



Chandigarh Industrial & Tourism Development Corporation Limited

CIN: U45202CH1974SGC003415

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017

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E-TENDER NOTICE

E-tenders are invited for empanelment of agencies for providing Tentage, Lighting and Layout services for Banquets/ Halls/ Lawns with different theme to guests in the Banquets/ Halls/ Lawns on conduct of Social/ Corporate banquet functions in CITCO Hotel viz. Mountview, Sec - 10, Shivalikview, Sec - 17, Parkview, Sec - 24 & Chef Lakeview at Sukhna Lake, on fixed fee per function basis, based on No. of pax.

Tender documents are available on Chandigarh Administration website <http://etenders.chd.nic.in> for online participation. A pre-bid meeting will be held on 22.02.2022 at 11:00 AM at CITCO's Head Office.

Last date for online submission of e-Tenders is 03.03.2022 upto 4.55 P.M. M.D. reserves the right to reject any or all tenders without assigning any reason.

Chief General Manager



Chandigarh Industrial & Tourism Development Corporation Limited

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Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017

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E-tender for empanelment of agencies

CITCO, a UT Govt. Undertaking is engaged in the promotion of Tourism and Hospitality related activities in Chandigarh. The Corporation is managing Hotels viz. Mountview, Sec - 10, Shivalikview, Sec - 17, Parkview, Sec - 24 & Chef Lakeview (F&B Outlet) at Sukhna Lake. CITCO is calling e-tenders to make panel of reputed & experienced agencies for providing following service to guest in the Banquets/ Halls/ Lawns on conduct of Social/ Corporate banquet functions in Mountview, Sec - 10, Shivalikview, Sec - 17, Parkview, Sec - 24 & Chef Lakeview (F&B Outlet) at Sukhna Lake, on fixed fee per function basis, based on No. of pax.

“Tentage, Lighting and Layout services for Banquets/ Halls/ Lawns with different theme” hereinafter called as “Tentage Services”

SCOPE OF WORK

Empanelled Agency will be allowed to provide “Tentage Services” on conduct of social functions to CITCO clients at competitive rates. In lieu thereof, the empanelled agency will be required to deposit empanelment Fee in advance before the commencement of social/ banquet function.

Therefore, the interested agencies are required to submit e-tender for empanelment of above said service based on technical eligibility criteria. The information received in Technical Bid will be scrutinized. If required, additional information or clarifications, if any, where-ever necessary, will be obtained from the bidder. The technically qualified agencies will be called to give a presentation.

Consequently, financial bids of only those agencies will be considered and opened who are found suitable on the basis of their technical information and presentation. The decision of the MD, CITCO for short-listing on the basis of technical bids and presentation will be final and binding on all and no correspondence will be entertained on this account.

In the financial bid, the interested agencies are required to submit the financial bid online as per format, separately for each Hotel, based on no. of pax. The Financial bid for each Hotel will be evaluated separately and therefore, each Hotel may have same or different empanelled agencies. The Hotel with highest financial bid (i.e. fee per function based on No. of pax) will become the benchmark. On the said highest financial bid/ fee per function (i.e category wise highest for all 6 categories) Hotel-wise, technically eligible agencies may give their consent on said fee/ rates for empanelment with the Corporation.

After the empanelment of agencies, as Tentage Service provider, CITCO will publish the name of said agencies along with contact details on its Banquet Cards as well as website also, so that customers will have access to such empanelled agency. The officials of the Banquet department of the concerned Hotel would guide the guests intending to hold the Banquet functions regarding the empanelled agency for the Tentage Services. Guests are at liberty to approach the empanelled agencies and finalize for the services with any agency. Customers/ Clients shall directly make contact with the Empanelled agency and make necessary arrangement for the conduct of social functions. The Hotel Guest at the time of confirmation will be given the name & address of the empanelled agency.

The empanelled agency has to deposit the fixed amount/ fee to the hotels in advance before the conduct of function. The empanelled agencies may prepare different packages for providing the above service to Guest at competitive rates. The agency will directly deal with guests for providing services at mutually agreed rates/ charges and charge the amount directly from guests and CITCO as no role in it.

The empanelled agencies shall be responsible for organizing & managing the above services from inception to the completion stage ensuring that the services are provided in timely manner & meet the standards of the hotel.

Procedure for Bidding

Interested agencies are required to submit bids online under two bids tendering process i.e. Technical Bid and Financial Bid separately. The information received in Technical Bid will be scrutinized. If required, additional information or clarifications, if any, where-ever necessary, will be obtained from the bidder. The technically qualified agencies will be called to give a presentation.

Consequently, Financial bids of only those agencies will be considered and opened who are found suitable on the basis of their technical information and presentation. The decision of the MD, CITCO for short-listing on the basis of technical bids and presentation will be final and binding on all and no correspondence will be entertained on this account.

1. Eligibility Criteria

- a) The bidder should have experience of minimum 2 years in providing Tentage services in hotels, Banquets/ Halls/ Lawns.

For the purpose, the bidder shall submit certificate/letter duly signed & stamped by the entity, where the tenderer had provided the said services, clearly indicating the name of the tenderer, date of issue of certificate/letter, period for which the said services were provided, nature of services provided etc. Alternatively, the tenderer may attach documents/ bills issued to the clients for providing tentage services.

- b) The bidder should have its business office/ godown in tri-city i.e. in Chandigarh, Panchkula, Mohali or New Chandigarh. The agency should also have adequate infrastructure In-house inventory for Tenting, Fabric and Accessories and other equipment related services.

For the purpose, please attach documents showing either ownership or Rent Deed. If required, Committee may also inspect the same.

- c) The bidder should furnish an undertaking that they are not blacklisted by any Govt. organization/ authority in the past and even any of the partner (in case of Firm) or individual (in case of Proprietorship) are not black-listed in individual capacity.

Bidders fulfilling the above said criteria shall be called for presentation relating to providing of above said services before the Committee. Financial bids of only those agencies will be considered and opened who are found suitable on the basis of their technical information and whose presentation are quite satisfactory.

Terms & Conditions

2. The tenderer must have to submit Proforma for Earnest Money Deposit Declaration as per format at Annexure `A'. However, after the allotment of contract, they are required to deposit performance security as detailed at Clause No.5.
3. The bidders shall submit the Tender only after carefully examining the terms and conditions of Tender document. Any information/ documents furnished by the tenderer, if found incomplete/ false at any time, CITCO will be at liberty to take action as deemed fit and shall terminate the contract forthwith.

4. The Corporation and Hotels shall not be liable for any dispute arising in any manner concerned with the internal affairs of the tenderer i.e. dispute and dissolution etc. or affairs concerning any other third party that the tenderer may be having.
5. The empanelled agency so allotted the contract of empanelment and finalized by the guests shall be required to deposit refundable security of Rs.50000/- (Rupees Fifty Thousand only) in advance before the commencement of social/banquet per function in the shape of DD/ RGTS in favour of "CITCO" and payable at Chandigarh.
6. The validity of tender shall be for 120 days from the date of receipt.
7. The empanelment of agencies shall be made initially for a period of (1) one year, which may be extendable further for a period of another (2) two years on year to year basis, considering performance etc. at the sole discretion of CITCO.
8. The empanelment fee for the services shall be increased by 5% annually. In case, the agency fails to pay the fee/increased fee, as the case may be, before the function, the same shall be deducted from the Security amount and the empanelment shall also be liable to be terminated.
9. The empanelled agency should have some exclusive themes for Hotel Mountview, Hotel Shivalikview and Hotel Parkview at reasonable rates which will not be used at other Hotels.
10. CITCO being in Hospitality Sector, every effort/endeavour should be made by the Empanelled Agency to provide proper and timely services to the customers/Hotel, specially the services as committed. In case of any delay/ defect in goods/material or deficiency in services to customers/clients, which will harm the reputation and the goodwill of CITCO, strict penal action will be taken against the empanelled agency including forfeiture of EMD, blacklisting of agency besides other legal actions etc.

If CITCO faces any Litigation on the behalf of any client/ customer or employee of empanelled agency or any other person, CITCO would be entitled to recover damages from the empanelled agencies alongwith Litigation cost.

11. The empanelled agency shall not be allowed to transfer, assign, pledge or sub-contract the work awarded to them in full or part and its rights and liabilities under the contract to any other agency without the prior written consent of CITCO. CITCO reserves the exclusive right to award the above mentioned contract in any manner to get the best results out of the contract.

12. The empanelled agency should have adequate facilities as well as manpower to handle and provide the said services and CITCO will not provide any support except venue where such function booked. The Empanelled firm shall provide timely and effective services to the guest by engaging its own manpower. All persons engaged or employed by the agency for providing the services under this Agreement, shall work directly under the administrative and supervisory control of the agency, and the agency alone shall be entitled to direct or control such persons as to discharge of their duties.
13. The empanelled agency shall remove all materials and equipments used for the function out of the said premises of the Hotel after completion of the function. The equipment will be maintained by the agency at its cost and ensure that the materials used are eco-friendly, non-toxic, harmless to human and the property.

After the conclusion of Banquet/social function or even otherwise, no extra material viz. tents, poles, tables, chairs or any other material etc. should be lying in and around the hotels premises. The lawns/ halls of CITCO Hotels will be cleared of all materials viz. tentage, flowers, poles, tables, chairs, waste etc. by the empanelled agency: -

- Upto 8:00 AM in case of previous day night function
- Upto 7:00 P.M in case of afternoon function.

In case, the empanelled agency fails to clear the lawns/ halls within the respective time, then the same should be cleaned/cleared by the respective Hotel and the penalty amount of Rs.10,000/- (for Mountview & Shivalikview) or Rs.5,000/- (for Parkview & Chef Lakeview) shall be charged.

However, if Morning function is followed by Evening function or functions in a row and the same agency is doing both the functions, then relaxation would be given for using the space for conducting the function. However, it is to be ensured that there is no litter from the previous function beyond 1 (one) hour of completion of the morning function or scattering of furniture, tent material etc.

14. In the event of any staff or employee of empanelled agency found doing any disorderly or subversive to discipline, the Hotel reserves the right to remove those staff or employees from the Hotels premises forthwith and agency shall provide suitable replacement.
15. The Empanelled Agency will ensure that its staff/ employees are well-groomed and presentable and are not suffering from any contagious

infectious disease while rendering services at the hotel. The hotel reserves the right to bar any person entering its premises, without providing any reason whatsoever.

16. All personnel of the Empanelled Agency will have to carry identity card at all times within the hotel premises and produced whenever demanded. Hotel will have the right to refuse any unauthorized persons to enter the banquet premises without a proper identification/ authorization from agency.
17. The cost of electricity along with generator sets will be borne by the empanelled agency for the function.
18. In case of deficiency in services to guests/ clients of CITCO, M.D, CITCO or any person authorised by him/ her reserves the right to impose following penalty:-
 - 1st Time - for HMV, HSV, HPV and Chef Lakeview – 10,000/- of the total hiring bills
 - 2nd Time- for HMV, HSV, HPV and Chef Lakeview – 25,000/- of the total hiring bills
 - 3rd Time - for HMV, HSV, HPV and Chef Lakeview – Cancellation of Contract

If the penalty levied/recoverable during the contract period exceeds the security deposit amount, CITCO reserves the right to recover the said amount from the tenderer/ agency or by taking legal re-course/ action. However, MD CITCO reserves right to reduce the penalty if reasonable grounds are submitted while hearing.

19. This empanelment may be cancelled at any time by the Corporation without assigning any reason whatsoever, even before the expiry of the contract period, by giving 1 month notice. In that case, the Earnest Money (EMD converted into Security) will be refunded, subject to recoveries if any. Similarly, the Empanelled Agency will also have the option to cancel the contract at any time by giving 1 month notice and NOC from CITCO and after clearing all the necessary dues of CITCO.
20. In the event of any dispute/ difference/ question or any other difference arising out of this contract, the same shall be referred for arbitration to the Managing Director, CITCO. The decision /award of the Arbitrator shall be final and binding on both the parties. The Courts at Chandigarh shall have exclusive jurisdiction.
21. The aforementioned terms & conditions shall be binding and operative between the empanelled agency and the Corporation.

Managing Director

TECHNICAL BID

<u>Sr.No.</u>	<u>Particulars</u>	<u>To be submitted/uploaded by the Bidder</u>
1	Name & Address of the Bidder, Telephone No., Mobile No. Email ID Website	
2	Legal status of the applicant i.e. whether individual/ firm/ partnership/ Company (Attach copies of document defining the legal status)	
3	PAN Card No./GST No (Attach copies)	
4	Attach documents/ information regarding experience (Refer clause No.1 (a) of tender document)	
5	Attach documents/ information regarding office/ business/ space (Refer clause No.1 (b) of tender document)	
6	Attach documents/ information regarding Turnover (Refer clause No.1 (c) of tender document)	
7	Attach Undertaking (Refer clause 1 (d) of tender document.)	

PROFORMA FOR EARNEST MONEY DEPOSIT DECLARATION

Whereas I/We _____ (Name of agency)
_____ have submitted bid for **"Tentage, Lighting and
Layout services for Banquets/ Halls/ Lawns with different theme"**
hereinafter called as "Tentage Services" (Name of work/Tender) invited by
**Chandigarh Industrial & Tourism Development Corporation Limited
(CITCO)**

I/We, hereby submit following declaration in lieu of submitting Earnest Money
Deposit: -

- (1) If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents.

OR

- (2) If, after the award of work, I/we fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/We shall be suspended for one year and shall not be eligible to bid for
CITCO Tenders from date of issue of suspension order.

Signature of Tenderer

PROCEDURE FOR E-TENDERING

1. The Bids shall be received electronically only through the website etenders.chd.nic.in
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in/nicgep>. On registration they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/nicgep>. **Scanned copy of Proforma of Earnest Money Deposit Declaration (Annexure A), Document and Eligibility Documents shall also be uploaded alongwith Technical Bid within prescribed time limit.**
5. EMD in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person by the specified date and time in Commercial Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Agency who fails to submit the EMD as mentioned above, in physical form on or before the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Commercial Cell, CITCO. The failure of the Agency to furnish the said original documents will entail rejection of its tender summarily.
7. Instructions to Bidders regarding e-tendering process:
 - a) Tenders without digital signatures will not be accepted by the Electronic Tendering system. **No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.**
 - b) Bids will be opened online as per time schedule mentioned above.
 - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - d) It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.
 - e) **CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.**
 - f) The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contact IT Cell, The Department of Information Technology (DIT), Additional Deluxe Building, 5th Floor, Sector-9, Chandigarh, or email at etender@chd.nic.in, Phone No.0172-2740641, 0172-2740003.