



NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
(Ministry of Rural Development, Govt. of India)
NORTH EASTERN REGIONAL CENTRE
JAWAHARNAGAR, KHANAPARA, GUWAHATI-781022

...

TENDER NOTICE FOR
CATERING, HOUSEKEEPING AND MAINTENANCE SERVICES

The bids are invited from reputed catering agencies for catering, housekeeping and maintenance services of NIRDPR-NERC, Guwahati for a period of 2 years (initially for one year). Interested bidders may inspect the site before submission of the bid.

The detailed bidding document etc. can be viewed / downloaded from the website: www.nirdnerc.nic.in. Bidders are required to submit their bid to NIRDPR-NERC, Jawaharnagar, Khanapara, Guwahati – 781022. All subsequent amendments, time extension, clarifications, etc., will be uploaded on the website only and will not be published in newspapers.

The bidding document can be obtained from the office of the undersigned or downloaded from the institute website www.nirdnerc.nic.in from 4th January 2019 and the last date of submission of tender is 31-01-2019 up to 3.00 P.M.

For any clarification, party may feel free to contact this office.

No.386/NERC/Admn./2018/Catering Services
Date: 04-01-2019

Administrative Officer



NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
 (Ministry of Rural Development, Govt. of India)
 NORTH EASTERN REGIONAL CENTRE
 JAWAHARNAGAR, KHANAPARA, GUWAHATI-781022

TENDER NOTICE FOR
CATERING, HOUSEKEEPING AND MAINTENANCE
SERVICES

1. The bids (techno-commercial) are invited under two stage bid system for “Catering, housekeeping and maintenance services” of NIRDPR-NERC, Guwahati
2. Tender document may be downloaded from www.nirdnerc.nic.in or obtained from the office of NIRDPR-NERC, Jawaharnagar, Khanapara, Guwahati-781022. The time schedule for the tendering activities shall be as under:

| | | |
|------|---|--|
| i. | Date of notification of tender notice | 4 th January, 2019 |
| ii. | Start of downloading of tender document by the intending bidders | 4 th January, 2019 |
| iii. | Last date of submission of the bids by the intending bidders along with Earnest Money Deposit | 31.01.2019 by 3.00 PM |
| iv. | Amount of Earnest Money Deposit | ₹ 20,000/- (Rupees twenty thousand only) |
| v | Date of opening of Technical Bid | 31.01.2019 by 3.30 PM |
| vi. | Tendering Authority | Administrative Officer National Institute of Rural Development & Panchayati Raj Jawaharnagar, Khanapara, Guwahati - 781022 |

3. Bids shall be submitted by post / by-hand on or before 31-01-2019 at 3.00 PM addressed to the Administrative Officer, NIRDPR-NERC, Jawaharnagar, Khanapara, Guwahati - 781022.
4. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. The Demand Draft in respect of earnest money deposit must be submitted in favour of NIRD-NERC, Guwahati on or before 31.01.2019 by 3.00 PM along with the bid documents.
6. Bids will be opened on 31.01.2019 by 3.30 PM. After opening of Technical-Bid, the results of their qualification as well Price-Bid opening will be intimated later.

7. Submission of Tender

The tender shall be submitted in two parts, viz., technical bid and financial bid. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

8. Preparation of bids

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.

9. Submission of bids

- i) A standard price bid format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.
- ii) The tender is liable to be rejected in the absence of any of the above documents including condition 11(a), 11(b) and 11 (c) of the Eligibility Criteria.

10. Assistance to bidders

- i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person.

11. **Eligibility Criteria:** -

- a) Must be a reputed Caterer / Firm / Organization having proven track record and registered / licensed for providing catering, housekeeping and maintenance services. However, **canteen maintenance and mess maintenance experience will not be considered as catering experience.**
 - b) Must have at **least 3 years' experience** in catering and housekeeping / boarding and lodging in training institutions / hospitals / guest houses subject to the condition that any single such organization should have minimum 20 rooms (single or double) in any particular location. The contractor should be in a position to cater up to 300 persons at any point of time and should have experience of the same. Canteen maintenance experience will not be counted as catering experience.
 - c) Must have had an annual **billing of not less than Rs. 40 lakhs for rendering such** catering, housekeeping and maintenance services for the past three years.
12. The tenderer should quote rates on “per head per day” basis in Part – II (Financial Bid) in case of catering services.
13. Bidders must submit all relevant documentary evidence required to demonstrate his eligibility for the proposed tender.
14. **The Earnest Money Deposit of Rs. 20,000/- (Rupees twenty thousand only) in the form of DD drawn on any commercial bank** will be returned to the unsuccessful tenderers. Tenders not accompanied by Earnest Money Deposit shall be summarily rejected.
15. The rates quoted should be **exclusive of taxes such as GST or other applicable taxes, if any.** The tax amount (pertaining to NIRD&PR) will be reimbursed after making payment to the concerned authorities and on submission of the original receipt.
16. The contract is valid for a period of 2 years (initially for one year).
17. The Institute reserves the right to terminate the contract, if the performance is found to be unsatisfactory during the validity of the contract period.
18. The Earnest Money Deposit of successful tenderer will be forfeited if he does not fulfill any of the following conditions:
- a) **Furnishing of Security Deposit of Rs.1,50,000/- (Rupees one lakh fifty thousand only) in the form of a Demand Draft drawn on any commercial bank drawn in favour of “NIRD-NERC”,** Guwahati within 14 days of the receipt of the letter awarding the contract.
 - b) Execution of the agreement within 14 days of the receipt of the letter of award of contract.
 - c) Commencement of the contract within 14 days of the signing of the agreement or as

- decided by the Institute.
- d) To comply with all the terms and conditions of the letter of award of contract and agreement of contract.
19. If successful bidder fails or refuses to accept the contract, the firm will automatically be blacklisted and performance security deposit will be forfeited.
20. Pre-bid meeting may be called by the Institute.
21. Director, NIRDPR-NERC reserves the right to accept or reject all the tender(s) without assigning any reasons whatsoever.

Administrative Officer



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TENDER NOTICE FOR
CATERING, HOUSEKEEPING AND MAINTENANCE SERVICES

Technical Bid (Cover – I)

| Sl. No. | Particulars | Information to be supplied by the intending bidder | Documentary proof page No. |
|---------|---|--|----------------------------|
| 1. | Name of the Company/ Firm | | |
| 2. | Address of the Company/ Firm: | | |
| | (a) Postal | | |
| | (b) Telephone/ Fax/ Mobile No.(s) | | |
| | (c) E-mail ID | | |
| | (d) Website address, if any | | |
| 3. | Type of the Company/ Firm (In the case of Partnership Firm, a copy of Deed to be submitted) | | |
| 4. | Owner/ partners of the Company/ Firm | | |
| 5. | (a) Year of establishment of the Co. / Firm | | |

| | | | |
|---|---|--|--|
| | (b) For how long the Co./ Firm is providing catering, housekeeping services to Government / Semi- Govt./ large private organizations? (proof to be submitted) | | |
| | (c) Does the Co. / Firm have valid licence to provide the services? Please mention licence No., issue date and issuing authority. (proof to be submitted) | | |
| | (d) PAN No. | | |
| | (e) GST Registration No. | | |
| 6 | Details of Demand Draft submitted towards Bid Security/ Earnest Money Deposit for ₹ 20,000/- | | |
| 7 | Annual Turnover during the preceding three financial years i.e. 2015-16, 2016-17 and 2017-18 (copy of Balance Sheet and Profit & Loss and profit Account to be submitted) duly audited by Chartered Account | <u>Year</u> <u>Turnover</u> (in ₹lakh) 2015-16 2016-17 2017-18 | |
| 8 | Did the Company / Firm get Income Tax Returns from the Income Tax Department for the assessment years 2016-17, 2017-18 and 2018-19 (copy ITR for each year to be submitted) | | |
| 9 | Has the Company / Firm ever been blacklisted? A self-certificate to that effect to be furnished. | | |

Date:

Seal:

Signature of bidder with seal

The following documents are to be enclosed by the bidder in 1st Cover (Technical Bid) as per the tender document:

- i) Photocopy of valid registration certificate
- ii) Photocopy of Affidavit, if firm is partnership.
- iii) Experience certificate as per Annexure-I
- iv) Tender Acceptance Letter as per Annexure-II.
- v) Photocopy of PAN Card
- vi) Photocopy of Income-tax assessment returns for the last three assessment years 2016-17, 2017-18 and 2018-19
- vii) Copies of audited statement of account by Chartered Accountant for the financial years of 2015-16, 2016-17 and 2017-18
- viii) Photocopy of PF Registration Certificate
- ix) Photocopy of ESI Registration Certificate
- x) Photocopy of GST Registration Certificate
- xi) Photocopy of the Demand Draft for Rs.20,000/- towards EMD.



