



**KERALA SHIPPING AND INLAND NAVIGATION CORPORATION LTD
(A Government of Kerala Undertaking)**

63/3466, Udaya Nagar Road, Gandhi Nagar, Kadavanthra,
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Website: www.ksinc.in

No.C-727/J/2021

Date: 22.09.2021

E-TENDER NO. KSINC / Tender / 12-1 / 2021-22 dated 22.09.2021

1	Name of work	Housekeeping Services for cruise vessel "Nefertiti" for a period of 02 (Two) years.
2	Bidding procedure	Two stage.
3	Brief Description of work	Tenders are invited from experienced and financially sound firms for providing housekeeping Services for cruise vessel registered under M.S Class for a period of 02 (Two) years.
4	Cost of tender document	Rs.5000/- (Incl. Of GST)
5	EMD	Rs.50,000/-
6	Period of contract	02 (Two) years which can be extended to another 01 (One) year on mutual consent.
7	Last date and time for submission of bids	18.10.2021, 15:00 Hrs.
8	Date and time of opening of Technical Bid	19.10.2021, 15:30 Hrs.

For Kerala Shipping and Inland Navigation Corporation Ltd.

Sd/-

Managing Director

INTRODUCTION

KSINC was formed by the amalgamation of the Kerala Inland Navigation Corporation (KINCO) established in 1975, and the Kerala Shipping Corporation (KSC) established in 1974. KSINC is mainly into barge operations, construction & maintenance of vessels and water tourism.

KSINC owns 200 pax special trade passenger vessel named "Nefertiti" registered under M.S Class which operates short duration trips. The vessel is designed to explore the scenic beauty of Kochi and the Arabian Sea and has permission for cruising up to 20 nautical miles to the outer sea. The cruise trips are generally scheduled with 5 hours and extendable up to 12 Hours, depending upon the customer's requirement from Ernakulam Wharf, Willingdon Island and IWAI Jetty, Bolgatty Island.

**TENDER FOR PROVIDING HOUSEKEEPING SERVICES FOR 200 PAX CRUISE
VESSEL**

GENERAL CONDITIONS OF THE TENDER

1. KSINC intends to appoint a reputed and experienced agency to provide Housekeeping Services for 200 Pax Cruise vessel registered under M.S Class. Detailed scope of work is broadly defined in Annexure -I. The bidder has to study the scope of work and quote accordingly.
2. Bid documents including the Bill of Quantities (BoQ) can be downloaded free of cost from the e Procurement (e-GP) Website www.etenders.kerala.gov.in. All bid documents are to be submitted online only and in the accepted cover(s) / envelope(s) on the e-GP website and no manual submission of the same shall be entertained. Late tenders will not be accepted. A bid submission fee shall be remitted online during the time of bid submission.
3. The tender document shall be signed only by the tenderer or by a person who is duly authorized representative of the firm, whose name and designation shall be given in the document. Joint Venture is not permitted under this contract.
4. Any correction anywhere in the document shall be supported by proper authentication by way of signatures & seal.
5. The contract will be for a period of 02 (Two) years, which can be extended further for one more year on mutually agreed terms. The rates once fixed in the agreement of the contract will not be changed till the completion of the contract period. The contractor shall be ready to accept all the terms and conditions of the contract throughout the contract period. The contractor will not be allowed to stop/abstain from the contract before the expiry of the contract period without sufficient genuine reasons to believe that the contractor is unable to continue it. In case of events of stoppage of the work reasoned with unavoidable circumstances, the contractor has to duly inform such stoppage by serving 60 days' notice to KSINC by specifying the reasons for such stoppage/cancellation.

6. Before the deadline for submission of the bids, KSINC may modify the specifications or the bidding documents by using addenda. Such modification will be posted in the website of KSINC and www.etenders.kerala.gov.in as Corrigendum.

7. The bids shall be submitted in two bid system.

a) **Part-I: The Technical bid** shall have the following documents:

- Registration details of the firm.
- Legal constitution of the firm.
- Certificate for operation of housekeeping agency/firm from Central Govt. / State Govt. / Local governing bodies (such as Panchayath, Municipality, Corporations etc.)
- Details of 3 year's experience cum performance certificate to prove the credibility in operation / providing of housekeeping services to tourism and hospitality sector -Minimum 3 Star category hotels, resorts, clubs etc. and, cruises/ships only will be considered. No other experience will be considered.
- Details of existing orders in hand.
- Annual turnover details of past 3 years certified by the Chartered Accountant to prove the financial stability of the housekeeping agency/firm.
- GST and PAN details.
- Details of key personals & man power with bio data available in roll with your firm.
- PF and ESI registration (copy of last three months ECR statement, contract wise account statement, chellan copy)
- List of available mechanical /electrical equipment's for cleaning.
- Declaration of acceptance of terms & conditions of the tender.
- Declaration of non-blacklisting by any state / central govt. organizations.
- Proof of cost of tender document & EMD remitted online.

b) **Part-II – Financial bid** shall be in the format given in the BoQ- Price Schedule available in e-tender website, www.etenders.kerala.gov.in.

8. The bidder shall sign on all pages of the tender document and the Annexure thereto and attachments in acceptance of the terms and conditions of tender.
9. The bidder is required to quote as per the price schedule (BOQ). Any conditions, additions, omissions in the price bid may lead to disqualifying the bid.
10. The rates shall be inclusive of taxes, any cost for any procurement for housekeeping chemicals/misc. items, travelling expenses for cleaning manpower & equipment's, salary and accommodation expenses etc., which are incidental or ancillary to the supply. The company will not allow any other payment or enhancement in the agreed rates for any reason.
11. The offers shall remain valid for a period of 03 (Three) months from the date of opening of the financial/price bid.
12. EMD and Cost of tender document shall be remitted online through e-tender portal itself. Bids without EMD / Cost of tender document shall be rejected.
13. The technical bids will be evaluated based on the following criteria. The bidders shall submit their bids substantiating these points.
 - Valid Registration details of the firm.
 - Valid Certificate for operation of housekeeping agency/firm from Central Govt. / State Govt. / Local governing bodies (such as Panchayath, Municipality, Corporations etc.)
 - Details of 3 years' experience cum performance certificate to prove the credibility in operation / providing of housekeeping services to tourism and hospitality sector -Minimum 3 Star category hotels, resorts, clubs etc. and, cruises/ships only will be considered. No other experience will be considered.

- Annual turnover of the firm should be not less than Rs.50.00 Lakhs per year for the years 2017-2018, 2018-2019, and 2019-2020.
 - Proof of availability of local office at Kochi.
 - Price Quoted
14. KSINC may ask for discussions or presentations during the technical evaluation.
15. Evaluation of Commercial offers: During evaluation of offers, appropriate weightage will be given to:
- Overall performance in the technical evaluation.
 - Price quoted
16. The Company is not bound to accept the lowest bid and may reject it without assigning any reasons. KSINC also reserves the right to reject any/all the tenders without assigning any reason thereof.
17. The successful bidder, after receipt of the Work Order, has to furnish a security deposit cum performance guarantee within 07(Seven) working days equal to 3% of the value of the contract in the form of Demand Draft / an unconditional irrevocable bank guarantee issued by a Scheduled/Nationalised Bank for a period of 25 (Twenty Five) months from the date of Work Order, including 01(One) month claim period.
18. The successful bidder must execute an agreement with the company within 12(Twelve) working days after furnishing security deposit cum performance guarantee in stamp paper of Rs.1/- for every Rs.1000/- of the contract PAC worked out for the entire tenure of 24 months.
19. In case the bidder whose bid is accepted, fails to deposit the prescribed security deposit cum performance guarantee or fails to execute the agreement or fails to commence the execution of the work within the specified time, the contract issued to him is liable to be cancelled and the Earnest Money already deposited by the contractor shall be forfeited without any further reference to the contractor and alternative arrangements made at the risk and cost of the Contractor.

20. **Payment terms:** Payment will be made on completion of the month and within 14 days of receipt of the bill along with the relevant documents.
21. **Sub-contracting prohibited:** The agency shall not sub contract whole or any part of the work to any party.

22. **BID OPENING**

Part-I Technical bids of all bidders who submit their Bids as per the instructions by the due date and time as above and which are in conformity with the Enquiry instructions shall be opened online, on the specified bid opening date & time.

Part-II Price bids of bidders whose **Part-I** bids are found acceptable based on prequalification and techno-commercial evaluation only will be opened on a subsequent date.

