



HIMACHAL PRADESH FOREST DEPARTMENT
(Dharamshala Forest Circle Eco-Tourism Society)
OFFICE OF DIVISIONAL FOREST OFFICER,
DHARAMSHALA FOREST DIVISION, DHARAMSHALA, HP-176215
 Phone: 01892-224887, E-mail: head-fordivdha-hp@hp.gov.in, dfodha@gmail.com

Tender Notice for inviting offline bids to hire Outsource agencies/Parties/Individuals/Community based Organisations, etc. for housekeeping & catering services at Forest Rest Houses

Tender ID: FRH/2/2025/Dharamshala

Divisional Forest Officer, Dharamshala on behalf of Dharamshala Forest Circle Eco-Tourism Society (DFCES) under the aegis of HP Ecotourism Society (HP ECOSOC) keeping in view the guidelines of HP Eco tourism Policy 2024 invites offline bids to hire Outsource agencies/Parties/Individual/community-based organisations (CBOs), etc for providing house-keeping & catering services at following Forest Rest Houses (FRH):

1. FRH Satobari (contains 6 suites, two tents & one tree house (all with attached bath) including dining area & kitchen)
2. FRH Triund (contains three suites with attached bath including dining area & kitchen)

The bid shall be for the minimum price to be charged (not below INR 200/- & 300/- for FRH Satobari & FRH Triund respectively; this is as per the tourism potential and accessibility to the nearest market) for housekeeping services from the visitors coming to the respective FRH per room per day along with the fixed rent charges for the Kitchen i.e. Rs 3000/- per month for each site.

The articles for housekeeping such as furniture, bed & beddings, Linen, sheets, towel, blankets, quilt, toilet articles including tub, mug, etc. & kitchen articles such as required utensils, Gas stove with cylinder shall be provided by the DFCES. However, the refilling of Gas & Toiletries such as soap, shampoo, and toothpaste & broom, brush, mop, floor cleaners, room fresheners, etc. required for sweeping & mopping purpose shall be the responsibility of the successful bidder.

The key dates are as under:

- Tender Document Availability schedule: From 15.09.25 at o/o DFO, Dharamshala during office hours with tender cost INR 500/- in prescribed form up to 25.09.2025 at 12:00 PM
- Site Visit schedule: any working day (Mandatory for all bidders)
- Pre-bid meeting schedule: 22.09.25 at 11:00 AM at the o/o DFO Dharamshala
- Last Date for Bid Submission: 26.09.25 at 2:00 PM at the o/o DFO Dharamshala
- Bid Opening schedule: 26.09.2025 at 2:30 PM in presence of evaluation Committee and interested bidders at o/o DFO Dharamshala

The detailed terms and conditions are available on the departmental website i.e. www.hpforest.gov.in & www.himachalecotourism.in. The tender form issued from the o/o DFO Dharamshala shall only be entertained for consideration of responsive bid. The interested bidders are therefore requested to contact the o/o DFO Dharamshala in this regard.

Divisional Forest Officer,
Dharamshala Forest Division, Dharamshala
HP

Endst No..... dated.....

Copy to:

- IT Cell, o/o PCCF (HoFF) for hosting the tender document on departmental website
- CEO, HPECOSOC for hosting the tender document on HP ECOSOC website
- Copy to CF, Dharamshala (T)
- Copy to all the RFOs of Dharamshala Forest Division
- Notice Board

for vide publicity.

Issued to:
 Issued by

Dated:

Tender ID: FRH/2/2025/Dharamshala

HP FOREST DEPARTMENT

**Dharamshala Forest Circle Ecotourism Society,
 Dharamshala Forest Division, HP**

Phone: 01892-224887, E-mail: head-fordivdha-hp@hp.gov.in, dfodha@gmail.com

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1. Period of Contract

The initial period of contract shall be two years and can be extended periodically for next year based on the service satisfaction of the service provider to be assessed by the DFCES.

2. HP Ecotourism Policy 2024

Himachal Pradesh, renowned for its rich natural heritage, ranks among the top tourist destinations in India, attracting both national and international visitors. Recent estimates indicate approximately 160 lakh visitors annually, more than twice the State's population have visited the state. The HP Forest department extends the cooperation to the visitors to experience its rich cultural diversity and natural landscapes keeping in view the principles for sustainable management and conservation of nature and natural resources.

3. Core Objectives

The HP Ecotourism Policy, 2024 aims to:

- Bring wilderness and virgin ecosystems closer to visitors while ensuring adequate safeguards for natural resource protection
- Engage local communities to create livelihood opportunities and promote conservation awareness
- Generate financial returns for reinvestment in environmental maintenance
- Promote greater understanding and appreciation for natural and cultural heritage
- Achieve the mission of making Himachal Pradesh a leading Ecotourism destination with 10% of overall tourists participating in Eco-Tourism by 2030
- The mandate encompasses institutional arrangements that promote sustainable tourism while ensuring forest conservation through community participation, revenue generation for conservation activities, and maintenance of ecological integrity across Himachal Pradesh's diverse forest landscapes.

4. Scope of Services for bidders

Housekeeping:

4.1 Suite/Room/Indoor Maintenance:

- Daily cleaning and maintenance all accommodation units
- Bed making and linen change as per occupancy and hygiene standards
- Bathroom cleaning, sanitization, and amenities replenishment by using good quality disinfectants, dusting, mopping, etc
- Toilet floor, WC and Washbasin should be washed using quality detergents and disinfectants. The toilet should be clean and dry.
- Ceilings, ceiling fans, windows, glasses and furniture to be cleaned periodically so that they are kept clean. Room fresheners/ deodorants and liquid hand wash to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- The Outsource party shall maintain high standards of cleanliness and hygiene throughout the FRH/IH.
- The Outsource agency's team shall take care of the wall calendars, clocks, Remotes for TVs etc. provided in the guesthouse rooms, including taking care of changing batteries whenever required.
- Rooms to be checked for bed, towel, soap, water, functioning of TV if available, refrigerators, geysers and bath room fittings, electrical fittings etc.
- Room amenities management including towels, toiletries, and drinking water
- On allotment, the Outsource party should ensure that linens in the rooms viz. Towel, bedspreads and pillow covers are clean, thoroughly washed with quality detergents, ironed and neatly laid. Linens in the continuously occupied rooms should be changed at least in every two days with clean and laundered ones. Woolen Blanket twice a year, Table cloths once a week and cloth napkins as per usage shall be changed with laundered ones. Notwithstanding the above, the Outsource party shall change the linen on the request of the guest or authorized representative of the HPFD if the linen(s) become dirty before the stipulated time.

- Dining Halls, Corridors, Lounges are to swept and mopped with disinfectants regularly so that they are maintained clean always.
- Dining hall cleaning and table setup for meal services
- Corridor, lobby, and reception area maintenance
- Security services for guest safety
- Furniture, fixtures, and electrical equipment basic maintenance and repair
- Interior cleaning including walls, windows, and decorative elements
- Heating system maintenance and seasonal preparation
- Electronic equipment care including TVs, fans, and lighting

4.2 Outdoor Maintenance:

- Garden and landscaping maintenance including grass cutting and plant care
- Pathway and compound area cleaning and upkeep
- Outdoor furniture and signage maintenance
- Basic building exterior maintenance and minor repairs
- Approach road cleaning within premises boundary
- Compound cleaning including pathways, gardens, and outdoor spaces
- Parking area cleaning and maintenance

4.3 LAUNDRY:

- To render all laundry services at high standards for Forest Rest Houses house belongings and for staying guests. The Outsource party shall ensure proper and timely laundry services for the guesthouse. The detergent, soaps, etc shall be the responsibility of Outsource agency.
- Bed linen, towels, pillow covers, napkins etc., shall be regularly washed and kept in clean condition for use. The Outsource party may bring his own washing equipment if required, and provide detergents for laundry washing.
- DFCES shall provide water and electricity along with adequate space.
- The expenses towards laundering services for FRH articles shall be to the Outsource party's account. However, the Outsource party shall charge from the guests for washing and pressing of guest's clothes at mutually agreed rates.

4.4 RECEPTION:

- **When the guest checks in:** To coordinate room allocation, bookings, check-in and check-out of Forest Rest Houses/ Inspection Huts/ Camping Sites/ Tree Houses. When the guest checks-in, the Outsource party/Contactor's staff shall immediately attend to him, receive him, and allot the room specified by the competent authority. The Outsource party shall not allot rooms on his own, for any reason.
- Get the guest's name entered in the Guest Register to be provided by by HPFD. Walk the guest to his room carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh water, etc.
- Offer him tea/coffee/meal, etc. as required by him, suiting to the time, round the clock. When the guest checks-out, separate bills for boarding and lodging are to be prepared and signed by the guest.

- **When the guest checks-out:** Separate bills for boarding and lodging are to be prepared and signed by the guest.
- Ensure that the guest has not left behind in the room any of his belongings, and if found any such belongings the same shall be informed immediately to Concerned Forest Guard/Block Officer.
- During stay, the guest's miscellaneous needs are to be attended to, like laundry needs, providing him with stay needs, etc. The charges for these services may be collected from the guest on actual basis, providing relevant bills.

4.5 CATERING:

- To render all Food and Beverage services at high standards.
- The Outsource party shall provide the following services: Preparation of breakfast, Lunch, Dinner, Snacks and Supper, Tea and Coffee, etc., as per the menu given separately. The rates of Food item should be reasonable and shall not be beyond the rates for similar items specified by HPTDC.
- The menu may be altered for specific guests / special occasions / programs / functions as desired by visitor, within the overall scope of the menus. For any extra items, not contemplated in the menu, the Outsource party may charge additionally on the mutually agreed rates. The Outsource party shall take orders/instructions beforehand from the staying guests regarding their food requirements. The Outsource party shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used for preparation of food and beverages. The quality of the materials should be satisfactory to the inspecting officials of HP Forest Department.
- The Outsource party shall be responsible for procurement of raw materials and ingredients of good quality. The quality of the materials should be satisfactory to the inspecting officials of HP Forest Department. The Outsource party shall store sufficient quantity of high-quality ingredients in the available place in the FRH to ensure preparation of food items in time. The Outsource party at his own risk shall make the procurement and storage.
- The Outsource party shall be responsible for service of food and beverages in the Dining rooms. Room service shall be provided on special request from the staying guests.
- The food preparation is to be done in a strict hygienic environment and matching process without any compromise.
- Everyday night, after cooking activities, the kitchen floor should be thoroughly washed and mopped. The cooking ranges, preparation table etc., shall also be cleaned neatly.
- After every service viz. Breakfast, Lunch, Evening Snacks and Dinner, kitchen floor should be swept neatly. Also, after each service, soiled vessels and utensils from kitchen, soiled table wares, Service dishes etc., from dining halls should be cleaned thoroughly with detergents and kept neatly at appropriate storing places ear marked for each item. Waste foods and other debris collected from kitchen, Dining halls, rooms, etc, shall be deposited at bins provided for that purpose.
- The Outsource party shall perform the Service to the satisfaction of the Guests and HP ECOSOC, in the event of any shortcoming is found, then on instruction from HPECOSOC, the Outsource party shall rectify the shortcomings immediately.

5. Bidder Eligibility Criteria

- Any Individual interested in providing housekeeping & catering services belonging to the local or adjoining gram panchayats/NAC/ Nagar Panchayat/ MC area (if applicable) to the location of respective FRH
- Joint Forest Management Committee/Village Forest management Society/ Mahila Mandal/Yuvak Mandal or any other community-based organisation (CBO) having jurisdiction within that particular gram panchayat/ in which the said FRH is situated or within 5 kms from the location of such Gram Panchayat/NAC/ Nagar Panchayat/ MC area (if applicable)
- Any local Hotel association within or adjoining PRI/NAC/Nagar Panchayat or MC area (if applicable)
- Bidders with no history of contract termination due to poor service quality or non-compliance & with relevant experience in hospitality, catering, or restaurant operations will be preferred

6. Site Inspection (Mandatory)

- All intending bidders must visit the respective FRH during the specified period
- Bidders are advised to inspect the site at their own expense to understand the scope of work and investment requirements

7. Tender Form Fees

- **Amount:** Rs. 500/- (Non-refundable)
- **Payment Mode:** In the form of DD/Cheque issued by any commercial bank in favour of DFO Dharamshala

8. Key Dates

- Tender Document Availability schedule: From 15.09.25 at o/o DFO, Dharamshala during office hours with tender cost INR 500/- in prescribed form (refer clause 7) up to 25.09.2025 at 12:00 PM
- Site Visit Period: any working day (Mandatory for all bidders)
- Pre-bid meeting schedule: 22.09.25 at 11:00 AM at the o/o DFO Dharamshala
- Last Date for Bid Submission: 26.09.25 at 2:00 PM at the o/o DFO Dharamshala
- Bid Opening schedule: 26.09.2025 at 2:30 PM in presence of evaluation Committee and interested bidders at o/o DFO Dharamshala

9. Bid Security (Earnest Money Deposit)

- **Amount:** INR 5000/- (refundable for failed bidders and shall be adjusted for the successful bidder)
- **Form:** Bid Security in the form of DD/cheque/FDR from any commercial bank for Rs 5000/- in favour of DFO, Dharamshala Forest Division, HP
- **Submission:** Must be deposited in original during the time of submission of bid along with other documents as required for the purpose of technical qualification
- **Bid Validity:** Until 120 days after bid opening date

10. BIDDING PROCESS

It shall be one stage two step (technical and financial) bidding process.

The bid letter (as per the format annexure A) shall be used by the bidder to present his bid for the said purpose.

10.1 Technical bid: The interested bidder shall submit the technical bid (as per format annexure B) along with the following documents signed by his/her capacity in the sealed envelope in reference to his/her technical bid:

- GST Registration Certificate (If turnover is more than 20 lakhs)
- PAN Card in case of individual
- Aadhaar Card in case of individual
- Registration certificate with competent authority in case of societies/committees/CBOs/Association
- The identity of office bearers in case of Joint Forest Management Committee/ Village Forest management Society/ Mahila Mandal/ Yuvak Mandal or any other community-based organisation or Hotel Association
- Bid Security in the form of DD/cheque/FDR from any commercial bank for Rs 5000/- in favour of DFO, Dharamshala Forest Division, HP
- Copy of the bank account in the name of bidder
- Food Safety License Registration issued by FSSAI
- An affidavit by the Bidders with no history of contract termination

The envelope shall mention the clear identity of the bidder and shall mention following title at the front side:

Technical bid for providing Housekeeping and catering services at FRH.....

10.2 Financial Bid: The financial bid for the housekeeping & catering services shall be submitted on the proforma (as per the format annexure C). The financial quote shall be signed by the bidder and shall be sealed in a separate envelope. The quoted charges for housekeeping & catering services may be increased 10 % next year on mutual consent of tendering authority & Operator. It shall contain the identity of the bidder and shall contain the following title:

Financial Bid for providing Housekeeping & catering services at FRH.....

Both the sealed envelopes along with the bid letter (Format A) shall be put together in a larger envelope and shall be sealed and submitted to the under mentioned before the bid submission date and time on the following address:

Divisional Forest Officer,
Dharamshala Forest Division,
Near District Courts, HP, 176215

The following shall be mentioned along with the identity of the bidder on the front side of larger envelope:

Bid for the housekeeping & catering services for FRH.....

Do not open before date..... time.....

Bids shall be determined to be substantially responsive which are properly signed & Conform to the terms and conditions.

11. Bid Submission

- One bid per bidder per location shall be allowed & shall not contact other competing bidders
- The bids can be submitted to the tendering authority through registered post as well as hand delivery to designated office during working hours only
- Late submissions shall be rejected and returned unopened
- Bids without relevant documents shall be summarily rejected

12. Bid Opening and Evaluation Process

Two-Stage Process

12.1 Stage 1: Technical Evaluation

- Technical bids shall be opened first in public on designated date, time & venue
- Evaluation by committee for eligibility and compliance
- Only technically qualified bidders shall be allowed to participate for financial evaluation

12.2 Stage 2: Financial Evaluation

- Financial bids of only technically qualified bidders shall be opened
- Public opening in presence of qualified bidders
- Lowest price quoting bidder for housekeeping charges (*not below the reserve price mentioned*) along with the fixed kitchen charges per month among technically qualified bidders shall be selected

13. Arithmetic Error Correction

- Discrepancy between figures and words: Amount in words will govern
- Other errors corrected as per standard government procedures
- Bidders must accept corrections or face rejection

14. Tie-Breaking Process

- If case of tie, selection by draw of lots shall be done and shall be binding on the bidders
- Decision of the evaluation committee shall be final

15. Award of Contract

- Contract shall be awarded to successful evaluated bidder (herein after called as Operator)
- The Operator shall have to submit the names & identity of his team to be deployed at the FRH before award of the work. Any change in the persons deployed on his behalf shall be brought into the notice of the tendering authority or the forest guard in-charge immediately
- Award shall be subject to approval by Chairman cum CF, Dharamshala Forest Circle Eco-Tourism Society
- Operator shall be notified within bid validity period
- The tendering Authority reserves right to accept/reject any bid without assigning any reasons

16. Authority Rights

The tendering authority reserves the right to withdraw any property from auction, right to reject any bid without giving reasons, right to cancel entire tender process if required & right to modify terms and conditions

17. Performance security:

Before award of the contract, the Operator shall deposit INR 20000/- as performance security in the form of DD/Cheque/FDR in favour of the following:

Divisional Forest Officer,
Dharamshala Forest Division, HP

The Bid security shall be adjusted in performance security appropriately in case of successful bidder.

18. Payment Schedule

The Operator shall deposit the bid amount every month accounted in favour of Dharamshala Forest Circle Eco-Tourism Society in the designated bank account No. **501 006 9660 3452 IFSC HDFC0000605** as per the following terms:

- Fixed Kitchen Charges for respective FRH: before 5th of every month.
- Housekeeping charges wrt the respective FRH: 10% of the housekeeping charges wrt the mentioned FRH before 5th of every month. The remaining amount shall be the income of the Operator.

19. Consequences of Default: In case the bid amount every month is not received on due date, late fee charges at the rate of 5 % per day shall be charged. If the bid amount charges along with late fee accounted to the tendering authority are not paid upto the start of next 3rd month from the start of default date, the possession will be taken over immediately and the bidder's performance security shall be forfeited. The default shall also be looked upon wrt Service satisfaction, outcomes of inspection by the staff of HPFD, Cleanliness, hygiene, etc.

20. Blacklisting for Non-Payment

In case of non-deposit of aforesaid bid amount within the stipulated period, the bidder shall be debarred/blacklisted in participation of Tenders/Auctions pertaining to the Forest Department for a period of 3 years and security amount will be forfeited in favour of DFCES.

21. Bookings for the FRHs

The bookings for the FRHs shall be done by the tendering authority only and in no case the successful bidder shall have right to issue permits to occupy the suites/rooms to the visitors. Any default in such case shall be viewed seriously and the successful bidder shall be disallowed to continue the operations. However, the bidder shall be allowed to advertise the booking of such FRHs with the prior permission of the tendering authority.

22. Financial Obligations and Utilities

- Electricity and water charges shall be borne by the tender inviting authority
- All rates, taxes, charges, fees, assessments, municipal or other levies of whatsoever nature levied upon the property by Local Authority/State Government/Central Government from time to time shall be payable by the tendering authority
- The kitchen & housekeeping articles such as the refilling of Gas & Toiletries such as soap, shampoo, and toothpaste & broom, brush, mop, floor cleaners, room fresheners, etc. required for sweeping & mopping purpose shall be provided by the Operator

23. Service Standards and Operational Requirements

23.1 Housekeeping Services

The housekeeping services provided to visitors include:

- Cleanliness and maintenance of hygiene in all rooms, toilets, common areas (lawns, gates, etc.) of the forest rest house
- Basic maintenance and upkeep of the FRH compound, including its security
- Maintenance and cleanliness of beds, bed sheets, pillows, pillow covers, sofa, chairs, tables, floor mats, curtains, towels, kitchen utensils, water heaters and any furniture and clothing of the FRH utilized by visitors
- Any complaints received from visitors shall be viewed seriously and subsequent penalties be levied

23.2 Catering Services Standards

- The rates of standard items in catering services shall not be more than the rates of such items in restaurants of HPTDC
- Minimum quality standard at par with those of HPTDC shall be ensured at all times, failing which penalty of Rs. 5,000/- will be levied for each default
- If defaults happen repeatedly, DFCES will be at liberty to terminate the contract after giving reasonable opportunity to be heard

- The Operator shall ensure that the menu of the kitchen is clearly displayed across the FRH for visitor information
- Food and beverage rates to be informed to and duly consulted with DFCES prior to fixing or changing rates

24. Health, Safety & Indemnity Compliance

- The Operator shall be solely responsible for providing food, snacks and beverages to visitors which has no ill effect on their health
- DFCES keeps itself indemnified from all legal obligations arising due to ill effects on health from sale of food/beverages
- The successful bidder is bound to comply with all laws, rules and regulations including Food Safety and Standards Act 2006 and Consumer Protection Act 1986
- The successful bidder shall keep DFCES indemnified from any legal liability arising during operation

25. Prohibited Items

The successful bidder shall not sell any items that have negative influence on human health including:

- Alcohol
- Cigarettes and beedis
- Pan masala and gutka
- All other such harmful items in case of violation, the tender inviting authority reserves right to terminate the agreement after forfeiting security and given instalments.

26. Environmental Regulations

- It shall be the sole responsibility of successful bidder to ensure that solid and liquid waste generated from catering services are carefully disposed of without damage to surrounding area
- As an eco-friendly measure, the successful shall not use disposable plastic cutlery (single-use plastic items) and may use reusable cutlery for serving visitors
- In case the successful bidder is unable to comply with these regulations, penalty of Rs. 1000/- per case shall be levied

27. Revenue Management and Booking Systems

- **Booking Authority:** All room bookings can only be done by the tendering authority. The Operator shall not allot rooms on his own, for any reason
- Booking of FRH happens through HP ECOSOC online portal as well as offline bookings
 - In case of online booking, room charges are remitted to HP ECOSOC account directly
 - In case of offline bookings, room charges as per fixed rates shall be collected by successful bidder/Operator and handed over to concerned forest guard in charge of FRH

- Housekeeping and catering charges shall be directly charged to operator's account (preferably via QR code facility)

28. Guest Check-in and Service Protocol

28.1 Check-in Procedures: When guests check-in, the Contractor's staff shall immediately:

- Attend to the guest, receive them, and allot the room specified on their name, round the clock
- Get the guest's name entered in the Guest Register to be provided by tendering authority
- Guide the guest to their room carrying their baggage and look after their comfort needs
- Ensure fresh drinking water and basic amenities are available in the room
- Provide orientation about facility services and dining timings
- The contractor shall not allot rooms on their own, for any reason

28.2 Guest Management:

- In case visitor does not show up for online booking, Operator shall duly inform forest guard in charge, failing which it will be accounted for dues.
- In no case shall the Operator allow any visitor other than one with valid permit to stay at FRH.
- If such case is noticed, penalty of Rs. 2000/- per room shall be levied from Operator.
- The Operator shall keep in view the seasonal variations for attending the visitors at the FRH. The manpower required at the peak season shall be deployed appropriately thereby avoiding unnecessary discomfort to the visitors.

29. Additional Revenue Opportunities

- **Conference Hall:** Can be utilized for services at rates decided by DFCES. Revenue sharing with DFO Dharamshala shall be at the rates decided by DFCES. Forest Department reserves right to use Conference Hall free for official purposes
- **Event Hosting:** Premises can be utilized to hold functions, parties, etc. with prior permission of tendering authority case to case basis. Revenue sharing shall be as decided by the DFCES.
- **Special Circumstances:** Under special circumstances like requirement by HP Forest Department, elections and local fairs, bookings may be carried out by local administration with revenue sharing modalities worked out in coordination with district/sub-division administration.

30. Staffing and Worker Requirements

Employment Responsibilities

- The bidding party shall be solely responsible for engaging workers to run the kitchen and no administrative and financial liability shall lie with the tendering authority of DFCES.
- Responsibility of providing minimum wage as per law shall exist with the Operator

- Workers must be provided with necessary equipment like gloves, masks, gum boots, brooms, mops, etc. to maintain adequate hygiene and sanitation.

31. Uniform and Appearance Standards

- Workers shall mandatorily be in uniform provided by the Operator while operating the facility
- The uniform shall be finalized with the concurrence of tendering authority
- The bidding party shall be solely responsible for engaging skilled workers and providing them necessary attire, serving gear and sanitation items

32. Asset Management and Property Responsibilities

32.1 Property Utilization and Maintenance

- Cleanliness of the leased properties and surrounding premises shall be ensured by the Operator
- Maintenance and repairs of the properties shall be carried out by the tendering authority after recovering damages on the part of Operator, if any from time to time
- It shall be the responsibility of Operator to ensure that all properties of HP Forest Department utilized during tendered period are returned in same manner post expiry or termination.

32.2 Handing Over-Taking Over Process

- On award of contract, Handing Over-Taking Over List shall be prepared by operator and concerned Forest Guard/Block officer
- Things taken over shall remain as property of DFCEs/tendering authority, though during contract period the operator shall use the same
- In case of any damage, the same shall be recovered from the operator
- Purchase of additional utensils or necessary daily routine items shall be responsibility of contractor unless otherwise provided by forest department

33. Asset Protection and Recovery

- In case any harm, theft or loss is caused to property as result of operations, the tendering authority reserves right to recover the loss/damage caused
- Stock of FRH shall be verified on 5th of every month by concerned forest guard/deputy ranger
- Stock can be checked at any time along with stock register which should be maintained and updated by operator

34. Record Keeping and Documentation Requirements

Visitor Registration

- Operator shall duly maintain register of visitors visiting FRH along with their signatures while checking in and out
- Register shall include column for taking feedback from visitors/guests

- A separate register shall be maintained for housekeeping and catering services charged from each visitor date-wise

35. Payment and Transaction Records

- Operator shall ensure QR code-based payment services for visitors availing various services
- All financial transactions to be properly documented and recorded
- Regular reporting to forest department shall be ensured

36. Inspection and Compliance

- Regular inspections by forest department officials shall be conducted and the Operator shall have to cooperate
- Compliance with all operational standards and service quality requirements shall be met by the Operator
- Immediate rectification of deficiencies as identified during inspections shall be done by the Operator

37. DISPUTE RESOLUTION

Primary Dispute Resolution Authority

The Divisional Forest Officer (DFO), Dharamshala Forest Division serves as the primary authority for resolution of operational disputes and day-to-day issues arising during contract execution. If the dispute still remains unresolved, the same shall be escalated to the Chairman ECOSOC cum Conservator of Forests, Dharamshala Forest Circle (T), HP.

In case, the dispute is still unresolved, the Operator shall be allowed to take the matter to the court of law at jurisdiction of courts at Dharamshala only.

Divisional Forest Officer,
Dharamshala Forest Division, HP

Annexure A

Issued to:

Dated:

Issued by

Tender ID: FRH/2/2025/Dharamshala

HP Forest Department
 Dharamshala Forest Circle Eco-Tourism Society
 Dharamshala Forest Division

Letter of Bid

Title: Name of FRH....., Dharamshala Forest Division
Name of Services: Providing house-keeping & catering services at FRH..... in Dharamshala Forest Division.

I/We have studied and understood the tender conditions and have also seen the location of the workplace. I/We agree to execute the tender item/services at the rates quoted in the Financial Bid (offered with this letter), against the above item(s) at the destination as per conditions of the tender notice and other related specifications prescribed in the tender.

I/We have read and examined the tender, schedule of quantities applicable, general rules & directions for upkeep of FRH....., conditions of the tender, clauses of tender, special conditions, schedule of rates & other documents and rules referred to in the conditions of tender.

I/We further state on oath that I/we have not been blacklisted, debarred or banned by any government department/body/organization and no criminal case or insolvency proceedings are pending against me/us. There is no history of contract termination due to poor service quality or non-compliance.

I/We hereby tender for the execution of the services specified in the tender notice for the time specified therein, at the rates specified in figures and words in the financial bid and in due accordance with the terms and conditions stipulated in the tender document.

I/We agree to keep the tender open for 120 days (Bid Validity period) from the due date of opening and not make any modifications in terms & conditions.

I/We hereby declare that I/We shall treat the tender documents, the technical and financial bid as secret confidential documents and shall not communicate the information derived therefrom to any persons other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner in prejudice to the safety of the same.

The technical bid and item rates (financial bid) offered by me are attached herewith with this letter, sealed in separate envelopes.

Dated: _____**Person(s)/Party(ies) Signature with full address:** _____

Annexure B: Technical Bid format

Issued to:

Dated:

Issued by

Tender ID: FRH/2/2025/Dharamshala

HP Forest Department
 Dharamshala Forest Circle Eco-Tourism Society
 Dharamshala Forest Division

Title: Name of FRH....., Dharamshala Forest Division
Name of Services: Providing house-keeping & catering services
 at FRH..... in Dharamshala Forest Division.

Details of Documents Submitted (along with attested copies):

- GST Registration Certificate (If turnover is more than 20 lakhs)
- PAN Card in case of individual
- Aadhaar Card in case of individual
- Registration certificate with competent authority in case of societies/committees/CBOs/Association
- The identity of office bearers in case of Joint Forest Management Committee/ Village Forest management Society/ Mahila Mandal/ Yuvak Mandal or any other community-based organisation or Hotel Association
- Bid Security in the form of DD/cheque/FDR from any commercial bank for Rs 5000/- in favour of DFO, Dharamshala Forest Division, HP
- Copy of the bank account in the name of bidder
- Food Safety License Registration issued by FSSAI
- An affidavit by the Bidders with no history of contract termination

Declaration:

I/We agree to execute the works in accordance with the terms and conditions laid down in the contract agreement attached with the tender document.

Person(s)/Party(ies) Signature:**Name:****Designation/Agency/CBO:****Date:**

Annexure C: Financial Bid Format

Issued to:

Dated:

Issued by

Tender ID: FRH/2/2025/Dharamshala

HP Forest Department
Dharamshala Forest Circle Eco-Tourism Society
Dharamshala Forest Division

Title: Name of FRH....., Dharamshala Forest Division
Name of Services: Providing house-keeping & catering services at FRH..... in Dharamshala Forest Division.

Name of FRH	Price to be charged from the visitor per room per day for housekeeping (in figures) not below INR 200/- & 300/- for FRH Satobari & FRH Triund respectively (mention appropriately)	Price to be charged from the visitor per room per day for housekeeping (in words) not below INR 200/- & 300/- for FRH Satobari & FRH Triund respectively (mention appropriately)	Fixed price for rent of Kitchen to be paid by the Operator
	FRH 	FRH 	INR 3000/-

Note: 10 % of the quoted charges for housekeeping shall be remitted to the account of Dharamshala Forest Circle Eco-tourism society as mentioned in clause 18. The remaining 90% shall be the income of the successful bidder. The Bidder are advised to quote the bid price per room per day keeping in view the 10 % charges, the cost of refilling of Gas & Toiletries such as soap, shampoo, and toothpaste, cost of broom, brush & mop, floor cleaner, etc as well as all duties, taxes and other levies payable as per the government instructions. The quoted charges for housekeeping & catering services may be increased 10 % next year on mutual consent of tendering authority & Operator. The DFCES shall have no claim over the menu charges, however, the Operator shall in no case over charge the visitors more than the rates fixed by HPTDC for the same items.

We agree to provide the services in accordance with terms and conditions specified in the tender document.

Signature:

Person(s)/Party(ies) Signature:

Name:

Address:

Contact Number:

Email:

Date: