

**NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ  
NORTH EASTERN REGIONAL CENTRE  
(Ministry of Rural Development, Govt. of India)  
Jawaharnagar, Khanapara, Guwahati – 781022**

No.32/RC/2003-04/Pt-VI/

Dated: 03/04/2017

**TENDER NOTICE FOR  
CATERING, HOUSEKEEPING AND MAINTENANCE SERVICES**

NIRD & PR, NERC invites sealed tenders from reputed and experienced caterers for catering, housekeeping and maintenance services for a period of one years. The Caterer will be required to cater to about 2000 participants (yearly) attending training programmes, workshops, seminars etc. and also to provide services for maintenance of Guest Houses and Office premises in the NIRD & PR, NERC Campus. The rates quoted will be valid for one year. If the contract is extended, the next year rate will not be exceeding the rate of increase in the all India Consumer Price Index–Industrial Workers over the preceding year. Details of services required are attached to the Tender forms. In case of large number of applications, short listing will be done.

Tender documents and detailed terms and conditions of the contract may be obtained from the office of the NIRD&PR, NERC, Guwahati, on payment of ₹ 1,000/- (Rupees one thousand only) by cash or DD from a nationalized bank **drawn in favour of NIRD-NERC**, Guwahati.

The tender documents can also be seen and downloaded from the web site [www.nirdnerc.nic.in](http://www.nirdnerc.nic.in), however, the cost of Rs.1,000/- (Rupees one thousand only) towards tender application should be attached in the form of a DD from a nationalized bank drawn in favour of NIRD-NERC, Guwahati along with the downloaded application.

The filled in tender forms addressed to the Administrative Officer will be received up to **3.00 PM on 19.04.2017 and the technical bid will be opened on the same day at 3.30 PM** in the presence of the bidders who may wish to be present. The financial bids (Part – II) of the selected tenderers will be opened with prior intimation to concerned bidders separately. The Director, NIRD & PR, NERC, reserves the right of rejecting any or all the tenders without assigning any reasons whatsoever.

Administrative Officer

**NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ**  
**North Eastern Regional Centre**  
**(Ministry of Rural Development, Govt. of India)**  
**Jawaharnagar, Khanapara, Guwahati – 781022**

TENDER NOTICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE SERVICES

**TENDER FORM**

**From**

M.R. /D.D. No. _____ Date: _____ Amount of Rs.1000/- towards cost of Tender documents. Bank: _____  Branch: _____
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To  
The Director,  
NIRD&PR–NERC, Jawahar Nagar,  
Khanapara, Gwuahati – 781022.

**Subject: Tender quotation for catering, housekeeping and maintenance services-reg.**

**PART – I (Technical Bid)**

TENDER NOTICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE SERVICES

**PRE-QUALIFICATION DETAILS TO BE FILLED UP BY THE BIDDER**  
**(All supporting documents to be enclosed)**

1. Name of the Caterer/Firm/Agency/ Organisation :
2. Name of the Proprietor/Partner(s)/ Director(s) **(If Partnership Business, Deed of Agreement to be enclosed)** :
3. Address of the Firm :
4. Telephone No. :
5. Fax No. :
6. Email address :
7. Registration Certificate No. of the :

- Caterer/firm/Agency/Organisation  
and Date of Validity  
(Issued from Statutory Bodies)
8. Trade License No. and Date of Validity :
  9. VAT Registration No. :
  10. Service/Sales Tax Registration No. :
  11. PAN :
  12. EPF Registration No. :
  13. ESI Registration No. :
  14. Food License No. and Date of Validity :
  15. Whether the firm is an Income Tax Assesse? :
  16. Annual Turn Over during the last Three years (Audited) :
    - (a) 2013-14 (Financial Year) :
    - (b) 2014-15 (Financial Year) :
    - (c) 2015-16 (Financial Year) :
  17. Please State categorically whether
    - (a) You have 2-3 years' experience in catering and housekeeping/ boarding in training institutions/hospitals/Guest Houses that have minimum 40 rooms in single Premises. (YES/NO). :
    - (b) You have experience of providing catering services to 50 to 150 persons/per day (YES/NO). :
    - (c) You have annual billing of not less than Rs. 50 lakhs per annum for rendering such Catering/housekeeping and maintenance services (YES / NO) :

18. Give details of working Experiences with Government/Semi Government/Private Organizations (**Minimum 2 years**) (separate copy may be enclosed, if required):

Name and address of the organisation where served	Period of contract		Type of Contract undertaken (please specify whether catering, housekeeping, gardening)*	No. of rooms maintained	Average No. of persons catered	Annual billed amount (Rs.)			Remarks
	From	To				Catering	House keeping	Gardening	

19. Details of Demand Draft for Rs. 10,000/- (Rupees ten thousand only) enclosed towards EMD amount (in favour of **NIRD-NERC**, Guwahati).

Demand Draft No. and Date	Name of the nationalized Bank and branch

Place:

**Signature of the Tenderer with Seal.**

Date:

**Name of the signatory**

**NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ**  
**(An Organisation of the Ministry of Rural Development, Govt. of India)**  
**North Eastern Regional Centre**  
**Jawaharnagar, Khanapara, Guwahati – 781022**

**PART – II (Financial Bid)**

**TENDER NOTICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE SERVICES**

I/We hereby offer our services making all necessary arrangements including catering in NIRD&PR-NERC Guest Houses for a period of **one YEAR** (the rates quoted will be valid for one year).

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 for Guest House arrangements **on turn key basis** as follows (charges as applicable for one year).

Sl. No.	Description	Rate (per head/per day) (Rs.)	
		In figure	In words
<b>I. CATERING SERVICES</b>			
<b>1.</b>	Break-up of the items for <b>Regular Participants</b> :		
	a) Bed tea/coffee with milk/without milk		
	a) 1. Readymade Tea or Separate with tea bag/coffee, milk and sugar cube		
	b) Breakfast		
	c) Forenoon tea/coffee with 2 pieces of good Quality biscuits. (Readymade or separate with teabag/coffee, sugar cube and milk)		
	d) Lunch		
	e) Afternoon tea/coffee with 2 pieces of good quality biscuits. (Readymade or separate with tea bag/coffee, sugar cube and milk)		
	e) 1. Readymade or separate with tea bag/coffee, sugar cube and milk		
	f) Evening tea/coffee. Readymade or tea bag/coffee, sugar cube and milk with 2 pcs. of good quality biscuits		
	g) Dinner		
	<b>TOTAL</b> amount for Regular Participants (a+b+c+d+e+f+g) <b>excluding a.1 and e.1.</b>		
<b>2.</b>	High Tea		
<b>3.</b>	Special Lunch/Dinner		