23. The Contractor shall fully and completely indemnify KSINC in respect of all claims by any employees or other persons or parties of whatsoever nature for injury to any person(s) and/or damages to property caused by or in connection with or arising out of the work.
24. KSINC requires the contractor under this contract to observe the highest standard of ethics during the bidding process and execution of this contract. Any effort by the bidder to influence the KSINC's bid evaluation, bid comparison or contract award decisions, may result in the rejection of this bid.
25. The jurisdiction for all disputes arising out of this tender, subsequent Work order, agreement or any other matter related thereto shall be the Courts in Ernakulam irrespective of the location of the bidders.

SPECIAL CONDITIONS OF THE TENDER

1. In the event of any complaint of poor service or cleanness or hygiene 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.5,000/- (Rupees Five Thousand Five Only) per instance for poor service, cleanness and hygiene related issues if the complaint is raised by 10% of the passengers present onboard or by the cruise manager.
 - b) An amount of Rs.5,000/- (Rupees Five Thousand Only) per instance for not deploying sufficient staff onboard.
 - c) An amount of Rs.10,000/- (Rupees Ten Thousand Only) per instance for not delivering services as mentioned in the scope of the tender.
2. Housekeeping services will be suspended at the time of dry docking and off season. The contractor shall be not entitled to receive payment during this period.
3. In case of any damage or loss caused to KSINC's property by the employees of the agency, the same shall be recovered from the agency.
4. Intended area of operation of the vessel is 12 knots into the Sea not exceeding 12 hours at a stretch.
5. In case of default on the part of the housekeeping agency in carrying out any order, KSINC has the right to engage another party/person/persons for the work and any expenses incurred by KSINC for such action, the said expense will be charged or will be deducted from the amount due to the contractor.

GENERAL SPECIFICATION OF THE VESSEL

No. of decks	: 3
Length OA	: 47.60 meter
Breadth moulded	: 14.50 meter
Depth moulded	: 3.85 meter
Draft loaded	: 2.2 meter
Main engines	: 2 x 500 BHP
Passengers	: 200
Crew	: As required under the Act/rules
DG net	: 2 x 180 KVA
Speed	: 9 knots
Registration	: Class VI MS Act special trade passenger ship
Fresh water capacity	: 145 KL
FO Capacity	: 23 KL

Facilities on board

1. Auditorium/Banquet hall of 200 passenger capacity
2. Restaurant with 90 passenger capacity
3. Children's play area cum play stations
4. 3D/VR theatre with 30 seats capacity
5. Furnished kitchen
6. Open Sundeck

TENDER FOR PROVIDING HOUSEKEEPING SERVICES FOR 200 PAX CRUISE

VESSEL

SCOPE OF WORK

Kerala Shipping and Inland Navigation Corporation Ltd is a Government of Kerala undertaking engaged in inland water transport, tourism, construction and repair of sea going vessels, etc. The Company's head office is at Gandhi Nagar (Kadavanthra), Kochi.

KSINC is engaged on cruises to the sea in the port limit of Kochi, using its seagoing day cruise "Nefertiti". The vessel is registered under the Merchant Shipping Act as a class IV passenger vessel. Base Port of the vessel will be Kochi. KSINC has the liberty to extend the service to other ports in Kerala.

This tender is to select a party to provide housekeeping services to the vessel for a period of 2 (two) years.

KSINC is intent to operate the vessel through different management agencies:

- a) Housekeeping – by agency selected through this tender.
 - b) Vessel operation and maintenance
 - c) Entertainment
 - d) Catering services
- } Other agencies selected through
separate
tenders

Following is an illustrative (not exhaustive) scope of work.

- 1 The bidders are advised to visit the cruise vessel prior submitting the bid, to familiarize with the extent and scope of the work.

