



**KERALA SHIPPING AND INLAND NAVIGATION CORPORATION LTD**

*(A Government of Kerala Undertaking)*

38/924 A, Udaya Nagar Road, Gandhi Nagar, Kochi -682020.

Tel: 0484-2203614/2206232, Fax 2206848    www.ksinc.in, [keralashipping@gmail.com](mailto:keralashipping@gmail.com)

**RE-TENDER FOR CATERING AND HOUSEKEEPING SERVICE**  
**ON THE CRUISE VESSEL "NEFERTITI"**

(Two Bid system)

|                         |  |
|-------------------------|--|
| Tender No.              | C-727/D/18    Dated 02.05.2018   |
| Last date of submission | 22.05.2018, 1500 hrs   |
| Opening of the bids     | 22.05.2018, 15.30 hrs  |
| EMD                     | Rs.50,000/- (Rupees fifty thousand only) by way of DD                    |
| Cost of tender form     | Rs.2,000/- plus 12% GST by way of DD or in cash at the cash counter.     |
| Mode of bidding         | Two bid system (Technical Bid and Price Bid to be submitted separately). |



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No.C-727 /D /2018

Date: 02.05.2018.

**RE-TENDER FOR CATERING AND HOUSEKEEPING SERVICE**  
**ON THE CRUISE VESSEL "NEFERTITI"**

Sealed bids are invited from reputed firms for catering /restaurant services and housekeeping services on board our new cruise vessel **'Nefertiti'** as per the requirements indicated in the tender document. Tender documents are available at the website of the company, [www.ksinc.in](http://www.ksinc.in). Completed tenders will be accepted till 1500 hrs on 22.05.2018. Received tenders will be opened at 15.30 hrs on the same day in the presence of renderers, if any present. The bid cover shall be super-scribed with **'Tender for Catering and housekeeping Services on Nefertiti'**.

Kochi

Sd/-

02.05.2018

Chairman and Managing Director



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**RE-TENDER FOR CATERING AND HOUSE KEEPING SERVICE ON “NEFERTITI”**

**A. INTRODUCTION**

1. **Kerala Shipping and Inland Navigation Corporation (KSINC)** is a Government of Kerala Undertaking with its Head office at Gandhi Nagar, Kochi-20. KSINC is engaged manufacturing and repairing sea going vessels, ferry services, transportation through backwaters, bunkering and conducting sea cruise operations for public tourists at the backwaters of Kochi.
2. KSINC is launching a new sea going cruise vessel called “Nefertiti” which can accommodate 200 passengers. The vessel is registered under the Merchant Shipping Act as a class VI passenger vessel.
3. This tender is for selection and appointment of a suitable and qualified individual or firm or company as contractor for catering and housekeeping services on board the vessel. Scope of the work in detail is given in part D of this tender.
4. The work awarded under this tender will be for a period of one Year, KSINC reserves the right to extend on mutually agreed terms. The rates will remain fixed throughout the contract period.

**B. GENERAL CONDITIONS OF TENDER**

- 1) The bids shall be submitted in the prescribed form. Tender documents are available at the website of the company, [www.ksinc.in](http://www.ksinc.in). Interested bidders are required to download the bid documents and submit their bids as per the documents. The bidders are required to remit the cost of the tender document as a separate DD for Rs.2,240.00 (inclusive of GST).
- 2) Individuals, partnership firms and body corporate can be participated in the tender. Joint bidding is prohibited, except for a party whose main business is catering partner

with party doing housekeeping services. In such cases, there shall be written agreement between the parties specifying the duties and responsibilities of each party in the union, copy of which shall be produced along with the bid documents. In the event of such joint bidding, the party carrying out catering services shall be treated as the primary contractor for all responsibilities and liabilities under the tender /contract.

- 3) Before the deadline for submission of Bids, the KSINC may modify the specifications or the bidding documents by using addenda. Such modifications will be posted in the website of KSINC.
- 4) E.M.D for this tender is Rs.50,000 (Rupees fifty thousand only), which is to be submitted along with the tender in form of Demand draft drawn in favour of “Kerala Shipping and Inland Navigation Corporation Ltd” payable at Ernakulam. EMD carries no interest. The EMD also shall be furnished along with the technical bid. No exemption will be granted from furnishing EMD for what so ever reasons.
- 5) The bids shall be submitted under two bid system.
  - a) Part I. The “Technical bid” along with all details of bidders, their experience, their technical and other qualifications etc. **Following documents necessarily to be provided with the technical bid.**
    - (a) Copies of valid Registration Certificate & Permits/Licenses.
    - (b) List of work already undertaken
    - (c) Details of Firm/Parties/Proprietor
    - (d) No. of workers on roll and equipments in possession/used.
    - (e) Statement showing Financial capacity of the firm
    - (f) Proof of ESI/PF registration, Pan Card.
    - (g) Performance certificate from previous client.
    - (h) GST Registration Certificate
    - (i) Copies of Income Tax Returns filed for the last year.
    - (j) The tender for cost and EMD.
  - b) Part II - “Financial Bid” shall be in the same format as given in the Price Schedule attached here to as annexure II. A split of costs may be included with the price bid to enable better negotiations.

6. Both the bids shall be placed in separate sealed covers indicating/ super scribing the name of the work and “technical bid / price bid” as the case may be. Both covers thus sealed shall be placed in a third sealed cover, super scribing name of the work.
7. The bidder shall sign all pages of the tender document and the Annexure and attachments in acceptance of the Conditions of tender.
8. The bidder is required to quote as per the price schedule. Parties are advised to exercise greatest care in entering the rates. No excuse that mistakes have been made or request for rates to be corrected will be entertained after the quotations are received. All corrections, if any, should be initialled by the person signing the tender form before submission, failing which the rates for such items shall be loaded with the highest rate given by other renderers
9. The Company reserves the right to reject the bid if it is not as per the format, even if the bidder comes as lowest.
10. The rates shall be inclusive of all taxes, levies, cess, octroi or any other local, state or central taxes as applicable/ charged by local, state or Central Governments for the work. It shall also cover increase if any, of prices during the currency of the contract. The company shall not allow any enhancement in rates for any reason during the currency of the contract.
11. Completed tenders will be accepted till 15.00 hrs on 22.05.2018 and tenders will be opened at 15.30 hrs on the same day in the presence of renderers, if any.
12. Duly filled and signed tender documents shall be submitted before the last date and time specified in the first page of the tender document at the following address. Name of the work shall be clearly written on the envelope.

The Managing Director,  
Kerala Shipping and Inland Navigation Corporation Ltd  
38/924-A, Udaya Nagar Road, Gandhi Nagar,  
Kochi, Kerala – 682 020

13. Tender(s) received late on account of any reason, whatsoever may be the case and telegraphic tender(s) shall not be entertained.

14. **Validity:** The Offer shall remain valid for a period of two months from the date of opening of the price bid.
15. **Signatory to the Offer:** The Tender should be signed only by a duly authorized representative of the Shipbuilder, whose name and designation shall appear in Capital letters below the signature.
16. Received tenders will be opened on the date and time mentioned on the cover/ 1<sup>st</sup> page of the tender documents. The technical bids will be opened on the same time. The financial bids of the qualified bidders will be opened later. The date and time of the opening will be intimated to the qualified bidders separately.
17. The technical and financial bids will be evaluated broadly on the criteria specified below. The contractor for awarding the work will be selected after giving weightage to both technical and financial evaluation. The decision of the Corporation in the matter arising out of this contract shall be final and binding in regard to all matters relating to the contract.
18. The contractor will indemnify KSINC and its officials, from any toward instance, not limited to food poisoning, uneasiness, health issues and any medical emergencies arising due to consuming the food etc. Any financial expenditure on account of any of the hazard/food borne illness due to serving of food at tourist vessel will be the sole responsibility of successful bidder.
19. The successful bidder will have to sign a contract agreement with the authorized official of the Corporation on non-judicial stamp paper worth Rs.500/- . The vendor shall bear all costs and expenses in respect of all charges, stamp duty etc., in respect of the agreement to be entered into.
20. The successful bidder shall be required to furnish a Security Deposit of 5% of annual value.
21. All cases/proceedings relating to any dispute or claim arising out of or any case of performance of this contract shall be falling in appropriate court having jurisdiction in Ernakulam, Kerala.
22. Canvassing in any form by the agency directly or by any other agency / person on their behalf may lead to disqualification of their bid.

**C. ELIGIBILITY / QUALIFYING CRITERIA:**

The qualifying criteria to participate in the tender are as follows:

1. The bidder shall be reputed firm / organization (Proprietary/partnership/company) with a minimum of three years experience in providing Catering Services for tourist boats, ships, flights, conferences etc and should have experience in preparing and serving all types of dishes including but not limited to South Indian, North Indian, Continental, Chinese, American etc.
2. Reputed hotels who wish to undertake this work also may apply.
3. The bidder should have valid Registration Certificate & Permit/License for running such Restaurants / Catering Services etc. issued by the Competent Authority such as Central or State Govt. health Dept /service certificate wherever applicable which is required by the law. The party must furnish duly certified copies thereof in support of the above criteria.
4. We expect that the services shall be at least of three star hotel standards. The party should have the desired infrastructure and staff to achieve this standard
5. The bidder shall have enough machinery and staff to carry out the house keeping services.
6. The main / central kitchen of the bidder shall be within a distance of 10 kms from W. Island, Foreshore Road / Marine Drive.
7. The bidder shall be financially sound. The bidder shall have an annual turnover of minimum of Rs. 10 Lakhs for the last three financial years
8. The bidder shouldn't have been blacklisted by any government institution in the past three years nor should the bidder have been pursuing any legal case against a Government Institution on account of catering services. Attach self certificate /declarations.

**D. SCOPE OF THE WORK:**

1. The successful bidder is required to undertake preparation and serving of food, restaurant, and housekeeping services on board the vessel.
2. The bidders are advised to visit the cruise vessel prior submitting the bid, to familiarize with the extent and scope of the work.

- 3.** This tender / contract is a work of service, not for supply of man power. Hence the contractor will be liable for ensuring quality and quantity of the service he is required to be provided.
- 4.** Passenger capacity of the vessel is 200. The vessel has a restaurant of 60 seat capacity in the upper deck. It also has an open sundeck. The catering contractor is required to serve the food as per the requests of the customers /who have booked the vessel.
- 5.** The food need to be served as “buffet” style or individual service, (full service) as may be required. The catering contractor is eligible to sell food articles over and above the standard items for a price as determined by mutual agreement with KSINC.
- 6.** The food article needs to be bought in semi-cooked or fully cooked manner with appropriate hot and cold storage facilities. Limited cooking facility available onboard can be used to finish cooking as required.
- 7.** The catering contractor also needs to undertake housekeeping of the vessel. The cleaning requirements and people required for it shall be ascertained before quoting. One or two staff may be required to be permanently deployed on board and balance staff may be brought in depending on requirements. The house keeping staff is required to clean toilets, auditorium, restaurant and all other areas open to the public and other areas not cleaned by the people managing the vessel.
- 8.** Manning and operating the vessel will be contracted to another firm they will deploy the people required for this purpose.
- 9.** The quality of food, ingredients used, serving manners, hygiene etc shall conform to minimum 3 star hotel standards.
- 10.** The vessel is a theme based one. So, the staff deployed onboard shall be required to wear custom uniform, model of which will be supplied by KSINC.
- 11.** Food should be tastier, sumptuous, prepared with best quality and fresh ingredients. Presentation of food should be aesthetic including the serving and the serving personnel.
- 12.** The Caterer should, at his own cost, get the food tested at laboratory specified by KSINC and furnish a report of suitability at least once in SIX months or as and when demanded by company officials.
- 13.** Food served shall be of appropriate quality and quantity taking into account different cultural and religious backgrounds of passengers.



- 14.** In the price bid we have asked the bidders to quote rate for 6 items. Detailed contents of the menu to be given separately as specified. More items will need to be supplied. The rate of these additional items worked out separately with the Contractor as and when necessary.
- 15.** The contractor's staff shall practice maximum discipline while serving food. Contractor shall ensure proper monitoring and supervision in day today services.
- 16.** There shall be a total of 8 catering staffs and 2 housekeeping staffs required for each cruise.
- 17.** Contractor's staff shall be able to communicate in Malayalam, English and Hindi.
- 18.** Contractor shall make available utensils (plates, glasses, cups etc.) required for each cruise.
- 19.** The contractor is advised to understand the magnitude of the job involved before submitting the bids. Food shall be served to passengers during the course of time provided by Corporation or as per information from the Cruise Manager.
- 20.** Contractor shall insure that their staff's shall not consume alcohol during duty time. If any crews are caught under influence of alcohol during working hours, corporation has the right to take strict action against the contractor.
- 21.** There shall be a minimum of eight to ten kitchen/restaurant staffs, five cleaning staffs and one supervisory staffs allocated for each shift. The actual number of staffs required to perform the functions shall be determined by the contractor. However the maximum number of staffs shall be restricted to twenty.
- 22.** The contractor shall keep kitchen area, kitchen utensils and serving area cleaned, disinfectant and sterilized after each service the contractor should be ready to serve food items during various cruises. In case of default on part of the contractor in carrying out any order, the Corporation has the right to engage other agencies and, any expenses incurred shall be deducted from the amount due to the contractor.
- 23.** Housekeeping staffs shall perform housekeeping at least one hour prior vessel departs. There shall be two housekeeping staffs available in the vessel during the cruise. Rest of the housekeeping shall stay on shore and shall be available for cleaning when vessel arrives.

- 24.** Housekeeping staffs shall be responsible in removing soiled towels and garbage from toilet room, disposing of garbage's, vacuum floor areas and carpets, dust structures, cabins and partitions, disinfectant touchable surfaces, remove used plates, glasses and cups, restock towels and other sanitary items, cleaning bathrooms and toilets, spray and wipe disinfectant on toilet surfaces, spray air freshener etc during each trips.
- 25.** Housekeeping staffs shall always wear gloves and shall not engage in any catering operations.
- 26.** In case of housekeeping it shall be the responsibility of the contractor to supply necessary cleaning equipments and quality consumable items required to keep the vessel neat and tidy.
- 27.** Housekeeping shall be done without disturbing the tourists or affecting the cruise operation. The standard of housekeeping shall be of at least three star hotel grades.
- 28.** Contractor shall issue photo identification card to its crews. Crews shall not ever lend or misuse their photo identity card.
- 29.** Frequent and documented inspection of the food, water and catering facilities shall be carried out by KSINC officials or a designate. In the event of the contractor committing breach of any of the above terms and conditions or the services of the vendor being found to be unsatisfactory, the contract can be terminated by the Corporation even before the expiry of the period of agreement by giving 5 day's notice to the vendor. The EMD remitted shall be forfeited.
- 30.** The contractor is requested to arrange food for testing / tasting as per menu in the tender document by Corporation officials, at a place mutually convenient for the contractor and the officials. The quality of food for testing / tasting will be evaluated and forms part of the Technical Bid evaluation.
- 31.** The contractor is required to comply with all the applicable rules and regulations for engagement of the manpower like ESI, PF, works men compensation act etc. He shall have proper registrations in his/ their own name and ensure prompt payment and submission of related returns on time to the authorities. The vendor should ensure that all workers have separate EPF and ESI Code number. The vendor should ensure remittance of EPF and ESI, to the respective accounts of the individual workers. KSINC reserves the right to check the records. In the event KSINC become

liable for any breach of any such acts or regulations, the contractor shall indemnify the company to the extent of 125% of such liabilities or cost incurred by KSINC.

- 32.** In the event of any complaint of poor quality or lower quantity or any breach of terms and conditions of the tender or work order, , KSINC shall be at liberty to levy penalty for such breach, as mentioned below:.
- a. An amount of Rs.1,000/- per instance for quality / taste issues as the complaint raised by 20% of more passengers present onboard.
  - b. An amount of Rs.1000/- per instance for not serving the food item given in the menu without any prior information and approval from KSINC representative.
  - c. Amount of Rs.1,000/- per instance or the total food cost of that meal, as deemed appropriate, in case of hygiene Issues like Worms / Insects or any other harmful particles found in food served.

#### **E. TECHNICAL BID EVALUATION.**

Evaluation of the firms shall be conducted taking into account the below factors.

- Valid Food License, Firms Registration Certificate, Trade License, Labour registration certificate, Service Tax registration, VAT registration, PF & ESI registration certificates.
- Availability of Modern Kitchen Equipment, Hygiene factors, Maintenance of kitchen & cleanliness etc.
- Previous Experience.
- Financial stability of the company.
- Proximity of Contractor to the vessel location.
- KSINC may choose to inspect the facilities of the bidder before accepting the bids.

**F. PRICE BID EVALUATION / AWARDING THE WORK**

- Price bid of those bidders who are eligible as per the technical evaluation shall only be considered.
- The work will be awarded after considering the score obtained in the technical evaluation and the amount quoted.
- KSINC is under no obligation to accept the lowest bid or any offer itself and reserves the rights to reject any or all the offers without assigning any reason whatsoever.
- KSINC will not be obliged to meet and have discussions with any vendor and to entertain any representations.

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**Appendix-I**  
**TECHNICAL BID**

*(To be filled and attached with the Part A - technical bid)*

|    |   |  |
|----|---|--|
| 1  | Name of the firm  |  |
| 2  | Constitution  | Individual / Partnership / Joint venture / Company |
| 3  | Address for communication   |  |
| 4  | Phone Numbers   |  |
| 5  | Contact person with mobile No.  |  |
| 6  | Registration No. of the firm and date of Registration                             |  |
| 9  | PAN No.   |  |
| 10 | GST No.   |  |
| 11 | Number of active contracts in hand as on date (details to be attached separately) |  |
| 12 | Total number of employees on the roll   |  |
| 13 | Experience With Govt./PSU Proof Certificate(To be attached)                       | Yes / No   |

*KSINC Ltd.*  
*Tender for Catering and housekeeping Service on Nefertiti Cruise vessel*

|    |                                |  |
|----|--------------------------------|--|
| 14 | Any other relevant information |  |
| 15 | Bank Name & Account Number     |  |
| 16 | Details of EMD furnished       |  |

(Add separate sheets wherever necessary).

**Verification:-** The Applicant for engagement should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information would lead to rejection of application besides initiation of penal proceedings by the Corporation.

Place:

Signature of the Tenderer :

Date :

Name & Address :



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**Appendix-III    MENU DETAILS (To be attached along with Technical Bid)**

|                                  |  |
|----------------------------------|--|
| <b>Kerala Veg.</b>               |  |
| <b>Kerala Non Veg.</b>           |  |
| <b>Mediterranean Veg.</b>        |  |
| <b>Mediterranean Non Veg.</b>    |  |
| <b>North Indian Veg.</b>         |  |
| <b>North Non Indian Non Veg.</b> |  |

Note: The tenderer must specify the name of each menu and their quantity separately.



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**RE-TENDER FOR CATERING AND HOUSE KEEPING SERVICE ON “NEFERTITI”**  
**Appendix-II A**

**Price Bid for catering services**

I / We have read and examined the tender documents relating to the catering services including serving food for Nefertiti cruise Vessel for a period of one year as per the terms and conditions notified in the tender notice No. C-727/D/2018 dated 02.05.2018, for the amount stated below which is inclusive of all taxes and levies.

| <b>Category</b>                       | <b>Items</b> |                             | <b>Rate( inclusive of all taxes)</b> |
|---------------------------------------|--------------|-----------------------------|--------------------------------------|
| <b>Lunch / Dinner<br/><br/>Buffet</b> | 1.           | Kerala (Veg.)               | Rs.                                  |
|                                       | 2.           | Kerala (Non Veg.)           | Rs.                                  |
|                                       | 3.           | Mediterranean (Veg.)        | Rs.                                  |
|                                       | 4.           | Mediterranean (Non Veg.)    | Rs.                                  |
|                                       | 5.           | North Indian (Veg.)         | Rs.                                  |
|                                       | 6.           | North Non Indian (Non Veg.) | Rs.                                  |

Place:

Signature of the Tenderer:

Date :

Name & Address :





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**RE-TENDER FOR CATERING AND HOUSE KEEPING SERVICE ON “NEFERTITI”**

**Appendix-II B**

**Price Bid for housekeeping services**

I / We have read and examined the tender documents relating to the catering and housekeeping services at Nefertiti cruise Vessel for a period of one year as per the terms and conditions notified in the tender notice No.C-727/D/2018 dated 02.05.2018, for the amount stated below inclusive of all taxes and levies.

Rs.....per month.

(Rupees.....)

Place:

Signature of the Tenderer:

Date :

Name & Address :