<b>4.</b>	<b>EXTRA MENU</b> (during off period or some extra guest)		
<b>a)</b>	General Lunch/Dinner		
<b>b)</b>	Butter milk- per glass of standard size		
<b>c)</b>	Lemon Tea- per cup of standard size		
<b>d)</b>	Veg. Pakora / paneer pokora / paneer tikka/ veg. tikka (per plate of std. size minimum 10 pieces) /Dali vada 2 pieces/ spring roll		
<b>e)</b>	Bread toast with Butter/Jam per piece		
<b>f)</b>	Paratha with subji per pieces		
<b>g)</b>	Puri subji per plate (4 pieces)		
<b>h)</b>	Roti per piece		
<b>i)</b>	Mixed veg./chole per plate		
<b>j)</b>	Masala/plain Dosa with Sāmbhar & chatni		
<b>k)</b>	Idly/bada with Sāmbhar & chatni/ piece		
<b>l)</b>	Steamed Joha Rice per plate		
<b>m)</b>	Steamed Basmati Rice per plate		
<b>n)</b>	Fried basmati rice per plate		
<b>o)</b>	Veg pulao (basmati rice) per plate		
<b>p)</b>	Mutton / local chicken like tandoori chicken, chicken tikka, chicken fry, mutton masala or kabab etc. per plate minimum 6 pieces 40 gms each (boneless or with bones)		
<b>q)</b>	Fish (with / without bones) fried, cutlet or curry per plate minimum 4 pieces of 70-80 gms. each		
<b>r)</b>	Omlet / boiled egg per pc.		
<b>s)</b>	Green salad per plate		
<b>t)</b>	Assorted fresh fruit juice (100 ml) Can juice		
<b>u)</b>	Assorted soft drinks (150 ml)		
<b>v)</b>	Assorted sprout salad (per plate)		
<b>w)</b>	Soup (veg./non veg/Noodles etc.)		
<b>x)</b>	Lassi (per glass) 250 ml.		
<b>y)</b>	Coconut water (per glass) 250 ml.		
<b>z)</b>	ISI brand mineral water bottle		
	½ litre		
	i) 1 litre		
	ii) 2 litres		
<b>aa)</b>	Indian Sweets per pc. (75-100 gms.)		
<b>Ab)</b>	<b>Fruit basket</b> (To be kept in VIP rooms/suites with three types of seasonal fruits, 1 kg in each basket)		

II.	<b>MAINTENANCE, SANITATION &amp; HOUSE KEEPING OF GUEST HOUSES</b> <b>Description:</b>	<b>Rate per Month (Rs.)</b>	
		<b>In figures</b>	<b>In words</b>
	<p>1. Up keeping of Guest houses (4700 sq m.) with 72 rooms, lounges, dining hall, corridors, staircases, toilet, bathrooms, etc. in terms of</p> <p>i) Daily cleaning and dusting all rooms, corridors, lounges, etc. Cleaning with detergent two times in a week. Window should be opened in the morning and closed before evening. Daily cleaning of Bathrooms and toilets, Wash basins etc. by detergents, phenyl, etc, Odonil to be kept in every bathroom and naphthalene balls in basin and urinals.</p> <p>iii) Washing of bed sheets, pillow covers and towels after every use and washing of bed covers, curtains, mosquito nets once in a month, dry cleaning of blankets before onset of winter.</p> <p>iv) Daily cleaning of drains around the guest houses, Children Park, staff quarters and spray phenyl after every week (including Director's premises).</p> <p>v) Disinfection/Baygon spraying in all rooms, lounges, dining hall, corridors, staircases, etc. daily to check mosquitoes.</p> <p>vi) In VIP rooms, Guest House Suites and all other rooms whenever there is occupant good night mat should be installed, and Hit Spray for disinfection.</p>		
III	<b>MAINTENANCE, SANITATION - OFFICE BUILDING, ROOFTOP, DIRECTOR BANGLOW, ETC.</b> <b>Description:</b>	<b>Rate per Month (Rs.)</b>	
		<b>In figures</b>	<b>In words</b>
	<p>1. 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.</p> <p>2. Cleaning of toilets, bathrooms and wash basins with detergent and phenyl. Also to put naphthalene balls in basin and urinals every day.</p> <p>3. Washing of all curtains once in a month.</p> <p>4. Cleaning of all open space and drains around the office building daily.</p> <p>5. Disinfection / Baygon spraying in all rooms, bathrooms, toilets etc., daily to check mosquitoes.</p> <p>6. Cleaning of top of the building and drains periodically minimum once in a week.</p> <p>7. Maintenance of fish aquariums including providing air and water filter machines etc., fish feed, replacement of fish, and weekly cleaning of the aquariums.</p>		

<b>IV</b>	<b>CLEANING OF MAIN DRAINS, MAIN SEWAGE PIPELINES AND CHAMBERS</b>  <b>Description:</b> 1. Cleaning of main drains all around the Office, Hostel building, children park and residential area on every day. Also sewage pipelines, chambers are to be cleaned once in a week. 2. Spraying DDT / Malathian / Other insecticides to keep drains free from mosquitoes and other insects. 3. Cleaning of all man holes in the campus.	<b>Rate per Month (Rs.)</b>	
		<b>In figures</b>	<b>In words</b>
<b>V</b>	<b>MAINTENANCE OF LAWNS / GARDENS / OPEN SPACES / ROADS</b> <b>Description:</b> 1. Daily cleaning of all open spaces and roads inside the campus. 2. 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 (v) All other activities related to keep campus green, clean and tidy.	<b>Rate per Month (Rs.)</b>	
		<b>In figures</b>	<b>In words</b>

- Note: 1. Rates for Lunch and Dinner should be same.  
2. Rates quoted are exclusive of applicable taxes such as VAT and Service Tax.

Signature of the Tenderer: \_\_\_\_\_

Name : \_\_\_\_\_

Date : \_\_\_\_\_

Seal : \_\_\_\_\_

Telephone No. (Office) \_\_\_\_\_

(Residence) \_\_\_\_\_

Fax No. \_\_\_\_\_

Email Address \_\_\_\_\_



**WORKER'S WAGES SHEET (To be filled up by the bidder)**  
**(As per Minimum Wages Rates of Govt. of India in Building Operations – “B” Areas)**

As per the rules and regulations relevant to this contract such as Contract Act, Minimum Wages Act, Govt. of India, Provident Fund Act, ESI Act. etc. The various components of wages of the workers under the contract are given below:

Sl. No.	Designation	Basic Pay	VDA	EPF	ESI	Total	Category
1	Head Cook						Highly Skilled
2	Cook						Skilled
3	Kitchen Helper						Unskilled
4	Pot washer and Cleaner						Unskilled
5	Receptionist (Male)						Skilled
6	Bearer / Dining Service						Skilled
7	Manager						Highly Skilled
8	Assistant Manager/ Supervisor						Skilled
9	Room Boys						Skilled
10	Room cleaner						Unskilled
11	Sweeper						Unskilled
12	Mali						Skilled
13	Drainage / Campus cleaner / Helper / Field Workers / Office Cleaners						Unskilled
14	Cleaner in Director's residence						Unskilled

- Note: 1. The rates quoted in the tender for various components in Financial Bid are **inclusive of wages of the workers.**
2. The wages of all the workers should comply the minimum wage rates of Govt. of India in **Building Operations – “B” Areas**, as per the latest notification of the Chief Labour Commissioner (C), Ministry of Labour & Employment, Govt. of India.
3. **VDA** as and when declared / enhanced will be paid to the workers by the contractor.

Seal & Signature of Tenderers

**GENERAL GUIDELINES FOR SUBMITTING TENDER DOCUMENTS**

1. Sealed tenders are invited in “two envelop system”. Sealed tenders should be submitted in two parts consisting of :
  - (a) Part-I – Pre-Qualification (Technical Bid) in Envelop-1 and
  - (b) Part-II – Financial Bid in Envelop-2.
  
2. **Envelop No. 1** should be superscribed “Pre-Qualification Tender Documents (Technical Bid)” for “Catering, House Keeping and Maintenance services at NIRD&PR, NERC, Khanapara, Guwahati” and contain:
  - (a) Terms and conditions for catering / housekeeping of guest houses / office premises/Director’s premises/ other services etc. signed on each and every page with seal.
  - (b) Demand draft for Rs.10,000/- (Rupees ten thousand only) drawn on any nationalized bank towards **earnest money, in favour of NIRD-NERC, Khanapara, Guwahati – 781022.**
  - (c) Attested photocopies of
    - a) Registration Certificate of the Catering & Housekeeping firm/Agency/Organisation (Issued from Statutory Bodies)
    - b) Trade License (issued by Municipal Corporation/Town Committee/Panchayat)
    - c) VAT Registration
    - d) Service Tax Registration
    - e) PAN card
    - f) EPF Registration
    - g) ESI Registration
    - h) Food License
    - i) Income Tax Return for the financial year 2013-14, 2014-15 and 2015-16
    - j) Audited financial statement showing the annual turnover during the last three years i.e. 2013-14, 2014-15 and 2015-16
    - k) Experience certificates
  - (d) Part – I (Technical Bid) of the tender documents duly filled in and signed with seal on every page.
  
3. **The tender is liable to be rejected in the absence of any of the above documents .**
  
4. **Envelop No. 2** should be super scribed “Financial Bid for catering, housekeeping and maintenance services at NIRD&PR–NERC, Guwahati” and **contain only Part– II (Financial Bid)** of the tender documents duly filled in and signed with seal.
  
5. Tenders are not transferable.
  
6. **Eligibility Criteria:**
  - (a) Must be a reputed Caterer/Firm/Organization having proven track record and registered/licensed for providing catering, house-keeping and maintenance services in Govt/Semi Govt./Private Institutions.

- (b) Must have at least 2-3 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 50–150 persons at any point of time and should have experience of the same.
- (c) Must have had an annual billing of not less than Rs. 50 Lakh for tendering such catering/housekeeping and maintenance services.
7. The tenderer should quote rates on “Per head per day” basis in Part – II (Financial Bid) in the case of catering services.
  8. Bidders must submit all relevant documentary evidence required to demonstrate his/her eligibility for the proposed tender.
  9. Tenders not accompanied by earnest money shall summarily rejected.
  10. The earnest money of Rs.10,000/- (Rupees ten thousand only) by way of DD drawn on any nationalized bank will be returned to the unsuccessful tenderers. Cost of Rs.1,000/- (Rupees one thousand only) towards tender documents is not refundable.
  11. The rates quoted should be **exclusive of taxes such as Service Tax, VAT and Other applicable taxes/ charges, if any, shall be mentioned separately.** The taxes shall be deducted at source as applicable. However, service tax along with the bills will be released to Contractor and the same should be paid by the Contractor and the copy of the Challan should be enclosed each subsequent bill for verification and process. The rates quoted will be valid for one year. If, contract is extended, the next year increase in rates will be not exceeding the rate of increase in the All India Consumer Price Index – Industrial Workers over the preceding year.
  12. The contract will be valid for one year and request for withdrawal before the end of one year (contract period) will not be permitted. The Institute reserves the right to terminate the contract period with one month notice, if, the performance is found to be unsatisfactory during the validity of the contract period. The contract can be terminated with three months prior notice by the Contractor.
  13. The earnest money of successful tenderer will be forfeited if contractor does not fulfill any of the following conditions:
    - (a) Furnishing of security deposit of Rs.1,50,000/- (Rupees one lakh fifty thousand) only by means of a Demand Draft drawn on any nationalized bank **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.
    - (e) To continue for the second year at the rates not exceeding the rate of increase in the All India Consumer Price Index – Industrial Workers over the preceding year.

14. **Lowest or unrealistic rates alone shall not be the criteria for selecting the bidder for award of the contract.**
15. NIRD & PR reserves the right to award contracts for catering, housekeeping and other services separately or collectively. The decision of the Director, NIRD&PR- NERC in this regard will be final.
16. In case a decision is taken by the competent authority to award the contracts separately, the EMD and security deposit will be proportionately fixed and the excess amount will be refunded back/collected.
17. The tenders i.e. technical bids will be opened by the authorized Tender Committee of the Institute at NIRDPR-NERC premises **on 19.04.2017 at 3.30 PM** in the presence of the tenderers who may wish to be present or their authorized representatives.
18. 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. Earnest money deposited by the successful bidder would be adjusted in the security money.
19. 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.
20. After opening the Part-I (Technical Bid), i.e. pre-qualification details and analyzing the experience of the tenderers, if considered suitable, the Part-II (Financial Bid) of such bidders will be opened on the date and time as may be decided by the competent authority with prior intimation to concerned bidders separately.
21. Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between the amount quoted in words and figures, amount quoted in words shall prevail.
22. **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) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including works Contract Act, Minimum Wage Act, Provident Fund Act, ESI Act. etc.**
23. Minimum wages as per the **Central Govt. Minimum Wage Act in Building Operation B Areas** in force must be kept in mind by the tenderer at the time of quoting the rates. If rates are found less than the said act, the quotation will be rejected. However, the minimum wages rate will be increased as regulated by the concerned authority from time to time.
24. The contractor shall pay wages to all category (Highly Skilled/Skilled/Unskilled) of workers as per the minimum wage rates of Govt. of India in Building Operations – “B” Areas through the respective bank A/cs of the workers within 7 days of month of preceding month’s wages.

25. The contractor shall obtain license from the Office of the Assistant Labour Commissioner (Central), Guwahati before commencement of contract work.
26. Tender documents and detailed terms and conditions of the contract may be obtained from the office of the NIRD&PR, NERC, Guwahati, on payment of ₹ 1000/- (Rupees one thousand only) by cash or DD from a nationalized bank **drawn in favour of NIRD-NERC, Guwahati**. The tender documents can also be seen and downloaded from the web site [www.nirdnerc.nic.in](http://www.nirdnerc.nic.in), however, the cost of Rs.1000/- (Rupees one thousand only) towards tender application should be attached in the form of a DD from a nationalized bank along with the downloaded application.
27. The filled in tender forms addressed to the Administrative Officer will be received up to **3.00 PM on 19.04.2017 and the technical bid will be opened on the same day at 3.30 PM** in the presence of the bidders who may wish to be present. The financial bids (Part – II) of the selected tenderers will be opened with prior intimation to concerned bidders separately.
28. Director, NIRDPR, NERC, reserves the right to accept or reject the tender(s) without assigning any reasons whatsoever.

Administrative Officer

## **TERMS AND CONDITIONS FOR WORK**

### **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 programmes 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:

Bed tea / coffee	:	Between 6.00 am to 7.00 am
Breakfast	:	Between 8.00 am to 9.30 am
Forenoon tea / coffee / milk	:	Between 10.45 am to 11.30 am
Lunch	:	Between 1.00 pm to 2.30 pm
Afternoon tea/coffee/milk	:	Between 3.30 pm to 3.45 pm
Evening tea	:	Between 5.30 pm to 6.30 pm
Dinner	:	Between 8.00 pm to 9.30 pm

#### **Service of the food**

3. The service of the food is normally done in the dining hall of the hostel or any other designated place (except Institute's guest). Dinner after normal service hours should be kept in casserole on the dining table if so informed in advance.
4. The contractor shall have to arrange for service of forenoon and afternoon tea/coffee/milk in 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, flasks, shamiyana, pipe pandal, etc. as per requirement.
5. The contractor shall arrange for service of tea/coffee/milk with snacks to be served in thermo flasks in the office chambers or at any other designated place with good quality tea bags/Nescafe powder/milk/sugar cube separately in standard bone-china tea sets, also in VIP and Transit rooms.
6. No Snacks in room shall be supplied.
7. Meals, breakfast, tea, etc., to VIP's/senior officers, sick persons etc., shall be served in the rooms on request.
8. Service of special lunch/dinner, high 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 from time to time.

9. There shall be no re-serving i.e. **leftover food of one meal shall not be served at the next meal.**
10. **If there is any complaint from Guests/participants/officials regarding quality of food on any particular day during the contract period, the Institute reserves the right to deduct 20% from that particular day's bill amount as penalty in addition to the deduction of amount proportionate to the shortage of menu items.**
11. **Bill will be on actual basis as per participants check-in and check-out register and indent. No separate order will be given. Contractor shall maintain a register to record the daily intake of food for individual guest/participant.**

### **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-PORPORTIONING** 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. as prescribed, should be good quality and insect free. All food grains should be kept inside air tight buckets. Atta should be of good quality i.e. Shakti Bhog, Ashirvad brand's. Cooking oil should be Sun Flower, Gold Drop, Fortune, Safola, Nature Fresh, Dhara etc. from reputed company only. Similarly vegetable should be of good quality and fresh.
14. If expired products and unbranded ingredients are found in the kitchen or store during inspection, the contract is liable to be terminated and security deposit will be forfeited.
15. Since the guests/participants visiting the Guest Houses are from different parts of the country as also from abroad, two separate menus have to be provided, i.e. one for Indian participants and the other for international participants. **The menu for Indian participants shall consist of south Indian/North Indian/Chinese/Continental cuisine and the menu for international participants shall consist of Chinese/Continental or any other cuisine as may be prescribed by the competent authority from time to time.** 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 shall be taken to avoid usage of stinking meat, chicken and fish. The authorized officer will decide the menu schedule in advance and the same will be intimated to the caterer well in time to serve 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.
16. **The contractor has to get his own crockery, cutlery, glassware, cooking utensils, thermos flasks for service of tea/coffee/milk/water/juice etc. and to keep water in the rooms, juicer/mixer, linen (table cloth, frills, cloth napkins), cruet sets, flower-vase, wet grinders, casseroles (Hot Case), tandoori batti, romali roti trolley, microwave oven, kitchen utensils etc., used for cooking purposes. Special crockery (bone china) cutlery should be used for servicing the VVIPs/VIPs etc., on special occasions.** The material should be of standard quality and should be approved by a person nominated by Director, NIRD&PR-NERC, on his behalf. The contractor has to get his own complete serving dish, table clothes, shamiyana, pipe pandal, frills, cooking vessels, etc., to be used for special occasions and large gatherings at his own cost.

### **Special Instructions**

17. The contractor shall provide catering and housekeeping services in the Institute Guest House on par with the any three star hotels
18. Contractor should give good quality bone china crockery for serving the guests.
19. Special Dresses for the waiters and supervisors for the VIP parties.
20. Contractor should arrange his own transport for carrying High Tea, food and other outdoor catering inside or outside the campus
21. Tea/Coffee for the VIP guests should be served with sugar sachet.
22. Tandoori assorted bread to be given at least in one meal every day. Contractor has to arrange for tandoor.
23. Any changes of daily menu should be informed in advance of 8 hours to the competent authority for approval.
24. The contractor should not use plastic/Paper made glasses, cups, plates etc. If found penalty of Rs.2000/- shall be imposed
25. Ice cream served should be of good brands like Kwality, Amul or Vadilal.etc.

### **Composition of Menu Schedule (Daily)**

#### **29. Bed tea/coffee**

Bed tea/coffee is to be served in thermos flasks in the respective rooms of the participants/guests. Tea bag/coffee powder, milk and Sugar cubes should be provided separately with 2 pieces of good quality biscuits.

#### **30. Breakfast**

The contractor is required to serve 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:

#### **MENU FOR BREAKFAST**

- a) Tea /Coffee
- b) Corn flakes/oats with hot or cold milk
- c) Bread toast with butter, jam, honey.
- d) Boiled eggs /Omlet (as per the choice of the guest)
- e) Seasonal fruits [To be decided by the Hostel Manager] (150 ml)

**And**

- f) Plain Paratha/ Aloo Paratha/Lachcha paratha with mixed vegetable **Or**  
Puri with mixed veg. **Or**  
Chole - Bhature **Or**  
Roti with mixed veg., **Or**  
Idli Voda, Upma, Sambar and Chutney, **Or**  
Dosa, Sambar and Chutney,
- g) Plain Curd



30. **MENU FOR LUNCH / DINNER**

- (i) Rice (Joha) (steamed/fried)
- (ii) Chapati/puri (Standard size)
- (iii) Dal (one type)
  - (a) Masur/Mug **or**
  - (b) Rahar/Channa **or**
  - (c) Mati dal/Rajma **or**
  - (d) Lobia/Mixed dal **or**
  - (e) Sabut mixed dal
- (iv) Seasonal Vegetable (three types) gravy, fried & boiled
- (v) Pickle (branded quality)
- (vi) Green salad (mixed - minimum three items (cucumber/carets/beats etc.)
- (vii) Chutney
- (viii) Lemon
- (ix) Green chilly
- (x) Papad (full)
- (xi) Curd (plain)
- (xii) Sweets (1 type)/Custard/Fruit salad/Pudding/Carmel Custard/Khir

**For Non-Vegetarian:**

- (a) Chicken (local/broiler) masala/curry/chilly /Tandoori chicken /Tandoori leg chicken/ chicken tikka etc. **Or**
- (b) Mutton masala/mutton curry / mutton korma/Mutton Mughlai etc. **Or**
- (c) Local Fish (Rohu/Bhokua/Chital/Borali/Prone/Magur etc.) masala/curry/cutlet/ fried fish etc. (with bones or boneless).

**For Vegetarian:**

- i) Paneer malai Kofta / Paneer Butter Masala / Motor paneer / Palak Paneer/Sahi paneer/ Mushroom masala/ mushroom chilly/ motor mushroom etc.
- ii) Seasonal Fruits 150 gm.

\* **Rate of lunch and dinner should be same.**

31. **Class Room Tea (Forenoon & Afternoon)**

Tea in the forenoon and afternoon along with 2 pcs. of good quality biscuits (salty and sweet).

- 32. Evening Tea/Coffee with snakes to be provided in Guest House dining hall.
- 33. Nut powder/clove/ cardamom and toothpicks of good quality to be supplied at Breakfast, lunch and dinner.
- 34. Contractor has to serve the ISI branded mineral water like Kinley, Bailey, Bislery, and Aquafina as and when required.

35. **MENU FOR HIGH TEA**

- i) Any one of the following: Plum cake/Indian sweets/Milk cake
- ii) Roasted or Fried cashew nut or almond (min 10 pcs).
- iii) Savory item (any one of the following) (Samosa/pakoda/vegetable cutlet/Urad dal Vada or chana dal vada/ vegetable puff/ Kachori/ Vegetable spring roll/ patties/cheese sandwich etc.) with appropriate sauces or chutney.
- iv) Tea/Coffee/Milk (as per instruction).

All sweets, bakery items and savoury items should be purchased from reputed sweets shops like JB's, Govindam, Sharma Sweets, Kanha etc. maintaining good quality standard.

36. **MENU FOR SPECIAL LUNCH / DINNER**

- a) Fried rice /veg. biriyani (basmati rice lal quila/India gate/Kohinoor brand)
- b) Steamed rice (Basmati rice lal quila/India gate/Kohinoor brand)
- c) Dal makhani/Dal lovia/Dal Rajma/Sabut mixed dal etc..
- d) Local or broiler chicken boneless or with bones: curry / tandoori chicken /chicken tikka/chicken leg tandoori/chicken chilly, fried chicken etc. **Or**  
Mutton Mughlai/mutton Manchurian/ Mutton curry/Mutton masala etc.
- e) Local Fish (Rohu/Bhokua/Chital/Borali/Prone/Magur etc.) masala/curry/cutlet/fried etc. (boneless or with bones).
- f) Seasonal green special mixed vegetable
- g) Green fried vegetable
- h) Dahi Voda /veg Manchurian, /veg. tikka
- i) Paneer Malai Kofta/Sahi paneer/ palak paneer /paneer butter masala/paneer tikka/ Mushroom masala/mushroom chilly/ motor mushroom etc.
- j) Raita
- k) Papad
- l) Chapati/Rumali roti/ Puri / Naan / tandoori roti / tandoori paratha/Chole bhature
- m) Green salad / Russian salad
- n) Pickle/chatni
- o) Green chilly
- p) Lemon
- r) Ice-cream / kulfi (Amul, Vadila, Kwality brands)
- s) Plain curd / sweet curd
- t) Seasonal fruits/fruit cocktail
- u) Good quality sweets/kheer/ Custard etc.
- v) Veg. Soup (with variety)
- x) Mouth freshener

37. **Menu for General Lunch/Dinner**

- i. Rice (Joha)
- ii. Seasonal Sabjee – two types (fried & mixed.)
- iii. Dal Masur/Mug/Arhar/Channa /Mati dal/Rajma/ Lobia/Mixed dal
- iv. One Non-veg. item (Local Chicken/Mutton/Fish)
- v. Paneer/mushroom sabjee (for vegetarian.)
- vi. Chapati/puri
- vii. Lemon, pickle and green chilly
- viii. Papad (full)
- ix. Green Salad
- x. Curd
- xi. Sweets
- xii. Fruits for vegetarians.

The manner of preparation and choice of items of lunch / dinner to be:

- a) Wheat product (tandoori items like roti/naan/butter naan or puri / phulke/roomali roti / or lachcha paratha or jawar roti
- b) Sweets – Indian assorted sweets
- c) Different types of ice cream, fruits
- d) Non-veg items 14 times a week (chicken – 5 times, fish – 5 times and Mutton – 4 times) with bone/without bone) dry or gravy or biriyani.

38. **No. of workers for kitchen/Dinning/Housekeeping/Reception etc.**

The workers for catering, housekeeping and maintenance of gardens etc. shall consist of the following persons and they should be available round the clock as per their shift:

<b>Designation &amp; Category</b>	<b>No</b>	<b>Qualification / Experience</b>	<b>Uniform</b>
<b>a) Kitchen &amp; Dining Hall</b>			
1. Head Cook <b>(Highly Skilled)</b> (Over all supervision in 2 shifts)	1	Certificate in Cooking from Govt. recognized Institute. At least 5 years' experience in Hotel/Restaurant/Institutes as a Cook. Should be able to prepare North / South / North East Indian & Continental Dishes. Min. qualification-class VIII.	Black Pant, Maroon color Shirt, Canvas Shoes & Apron
2. Cook <b>(Skilled)</b> (1 in each shift)	2	Certificate in Cooking from Govt. recognized Institute. At least 3 years' experience in Hotel/Restaurant/Institutes as a Cook. Should be able to prepare North / South / North East Indian & Continental Dishes, Min. qualification class VIII.	-DO-
3. Kitchen Helper <b>(Un-skilled)</b> (2 in 1 shift and 1 in 1 shift)	3	At least 2 years of experience in assisting cook in any reputed Hotel / Guest Houses / Institute with Min. qualification VIII passed.	Black Pant, Blue Shirt, Canvas Shoes & Apron
4. Pot washer and Cleaner <b>(Un-skilled)</b> (2 in 1 shift and 1 in 1 shift)	3	At least literate having knowledge of hygiene	- Do -
5. Bearer / Dining Service <b>(Skilled)</b> (4 each in 2 shifts)	8	At least 3 to 6 months training on hospitality from recognized Institute having knowledge to arrange and serve buffet tables, table service, trolley service etc. Minimum qualification – High School	Black pant, white shirt & black shoes
6. Manager <b>(Highly Skilled)</b> (Over all supervision in 2 shifts)	1	Minimum Graduate having 1 year Diploma in Hotel Management or Catering Certificate from recognized Institute with 3 years' experience of working as Manager/ Asstt. Manager.	Black pant, white shirt, Black shoes & Tie
7. Assistant Manager / Supervisor <b>(Skilled)</b> (Over all supervision in 2 shifts)	1	Minimum graduate with diploma in Hotel management and 3 years' experience in house-keeping and catering services in a reputed hotel/Institution as Manager/ Asstt. Manager	Blue pant, white shirt & black shoes
<b>Total</b>	<b>19</b>		

<b>b) Housekeeping, Gardening and Campus cleaning including drainage</b>			
<b>8.</b> Receptionist (Male) <b>(Skilled)</b> (New Hostel 3 nos. 1 in each shift. Old Hostel 2nos. 1 in each shift)	5	At least graduate and fluent in English and having 6 month training on hospitality from recognized Institute having knowledge of Hindi or local language	Black pant, white shirt, Black shoes & Tie
<b>9.</b> Room Boys <b>(Skilled)</b> (4 in new hostel and 2 in old hostel in 2 shifts)	6	Matriculate with minimum 1 to 3 months diploma/ certificate in catering/housekeeping services and one-year experience of working in reputed Hotel/ Institution in housekeeping. Knowledge of English/Hindi	(a) Black pant, Blue shirt & Canvas shoes
<b>10.</b> Room cleaner <b>(Un-skilled)</b> (4 each in both hostel in 1 shift)	8	Min. qualification VIII passed and normal cleaning experience of rooms, bathrooms and floor etc.	Black pant, Ash colour shirt & Chappal
<b>11.</b> Sweeper <b>(Un-Skilled)</b> (Housekeeping) (2 in 1 shift & 1 in 1 shift)	3	Normal cleaning experience of toilet, bathrooms floor etc.	Black pant, Ash colour shirt & Chappal
<b>12.</b> Assistant Manager /Supervisor <b>(Skilled)</b> (Over all supervision in 2 shifts)	1	Minimum graduate with diploma in Hotel management and 3 years' experience in house-keeping and catering services in a reputed hotel/Institution as Manager/ Asstt. Manager	Blue pant, white shirt & black shoes
<b>13.</b> Mali <b>(Skilled)</b> (1 Shift)	2	Min. qualification VIII passed with minimum 3 years' experience in gardening.	Khaki pant, blue shirt and black shoe
<b>14.</b> Drainage/campus Cleaner / Helper /field worker <b>(Un-skilled)</b> (1 shift)	5	Normal cleaning experience of toilet, bathrooms floor etc.	Black pant, blue shirt & black shoes
<b>15.</b> Cleaner in Director's Bungalow <b>(Un-skilled)</b> (1 shift)	1	Normal cleaning experience of toilet, bathrooms floor etc.	Black pant, blue shirt & black shoes
<b>Total</b>	<b>31</b>		
<b>Grand total</b>	<b>50</b>		

Note: a) The uniform has to bear the logo of the Caterer-NIRD&PR (Room boy) / Cleaner / Supervisor / Manager etc.

b) When the number of participants will be more than 50, one extra worker for every 10 guests has to be engaged by the caterer at his / her own cost for smooth functioning of catering services.

e) The workers are to be deployed on 7 days a week during the contract period. The wages and overtime for working on holidays and weekly off days is to be paid by the contractor/caterer.

1. 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 guests may be sometimes less or there will be no participant or may exceed 300 also on certain days, depending upon the programmes/participants. The contractor should provide prompt and efficient service to meet actual requirement on such occasions without any delay or inconvenience. On important occasions the contractor shall make his own arrangements for shamiyanas, tents, Bain-marie, etc.
2. 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.
3. All the food items shall be tested by the authorized officer of institute before serving to the guests for ensuring its quality. Food sample may also be sent for lab test and the cost of test will be borne by the contractor.
4. Extra special items on any special occasion are also to be supplied at short notices.
5. **The contractor shall strictly comply with the recommended menu. Otherwise proportionate amount will be deducted from the bills with penalty.**
6. The ingredients used in the preparation of the food & beverages shall be of a good & standard quality and shall be used prior to expiry date as per laid down rules of the govt.
7. The Institute's authorized officer has the right to inspect such articles of food & provisions daily. Any sub-standard items found will be discontinued immediately and the contractor will be panelized for the same as per food safety rules.
8. The contractor shall ensure that the dining hall, kitchen, stores, service area shall be kept neat, orderly and free from malodor at all times. The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.
9. 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.
10. The contractor shall ensure that the raw materials, i.e. perishables, dry goods, etc., purchased are of best quality/reputed brands and should not be after the expiry date.
11. 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 guest house. Reputed brand of basmati rice for preparation of biryani/polao/fried rice etc. on special occasions. Cooking oil should be double refined of reputed brand/company. No substandard item should be used.
12. 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 and the Contractor will bear the cost of fuel/gas/coal for cooking purpose
13. The contractor shall be responsible for regular maintenance and upkeep of cooking ranges, cleaning of gas burner 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.

14. 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.
15. The contractor shall pay for the usage of the water and electricity that are consumed in the kitchen/dining hall. Separate meters will be installed for the purpose. The rates will be as prescribed by the Electricity Board for Electricity and Municipal Corporation for water supplied.
16. 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.
17. The contractor shall be solely & wholly responsible for the procurement of all articles of raw material, food products, etc. at his own expense.
18. 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.
19. 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.
20. 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 liter 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.
21. The caterer has to provide ISI branded mineral water like Bislary, Kinley, Aquafina and extend any other small services to the participants/guests as and when required.
22. The contractor is liable to provide services till settlement of next tender or end of one year contract period whichever is later. In such cases, beyond one year, for the extended portion, an appropriate rate based on increase in All India Consumer Price Index – Industrial Workers in the preceding year will be given for the extended period beyond two/three years, if any.
23. Contractor should use commercial gas cylinder (19 kgs) if found using of domestic cylinder a penalty of ₹ 1,000/- will be imposed.
24. Contractor should arrange own tandoor, coal and related items for making tandoor based items.
25. Standard Quality of Perishable, grocery and cleaning items as prescribed in Annexure-I

## PART – II

### HOUSE KEEPING SERVICES

1. The Institute has 2 Guest Houses with modern facilities & amenities and also state-of-the-art gadgets with 58 rooms (single and double rooms), including 4 VIP suites, 6 guest suites, 2 kitchens and 2 dining halls.
2. The contractor is required to provide **House Keeping & Maintenance of Guest House** which include the rooms, dining halls, corridors, common area and surrounding areas on turn key basis. It is expected that the contractor shall provide all necessary services during the stay of the participants/guests in the guest house from the time of arrival till their departure.
3. The charges for all the services of housekeeping and maintenance of guest house which include washing of linen etc., shall be on monthly basis. However, the payment for housekeeping and maintenance of guest house will be made on *pro-rata basis*, specially when any of the guest houses / rooms is/are on renovation/under repair/closed.
4. The details of rooms in guest house and office premises are as follows:

Details of Accommodation	Single rooms	Double rooms	VIP or Guest rooms (Double rooms)	Guest suites	Total rooms
Old Guest House	19	11	2	2	34
New Guest House	-	18	2	4	24
Office					24
Conference Hall					4
Director's Banglow					1

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

5. 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 cleaning as and when required but not less than once in two months or on the 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 daily using standard chemicals/detergents/sanitary items/phenyl etc., using equipment like vacuum cleaners, scrubbing machines, etc., of his/her own.
  - f) Beds to be made daily.

- g) Proper upkeep of all furniture and equipment in the guest houses and office.
  - h) Keeping records of the participant/guests using Gym daily.
  - i) Keeping one attendant for VIP service during VIP visit.
6. The contractor will ensure proper maintenance of all linen items in the Guest Houses and Office as follows:
- a) Window curtains to be cleaned at least once in two months and dry cleaning of woolen blankets to be done once before the onset of winter.
  - b) Bed sheets, bed cover, pillow covers and blanket covers are 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/guest.
  - d) Fresh linen and towels to be provided when a new occupant occupies the room.
  - e) The contractor will bear the cost of washing, Ironing and dry cleaning of bed linen, towels and woolen blankets, curtains etc.
  - f) Washing, ironing and dry cleaning should be of a standard quality.
7. 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.
8. The Contractor or his staff should not use the linens/towels, mosquito nets, blankets etc. for their own use. If found using it penalty of Rs.1, 000/- per item per day will be charged.
9. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.
10. 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/authorized representative, immediately.
11. 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, power bulbs, locks and keys of the wooden cupboard of the guestroom. Air conditioners, Geysers, TV sets etc. may be checked and also the battery of the wall clock and remote control of the TV sets should be checked and brought to the notice of the Hostel Manager/authorized representative in the event of any defects/damages so that the same could be attended to immediately.
12. The contractor shall ensure that the keys are collected back when an occupant leaves the room.
13. 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.



14. The contractor shall ensure that pest control in all hostel rooms, dining hall, stores, kitchen and office once in a week at his own cost.
15. The contractor shall ensure that toilet papers, toilet soap, odonil packets, naphthalene balls, candle and matchbox are available in every room at all times.
16. The contractor shall provide mosquito repellent machines with one piece of mosquito mat or liquid ALLOUT at his own expense in all the rooms of guest house daily.
17. The contractor shall use room fresheners in all occupied rooms of the guest houses, television lounge, recreation room, office rooms as per requirements.
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 guest house round the clock, who will attend all incoming and outgoing calls. The Receptionist should be well trained in the trade and proficient in English, Hindi and local languages besides being proficient in computer operation. Deployment of receptionist will be as given below.
  1. Hostel – I: 1 Receptionist and 1 attendant in 2 shifts (8 hour each). (2 +2)
  2. Hostel - II: 1 Receptionist and 1 attendants in 3 shifts (8 hour each) . (3+3)
20. The contractor shall arrange to spread brown papers in the cupboards, drawer of the writing table and 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 odor.
22. The contractor shall have to use the detergents/cleaning powder/chemicals/sanitary items/bath soap/toilet paper etc. in each room on his own cost.
23. The manpower engaged in housekeeping, catering and maintenance by the contractor should be professionally / technically qualified. The contractor shall furnish the details of their qualifications/experience etc. to the Institute at the time of their engagement. The Institute reserves the right to remove the unqualified or found otherwise unsuitable personals from any manner from working in the Institute.
24. The Manager of the contractor should be available round the clock in the hostel premises for ensuring proper supervision of maintenance, housekeeping and catering services.
25. The Housekeeping and maintenance personnel should be available in the guest house as per their shift duty on 7 days a week.
26. The contractor shall ensure that workers recruited by him are well qualified and experienced and if need be, the contractor shall arrange for refresher training to them as per requirement.
27. The contractor should ensure that the services of a qualified & experienced housekeeping Supervisor in housekeeping department is available for supervision of maintenance and upkeep of rooms in the guest houses and office.

28. The Director, NIRDPR-NERC reserves the right to ask the contractor to remove and replace any of the worker for their failure to give quality service or their misbehavior and the contractor shall be bound to replace the concerned staff within a week from the date of such communication.
29. The contractor shall not allot any of the rooms of the guest house 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 House, the Contractor is liable to pay a penalty of Rs.3,000/- 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, a penalty of Rs.200/- per worker per day will be imposed and the bill would be proportionately restricted.
31. The contractor shall provide flower arrangements and big fruit bowls in the VIP rooms during the visit of VIPs to the Institute. The bowls will be that of the contractor and the cost of the fruits will be paid by the institute.
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 flower plants/trees 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.
34. The Manager/Housekeeping supervisor appointed by the contractor should be present during any repair, maintenance and cleaning job is being carried out in the guest house.
35. The contractor should ensure safety of the belongings of the inmates in the Guest House, 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 deployed by the contractor, the contractor would be liable for compensating the loss.
36. The contractor should ensure the proper maintenance of four fish aquariums in the guest houses and office building are maintained properly at his own cost. He shall ensure the periodical cleaning/servicing (minimum once in a week). Replacement of fish and equipment like water filter and air pump etc. and supply of the feed on daily basis have to be done by the contractor.
37. Occupied and non-occupied rooms should be cleaned daily.
38. Bill will be on actual basis based on check-in, check-out registers. No separate order will be given. The contractor has to maintain guest register on daily basis as per check-in, check-out registers.
39. One store room, one office room, one rest room and one dormitory provision of about 10 workers will be provided to the Contractor on payment basis @ ₹ 1,000/- per month plus electricity and water charges.
40. Duty of the worker should be 8 hours with one weekly off.
41. One cleaning staff is to be deployed in Director's Premises.
42. Duty chart has to be prepared for all the workers on daily basis. Daily attendance of all workers with their designation has to be recorded in the register for each shift separately. Duty chart and attendance register is to be shown to the HM / Warden / Campus Supervisor or its representative daily.

**PART – III**  
**GARDENING**

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. Minimum wages as per the act (Central Govt, in Building Operation B Areas) in force must be kept in mind by the bidder at the time of quoting the rates including leave reserve.
3. 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 .
4. The flower pots shall be painted at least four times every year, as per directions of the Institute.
5. 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.
6. 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.
7. The contractor would arrange for the manure, fertilizers, seed, insecticides, tools, etc. for proper maintenance of garden including flower pots.
8. 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.
9. Complete details of the workers employed, with photographs, would have to be provided by the contractor at the time of posting a gardener. In absence of the details it would not be possible for the Institute to make payments of the monthly bills.
10. On satisfactory performance of the work the payment would be released on monthly basis by cheque. In case the work is not found satisfactory deduction in the bill would be made, the decision of the Director with regards to the amount of deduction will be final.
11. 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.
12. The disposal of the waste so generated would have to be done, by the contractor, outside the Institute campus.
13. 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.

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**GENERAL TERMS AND CONDITIONS**

1. EMD will not carry any interest whatsoever.
2. The successful bidder will be required to pay security deposit of Rs.1.5 (Rupees one lakhs fifty thousand only) which will not carry any interest. Earnest money deposited by the bidder would be adjusted in the security money.
3. The NIRD & PR, NERC 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.
4. The contract will be valid for a period of one year with effect from the date of award of the contract. The rates quoted will be valid for one year extendable for more year. The next year rate will be not exceeding the rate of increase in the All India Consumer Price Index – Industrial Workers over the preceding year. The contract period is for one year with strict performance guarantee failing which the contract shall be terminated.
5. 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 or some other person appointed by him. The award of the arbitrator shall be final and binding on the parties to this contract.
6. Director, NIRDPR, NERC reserves the right to reject any or all the tenders received without assigning any reasons whatsoever.
7. The contractor shall not refuse to provide services of one year with a proportionate increase in rate equivalent to rise in All India Consumer Price Index for Industrial Workers over the preceding year.
8. The contract period may be extended for a further period of one more year on mutually agreeable terms and conditions.
9. The agreement is terminable by NIRDPR, NERC with one-month notice.
10. The contractor shall have to serve for a minimum period of one year. However, if the services provided by the contractor are found to be unsatisfactory, the contract stands terminated after due notice and forfeit the security deposit/portion of it as decided by the Director and his decision shall be the final and binding.
11. The contractor shall not transfer his rights under the contract to anyone else.
12. The contractor or his workers shall not use the premises allotted to him for any purpose other than the purpose for which the contract is awarded.
13. 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.
14. 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, House-keeping and maintenance services.

15. The contractor shall be responsible for allotting duties and timings to the workers engaged in the catering and Housekeeping and maintenance of guesthouses.
16. The remuneration payable to the workers engaged in the catering and Housekeeping and maintenance of guest House shall be borne by the contractor.
17. The contractor should be registered with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the state labour and Government of India (Ministry of Labour) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including works contract act, minimum wage act, provident fund act, ESI etc.
18. 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 non-compliance of any of the aforesaid rules, regulations etc. laid down by the government and other statutory authorities from time to time.
19. The contractor should obtain the requisite license for running the establishment. The Institute shall not be responsible in any way for any breach by the agency of the rules and regulations governing the running of such establishment.
20. 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.
21. 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 fulfillment 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 NIRDPR, NERC and the contractor shall be liable and responsible for compliance of all Labour laws.
22. All workers shall be hired by the contractor after medical examination and police verification.
23. A list of workers engaged by the contractor for the Institute's work should be provided giving their names, addresses, their qualification, age, designation etc. The contractor should submit photos to the Institute within a week from the date of acceptance of the offer. Any changes from time to time should be informed to the Institute, immediately.
24. 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.
25. The contractor will be liable for penalty for deficiency in quality of service, e.g., leaving the rooms and the guest house premises unattended and unclean, failing to maintain hygiene and sanitation in and around the guest houses, and for shortcomings in catering service, e.g., poor quality of the food prepared, supply of insufficient food to the participants, 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 the cost of such material/manpower will be recovered from the contractor.
26. 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.
  27. 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.
  28. The authorized representative of NIRDPR, 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.
  29. In the event of any absenteeism of the workers engaged by the contractor, a penalty of Rs.400/- (Rupees four hundred only) per worker 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.
  30. 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.
  31. The contractor shall not have 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.
  32. The contractor will take over the premises of 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.
  33. 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.
  34. 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 NIRDPR will be levied while settling the monthly bill.
  35. 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.
  36. 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 competent authority of NIRDPR. NIRDPR will pay the charges by the 15<sup>th</sup> of the month on such submission of the bill.

37. 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.
38. 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.
39. Where a doubt arises as regards the applicability of the contractual terms and conditions or 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, NIRDPR, NERC thereon shall be final and binding on the contractor.
40. Institute will not pay any wages to workers.
41. Lowest rates alone shall not be the criteria for selecting the bidder for award of the contract.
42. The Institute reserves the right to entrust the catering, house-keeping 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.
43. All the corridors, dining hall, lounge on the ground, first and second floor, kitchen area, Staircase, store room, serving area, common toilet areas and other covered area in the two guest houses and surrounding areas of guest houses should be cleaned, dusted every day both in the morning and evening and in order, according to the time as specified below. Phenyl, harpic, caustic soda, mortin spray etc. and other sanitary items should be used for the purpose.
44. All staff duty hours should be of 8 hours with weekly off.
45. The contractor has to place one attendant at gymnasium to keep record of the users during morning and evening hours. The attendant has to report the malfunctioning of equipment immediately to Hostel Manager/Warden/AO.
46. The contractor shall pay wages to all categories (Highly Skilled/Skilled/Unskilled) of workers as per the minimum wage rates of Govt. of India in Building Operations – “B” Areas through the respective bank A/cs of the workers. The wages of preceding month’s shall have to be paid within 7 days of month. If the wages is not paid on time Institute has right to deduct the workers’ wages from the monthly bill and pay to the contractor’s workers.
47. The contractor shall obtain license from the Office of the Assistant Labour Commissioner (Central), Guwahati before commencement of contract work.

**Administrative Officer**

**Standard Quality of Perishable, grocery and cleaning items.**

- 1) Atta – Annapurna , Ashirvad, Shaktibhog/Pilsbury
- 2) Butter – Amul/naturilite/ Britannia
- 3) Maida - Annapurna / Ashirvad/ Shaktibhog.
- 4) Besan – Annapurna/ Ashirvad/ Shaktibhog.
- 5) Whole Spices – Ashirvad/catch/MDH/Sona/Everest.
- 6) Ground Spices – Ashirvad/catch/MDH/Sona/Everest
- 7) Cooking Oil – Gold drop/ Fortune/ Nature fresh/ Sun drop/Saffola/Dhara
- 8) Milk - Amul/Purbi
- 9) Corn flakes- Mohan mekains/ Reals.
- 10) Deshi Ghee – Amul/Vijaya/Britannia/ Everyday
- 11) Tea powder – Tata tea/ Brooke bond/ Taj.
- 12) Tea Bags - Tata tea/ Brooke bond/ Taj.
- 13) Coffee - Nescafe/ Bru.
- 14) Dal- grade 01 unpolished
- 15) Biscuits – Britannia/ Parle.
- 16) Papad- Lijjat
- 17) Tomato puree – Morton/ Kissan/ Hinges/Maggi
- 18) Tomato sauce – Kissan/ Morton/Hinges/ Maggi
- 19) Chilly sauce – Kissan/ Morton/Hinges / Maggi
- 20) Soya sauce – Kissan/Morton/ Hinges/ Maggi
- 21) Vinegar sauce – Kissan/ Morton/Hinges/Maggi
- 22) Phenyl – Hindustan Lever Ltd.
- 23) Soap oil- Hindustan Lever Ltd.
- 24) Acid – Harpic
- 25) Vim- Hindustan Lever Ltd.
- 26) Milk powder – Every day / Amul.
- 27) Ice cream – Amul/ Vadilal/ Kwalitiy.
- 28) Rice- good quality local Joha
- 29) Rice – Basmati (1a)Quila / India gate/ Kohinoor brand)
- 30) Mineral water bottle – Bisleri, Kinley, Aquafina, Bailey etc.

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