- 2 This tender / contract is a work of service, not for supply of man power. Hence the contractor will be liable for ensuring quality of the service he is required to be provided.
- 3 The housekeeping staffs shall complete the cleaning works at least two hour prior vessel departs and soon after arrival of the vessel after cruise. Sufficient number of staffs to be deployed to maintain the vessel neat and tidy.
- 4 The housekeeping agency shall deploy 3 staff (one lady and two male) and additional man power if required at time of cruise operation. Rest of the housekeeping should be available for cleaning when vessel arrives.
- 5 When cruise vessel is lying idle at berth, complete cleaning of the vessel to be done twice weekly and during the cruise operations cleaning to be done prior and after the cruise.
- 6 The house keeping staff is required to clean toilets, banquet hall, restaurant, 3D theatre, children's play area, kitchen area, sun deck, sidewalks etc. and all other areas open to the public and other areas which are not cleaned by the people managing the vessel.
- 7 The enclosed areas, toilets and wash areas should be equipped with fresheners/fragrances, toiletries, hand wash, garbage bags, tissues etc. when and then required.
- 8 The housekeeping agency must ensure that all sufficient cleaning materials are arranged for the vessel. The materials used should be non-corrosive in nature and of high quality/standard.
- 9 Housekeeping staffs should clear all the food waste, other wastes including used plates, glasses and other utensils from the table and surroundings during various functions on board Nefertiti. It's mandatory to wet wipe, clean and remove the leftover from the surface and surroundings immediately.

- 10 Housekeeping staffs shall be responsible in removing soiled towels and garbage from toilet room, disposing of all garbage's, vacuum / shampoo wash floor areas and carpets, dry clean chair covers after the events, dust structures, disinfect/sterilize kitchen area, cabins and partitions, disinfect/sanitise touchable surfaces, remove used plates, glasses and cups, restock towels and other sanitary items, cleaning bathrooms and toilets, spray and wipe disinfectant/sanitise on toilet surfaces, spray air freshener etc. during each trips.
- 11 It shall be the responsibility of the contractor to supply necessary cleaning equipment's, quality consumable items required to keep the vessel neat and tidy.
- 12 Housekeeping shall be done without disturbing the tourists or affecting the cruise operation. The standard of housekeeping shall be of three star hotel grades.
- 13 All housekeeping staff should wear uniform bearing logo of "Nefertiti Cruise" vessel and wearing of photo identity card is compulsory.
- 14 Contractor shall ensure that their staff's shall not consume alcohol during duty time. If any staffs are caught under influence of alcohol during working hours, corporation has the right to take strict action against the agency.
- 15 During the cruise operation, staff must behave politely to the customers being a cruise passenger vessel. Any report of incidents of misbehaving with the customers shall be taken seriously and the agency shall replace the staff with immediate effect.
- 16 The bidder shall quote on lump-sum basis for housekeeping the cruise vessel on monthly basis. The amount shall be inclusive of all govt. taxes, the wages/ salary and allowances to the employees, cost incurred for purchase of - cleaning materials, fresheners/fragrances, toiletries, hand wash, garbage bags, tissues and all other misc. related expenses, statutory liabilities towards the staff as per Government rules.
- 17 The contractor is required to comply with all the applicable rules and regulations for engagement of the manpower like ESI, PF, and workmen 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 contractor should ensure that all workers have separate EPF and ESI Code number. The contractor 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.

18 The staff posted by the agency shall be covered by the PF and ESI Acts. The proof of their coverage and details of monthly remittance of the PF contribution along with wage register shall be submitted by the agency every month along with the bill. Monthly bill will be processed only after providing the proof of remittance of PF/ESI of employees engaged supported by the wage register.

19 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 days' notice to the agency. In such case the housekeeping order shall be placed with any other agency at the risk & cost of the contractor. The EMD & any other amount due to the contractor from the Company shall be forfeited

BID SUMMARY

Annexure – II

Bidder has to complete the form and submit along with the tender.

1.	Name of the bidder		
2.	Address for communication and phone number		
3.	Name and designation of the key person with whom company may correspond		
4.	Constitution and registration details		
5.	PAN No.		
6.	GST / any other Tax Registration No.		
7.	PF Registration No.		
8.	ESI Registration No.		
9.	Annual turnover for past 3 financial years in Lakhs.	2017-2018	
		2018-2019	
		2019-2020	
10.	Details of Previous orders executed in past 3 years		
11.	Details of existing orders		
12.	Details of key personals		
13.	Details of infrastructure		

14.	Details of EMD furnished	
15.	Other details (specify)	

DECLARATION

1. I/We hereby undertake that all the information furnished above is correct and true to the best of my knowledge.

2. I/We further undertake that we have read and are fully aware of all the terms and conditions of the tender and ensure that housekeeping services shall be provided to “Nefertiti” at the rates specified in the price bid.

Signature:

Name:

Address: