poori (4 Pcs) with Subzi & Tea	25/-
LUNCH/ DINNER		
5.	Two Seasonal Vegetable dishes, Dal, Rice, Chapati, Salad, Curd/ Raita, Pickle and one dessert. * Cyclic Menu will be adopted for lunch/ dinner with as much variations as possible.	40/-
OTHER SNACKS & BEVERAGES		
6.	Tea per Cup	5/-
7.	Coffee per Cup	7/-
8.	Hot Milk per glass of 200 ml	10/-
9.	Vegetable Sandwich (with butter spread)	8/-
10.	Lassi (Sweet/ Salted) from 100 ml curd one glass	15/-
11.	Stuffed Paratha (1pc)	12/-
12.	Puri (1 pc)	4/-
13.	Bread Toast (per Slice)	3/-
14.	Bread Toast (per Slice) with butter/ jam	5/-
15.	Omelette One Egg	10/-
16.	Omelette Two Eggs	16/-
17.	Nimbu Pani (Sweet/ Salted) per glass	6/-
18.	Packed Ready Snacks (Peanuts/ wafers/ kurkure etc.)	As per MRP
19.	Soft Drinks (200ml/ 300ml/ 500 ml)	As per MRP
20.	Paneer Dish (on advance order) per plate (100 gm paneer)	80/-
21.	Chicken Curry(on advance order) per plate (2 pieces)	100/-

PART-C



क्षेत्रीय प्रशिक्षण केन्द्र,
REGIONAL TRAINING CENTRE,
रक्षा लेखा नियंत्रक (सेना),

रक्षा मंत्रालय, भारत सरकार
CONTROLLER OF DEFENCE ACCOUNTS (ARMY),
Min. of Defence, Govt. of India,
बेलवेडीयर परिसर, आयुध पथ, मेरठ छावनी-250001
Belvedere Complex, Ayudh Path, Meerut Cantt-250001

दूरभाष संख्या Telephone No. :0121-2647791

फैक्स संख्या Fax No. 0121-2648388

e-mail id: cdartcme-up@nic.in



NOTICE INVITING TENDERS (3rd CALL)

Regional Training Centre, O/o the CDA(Army), Belvedere Complex, Ayudh Path, Meerut invites sealed tenders in two bid, i.e. Technical Bid and Commercial Bid for Housekeeping Services (Including Pest & Rodent Control) and Pantry Services for Regional Training Centre Hostel, Ayudh Path, near DPDO, Meerut Cant for a period of one year with effect from 01.03.2016

1. The quotations should be given in two bid proforma, i.e. Technical Bid and Commercial Bid. Combined quotation will not be accepted and hence rejected.
2. The firm (s) should comply with statutory obligation eg. Minimum Wages Act, 1948 and other related labour laws. The firm(s) will have to give an undertaking to this effect in this regard.
3. The firm (s) should enclose copies of PAN, Income Tax Returns for the last three assessment years, EPF, ESI and Service Tax Registration Certificate in support of their eligibility and financial health.

Tender documents with scope of work and general terms and conditions will be available from Accounts Officer (Admin), Regional Training Centre, O/o CDA(Army), Belvedere Complex, Ayudh Path, Meerut Cantt on any working day from 12th January 2016 to 27th January 2016 on payment of Rs 500/- (Rupees five hundred only) per documents. The bidders would be required to furnish Earnest Money Deposit to the tune of Rs 25,000/- (Rupees Twenty Five Thousand only), in form of Account Payee Demand Draft or Fixed Deposit Receipt/Bank Guarantee pledged/drawn in favour of CDA (Army) Meerut, with validity of 45 days beyond the final bid validity period. Tender forms can also be downloaded from <http://cdaarmymeerut.nic.in>. **Technical Bids in respect of tender forms downloaded from website must be accompanied with the separate Demand Draft of Rs 500/- drawn in favour of CDA (Army) Meerut on account of cost of tender document.**

The important dates are:

- | | |
|---|-----------------------------|
| a) Commencement of sale of offer documents: | 12 January 2016 (1100 Hrs) |
| b) Last date and time of sale of offer documents: | 27 January 2016 (1700 Hrs) |
| c) Last date and time of submission of offers: | 09 February 2016 (1400 Hrs) |
| d) Date of opening of Technical Bids: | 09 February 2016 (1500 Hrs) |
| e) Date of opening of Commercial Bids: | 11 February 2016 (1100 Hrs) |

The CDA (Army) Meerut reserves the right to reject any offer at any stage without assigning any reason whatsoever. The financial offer of non-eligible firms (those not fulfilling eligibility criteria and those deviating from technical specifications in the offer documents) shall not be opened.

Dated: 05.01.2016

Sd/xxxx
(Praveen Ranjan)
DCDA (Admin.)