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TENDER NOTICE FOR
CATERING, HOUSEKEEPING AND MAINTENANCE SERVICES

Financial Bid (cover-II)

I/We hereby offer our services for making all necessary arrangements including catering, housekeeping and maintenance services in NIRDPR-NERC for a period of two years (initially for one year). The rates quoted will remain firm and valid during the validity of the contract.

The contractor is liable to provide services till settlement of next tender or end of two years contract period whichever is later. In such cases hike in rate, beyond one years, for the extended portion, an appropriate rate based on increase in All India Consumer Price Index – Industrial Workers in the preceding year will be allowed for the extended period beyond one years, if any

I/We have understood the terms and conditions of the tender detailed in the tender documents supplied to us and are fully aware of the nature of contract. We affirm to strictly adhere to the terms and conditions stipulated therein.

I/We quote the charges exclusive of taxes, GST etc., for arrangement for catering, housekeeping and maintenance services.

Signature of bidder with seal

| Sl. No. | Description | Rate (per head/day) (Rs.) | |
|--|---|---------------------------|----------|
| | | In figures | In words |
| I. CATERING SERVICES - For participants | | | |
| 1. | Break-up of the items: | | |
| a) | Bed tea/coffee | | |
| b) | Breakfast | | |
| c) | Forenoon Tea/ coffee/milk along with two millet cookies or two biscuits (salted / cookies / cream /chocolate / butter) or namkeen | | |
| d) | Lunch | | |
| e) | Afternoon Tea/ coffee/milk along with two millet cookies or two Biscuits (salted / Cookies / cream / chocolate / butter) or namkeen | | |
| f) | Evening Tea | | |
| g) | Dinner | | |
| Total daily menu (Rs) | | | |
| 2. | Special / High tea (Rs.) | | |
| 3. | Additional items for special lunch or dinner (quote separately for each item) Items: | | |
| a) | Assorted fresh fruit juice (100 ml) | | |
| b) | Popular grain sprouts | | |
| c) | Soup (Veg.) with bread rolls or bread sticks and butter | | |
| d) | Mutton / Local chicken / prawns Boneless / Ari / Hilsa / Chittal fish | | |
| e) | Special vegetable items (panneer or stuffed vegetable or kofta with gravy) | | |
| f) | Idli/dosa/vada with sambar and chutney / Dahi vada or snack items like vegetable cutlet / Mirchi bajji / veg. Spring roll, etc | | |
| g) | Kwality / Amul Ice Cream (cassata / matkakulfi / Butterscotch) | | |
| h) | Fresh seasonal fruits (assorted) | | |
| Total (Rs.) | | | |

| Sl. No. | Description | Rate (per head/day) (Rs.) | |
|-----------------------------------|--|--|-----------------|
| | | In figures | In words |
| II. HOUSE KEEPING SERVICES | | | |
| 1. | Housekeeping and Maintenance of two Guest houses (rate to be quoted per day per room) | | |
| | a) Single occupied | | |
| | Single non occupied | | |
| | b) Double occupied | | |
| | Double non occupied | | |
| | c) VIP rooms / suites occupied | | |
| | d) VIP rooms / suites non occupied | | |
| | e) VVIP rooms / suites occupied | | |
| | f) VVIP rooms / suites non occupied | | |
| | g) Dining Hall (New Hostel) | | |
| | h) Dining Hall (Old Hostel) | | |
| | i) Director's Banglow | | |
| 2 | Housekeeping and Maintenance of Office Building: Office building having Director's chamber (1), faculty/officers/staff (18); NRLM/DDU-GKY Centre, CGARD Centre; Library (1); Conference hall/ Meeting Hall (4); Computer lab (1); RTC; RPT, Staff Canteen, Reception areas and corridors: All the above are built up in the area of around 25,000 Sq.ft. | Rate to be quoted per day per sq. ft. (Rs.) | |
| | | In figures | In words |
| | | | |
| 3 | Cleaning of Residential, Office and Hostel areas including small drains (around 7000 sq. ft.) | | |
| 4 | Maintenance of Gardens (around 7000 sq. ft.) | | |

Note: (i) Non-veg food items will be served either in lunch or dinner time only in a day. For the purpose of tendering, lunch may be quoted as Non-Veg and dinner as Veg.

(ii) Tax amount will be reimbursed after making payment to the concerned authorities and on submission of the original receipt.

Signature of bidder with seal

(2) **The bidders are advised to go through the following important points before quoting the rates:**

- (a) The bidders shall go through in detail the components and quantum of food items for tea / breakfast / lunch / dinner / special lunch or dinner etc., as mentioned in PART-III from clauses 1 to 49 of the terms and conditions of the catering services.
- (b) Uniform including Shoes, I-Card and wages will be borne by the contractor.
- (c) Since the Institute is tendering for food items and housekeeping taking into account the number of rooms, it will be the sole responsibility of the contractor to pay minimum wages and variable DA inclusive of EPF and ESI to their workers.
- (d) The contractor will have no rights to request for increase in rate of food items or housekeeping rates due to increase in minimum wage and variable DA as notified by the Ministry of Labour from time to time.
- (e) The contractor has to get his own crockery, cutlery, glassware, thermos flasks for service of tea/coffee and to keep water in the rooms, juicer/mixer, linen (table cloth, frills, cloth napkins), cruet sets, flower-vase, refrigerator, bottle coolers, deep freezers, wet grinders, casseroles (Hot Case), etc., tandoori bhatti/romali roti trolley/ microwave oven/kitchen utensils used for cooking purposes and Coffee or Tea vending machines for conference hall use etc. Special crockery (bone china)/cutlery should be used for serving the VVIPs/VIPs, etc., on special occasions. The material should be of standard quality and should be approved by NIRD&PR's authorized representative.
- (f) For outdoor arrangements of Special Tea/Lunch/Dinner the contractor has to get his own complete chuffing dish, table clothes, frills, crockery, cutlery, glassware, cooking vessels, shamiyana, pipepandal etc. as per requirement to be used for special occasions and large gatherings at his own cost and Institute will not make any payment.
- (g) The bidders shall bring scrubbing machines, vacuum cleaners for day to day use and bring standard chemicals/detergents/sanitary items/phenyl and ensure to keep toilet papers, soap, Odonil packets, Naphthalene balls, Homecol, candle and matchbox mosquito repellent machines or liquid ALLOUT at his own expenses in all the rooms of guesthouses daily.
- (h) The workers required for running the contract pertaining to two guest houses for catering, housekeeping and maintenance of guest houses, office building premises are as follows:

| Sl. No. | Name of the Department | Designation | Shift timings | | |
|---------|---|--|---------------|---------------|---------------|
| | | | 6 am to 3 pm | 1 pm to 10 pm | 9 pm to 6 am |
| 1. | Operations | Unit Manager | 1 | 1 | -- |
| 2. | Kitchen | Head cook | 1 | 1 | -- |
| | | Assistant cook | 1 | 1 | -- |
| | | Kitchen helpers | 2 | 2 | -- |
| | | Pot & Dish wash | 2 | 2 | -- |
| 3. | Dining Hall Service | Waiters for dining hall & Conference Hall | 3 | 3 | -- |
| | | Supervisors for dining hall & Conference Hall | 1 | 1 | -- |
| 4. | Director's residence | Domestic help | 1 | - | - |
| | | | 7 am to 4 pm | 1 pm to 10 pm | 10 pm to 7 am |
| 5. | Housekeeping and Maintenance service for 2 guest houses and Office Building premises, Residential areas, Drains and Gardens | Receptionist | 2 | 2 | 1 |
| | | Bell boys | 1 | 1 | 1 |
| | | HK staff for general works in lounge, dining hall, corridors and Common toilets | 2 | 1 | -- |
| | | HK staff for cleaning and maintenance of Hostel, office rooms and premises; residential area; small drains | 7 | 3 | -- |
| | | Mali | 2 | | |
| | | HK supervisors | 1 | 1 | -- |

(3) Basis of financial evaluation is as follows:**(a) HOUSEKEEPING, MAINTENANCE AND GARDENING:**

To arrive the L1, the Institute shall evaluate the rates quoted by the bidders by taking the following components into account. For housekeeping, the evaluation shall be as follows:

| Sl. No. | Name of the firm | HOUSEKEEPING | | | |
|---------|------------------|--|------------------------------------|-------------------------------------|----------------------------|
| | | Housekeeping and Maintenance of two Guest houses (rate to be quoted per day per room) | Unit cost per day (Rs.) | No. of rooms X occupancy percentage | Cost of housekeeping (Rs.) |
| | | a) Single occupied | | 8 X 0.7 | |
| | | Single non occupied | | 8 X 0.3 | |
| | | b) Double occupied | | 28 X 0.7 | |
| | | Double non occupied | | 28 X 0.3 | |
| | | c) VIP rooms / suites occupied | | 6 X 0.3 | |
| | | d) VIP rooms / suites non occupied | | 6 X 0.7 | |
| | | e) VVIP rooms / suites occupied | | 4 X 0.3 | |
| | | f) VVIP rooms / suites non occupied | | 4 X 0.7 | |
| | | g) Dining Hall (New Hostel) | | 1 X 1.0 | |
| | | h) Dining Hall (Old Hostel) | | 1 X 0.2 | |
| | | ii) Director's Banglow | | 1 X 1.0 | |
| | | | | Total | |
| | | (I) Total X 365 days = _____ | | | |
| | | <ul style="list-style-type: none"> On the assumption that there is always 70% occupancy . | | | |
| | | Housekeeping and Maintenance of Office Building (per day per sq. ft.) | Unit cost per day per Sq. ft. (Rs) | No. of rooms/ Area | Cost of housekeeping (Rs) |
| | | Office building having Director's chamber (1), faculty/officers/staff (18); NRLM/DDU-GKY | | 25,000 sq.ft | |

| | | | | | |
|---|--|--|--|--------------------|--|
| | | Centre, CGARD Centre; Library (1); Conference hall/ Meeting Hall (4); Computer lab (1); RTC; RPT, Staff Canteen, Reception areas and corridors. All the above are built up in the area of around 25,000 Sq.ft. | | | |
| 3 | | Cleaning of Residential, Office and Hostel areas including small drains (around 7000 sq. ft.) | | 7,000 sq.ft | |
| 4 | | Maintenance of Gardens (around 7000 sq. ft.) | | 7,000 sq.ft | |
| | | | | Total | |
| (II) Total X 314 days= | | | | | |
| <ul style="list-style-type: none"> On the assumption that there is 6 working days in a week. | | | | | |

(b) DAILY MENU FOR PARTICIPANTS:

To arrive L1, the Institute shall evaluate the rates quoted by the bidders by taking the following components into account. For evaluation in respect of daily menu it shall be as follows:

| Sl. No. | Name of the firm | CATERING (daily Menu for participants) (Rs.) |
|---------|------------------|--|
| | | |

- Daily menu: Bed Tea, Breakfast, 2 times Classroom Tea with biscuits, Evening Tea, Lunch and Dinner.
- Intake capacity: Total numbers of programs (125) X duration (6 days) X average no. of participants (35 Nos.)

(c) SPECIAL / HIGH TEA FOR PARTICIPANTS

To arrive the L1, the Institute shall evaluate the rates quoted by the bidders by taking the following components into account.

| Sl. No. | Name of the firm | CATERING (Special / High Tea – for participants) (Rs.) |
|---------|------------------|--|
| | | |

- Assuming a total of 125 no. of special tea in one year @ one special tea for each programs.
- No.of participants.. 35 + No. of Resource persons/invitees .. 10 = 45 Nos.
- Intake capacity: Total numbers of programs (125 X no. of participants (45 Nos.)

(d) SPECIAL LUNCH / DINNER FOR PARTICIPANTS

To arrive the L1, the Institute shall evaluate the rates quoted by the bidders by taking the following components into account.

| Sl. No. | Name of the firm | CATERING (Special lunch/dinner) |
|---------|------------------|---------------------------------|
| | | |

- It is assumed that a total of 125 no. of special lunch/dinner will occur in one year @ one special lunch/dinner for each programs.
- No.of participants 35 + No. of Resource persons/invitees 10 = 45 Nos.
- Intake capacity: Total numbers of programs (125) X average no. of participants (45 Nos.).

To arrive at overall L1:

| Sl. No. | Description | Total |
|---------|--|-------|
| 1. | Housekeeping, Maintenance and Gardening {a (I + II)} | |
| 2. | Daily Menu for participants (b) | |
| 3. | Special / High tea (c) | |
| 4. | Special lunch / dinner for participants (d) | |
| | Grand total | |



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TENDER NOTICE FOR
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TERMS AND CONDITIONS

CATERING SERVICES

Scope of the Work

1. The contractor shall arrange for cooking & services of food on daily basis for any number of participants depending upon the attendance/occasion as decided by the Institute's representative from time to time. There may be variation in number depending upon the programs conducted in the institute. The charges for catering services by the caterer shall be on per head per day basis for the participants and guests staying for an entire day. Where a guest stays for only a part of the day or only avails catering services, the catering charges shall be on per head per meal basis.
2. The details of daily schedule of the Dining Hall timing will be normally as follows, however they may be changed as per requirement and during important meetings and programs contractor may be asked to make special arrangements as per the requirement of NIRD&PR.

Bed tea/coffee - Between 6.00 am and 7.00 am

Breakfast - Between 7.45 am and 9.00 am

Forenoon tea/coffee/milk - Between 10.45 am and 11.30 am

(Along with two millet cookies or two biscuits (salted/cookies/ cream/ chocolate/ butter) or namkeen.

Lunch - Between 1.00 pm and 2.00 pm

Afternoon tea/coffee/milk - Between 3.00 pm and 3.45 pm

(Along with two millet cookies or two biscuits (salted/cookies/cream/chocolate/ butter) or namkeen.

Evening tea - Between 5.15 pm and 6.15 pm

Dinner - Between 8.00 pm and 10.00 pm

Note: The contractor should keep open the dining hall round the clock.

Service of the food

3. The service of the food is normally provided in the respective dining halls of Brahmaputra and Dikrang Guest houses or any other designated place as per instructions of Institute's authorized representative.
4. The contractor shall have to arrange for service of forenoon and afternoon tea/coffee/milk in the tea lounge of the conference hall or at any other place specified as per the instructions given to him. For this purpose, the contractor has to use his own crockery/cutlery, tea/coffee vending machines/drums and flasks at his own cost. **For outdoor arrangements of Special Tea/Lunch/Dinner the contractor shall arrange for shamiyana, pipepandal etc. as per requirement.**
5. The contractor shall arrange for service of tea/coffee/milk with snacks to be served in thermos flask in the meeting rooms of the Director and the other officers' chamber in the Institute, with good quality of tea bags/Nescafe classic powder/milk/sugar cube separately.
6. The contractor shall arrange special food, fruits etc., as per requirement during Ramzan (Eid-UI-Fitre) and other festivals in which special food is required to participants, if requested by the authorized representative of the Institute.
7. Service of the meals, breakfast, tea etc., to VIP's/senior officers, sick persons, etc., should be done in the rooms.
8. Service of special lunch/dinner, special tea, tea or coffee with snacks etc., is to be organized in the lawns or any other place specified in the campus or as directed by the authorized representative of the Institute from time to time.
9. Normally the service is a buffet service, however at times on instructions service as per specifications are to be provided i.e. sit-down service, banquet or any other form.
10. There shall be no **Réchauffé** i.e. **leftover food of one meal shall not be served at the next meal.**
11. **If there is any complaint from participants regarding quality of food or deficiency in services on any particular day during the contract period, the Institute reserves the right to deduct up to 10% from that particular day's bill amount.**

Standard Menu Schedule

12. The service of all food items/beverages should be "**UNLIMITED**" as per the requirement of the participants/guests from the spread available. **NO PRE-PORTIONING** of any food/beverages including sweet, ice-cream etc. is permitted.
13. The ingredients used for cooking should be branded i.e. ISI marked, Agmark. The expiry date of the products used should be checked before usage. Similarly, the rice, dal etc., should be good quality and insect free. All food grains should be kept inside air tight steel containers. Atta should be of good quality i.e. Shakthi Bhog/Ashirvad/Pillsbury/Patanjali/Annapurna. Cooking oil should be double refined from reputed companies viz Gold Drop/ Fortune/Nature Fresh/Vijaya/Healthy Heart/Dhara, reputed company only. Similarly vegetables should be of good quality and fresh (**List of branded items to be used is enclosed – Annexure-III**).
14. If expired products or unbranded ingredients are found in the kitchen or store during inspection, the contract is liable to be terminated and Security Deposit can be forfeited.
15. Since the guests/participants visiting the Guest Houses are from different parts of the country, **the menu for participants shall consist of south Indian/north Indian/Chinese/Continental cuisine or any other cuisine as may be prescribed by the competent authority from time to time has to be provided at no extra cost.** Meat and chicken certified by the municipal or other authorities concerned should only be used. The sizing of meat and chicken should be appropriate (too big size to be avoided). Scrupulous care should be taken to avoid usage of stinking meat, chicken and fish. The authorized officer will decide the menu schedule in advance on weekly basis and the same will be intimated to the contractor well in time for service accordingly. The authorized officer has the right to stipulate for any specific occasion any particular variant of the cuisine to meet the requirement of any guest or guests, at no extra cost. The non-vegetarian and vegetarian items should be stored in separate freezers. **In case of any complaint issued shall verify from the shops from which meat/chicken/Fish are resources by NIRD&PR's authorized representative.**
16. The contractor has to get his own crockery, cutlery, glassware, thermos flasks for service of tea/coffee and to keep water in the rooms, juicer/mixer, linen (table cloth, frills, cloth napkins), cruet sets, flower-vase, refrigerator, bottle coolers, deep freezers, wet grinders, casseroles (Hot Case), etc. Tandoori bhatti/romali roti trolley/ microwave oven/kitchen utensils used for cooking purposes and Coffee or Tea vending machines for conference hall use etc. Special crockery (bone china)/cutlery should be used for serving the VVIPs/VIPs, etc., on special occasions. The material should be of standard quality and should be approved by NIRD&PR's authorized representative.

17. **For outdoor arrangements of Special Tea/Lunch/Dinner the contractor** has to get his own complete chuffing dish, table clothes, frills, crockery, cutlery, glassware, cooking vessels, **shamiyana, pipepandal etc. as per requirement** to be used for special occasions and large gatherings at his own cost and Institute will not make any payment.

18. The contractor has to keep one tea bag of standard make i.e. Tata Tajmahal / Lipton tea bags , Nescafe classic coffee powder sachet, sugar cubes, milk powder sachets of standard make i.e. Amul etc., daily in all rooms of the guest houses.

Composition of Menu Schedule (Daily)

Bed tea/coffee

19. Bed tea / coffee is to be served by the waiters concerned in thermos flasks in the respective rooms of the participants / guests, using good quality Tata/Tajmahal/Lipton tea bags /, Nescafe classic coffee powder, milk, Sugar cubes and good quality paper napkin should be provided.

Breakfast

20. The Contractor is required to serve any of the following items of breakfast either on single occasion or daily as may be decided by the competent authority. He shall have to serve any type of breakfast (including other than the menu schedule) as prescribed by the competent authority from time to time:

- Fresh Fruit juice(**125 ML**)/Fresh fruits(**125 gm**)
- Cornflakes/wheat flakes/Ragi flakes/Oats porridge(**50 gm**) with **200 ml** of hot milk (kellogs/Mohun's/Bagrrys/Patanjali/Quaker) (daily)
- **Four** slices of Toast(Brown/white) with butter(**10gm**) and jam(**10gm**)
- Eggs to order (**2 Nos.**) Omelette / fried egg / boiled egg / poached / scrambled

Only one of the below mentioned items:

- **Two Nos.** of Parathas with Aloo sabji (**100gm**) or curd(50gm), pickle
- **4 Nos.** of Puris with Aloo sabji(**100gm**) or chole(**100gm**)
- **Two Nos.** of Utthappam with sambar (**50gm**) and chutney(**50gm**)

- **One No.** of Masala Dosa with sambar(**50gm**) and chutney(**50gm**)
- Three Nos. of Idly and two No's of Wada with sambar(**50gm**) and chutney(**50gm**)
- **125 gm** of Upma or Vegetable Pongal with sambar(**50gm**) and chutney(**50gm**)
- **2 Nos.** of Vegetable Cutlet with Tomato Sauce.
- **150 ml** of Tea, coffee, milk in the vending machines (for keeping milk and hot water separately) in the respective dining halls by using good quality Tajmahal/Lipton/Tata tea bags, Nescafe classic coffee powder, milk and Sugar cubes and good quality of paper napkin should be provided.

Lunch & Dinner

21. The manner of preparation and choice of items of lunch/dinner items should be such as to satisfy the roti-consumers as well as rice consumers-
- **50 gm** of Salad item
(Green, Tossed, Sprouted, Russian, Aloo channa chat, Waldroff, Cucumber, etc.,)
 - Wheat product item – **150gm**
(Tandoori items like roti/Naan/Butter Naan or poorie/pulka/romali roti/ chapathi, or Jowar Roti or Ragi Roti or lacha Parathas or any other millet products)
 - White rice(**150gm**), Curd(**50**)
 - Special rice preparation viz Vegetable pulao or biryani by using good quality Basmati Rice with raita, etc.
 - Non-Vegetarian item(**200gm**) **7 times** a week (chicken - **3 times**, mutton – **2 times** and Local fish – **2 times**)- dry or gravy.
 - **100 gm** of Special Vegetarian item made from paneer and vegetables.
 - **80 gm** of Common dry vegetable item.
 - **80 gm** of Lentils like dal / sambar / chole / rajmah / dahikadi, etc.,
 - **Two No's** of Pappad (fried/roasted)
 - Pickles or fresh chutney(**10gm**)

- Sweet – **7 times** a week (**50 gm** of Rasmalai/Rasgulla/Gulabjamun/gajjarka halwa/Jelabi fruit custard/fruit salad/Carmel custard/trifle pudding etc.,)
- **125 ml** of ice cream (Vanilla/Strawberry/Butter scotch) **2 times** a week from reputed brands viz Baskin Robbins/Kwality/Amul/Masquati/Scoops/Heritage
- **5 times** a week seasonal fruits (**125 gm** of papaya/orange/apple/pineapple/ banana/ seedless grapes/ water or musk melon/mango/custard apple/chikko, etc.)

Note: (1) *There shall be variation in Seasonal fresh fruits served. No fruit can be served twice on the same day. Seasonal fresh fruits are (papaya/ orange/apple/pineapple/banana/seedless grapes/ water or musk melon/mango/custard apple/Sapota(Chiko), etc.)*

Class room (Forenoon & Afternoon)

22. **150 ml** of Tea/coffee along with two millet cookies or two biscuits (salted/cookies/cream/chocolate/butter) or namkeen is to be served by the neatly dressed waiters in the vending machines (for keeping milk and hot water separately) in the respective conference halls by using good quality Tajmahal/Lipton tea/Tata bags / Nescafe classic coffee powder, milk, Sugar cubes and good quality paper napkin should be provided.

Evening (Guest House)

23. **150 ml** of Tea/coffee/Milk is to be served by the waiters in the vending machines (for keeping milk and hot water separately) in the respective hostels by using good quality Tajmahal/Lipton/Tata tea bags / Nescafe classic coffee powder, milk and Sugar cubes and good quality of paper napkin should be provided.

24. Saunf, nut powder, misri, lavang, elachi and toothpicks of good quality to be supplied after Breakfast, Lunch and Dinner in the respective dining halls.

25. Special Occasions:

(a) Special / High tea:

- 50 gm of Indian sweets (from reputed sweet shops viz Sarma Sweets / Govindam / Barua Sweets / JB's) or 75 gm of Plum cake or Pastry or Milk cake (from Britannia / Parle / Sunfeast / Repose / Homa Branded)

- Savoury item (any one of the following)
(**One No** of Samosa / vegetable cutlet / Kachori / Dal Vada / Vegetable Patties/ two slices of vegetable or cheese sandwich/**100 gm** of Onion or palak pakoda etc) with appropriate sauce or chutney.
- Fried Cashew / Almond / Pista (10 Nos. of good quality)
- **150 ml** of Coffee/tea/milk is to be served by the neatly dressed waiters in the vending machines (for keeping milk and hot water separately) in the respective conference halls by using good quality Tajmahal/Lipton / Tata tea bags / Nescafe classic coffee powder, milk, Sugar cubes and good quality paper napkin should be provided.

(b) Special Lunch / Dinner:

During the visit of VVIPs / VIPs / dignitaries, farewells, important meetings, etc., the contractor has to provide all or any of the following items mentioned below for special lunch or dinner in addition to normal lunch or dinner items.

- * Assorted Fresh Juices (**125ml**)
- * Popular grain sprouts (**50gm**)
- * **180 ml** of Soup (vegetarian) with bread rolls or bread sticks and butter.
- * **200 gm** of Non-vegetarian item (Mutton / chicken / fish) / for vegetarians – **125 gm** of special vegetable items like stuffed vegetable or vegetable kofta or malai kofta or Sahi Poneer or Mushroom Masala etc.,
- * **125 ml** of Ice cream like Cassata or Matka Kulfi or Butter scotch from reputed brands viz Baskin Robbins / Kwality / Amul / Masquati / Scoops / Heritage
- * **125 gm** of Seasonal fresh fruits (assorted)
- * **50 gm** of Pure ghee sweets / milk based sweets from reputed sweet shops viz Sarma Sweets / Govindam / Barua Sweets / JB's) viz Rasmalai / Rasgulla / Gulabjamun / Gajjar ka halwa /Jelabi etc.,)

Note: (1) *The contractor shall make special arrangements like flower arrangements, fruit and vegetable carving etc. at his own cost, during the visits of VVIPs/VIPs/dignitaries, farewells, important meetings, etc.*

(2) *The quantity of food items mentioned above {clause 19 to 25 (c)} are indicative. The contractor has to provide food quantity on "unlimited" basis.*

26. Workers for kitchen, dining hall, conference hall and stores

| Sl. No. | Name of the Department | Designation | Shift timings | | |
|---------|------------------------|---|---------------|---------------|--------------|
| | | | 6 am to 3 pm | 1 pm to 10 pm | 9 pm to 6 am |
| 1. | Operations | Unit Manager | 1 | 1 | -- |
| 2. | Kitchen | Head cook | 1 | 1 | -- |
| | | Assistant cook | 1 | 1 | -- |
| | | Kitchen helpers | 2 | 2 | -- |
| | | Pot & Dish wash | 2 | 2 | -- |
| 3. | Dining Hall Service | Waiters for dining hall & Conference Hall | 3 | 3 | -- |
| | | Supervisors for dining hall & Conference Hall | 1 | 1 | -- |

- Note: - (1) The Head cook and Asst. to cook should be proficient in different cuisine (South Indian / North Indian / Chinese / Continental, etc.,)
- (2) The Head cook should be available till completion of the breakfast / lunch / dinner / special lunch / special dinner service.
- (3) Whenever the VIP programmes / large gatherings, the contractor has to deploy additional manpower viz., waiters, supervisors, cooks etc.,

27. Normally boarding / catering arrangements are to be made for any number of participants depending upon the attendance / occasion as decided by the Institute's representative from time to time. The number of participants may be some times less than 20 or may exceed 100 on certain days, depending upon the programs / participants. The contractor should provide prompt and efficient service to meet actual requirement on such occasions without any delay or inconvenience. On very important occasions such as Independence Day / Republic Day / New Year Celebration / Bihu etc., the contractor shall have to make arrangements for even 200 – 300 persons. At such times, the contractor shall make his own arrangements for **shamiyanas, tents, chauffing dish, tables, table cloth, frills, and other materials required for the function..**
28. The workers employed by the contractor should possess decent manners and be in proper uniform while on duty. The contractor will bear the cost of uniform and also the washing charges. The workers should invariably display the identity cards issued by the contractor.
29. The workers employed by the contractor should be provided uniforms with the following specification:

| | |
|-------------------------------|--|
| Head Cook and Asst. to Cook | Chef coat, chef trousers, Head gear & apron |
| Dish or Pot washer or Helpers | Navy blue trouser and sky blue shirt with apron for male workers and navy blue sari and sky blue blouse with apron for female workers. |
| Waiters Dining hall | White trousers, white full sleeves shirt (with half-sleeves plain grey colour Nehru jacket), black shoes and black bow. |
| Mali | Khaki Pant, Blue Shirt and Black Shoes |
| Supervisor | White trousers, white full sleeves shirt and black tie and black shoes. |
| Manager | Black pant, white shirt, blazer, tie and black shoes |

30. The Contractor shall give sample of the food items prepared to the authorized officers of the Institute for test and taste, to check and ensure quality.
31. Extra special items on any special occasion are also to be supplied at short notices.
32. The contractor shall strictly comply with the recommended menu.
33. The quality of the ingredients used in the preparation of the food & beverages shall be of a good & standard quality and should be used prior to expiry date.
34. The Institute's authorised officer has the right to inspect such articles of food & provisions and also can order discontinuation of usage of such articles of food & provisions which are found to be sub-standard.
35. The contractor shall ensure that the dining hall, kitchen, stores, service area shall be kept neat orderly and free from malodour at all times. The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.
36. Pest control in the kitchen, dining hall, stores and service area should be done once in a week by the contractor at his own cost.
37. The contractor shall ensure that the raw materials, i.e., perishables, dry goods, etc., purchased are of best quality/reputed brands and within the expiry date.
38. The contractor shall store sufficient stocks of the raw materials, perishable items, etc., for at least two days requirements and non-perishable items for at least one week in the premises of the guesthouse. **Rice should be Rampal Joha / Sona Masuri for white rice preparation and reputed brand of basmati rice for preparation of biryani / polao / fried rice for regular / special lunch / dinner.** Cooking oil should be of double refined of reputed brand/company. No substandard item should be used.
39. The Institute shall provide the contractor with the following facilities for the purpose of providing the catering services:
 - a) Water, cooking ranges, service counter (Bain Marie), dining hall furniture;
 - b) The contractor will bear the cost of fuel / gas for cooking purpose.
40. The contractor shall be responsible for regular maintenance and upkeep of cooking ranges, gas bank, tinning of brass vessels, service counter (Bain Marie), etc. Any loss, repair or

- replacement of these items shall be done at the cost of the contractor.
41. The contractor shall have to hand over all the items provided to him, as indicated elsewhere, to the Institute at the time of termination of the contract. Any shortage noticed at the time of handing / taking over, the cost of missing items will be recovered from the security deposit amount.
 42. The contractor is accountable to the Director or any officer of the institute nominated by him on his behalf for any lapse regarding the quality of food served, catering service, housekeeping etc.
 43. The contractor shall be solely & wholly responsible for the procurement of all articles of raw material, food products, etc. at his own expense.
 44. It shall be entirely the responsibility of the contractor to store the material purchased by him in a neat, tidy and hygienic manner in the space provided by the institute at his own risk.
 45. The dustbins kept at the area behind the kitchen should be cleared on day-to-day basis and the area should always be kept clean, dry and hygienic. **The contractor shall make his own arrangements to ensure that the leftover food and garbage is taken out of the Institute and dumped at a distant place at the end of each day. In case the Institute's garbage disposal system is used after specific permission of the Institute, the contractor is liable to pay the rate as prescribed by the Institute. In such a case, the contractor shall also segregate the biodegradable and non-biodegradable waste.** However, the Institute reserves the right whether to permit usage of its own garbage disposal system or not.
 46. The contractor shall provide other services not quoted in the tender like supply of tea bags, sugar, Nescafe powder, milk powder or milk, ISI branded half litre mineral water bottles, soft drinks, biscuits, tender coconut water, fruit bowls, flowers etc. **The charges for these items will be paid not higher than the printed maximum retail prices.**
 47. The caterer shall not be paid catering charges in respect of participants who are absent from any meal on a particular day provided notice is given at the beginning of same day in the register to be maintained with the Hostel Manager.
 48. The caterer has to provide ISI branded mineral water (20 ltrs can) from reputed manufacturers like Aquafina, Kinley, Bisleri etc., which shall be to the satisfaction of the Institute and also extend any other services to the participants / guests as and when required.
 49. **The contractor is liable to provide services till settlement of next tender or end of two years contract period whichever is later. In such cases hike in rate , beyond one / two years, for the extended portion, an appropriate rate based on increase in All India Consumer Price Index – Industrial Workers in the preceding year will be allowed for the extended period beyond one/two years, if any.**

PART-IV**HOUSEKEEPING SERVICES**

1. The Institute has Guest Houses with modern facilities & amenities and also state-of-the-art gadgets and respective kitchens, dining halls. Some of the single rooms may be converted to double rooms as per requirement from time to time.
2. The contractor is required to provide **Housekeeping & Maintenance** of guest houses and office building which include the rooms, dining halls, corridors, common area and surrounding areas on turnkey basis. It is expected that the contractor shall provide all necessary services during the stay of the participants/guests in the guesthouses from the time of arrival till their departure.
3. The charges for all the services of housekeeping and maintenance of guest houses which include washing of linen etc., shall be on monthly basis. However, **the payments for Housekeeping and Maintenance of Guest Houses will be made on pro-rata basis, especially when any of the Guest Houses /rooms is/are on renovation/under repair/closed.**

The details of rooms in each guesthouse are as follows.

| Details of Guest Houses | Single/ Double rooms | VIP | VVIP suites | Total rooms |
|-------------------------|----------------------|-----|-------------|-------------|
| Brahmaputra Guest House | 18 | 4 | 2 | 24 |
| Dikrang Guest House | 30 | 2 | 2 | 34 |
| Total | 48 | 6 | 4 | 58 |

In case additional rooms are added, the contractor will be liable to maintain on payment of appropriate charges.

The details of office building, residential areas, and gardens are as follows.

| Items | Description |
|--|-------------|
| Office building having built up area around 25,000 Sq.ft. | |
| Director's chamber | 1 |
| Faculty / Officers / Staff rooms | 18 |
| Library | 1 |
| Computer lab | 2 |
| Conference hall and Meeting Hall | 4 |
| CGARD Centre | 1 |
| Reception areas and corridors | 1 |
| Staff Canteen | 1 |
| NRLM Centre | 1 |
| DDU-GKY Centre | 1 |
| RTC | 1 |
| RTP | 1 |
| Cleaning of Residential, Office and Hostel areas including small drains (around 7000 sq. ft.) | |
| Maintenance of Gardens (around 7000 sq. ft.) | |

4. The contractor shall be responsible for:
 - a) Giving wakeup calls.
 - b) Keeping the floors, toilets (including the common toilets), etc., in a neat and tidy condition at all times of the day;
 - c) Undertaking special and spring cleaning as and when required but not less than once in two months or on eve of special occasions;
 - d) Removing of cobwebs, cleaning of interior and exterior walls, roof top, cleaning of doors and windows, vacuum cleaning of carpets and mopping of floors as and when required but not less than once a week for interior items and roof tops and once in 3 months for exterior walls.
 - e) Cleaning including scrubbing, sweeping, mopping and dusting in all rooms, all interior portions including toilets, bathrooms using standard chemicals/detergents/sanitary items/phenyl etc., using equipment like vacuum cleaners, scrubbing machines, etc., of his own.
 - f) Beds to be made daily.
 - g) Proper upkeep of all furniture and equipment in guest houses.
 - h) Cleaning of overhead tanks 30 nos. (2000/1000/500/350/200 Lts. capacity) not less than once a quarter in all the two guest houses and staff quarter campus and Director's residence.
5. The contractor will ensure proper maintenance of all linen items in the Guest Houses as follows:
 - a) Dry cleaning of woollen blankets and window curtains to be done at least once in two months.
 - b) Bed sheets, bed covers, pillow covers and blanket covers to be changed once in two days during occupation of participant/guest.
 - c) Bath towels and Hand towels to be changed daily during occupation of participant/guests
 - d) Fresh linen and towels to be provided when a new occupant occupies the room.
 - e) The contractor will bear the cost of washing, pressing and dry cleaning of bed linen, towels and woollen blankets etc.,
 - f) Washing, pressing and dry cleaning should be of a standard quality
6. The contractor shall ensure that the rooms are cleaned and freshened usually in the absence of the participants/guests, under the supervision of the housekeeping supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity.
7. The kitchen i.e. interior walls, roof, gas bank area etc., should be cleaned using required detergents etc., every day or as per the instructions of the authorized representative of the Institute.
8. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.
9. When an occupant of the room desires to check out, the contractor will have to do a discrete room inventory to ensure that no items are missing and in case any item is missing, he has to report to the Hostel Manager/Caretaker or authorized representative, immediately.
10. The contractor shall inspect, as a part of the housekeeping and maintenance work, the water supply points, plumbing installations, toilets, electrical light and fan points, tower bolts, locks and keys of the wooden cupboard of the room as also room air conditioners, battery to the

- wall clock and in the remote control of the TV sets in the Guest Houses and office building bring to the notice of the Hostel Manager/Caretaker or authorized representative in the event of any defects/damages so that the same could be attended to immediately.
11. The contractor shall ensure that the keys are collected back when an occupant leaves the room.
 12. The contractor shall bear the cost of detergents/chemicals/Sanitary items/cleaning powders and bring the equipment like vacuum cleaners and scrubbing machines on his own.
 13. The contractor shall ensure that pest control in all rooms, dining hall, stores, kitchen (once in a week) of all guest houses and office rooms (including Comp. lab & conference hall) etc., is done once in 15 days at his own cost.
 14. The contractor shall ensure that toilet papers, soap, Odonil packets, Naphthalene balls, candle and matchbox are available in every room at all times.
 15. The contractor shall provide mosquito repellent machines with one piece of mosquito mat or liquid ALLOUT/GOODNIGHT at his own expenses in all the rooms of guesthouses daily.
 16. The contractor shall use room fresheners in all occupied rooms of hostels, recreation room, Gym & office rooms (including Comp. lab & conference hall) as per requirements.
 17. The contractor shall arrange for a Washer man (*Dhobi*) for washing & pressing of clothes of the participants, daily. For this purpose, he has to collect the charges fixed by the Institute, directly from the participants;
 18. The contractor shall keep liquid shoe shine machine (black and brown) in each Guest House at his own cost to be used by the participants.
 19. The contractor shall employ an educated, well-behaved, trained and experienced Receptionist for manning the Reception in each of the guest houses round the clock, who will attend to all incoming and outgoing calls. The Receptionist should be proficient in English, Hindi and local languages besides being proficient in computer operation.
 20. The contractor shall arrange to spread brown papers in the cupboards, drawers of the writing table and the bedside table at his own cost.
 21. The contractor shall ensure that there is a good ventilation by keeping the doors and windows of the rooms open every day for 30-60 minutes (whether the room is occupied or not) to prevent accumulation of bad odours and suffocation.
 22. The contractor shall have to use the standard detergents/cleaning powder/chemicals/sanitary items/bath soap/toilet paper etc., as per the instructions given to him from time to time and he has to bear the cost thereof.
 23. The designated manager/Housekeeping supervisor engaged by the contractor should be professionally/technically qualified. The contractor shall furnish the details of their qualifications etc., to the Institute, soon after they are engaged. The Institute reserves the right to require removal of such of the contractor's workers as are found to be unsuitable.
 24. The manager of the contractor should be available round the clock in the hostel premises for ensuring proper supervision of maintenance and housekeeping services.
 25. The Housekeeping and Maintenance personnel shall consist of the following staff and should be available **round the clock** in the guesthouses.

| Sl. No. | Activity | Details of staff | 7 am to 4 pm | 1 pm to 10 pm | 10 pm to 7 am |
|---------|--|---|--------------|---------------|---------------|
| 1. | Housekeeping and Maintenance service for 2 guest houses and Office Building Premises | Receptionist | 2 | 2 | 1 |
| | | Bell boys | 1 | 1 | 1 |
| | | HK staff for general works in lounge, dining hall, corridors and public toilets | 2 | 1 | -- |
| | | HK staff for cleaning and maintenance of rooms | 6 | 4 | -- |
| | | HK supervisors | 1 | 1 | -- |

Note: If the contractor failed to depute staff as prescribed above, the Institute reserves the right to levy a penalty of Rs.1000/- on each occasion.

26. The contractor shall ensure that workers recruited by him are well qualified and experienced. The contractor shall arrange for a refresher training to them once in six months compulsorily at his own cost. The contractor is advised to recruit the manpower trained from DDU-GKY/reputed housekeeping/ F&B/Hotel management institutes.
27. The contractor should ensure that the services of a qualified & experienced Housekeeping Supervisor in Housekeeping department are available for supervision of maintenance and upkeep of rooms in the guesthouses and office premises.
28. The Institute reserves the right to ask the contractor to remove and replace any of the workers for their failure to give quality service and the contractor shall be bound to replace the staff members concerned within a week from the date of such communication.
29. The contractor shall not allot any of the rooms of the guest houses without the prior approval of the competent authority. In case, if the contractor or any of his workers are found to be occupying any of the rooms in the Guest Houses, the contractor is liable to pay a penalty of Rs.2000/- per day per room.
30. All the staff employed by the contractor should be in proper uniform while on duty. The contractor should supply the uniform with colour specifications and pattern approved by the NIRD&PR, to the workers at his cost. It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without the uniform and i-card, a penalty of Rs.100/- per worker will be imposed and the bill would be proportionately restricted.
31. The contractor shall provide flower arrangements and fruit bowls in the VVIP suites during the visit of VIP's to the Institute. The bowls will be that of the contractor and the cost of providing the fruits will be paid along with the bill of the contractor.
32. It is to be noted that used soap water/chemicals should not be thrown in the nearby green areas as it is harmful for growth of trees/bushes etc.
33. The institute will provide bed linen and bath towels to the contractor. The contractor shall be responsible for the safety & security of all the items of furniture and fixtures, equipment, locks, buckets, mugs etc. The contractor shall have to hand over all the items provided to him, as indicated elsewhere, to the Institute at the time of termination of the contract. Shortage if any noticed at the time of handing over, the same shall be recovered from the security deposit amount of the contractor.
34. The Manager/Housekeeping supervisor appointed by the contractor should be present during any repair/maintenance job carried out in the guesthouse rooms.

35. The contractor should ensure safety of the belongings of the inmates in the Guest Houses, however, in case of any untoward incidents like theft or loss of any belongings / cash that takes place from the occupant's room due to negligence on the part of the workers employed by the contractor, the contractor would be liable for compensating the loss.
36. The contractor should ensure that the **four fish aquariums** in the Guest Houses/office building are maintained properly at his own cost. He shall ensure the periodical cleaning/servicing, replacement of fish and supply of the feed on daily basis including filter etc.
37. The staff engaged by the Contractor/ agency to whom the contract is given shall be deemed to be the **employees of the Contractor/ agency** to whom the contract is given and such staff shall not be considered or deemed to be the employees of the Institute in any manner.
38. Cleaning and dusting of all rooms, corridors and other places in and around the office building (1500 sq.m) daily and cleaning with detergent once in a week.
39. Cleaning of toilets, bathrooms and wash basins with detergent and phenyl. Also to put naphthalene balls in basin and urinals every day.
40. Washing of all curtains once in a month.

PART – V**CLEANING AND MAINTENANCE OF RESIDENTIAL AREAS, DRAINS AND GARDENS**

1. The flower pots would be made available by the Institute for keeping of seasonal flowers. However, flexible pipe etc. would not be provided by the Institute free of cost.
2. In case, of loss/damage of articles to the Institute occurs due to the negligence of the workers, the liability so created shall be of the contractor and the cost of such items /property shall be recovered from the contractor .
3. The flower pots shall be painted at least four times every year, as per directions of the Institute.
4. The grass shall be mowed every 10-12 days with a mowing machine. If the same is not at the given interval, deduction in the monthly bill would be made.
5. Seasonal flower plant have to be planted in the lawn and in the flower pots lasting four months, the cost of such plants/saplings etc. would be borne by the contractor.
6. The contractor would arrange for the manure, fertilizers, seed, insecticides, tools, etc. for proper maintenance of garden including flower pots.
7. The saplings would be prepared by the contractor at a place decided by the officer of the Institute; however, all cost would be borne by the contractor.
8. In case the contractor is unable to deliver the job in accordance to the contract, the Institute would be free to get the work done at the risk and cost of the contractor.
9. The disposal of the waste so generated would have to be done, by the contractor, outside the Institute campus.
10. It would be responsibility of the contractor to provide and place the decorative plants in the campus on his own cost. The contractor would have to perform all odd jobs related to gardening in the Institute.
11. Cleaning of all open space and drains around the office building daily.
12. Spray for Disinfection i.e. Baygon spraying in all rooms, bathrooms, toilets etc., daily to check mosquitoes.
13. Cleaning of top of the building and drains periodically minimum once in a week.
14. Maintenance of fish aquariums including providing air and water filter machines etc., fish feed, replacement of fish, and weekly cleaning of the aquariums.
15. Daily cleaning of all open spaces, drains and roads inside the campus.
16. Maintenance of lawns, gardens in front of the Office-cum-Hostel building, children park, common lawns, gardens in residential area etc., in terms of :
 - (i) Daily watering of lawns and plants including the potted plants inside the office and outside.
 - (ii) Raising seasonal flowers
 - (iii) Weeding and dressing of grass, hedges and pruning of plants regularly.
 - (iv) Maintenance (including use of fertilizers, pesticides etc.) of lawns and plants in good health regularly, and
17. All other activities related to keep campus green, clean and tidy.

GENERAL TERMS AND CONDITIONS

1. It may be noted that after downloading the technical bids (Part – I) and analyzing the experience of the tenderer, if considered suitable, the price bid of such bidders will be downloaded.
2. **The technical bids will be downloaded as per the schedule indicated in the critical date sheet.**
3. NIRD&PR reserves the right to award contracts for catering, housekeeping maintenance of guest houses collectively. Decision of the Director in this regard will be final.
4. The successful tenderer will be required to pay **security deposit of Rs.1,50,000/- (Rupees one lakh fifty thousand only)** which will not carry any interest.
5. The NIRD&PR reserves the right to forfeit the EMD of the tenderer on account of (a) premature withdrawal from the tender; (b) non-payments of security deposit. The decision of the Director, NIRD&PR-NERC shall be final in this regard.
6. Corrections, if any by bidder, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is discrepancy between the amount quoted in words and figures, the higher figure will be considered for evaluation of the lowest bid, however, in case bidder emerged as successful, the lower figure will be taken into account for placement of order.
7. The contract will be valid for a period of two years (initially for one year due to renovation work carried out in the Himachal Guest House).
8. Director, NIRD&PR-NERC reserves the right to reject any or all the tenders received without assigning any reasons whatsoever.
9. The agreement is terminable by NIRD&PR-NERC with one month notice.
10. The contractor shall not transfer or sub lease his rights under the contract to any other agency.
11. The contractor or his workers/staff shall not use the premises allotted to him for any purpose other than the purpose for which the contract is awarded.
12. The contractor shall devote his attention in the work of purchases, preparation and service and discharge his obligations under the contract most diligently and honestly.
13. The contractor shall at all times during the existence of contract abide by all directions and instructions which may be given by the institute concerning any aspect of the catering, housekeeping and maintenance services.
14. The contractor shall be responsible for allotting duties and timings to the workers engaged in the catering and Housekeeping and maintenance of guesthouses.
15. The remuneration payable to the workers engaged in the catering, housekeeping and maintenance services shall be borne by the contractor and comply with all statutory and mandatory obligations like labour law or other provisions under law for engagement of such workers by his firm. The Institute will not have any liability, whatsoever for any injury caused to any of his worker/workers in course of discharge of duties under contract. The contractor will indemnify the Institute from any loss caused to any third party due to acts of his firm or workers in execution of the contract.
16. The contractor should be registered with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the Government of India (Ministry of Labour & Employment) rules and regulations and all other statutory acts and regulations and rules relevant to this contract.
17. Uniform and wages will be borne by the contractor.
18. Since the Institute is tendering for food items and housekeeping taking into account the number of rooms, it will be the sole responsibility of the contractor to pay minimum wages and variable DA inclusive of EPF and ESI to their workers.

19. The contractor will have no rights to request for increase in rate of food items or housekeeping rates due to increase in minimum wage and variable DA as notified by the Ministry of Labour from time to time.
20. The contractor shall indemnify the principal employer (NIRD&PR-NERC) against any risks and damages arising out of the default on the part of contractor due to his negligence or that of his employee or noncompliance of any of statutory rules, regulations etc., as laid down by the government and other statutory authorities from time to time.
21. It is the duty and responsibility of the contractor to obtain the requisite license for running the establishment. The Institute shall not be responsible in any way for any breach by the agency of any rules and regulations governing the running of such establishment.
22. The contractor should take all precautionary measures to ensure the safety of the workers employed by him and NIRD&PR-NERC will not be responsible in case of any eventuality.
23. In case of any disputes between contractor & workers, it is the responsibility of the contractor to settle them amicably and the Institute will not be a party to them and will not be responsible for any lapses, etc., on the part of the contractor vis-à-vis his workers. If under any circumstances a court awards decree against the Institute in cases relating to the workers employed by the contractor at the Institute, the contractor shall himself make all necessary action in fulfilment of the decree and the Institute as such shall not be liable to take any action. The workers engaged by the contractor will not have any type of claim against NIRD&PR-NERC and the contractor shall be liable and responsible for compliance of all Labour/statutory laws.
24. The contractor should deploy medically/physically fit workers. The workers can be subjected to periodical medical checkups by the Institute's Medical Officer. The contractor will withdraw any person who is not found medically fit by the Institute's Medical Officer for the job and provide an appropriate substitute. **The contractor shall also compulsorily arrange for health check of their workers once in six months at his own cost.**
25. A list of workers engaged by the contractor for the Institute's work should be provided giving their names, addresses. The contractor should submit photos to the Institute within a week from the date of acceptance of the offer and issue an identity card under the signature of authorized representative of contractor. Any changes from time to time should be informed to the Institute, immediately.
26. The workers will be issued identity cards by the contractor and only those workers for whom identity cards are issued will be allowed into the premises of the Institute. A copy of the identity card along with name, photograph and address will be made available to the institute for record. The contractor should provide only those workers whose police verification for character and antecedents was strictly done.
27. The contractor will be liable for penalty for deficiency in quality of service, e.g., leaving the rooms, office building and the guest house premises unattended and unclean, failing to maintain hygiene and sanitation in and around the guest houses and office building, and for shortcomings in catering service, e.g., poor quality of the food prepared, supply of insufficient food to the participants, or loss/theft of any article due to negligence of his staff/workers, etc. The monthly catering, housekeeping bill raised by the contractor will be proportionately restricted. In case of deficiency or delay in providing the service by the contractor and in case the Institute on its own provides material or manpower to run the catering, housekeeping and maintenance service satisfactorily, the cost of such material/manpower will be recovered from the contractor.
28. The contractor will not provide food/catering services to any private person without approval of the competent authority and the same shall be subject to payment of charges at the rate as prescribed in this contract.
29. A floating minimum balance of Rs.1,00,000/- (Rupees one lakh only) should be made available in the savings bank account at Punjab National Bank, Six Mile Branch and should be operated by the Manager of the Unit. It should not be a joint account. Payments of NIRD&PR-NERC will be transferred to the above said account. A cash imprest of Rs.25,000/- (Rupees twenty five thousand only) should also be maintained with the unit manager or in his absence, any

representative of the contractor.

30. The contractor has to pay an amount of Rs.1,50,000/- (Rupees one lakh fifty thousand only) towards security deposit at the time of entering into agreement with NIRD&PR-NERC. No interest will be payable on the deposit. It will be refunded after completion/termination of contract, subject to condition that there is no amount due/pending against contractor due to loss caused to Institute's property or otherwise.
31. The contractor should ensure that workers engaged by him shall bear good conduct, character, and integrity and their antecedents are to be checked up thoroughly before engaging them.
32. The Director, NIRD&PR-NERC reserves the right to oversee the quality of food and maintenance services being provided by the contractor. He also reserves the right to ask the contractor to remove and replace any of the workers engaged by him to ensure quality service and the contractor shall have to replace workers concerned within a week from the date of such communication.
33. In the event of any absenteeism of the workers engaged by the contractor, a penalty of Rs.500/- (Rupees five hundred only) per worker per day so absented will be imposed and the same will be recovered out of the monthly housekeeping/catering bill raised by the contractor for payment. The Institute reserves the right to check the muster rolls as well as the wages sheets maintained by the contractor at any point of time.
34. The contractor shall be provided a suitable place during the validity of the contract period to maintain his office as well as to store the material received to provide the catering, housekeeping and maintenance services to the Institute. The contractor shall, however, not use the allotted place for any other purpose than the purpose indicated above.
35. The Unit Managers and Supervisors and the staff of the contractor who have to stay in the campus/quarters will be provided modest and unfurnished accommodation for which the contractor shall pay rent as fixed by the Institute on monthly basis. Electricity and water charges as per actual consumption shall be payable by the contractor.
36. The contractor shall not have any kind of tenancy rights on the place so provided to him in the Institute. He shall have to vacate the place allotted immediately on expiry/termination of the contract or when requisitioned by the Institute.
37. The contractor will take over the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material as may be provided by the Institute, where he is supposed to provide the catering, housekeeping and maintenance services. He shall have to hand over the premises of the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material provided by the Institute, on expiry/termination of the contract.
38. If there is any variation in the quality of material used as against the branded items specified in the contract, suitable penalty as may be decided and determined by NIRD&PR-NERC will be levied while settling the monthly bills.
39. In case it is found that the kitchen/dining halls/rooms/public areas/stores/surrounding areas are not kept in clean and hygienic condition, suitable penalty as deemed fit by NIRD&PR-NERC will be levied while settling the monthly bill.
40. In the event of any incident of food poisoning, the charges incurred on account of hospitalization of participants/guests/staff members will have to be borne by the contractor.
41. In the event of expired food items used for cooking purpose, a penalty of Rs.2000/- on each occasion will be levied and recovered from the bills of the contractor.
42. The contractor shall submit the bill for the catering, housekeeping and maintenance services provided by him on the first working day of following month, duly signed by him or his authorized signatory and countersigned by the authorized representative of NIRD&PR-NERC. NIRD&PR-NERC will pay the charges on submission of the bill.

43. The Institute shall take the feedback through a Register kept for the purpose, from the participants/guests/dignitaries regarding catering, housekeeping and maintenance services with a view to offer prompt and efficient services. The Institute will conduct periodical reviews of the complaints/suggestions given by the participants/guests/ dignitaries both in the registers kept in the Guest Houses and the Evaluation Reports and the contractor will be informed about the shortcomings, if any, for remedial action.
44. Any other aspect/point arising out of the catering, housekeeping and maintenance services to be provided by the contractor, the same has to be resolved through mutual discussions by both the parties.
45. Where a doubt arises as regards the applicability of the contractual terms and conditions so as to the interpretation or application of any of the provisions of this agreement during the validity of the contract period, the decision of the Director, NIRD&PR-NERC thereon shall be final and binding on the contractor.
46. **The Institute reserves the right to entrust the catering, housekeeping contracts separately if it is desired by the competent authority to do so. The institute also may exclude any of the services so mentioned from the scope of the contract.**
47. **Based on requirement, the Institute reserves the right to entrust the maintenance of Guest Houses contract to two separate contractors accordingly, two separate work contracts will be awarded. The bidders have option to participate in any of the bid process.**
48. **Arbitration**: In the event of any question, dispute or difference arising under these conditions or any conditions contained in the order or in connection with this contract, the same shall be referred to the sole arbitration of the Director, NIRDPR-NERC or any other person authorized by him.
The award of the arbitrator in such cases shall be final and binding on the parties to this contract.
49. **Applicable Law**: The contract shall be interpreted in accordance with Laws applicable in India and subject to jurisdiction of the court in Guwahati only.

Annexure- I

1.2Names of the major institutions Government/ Semi Government/ Private to whom catering services and housekeeping services were provided in the last 3 years (please upload testimonials):

Bidders are requested to upload the experience certificate in the following format in cover-I as mentioned during the time of online bid submission.

| Name and address of the organisation along with contact persons and telephone No. | Period of contract | | Type of Contract undertaken (please specify whether catering, housekeeping or both)* | No. of rooms maintained | Average No. of persons catered | Annual billed amount (Rs) | | Remarks |
|---|--------------------|----|--|-------------------------|--------------------------------|---------------------------|---------------|---------|
| | From | To | | | | Catering | House keeping | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

* Canteen maintenance experience will not be counted as catering experience:

Annexure - II

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To

The Administrative Officer
 National Institute of Rural Development & Panchayati Raj
 North Eastern Regional Centre
 Jawaharnagar, Khanara, Guwahati - 781022

Sub: NIT for providing catering, housekeeping and maintenance services – Reg.

Ref: Tender Reference No.: _____

...

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender / Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedules(s) etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/ clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too has also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.

5. In case any provisions of this tender are found violated, then your department / organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure – III

Statement showing the list of branded items to be used

| Sno | Name of the Item |
|------------|----------------------------------|
| 1 | Atta Aashirvaad |
| 2 | Atta Pillsbury |
| 3 | Atta Patanjali |
| 4 | Atta Annapurna |
| 5 | Corn Flakeskelloggs |
| 6 | Ragi flakes soulfull |
| 7 | Wheat flakes kelloggs |
| 8 | Oats kelloggs |
| 9 | Oats pantanjali |
| 10 | Oats Quaker |
| 11 | Oats Bagrrys |
| 12 | Oats saffola |
| 13 | Basmati Rice Kohinoor |
| 14 | Basmati Rice Alwisam |
| 15 | Basmati Rice Patanjali Shaki XXL |
| 16 | Basmati Rice Patanjali Tiber |
| 17 | Basmati Rice India Gate |
| 18 | Basmati RiceFortune Every Day |
| 19 | Basmati RiceDaawat Dubar |
| 20 | Sona Masoori Rice(one year old) |
| 21 | Kissan Mixed Fruit Jam |
| 22 | Urad Panjabi papad |
| 23 | Tomato KetchupMaggi |
| 24 | Tomato Ketchup Patanjali |
| 25 | Tomato KetchupKissan |
| 26 | Homa/Repose Milk Bread |
| 27 | Britannia bread |
| 28 | Britannia bread |
| 29 | Amul Butter |
| 30 | Purabi Butter |
| 31 | Britannia Butter |

| | |
|----|--|
| 32 | Milk Mist paneer |
| 33 | Jersey Curd |
| 34 | Amul Fresh Cream |
| 35 | Amul ice Cream Vanilla/strawberry |
| 36 | Amul ice Cream Vanilla/strawberry |
| 37 | Amul ice cream butter scotch |
| 38 | Kwality ice cream vanilla/strawberry |
| 39 | Kwality ice cream butter scotch |
| 40 | Baskin robbins i/C vanilla |
| 41 | Baskin robbins i/C Strawberri |
| 42 | Masquati I/C vanilla/strawberry/butterscotch |
| 43 | Scoops I/C butter scotch |
| 44 | Scoops I/C vanilla /strawberry |
| 45 | Heritage I/C vanilla /strawberry |
| 46 | Heritage I/C butterscotch |
| 47 | Cream Pot Butterscotch i/C |
| 48 | Aro Chocolate I/C |
| 49 | Chef Kesar pista I/C |
| 50 | Everest garam masala |
| 51 | Eastern Garam masala |
| 52 | catch Garam masal |
| 53 | MTR- garam masala |
| 54 | BSf- garam masala |
| 55 | BSF Coriander powder |
| 56 | BSF Chilly powder |
| 57 | BSF Turmeric powder |
| 58 | BSF sambar Powder |
| 59 | BSF Chat Powder |
| 60 | Red label Tea |
| 61 | Tata Tea Gold |
| 62 | Fine Life Tea Powder |
| 63 | Taj Mahal Tea Bag |
| 64 | Nes Cafe |
| 65 | Bru Coffee |
| 66 | Everyday Milk Powder |

| | |
|----|--------------------------------------|
| 67 | Everyday Dairy Creamer (3g pk) |
| 68 | Amul Everyday Creamer (3g Pk) |
| 69 | Natural sun Flower Oil |
| 70 | Fortune Sun Flower Oil |
| 71 | Vijaya sunflower oil |
| 72 | Gold Drop |
| 73 | Healty Heart |
| 74 | Jersey Ghee |
| 75 | Durga Ghee |
| 76 | Soya Sauce- Meal Time |
| 77 | Chilli Sauce meal time |
| 78 | Fine Life Soya Sauce |
| 79 | Sunfeast moms magic rich butter |
| 80 | Britannia Good Day |
| 81 | Parle 20-20 |
| 82 | Harpic |
| 83 | Sanifresh |
| 84 | Domex |
| 85 | Aro Disintectant (surface cleaner) |
| 86 | Lysol Disintectant (surface cleaner) |
| 87 | Mr Muscle (kitchen Claner) |
| 88 | Aro Utensil Cleaner |
| 89 | Vim Dish Wash |
| 90 | Fine Life hand wash |
| 91 | Dettol Hand wash |