



Chandigarh Industrial & Tourism Development Corporation Limited

CIN: U45202CH1974SGC003415

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E-Tender for Providing of Pest Control Services to Hotels and other units of Corporation

1. Eligibility Criteria

- a). Tenderer should have Business related experience of three years in Hotels/Hospitality industry or other place.

Tenderer will provide /upload copy of contract letter issued by 3rd party or bills regarding providing of Pest Control Services.

- b). Tenderer should submit/upload undertaking/affidavit to the effect that he is not blacklisted from any of the Govt. Department.

- c). The tenderer will also submit MSME certificate, in case registered under MSME, failing which it will be considered as if the tenderer is not registered under MSME.

- d). The tenderer must be registered with Indian Pest Control Association (IPCA).

- e). The tender must be accompanied by earnest money of Rs.30,000/- (Rupees Thirty Thousand Only) in the shape of Bank Draft/ Pay Order only of any Scheduled Bank drawn in favour of "CITCO", payable at "Chandigarh" and no cheque will be accepted. The amount of earnest money, if any, lying with the Corporation or any other pending payment will not be adjusted against the present tender as EMD. The earnest money of the successful tenderer(s) shall be converted into interest free performance security and shall be refunded only after the faithful execution / completion of the contract. Tender without earnest money shall not be entertained.

EMD will be refunded within 90 days from the date of expiry of contract. In case if, the Commercial Branch fails to release EMD payment within that period, then he will send written note on 91st day to W/CGM with reasons.

Terms & Conditions

2. The tender will be invited online in two parts i.e. Technical Bid and Financial Bid. The Technical Bid and Financial Bid should be uploaded on the Chandigarh Administration website: <http://etenders.chd.nic.in> as indicated in the Tender Notice. The tenderer submitting Technical bid should give maximum information regarding technical capabilities as per technical bid format.

Financial Bid shall only contain rates as per the BOQ/ financial bid. In the BOQ/ financial bid, the bidder has to quote basic rates excluding taxes as the taxes will be extra as applicable. Further, the bidder has to quote the rate in the BOQ/Financial Bid strictly as per detail given therein. In case the bidder has submitted basic rate in the BOQ/ Financial bid including taxes, then CITCO will neither responsible for it nor entertain any request for the same.

The rates should be quoted per month in the Financial Bid (BOQ) containing specifications/ area, Frequency (mentioned at annexure A,B,C & D) to be covered for providing Pest Control Services in respect of the Hotels/Units of the Corporation.

The rates should be quoted in lump-sum considering the specified area, frequency, etc. as referred to in the Annexure for a particular unit/hotel and not for area wise. However, allotment of contract will be

made on the basis of lowest aggregate rates quoted by the tenderer. Further, the contract awarded shall be a commercial agreement and not one of creating any employment.

After assessing the technical details, CITCO will short list the parties fulfilling the technical criteria laid down for the purpose. Financial Bid of only those technically short listed parties will be downloaded. The decision of short listing of Technical Bids by MD, CITCO will be final and binding on all. The basis of allotment will be the lowest quoted rates quoted by the tenderer.

3. The validity of tender for acceptance shall be for 120 days from the date of receipt.
4. The finally approved and determined rates will initially remain in force for two years from the date of award of contract with a provision to extend further for period of one year on year basis (total contract period three years) on the same approved terms and conditions depending upon the satisfactory performance of the tenderer and adherence to the time schedule of services. Increase @ 5% will be given on the approved rates, if contract is extended for one year after expiry of initial period of 2 (two) years. There is no increase in the approved rates in the initial two years.

The Corporation will not entertain any request for the increase of rates on account of increase of tax, excise duty, natural calamity, strike, other levies or any other reasons, whatsoever, during the period of contract. Any new tax imposed during the currency of contract will, however, be considered.

5. The Goods and Service Tax (GST) as applicable shall be extra and TDS will be deducted as per rules. The prospective supplier/vendor must have a GST registration and intent to pay tax and issue valid invoice under GST. The tax invoice shall be issued as per Section 31 of CGST Tax and shall contain particulars as prescribed under GST Invoice Rules, 2017. The amount of GST shall be charged separately and categorically on the Invoice. The prospective vendor/supplier shall have to produce challans for the payment of GST in order to make CITCO eligible to avail the input credit.
6. The allotment of contract to the successful tenderer(s) will be made on the basis of aggregate of lowest quoted rates for total contract period by also taking into account any increase/decrease for subsequent years.
7. The contractor will ensure Pest free environment in the hotels and units. In case any insect, such as, fly, cockroach, etc. is found in the food item, the Contractor shall be entirely responsible for the loss as well as consequences. Further, in case of damages caused by the pests/insects/Bed bugs/ rodents/ rats, etc. to the valuable belongings of the room guests, the tenderer will also be liable to compensate the said guest to the extent of damages claimed/settled.
8. a) The Contractor shall be required to upload the detail/types of chemicals to be used by them for providing Pest Control Services to the hotels/units. However, these chemicals must be of national repute, acceptability, most effective to curb/eradicate the menace of insects/pests such as mosquitoes, flies cockroaches, lizards/rats/rodents and cats and also approved and registered by Central Insecticide Board (CIB). These chemicals also must be safe to humans, food articles (raw, semi cooked or cooked) as well as non-toxic and environment friendly.
b) Since the Pest Control management is crucial for the Guest Rooms, F&B Service areas and F&B Production areas, therefore, trained persons deployed by the tenderer in the Hotels/Units shall report to the Chef, Manager (F&B)/ Sr. Manager (F&B), Sr. Housekeeper or Head of the Unit for providing/ monitoring effective Pest Control Services on daily basis against acknowledgement of In-charge in the respective areas.
9. The quality of the services to be rendered by the tenderer shall be checked by the concerned In-charge of the Hotel/Unit of the Corporation. In case of guest complaints/inferior service complaints from the Kitchen/ F&B Area/Rooms in the Hotels/Public Area, penalty on the recommendations of the concerned HOD be imposed and deducted from the monthly bill i.e. 5% in first instance, 10% in second instance and 25% in third instance of monthly bill of respective Unit. Thereafter the unit may recommend to Head Office for termination of contract.
10. a) The tenderer have valid EPF Code No./ESI Code No./Service Tax Code No., if applicable, throughout the period of contract. He will be responsible to deposit EPF, ESI and Service Tax etc. with the respective departments in respect of the persons deployed by him for Pest Control Services in CITCO Hotels/Units, every month. The Corporation will not be responsible for any liability on this account, whatsoever. The contractor shall ensure regular health checkup of his persons.

- b) The Contractor will deposit the statutory liabilities like EPF, ESI, Service Tax, etc., every month, by using separate challans ECR for CITCO Hotels/Units only and submitting the list of the persons deployed by him in the previous month with the challans, showing the deposit of statutory liabilities with the appropriate authorities, for verification purposes.
11. The successful tenderer(s) will depute one well trained person for each Hotels viz. Hotel Mountview, Hotel Shivalikview, Hotel Parkview and one person separately for all other Units of CITCO for effective Pest Control Services in the respective Hotel, daily to attend the pest related problems and report to the Sr. Housekeeper/Housekeeper/ Asstt. Housekeeper/ In-charge of the respective hotel at the time of his arrival in and departure from the Hotels.
 12. For Hotels/Units viz. Hotel Mountview, Hotel Shivalikview, Hotel Parkview, Cafeteria, other non catering units, etc. lump-sum rates may be quoted as per frequency mentioned in the Tender Form.
 13. The Management reserves the right to get the services done from other parties at the cost of the Contractor, if the services are either not provided by the Contractor or the services are not found as per the prescribed standard, wholly or partly.
 14. The area mentioned in the tender form is tentative and can be increased/ decreased as per the requirement of the Corporation. The Corporation also reserves the right to withdraw any area/unit mentioned in the tender form and no compensation will be payable for the same.
 15. The Corporation shall not be in any manner concerned with the internal affairs of the tenderers i.e. dispute and dissolution, etc. or affairs concerning any other (third) party that the Contractor may be having.
 16. (a) In case of non providing of services, CITCO reserves the right to levy penalty as decided by M.D., CITCO. Further for providing of inferior quality of services continuously, CITCO reserves the right to cancel the contract. In this eventuality, the security deposit will be forfeited and the tenderer is debarred from participation in the tender for next 03 years.
(b) In case penalty is imposed for more than 5 occasions on the tenderer on account of non providing of services/inferior quality services to the Hotels/Units of the Corporation, the contract would be liable to be considered for cancellation, forfeiture of security and debarring the agency upto the period of 03 years.
 17. The contractor shall be duty bound to render the services in respect of the Hotels/units for which the contract has been allotted to the entire satisfaction of the concerned head of the Departments/In-charge.
 18. Failure to discharge the contractual obligations by the tenderer including use of chemicals other than the approved chemicals will lead to debarring the agency for participation in the tender for another 03 years and the security deposited shall be forfeited.
 19. Payments will be processed on fortnightly basis i.e. in batches of 1st to 15th and 16th to 30th / 31st of each month. Payment of each batch will be released within 15 days of close of each batch. Thus, while payment of bills from 1st to 15th of a month will be made upto 30th of the same month, payment of bills in the batch of 16th to 30th / 31st will be released before 15th day of next month.
 20. As per the instructions of the Ministry of Finance, Govt. of India, New Delhi, Govt. Companies /PSUs have been directed to adopt e-payments as the preferred mode of payment w.e.f. 01.04.2013.

For the purpose, tenderers are required to compulsorily furnish the following information to enable them receive payments in time:-

Sr. No.	Particulars	Information to be filled by Tenderer
1.	Name of the party (as appearing in their bank account).	
2.	Bank's Name	
3.	Bank's Address	
4.	Bank Account Number	
5.	IFSC Code of the Bank	
6.	Type of Bank Account	
7.	Enclose one cancelled cheque of the bank	
8.	Mobile No. of the tenderer on which SMS alerts for payment credited to their account is to be given	

9.	E-mail I.D. of the tenderer on which email notification for payment credited to their account isto be given	
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On adoption of the above system, the payments will be remitted electronically under intimation to them by e-mail / SMS on submission of above said RTGS/NEFT details, all the payment will be made through RTGS/NEFT to the contractor/ agency.

21. The Corporation can terminate the contract at any time without assigning any reason, whatsoever.
22. The aforementioned terms & conditions shall be binding and operative between the tenderer (Contractor) and the Corporation.
23. The undersigned reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
24. In the event of any question, dispute or difference arising out of the agreement and the solution of which is not expressly provided in this agreement, the same shall be referred to Sole Arbitrator i.e., the Managing Director, CITCO or any other person appointed by him/her, accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any amendments thereof and the parties agreed to shall abide by the decision of the Arbitrator. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.

MANAGING DIRECTOR

TECHNICAL BID

<u>Sr.No.</u>	<u>Particulars</u>	<u>To be submitted by the Bidder</u>
1	Submit Earnest Money Deposit (Ref. of the Eligibility Criteria 1 e)	
2	Name, address, email id, Mobile No. of the bidder	
3	Submit/Upload copy. (Refer clause 1 a) of Eligibility Criteria.)	
5	Affidavit to be given by the tenderer that they have not been blacklisted by any Govt. department (Refer clause 1(b) of eligibility Criteria)	
6	Attach MSME Certificate (Refer clause 1(c) of eligibility Criteria)	
7	Submit/Upload copy. (Refer clause 1 (d) of Eligibility Criteria.)	
8	Submit Bank details (Refer clause 20 of tender document)	

NAME OF AREA & FREQUENCY OF PEST CONTROL SERVICES TO BE PROVIDED IN THE HOTEL MOUNTVIEW

Sr. No.	Name of the Area	Any Special Preference	Frequency of Pest Control Services Required
1.	a) All rooms (154 rooms) including attached toilets / balcony. The rooms should be without mosquitoes, Cockroaches, Cat, Lizards, Rats etc. all the times. b) All Shifts in the rooms, Corridors, all Pantries on the floor.	a) Safe treatment should be given in the rooms as families, children stay in the rooms. (At least 30 rooms daily depending upon the occupancy)	Twice a week as per availability of Rooms.
2.	Main Kitchen, Coffee Shop Kitchen, Banquet Hall Kitchen, Roof Top Chinese Restaurant Kitchen, Room Service Area.	Sprays safe to humans and environment friendly are recommended. Also Lizard free.	Twice a week.
3.	Full Basement of Old Wing & New Wing. All Stores/All Offices.	Disinfestation required. Services are to be provided according to the seasons i.e. too many flies mosquitoes in the summer season to stop the breeding. For Rats Control – Rodent Box / Gum Pad	General Pest Control – Once a week.
4.	Cafeteria, Security Area/Personnel Branch/Accounts Branch, Bakery Area, Ramps, Laundry Area, Supplies receiving area, Linen Room.	Anti Lizard treatment	Cafeteria] Twice a Bakery Area] week. Security Area] Twice a Personnel Branch] week. Accounts Branch] Laundry Area] Daily. Receiving Area] Linen Room]
5.	<u>Public Toilets</u> :- Lawn Toilets - 2 Banquet Hall Toilets - 2 Lobby Toilets - 4 View Point Toilets - 2 Staff Toilets - 2 Driver Toilets - 1 And Staff Lockers Room	Special attention for Cockroaches.	All toilets] Daily Staff Locker] Rooms] Locker] Once a Treatment] month.
6.	Restaurant Rustles, Chinese Restaurant, Coffee Shop, Banquet Hall, Executive Lounge, View Point, Lobby, PBX Room, Front Office, Record Room, Vintage Bar, Left Luggage Room, New Conference Hall	Proper Disinfestation thorough treatment – during night time after removing the furniture etc. Special attention for Cockroaches & Lizards	Twice a week.
7.	Maintenance Department and their Plant Rooms etc.	Disinfestations Required.	Weekly.
8.	All the terraces, Lawns, Boundary Wall inside and outside.	Spray Fumigation & Fogging	Twice in a week. Twice in a month

9.	All Manholes, Drains, Garbage Area	All efforts be made to curb Cockroaches.	All Manholes,] Weekly Drains, Garbage Area] Daily
10.	All guest stairs, Service stairs, All lifts, Landing, Passages.	-	Twice a week.

NOTE:-

1. For Rats/Rodents – Gum Pads, Rat Traps will be provided by Contractor.
2. Termite treatment will be the responsibility of Contractor.
3. Bees, Honey Bees, Bed Bugs, Lizards will be controlled by Contractor as well as Cats will also be controlled and dropped by the contractor at a safe place by their own.
4. The chemicals which will be used in Hotel Rooms, Lobby, Restaurants, and Corridors should not be offensive but effective as these are guest movement areas.
5. Permanent fogging machine should be kept in the hotel premises for regular fogging in summer as well as winters. The Cat catchers should also be provided by the Contractor.
6. Fumigation may please be done fortnightly wherever required.

Annexure – B

**NAME OF AREA & FREQUENCY OF PEST CONTROL SERVICES TO BE PROVIDED IN THE
HOTEL SHIVALIKVIEW**

Sr. No.	Name of the Area	Frequency of Pest Control Service Required
1.	108 Guest Rooms and Bath Rooms	Daily Day time all available rooms. Fumigation as per requirement.
2.	Corridors 1 st Floor to 6 th Floor and Terrace, Guest Stairs	Daily Day time
3.	G.M. Office and all offices at 2 nd Floor including Store and Pantry Areas	Daily from 6.00 A.M. to 9.00 A.M or as required
4.	All Stores and all Pantry Areas of the Floors	Daily from 6.00 A.M. to 9.00 A.M. or as required.
5.	Basement Corridor, Locker Room, Staff Toilet, Lobby Toilet, Shopping Arcade Toilet, Banquet Toilet, Lobby, Porch, Front Office, EPABX, Banquet Office.	Tuesday, Thursday, Sunday Early Morning (5.00 A.M. to 7.00 A.M.)
6.	Main Kitchen, Bazm Kitchen, New Party Room & Kitchen, Banquet Kitchen, Bazm Restaurant, Le-Café, Executive Lounge, Smoking Room with Terrace and Open Kitchen, Mid Day Meal Kitchen, Cloud 9 and Rain Forest	Intensive Spray in Night -Tuesday and Thursday with Rodent treatment as and when required. Fumigation (twice in a month)
7.	Lift Wells, All Ducts, Boiler Room, Maintenance Store and Office, All AHUs Generator Rooms, Record Room Area.	Sunday and Wednesday Day Time
8.	All Stores and Offices of Basement	Friday and Saturday before closing
9.	Majlis, Party Room, Board Room, Conference Room, Banquet Stores, Adab-Arz, Anjuman, Business Centre, Health Club	Thrice a week as per availability of area.
10.	Service Stair Case, Shopping Arcade, Laundry, Floor Pantries, Service Lift	Twice a week
11.	All drains/manholes, Garbage area	Spray daily. Fumigation/Fogging twice a month in the Garbage Area.
12.	Lawns, Back Area, Drivers Dormitory & Washroom	Fumigation/Spray-Twice a month

NOTE:-

1. For Rats/Rodents – Gum Pads, Rat Traps will be provided by Contractor.
2. Termite treatment will be the responsibility of Contractor.
3. Bees, Honey Bees, Bed Bugs, Lizards will be controlled by Contractor as well as Cats will also be controlled and dropped by the contractor at a safe place by their own.
4. The chemicals which will be used in Hotel Rooms, Lobby, Restaurants and Corridors should not be offensive but effective as these are guest movement areas.
5. Permanent fogging machine should be kept in the hotel premises for regular fogging in summer as well as winters. The Cat catchers should also be provided by the Contractor.
6. Fumigation may please be done fortnightly wherever required.

NAME OF AREA & FREQUENCY OF PEST CONTROL SERVICES TO BE PROVIDED IN THE HOTEL PARKVIEW

S. No.	Name of the Area	Frequency of Pest Control Service Required April to September	Any Special Preference October to March
1.	Lobby, Lobby Toilets, Banquet Halls, Restaurant	Daily	Daily
2.	Kitchen Restaurant	Daily	Daily
3.	157 Guest Rooms alongwith Bathrooms & All Corridors of old and new wing	Daily day time all available Rooms	Daily
4.	Staff Lockers, Offices& Stores	Daily	Daily
5.	All Guests Corridor Drains to be sprayed	Daily	Daily
6.	All Lawns and Parking Area to be sprayed	Daily	Daily
7.	All Public Area Toilet Drains/ Garbage Area to be sprayed	Daily	Daily
8.	Fumigation in Outside Area	Daily	Daily
9.	Fogging	Once a Week	Once a Week
10.	All Banquet Outlets, Health Club	Daily	Daily

NOTE:-

1. For Rats/Rodents – Gum Pads, Rat Traps will be provided by Contractor.
2. Termite treatment will be the responsibility of Contractor.
3. Bees, Honey Bees, Bed Bugs, and Lizards will be controlled by Contractor as well as Cats will also be controlled and dropped by the contractor at a safe place by their own vehicles.
4. The chemicals which will be used in Hotel Rooms, Lobby, Restaurants and Corridors should not be offensive but effective as these are guest movement areas.
5. Permanent fogging machine should be kept in the hotel premises for regular fogging in summer as well as winters. The Cat catchers should also be provided by the Contractor.
6. Fumigation may please be done fortnightly wherever required.

Annexure – D

NAME OF AREA & FREQUENCY OF PEST CONTROL SERVICES TO BE PROVIDED IN CORPORATE OFFICE (H.O.), CANTEENS AND OTHER UNITS

Sr. No.	Name of the Area	Frequency of Pest Control Service Required		Any Special Preference
		April to October and August to October	January to March and November to December	
1.	Premises of Corporate Office from Basement to 4 th floor i.e. Basement, 1 st floor, 2 nd floor, 3 rd floor & 4 th floor) Including Verandah, Stairs, Toilets, etc.	Once a week	Once in a fortnight	Effective chemicals of national repute are to be used which should not be harmful to human beings and should not leave any residual mark on glass panes, mirrors, Furniture's, floors, Walls etc. It should be against insects& pests whether flying or crawling etc. i.e. Mosquitoes, Flies, Cockroaches, Silver fish, Rats, Cats, Lizards, Termites etc.
2.	The Chef Lakeview Boat House Café, Main Kitchen, Stores, Terrace, Toilets, Shops, Banquet Hall, Offices (9549 Sq.Ft.)	Twice a week		-do-
3.	The Chef – 17 & Transit Lodge, Bus Stand, Sec. 17, Chandigarh.	Twice a week		-do-
4.	U.T. Sectt. Canteen, Sec 9.	Once a week, Every Friday evening		Effective chemicals of national repute Ltd. are to be used which should not be harmful to human beings and should not leave any residual mark on glass panes, mirrors, Furniture's, floors, Walls etc. It should be against insects& pests whether flying or crawling etc. i.e. Mosquitoes, Flies, Cockroaches, Silver fish, Rats, Cats, Lizards, Termites etc.
5.	Bird Park Canteen, Chandigarh.	Once a week		-do-
6.	Engg. Wing, Bus Stand, Sector 17, CHD.	Once a week		-do-

7.	I.D.F.C., Indl. Area, Phase-1, CHD.	Once a week	-do-
8.	MPICC, Indl. Area, Phase-I, CHD.	Once a week	-do-
9.	Sales Depot, Indl. Area, Phase-1, Chd. including IPCL Godowns for rats.	Every Saturday Evening	-do-
10.	CITCO Petrol Stations, Sec-9, Sector 17, 38 West, Sector-56, Dhanas, , Raipur Kalan, Hallomajra	Twice a Week	-do-
11.	Rock Garden Snacks Bar and Rock Garden Canteen Ph-3	Once a Week	-do-

NOTE:-

1. For Rats/Rodents – Gum Pads, Rat Traps will be provided by Contractor.
2. Termite treatment will be the responsibility of Contractor.
3. Bees, Honey Bees, Bed Bugs, Lizards will be controlled by Contractor as well as Cats will also be controlled and dropped by the contractor at a safe place by their own vehicles.
4. The chemicals which will be used in Hotel Rooms, Lobby, Restaurants, and Corridors should not be offensive but effective as these are guest movement areas.
5. Permanent fogging machine should be kept in the hotel premises for regular fogging in summer as well as winters. The Cat catchers should also be provided by the Contractor.
6. Fumigation may please be done fortnightly wherever required

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/nic> **Scanned copies of Performa for Earnest Money Deposit Declaration, Document and Eligibility Documents shall also be uploaded along with 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 etenders@chd.nic.in, Phone No.0172-2740641, 0172-2740003.