



**NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ**

(Ministry of Rural Development, Govt. of India)  
Rajendranagar, Hyderabad - 500 030, Telangana, India

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**E-TENDER NOTICE FOR  
CATERING, HOUSEKEEPING AND MAINTENANCE OF GUEST HOUSES OF  
NIRDPR, Hyderabad, Telangana**

**Tender No.: NIRDPR/Admn-C/2022/Catering Tender**

Online Bids are invited from reputed catering agencies for catering, housekeeping and maintenance of Guest Houses of “National Institute of Rural Development & Panchayati Raj” (NIRDPR), Rajendranagar, Hyderabad, Telangana for a period of one year extendable for one more year based on satisfactory performance, the services of which cover all participants and students.

The detailed Bid document and other supporting documents can be viewed / downloaded from the website: <http://eprocure.gov.in> (or) [www.nirdpr.org.in](http://www.nirdpr.org.in). Bidders are required to upload and submit their e-Bid on Central Public Procurement Portal (CPPP) only. All subsequent amendments, time extension, clarifications, etc., will be uploaded on the website only and will not be published in newspapers. Bidders should regularly visit website to keep themselves updated in context to release of corrigendum(s).

The Bidding document can be downloaded from CPP portal from 21/06/2022 and the last date for uploading of Bids by the intending Bidders on CPP portal is 12/07/2022 by 4.00 pm. The EMD in the form of DD should be sent to the Institute through post/courier/in person on or before last date and time of uploading the Bids.

Sd/-

ASST. REGISTRAR (E) i/c



**E-TENDER NOTICE FOR  
CATERING, HOUSEKEEPING AND MAINTENANCE OF GUEST HOUSES OF NIRDPR,  
HYDERABAD, TELANGANA**

**Tender No.: NIRDPR/Admn-C/2022/Catering Tender**

**Quality and Cost Based Selection (QCBS)**

**Last Date of Submission: 12- 07- 2022**



**National Institute of Rural Development and Panchayati Raj (NIRDPR)  
Rajendranagar, Hyderabad – 500 030, Telangana, India  
Ph: 91-40-24008526 | Fax:91-40-24016500  
Website: <http://www.nirdpr.org.in>**

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## **Chapter – 01: Introduction to Tender**

1. National Institute of Rural Development and Panchayati Raj, Rajendranagar, Hyderabad, Telangana (herein after referred to as NIRDPR) invites On-line Bids (Techno-Commercial) from reputed agencies under two Bid system for **“Catering, Housekeeping and Maintenance of Himachal, Aravali, Nilgiri and Vindhyachal Guest Houses”** at NIRDPR, Rajendranagar, Hyderabad – 500 030, Telangana State. The selection of Bidder will be based on “Combined Quality-cum-Cost Based System (QCBS)”.

The Bid is in two Bid systems like: Technical Bid (Cover – I) and Financial Bid (Cover – II).

2. Tender document may be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in> as per the schedule as given in CRITICAL DATE SHEET. Bids shall be submitted online only at CPP website: <https://eprocure.gov.in>.
3. 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 for rejection.

#### **4. CRITICAL DATE SHEET:**

<b>Tender No.</b>	NIRDPR/Admn-C/2022/Catering Tender
<b>Published Date and Time of e-Tender</b>	21/06/2022 at 05.30 PM
<b>Start Date and Time to download Tender Document</b>	22/06/2022 at 10.30 AM
<b>Pre-Bid Meeting Date &amp; Time</b>	27/06/2022 at 03.00 PM
<b>Start Date &amp; Time of submission of e-Tender</b>	30/06/2022 at 03.00 PM
<b>End Date &amp; Time of submission of e-tender</b>	12/07/2022 at 04.00 PM
<b>Date &amp; Time of opening of Technical Bid</b>	13/07/2022 at 04.00 PM
<b>Date &amp; time of opening of Financial Bid</b>	To be notified later for only those Bidders qualified in technical evaluation.
<b>Tendering Authority</b>	Assistant Registrar (E) i/c National Institute of Rural Development & Panchayati Raj (NIRDPR), Rajendranagar, Hyderabad-500 030, Telangana, Tel. 040-24008405,

## 5. Submission of Tender:

The tender shall be submitted only online in two parts, viz., Technical Bid (Cover-I) **(As per-Annexure-I)** and Financial Bid (Cover-2) **(As per-Annexure-II)** through CPP portal: <https://eprocure.gov.in>. The offers submitted by any other mode shall not be considered. No correspondence will be entertained in this matter.

6. Instructions to Bidders for submission of Online Bids are detailed in **Annexure- IV**. Any assistance needed can be obtained from tendering authority.

<b>Bid Estimated Cost</b> <b>(for one year)</b>	<b>1.85 Crores (Catering and Housekeeping)</b>
<b>Earnest Money Deposit (EMD)</b> <b>(2% of the Bid estimated cost)</b>	The EMD in the form of DD should be sent to the Institute through post/courier/in person on or before last date and time of uploading the Bids; failing which tender will not be considered as a valid tender. NOTE: EMD submitted by way of any other instrument other than DD and/or for an amount less than the prescribed amount, the Bid will be summarily rejected.
<b>Security Deposit</b>	3% of contract value in form of Bank Guarantee/DD. It should be in favour of NIRDPR, Hyderabad from any nationalized banks.
<b>Contract Period</b>	<b>1 Year</b> (Extendable for one more year based on satisfactory performance)

## 7. Essential Eligibility Criteria (As detailed at Annexure-A):

- I. Minimum average annual turnover of Rs.1 Crore required during past five years (2016-17 to 2020-21). Out of 5 years, the bidder must make profit at least in 3 years.
- II. Experience in providing housekeeping and maintenance of guest houses during past five years i.e., 2016-17 to 2020-21. (Experience in providing housekeeping and maintenance of guest houses in at least 150 rooms in any single organization in government training institutions/educational institutions/ Universities/ Hospitals/Guest Houses of public or private institutions or industries).
- III. Experience in providing Catering Services during past five years i.e. 2016-17 to 2020-21. (Experience in providing catering services of minimum 300 persons at any point of time in government training institutions/educational institutions/ Universities/ Hospitals/Guest Houses of public or private institutions or industries).
- IV. **Past experience of similar services:** The Bidder must have successfully executed/completed at least single order of 80% of the estimated Bid value or two orders each of 50% of the estimated Bid value or three orders each of 40% of the estimated Bid value for similar services in last three years to any Central/ State Govt. organizations /

Autonomous bodies/ PSUs. These orders must be completed before Bid submission closing date. Proof of the same should be enclosed.

- V. Must submit an undertaking as per **Annexure - IX** to the effect that the wages quoted are as per the prevailing minimum wages.
- VI. The bidder will have to make a presentation before the Technical Evaluation Committee (TEC) showcasing its past experience in providing similar services to Institutes of repute, demonstrable capabilities in terms of trained manpower (i.e. in cooking and Managing) with adequate experience.
- VII. The TEC will carry out on-site visit to ascertain the capability of the bidder to undertake and execute catering and Housekeeping services of good quality. The bidder will have to indicate the place where he is currently providing the catering and Housekeeping services during the presentation for visiting of the TEC members.

## **8. Mode of Selection:**

Selection of Bidder will be based on the Combined Quality-and-Cost Based System (QCBS) with **60:40** weightage i.e. 60% weightage to the Technical proposal and 40% weightage to the financial proposal.

### **Technical Evaluation (100 Marks):**

The technical proposals of the Bidders who fulfill the eligibility criteria shall be evaluated as per the parameter indicated at **Annexure - A**. The agencies scoring 60 marks and above out of 100 marks shall be declared as technically qualified.

**The financial Bid of only those agencies, who have technically qualified, shall be opened.**

### **Combined and final evaluation:**

1. Proposals of the post qualified Bidder(s) during the process of evaluation of the technical Bid will finally be ranked according to the total score (Technical Score + Financial Score).
2. The successful Bidder shall be the first ranked Bidder (whose total score is the highest). The second ranked Bidder shall be kept in reserve and may be invited for negotiations in case the first ranked Bidder withdraws, or fails to comply with the requirements specified hereinabove.
3. Technical and commercial scores obtained by all the Bidders would be summed individually and the vendor with highest score would be awarded the Bid. **In the event of more than one H1 Bidder emerging in the final ranking, the Bidder who has scored higher marks in the technical evaluation shall be considered for award of contract.**

Total scores of the vendors would be calculated as per the following formulas:

### **Technical Bid and Financial Bid (Techno Commercial ratio 60:40)**

1.  $(T1/T_{max}) \times 0.6 + (L_{min}/L1 \times 0.4)$
2.  $(T2/T_{max}) \times 0.6 + (L_{min}/L2 \times 0.4)$
3.  $(T3/T_{max}) \times 0.6 + (L_{min}/L3 \times 0.4)$

Example: Illustration:

				<b>A</b>				<b>B</b>	<b>A+B</b>	
Bidder	Technical Score (out of 100)	Relative Technical Score ( $T1/Tmax$ ) * 0.6 calculation	Relative Technical Score	<b>Final Technical Score (Relative Tech Score * 100) – Out of 100</b>	Commercial Quote (in INR)	Relative Commercial Score (Lmin/L1) * 0.4 calculation	Relative Commercial Score	<b>Final Commercial Score (Relative Commercial Score * 100) – Out of 100</b>	<b>Final Technical Commercial Score</b>	<b>Ranking</b>
A	70	$70/80 * 0.6$	0.525	52.5	10,00,00,000 (Lmin)	$10 \text{ Cr}/10 \text{ Cr} * 0.4$	0.40	40	92.5	H1*
B	80 (Tmax)	$80/80 * 0.6$	0.600	60	15,00,00,000	$10 \text{ Cr}/15 \text{ Cr} * 0.4$	0.26	26	86	H2
C	75	$75/80 * 0.6$	0.562	56.2	20,00,00,000	$10 \text{ Cr}/20 \text{ Cr} * 0.4$	0.20	20	76.2	H3

**\*Bidder with the highest marks computed above on cost and quality basis will be awarded the Bid.**

- The decision of NIRDPR with regard to selection will be final and no communication in this regard will be entertained. It may be noted that NIRDPR reserves the right to reject any or all the Bids without assigning any reason whatsoever.
- The Bidders are required to understand the scope of work properly before quoting the rates. Submission of tender by the agency will imply that it has read all the documents and has made itself fully aware about the work. NIRDPR reserves the right to assess Bidder's capacity to perform the contract should the circumstances warrant such assessment. Bidder should not be in dispute (like forfeited) earlier with NIRDPR, either directly or indirectly through any other agency.

**Scoring Criteria for Evaluation of Technical Bids**

<b>Sl. No.</b>	<b>Parameters</b>	<b>Maximum marks</b>	<b>Supported documents to be attached</b>
1	Financial turnover during past five years i.e. 2016-17 to 2020-21. (Minimum average annual turnover of Rs. 1 Crore required during past five years).	<b>20 Marks</b>	Audited Statements of Accounts/ A Certification from Chartered Accountant
	Average annual turnover of Rs.1 Crore	10 Marks	
	Average annual turnover Rs. 1 to 1.5 Crore	15 Marks	
	Average annual turnover above Rs. 2 Crore	20 Marks	
2	*Experience in providing housekeeping and maintenance of guest houses during past five years i.e. 2016-17 to 2020-21.  (*Experience in providing housekeeping and maintenance of guest houses in at least 150 rooms in any single organization in government training institutions/educational institutions/ Universities/ Hospitals/Guest Houses of public or private institutions or industries) <b>Note: Minimum 3 work completion certificates of providing similar services must be provided to be eligible for scoring.</b>	<b>20 marks</b>	Work completion certificates signed and issued by the past clients should be enclosed.  (Copy of Work Orders may be provided as supporting document to the work completion certificate, where Housekeeping service provided in minimum 150 rooms must be mentioned)
	3 works completed	10 Marks	
	4 to 5 completed	15 Marks	
	6 works and above completed	20 Marks	
3	*Experience in providing Catering Services during past five years i.e. 2016-17 to 2020-21.  (*Experience in providing catering services of minimum <b>300</b> persons at any point of time in government training institutions/educational institutions/ Universities/ Hospitals/Guest Houses of public or private institutions or industries) <b>Note: Minimum 3 work completion certificates of providing similar services must be provided to eligible for scoring.</b>	<b>20 marks</b>	Work completion certificates signed and issued by the past clients should be enclosed.  (Copy of Work Orders may be provided as supporting document to the work completion certificate where Catering service provided to minimum 500 persons must be mentioned)
	3 works completed	10 Marks	
	4 to 5 completed	15 Marks	
	6 works and above completed	20 Marks	

Sl. No.	Parameters	Maximum marks	Supported documents to be attached
4	The bidder must be able to cook all kinds of food	40 Marks	A certificate from the Organization where he has provided catering to the effect that bidder is able to provide satisfactory menu items of North Indian, South Indian, Continental and Indian Chinese food.
	The bidder will have to make a presentation before the Technical Evaluation Committee (TEC) showcasing its past experience in providing similar services to Institutes of repute, demonstrable capabilities in terms of trained manpower (i.e. in cooking and Managing) with adequate experience.	10 Marks	
	The TEC will carry out on-site visit to ascertain the capability of the bidder to undertake and execute catering and Housekeeping services of good quality. The bidder will have to indicate the place where he is currently providing the catering and Housekeeping services during the presentation for visiting of the TEC members.	30 Marks	
	<b>Total Marks</b>	<b>100</b>	

Note: (I) Out of 100 marks, a Bidder must have scored minimum 60% marks in technical evaluation to eligible for evaluation of price Bid/financial Bid.

(II) Work completion/Work orders of both Housekeeping and Catering services individually/ combined may be considered for evaluation and scoring purpose.

**9. The tenderer should quote rates on “per head per day” basis in Part – II (Financial Bid) in case of catering services.**

10. Bidders must submit all relevant documentary evidence required to demonstrate their eligibility for the proposed tender.
11. Bidders must submit an undertaking for compliance of Minimum wages as per Annexure - IX.
15. The rates quoted should be exclusive of GST and NIRDPR will deduct Tax as applicable and TDS under GST as per section 51 of the CGST Act, 2017.
- a. The contract will be valid for a period of one year and further extendable for one more year based on the satisfactory performance.
17. The Institute reserves the right to terminate the contract, if the performance of the contractor is found to be unsatisfactory during the validity of the contract period.
18. **Director General, NIRDPR reserves the right to accept or reject all the tender(s) without assigning any reasons whatsoever.**

## **Chapter – 02: Terms and Conditions**

### **Scope of the Work**

#### **A. Catering Services**

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 NIRDPR.

#### **Food Time Schedule**

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
<i>(Along with two millet cookies or two biscuits (salted/ cookies/ cream/ chocolate/ butter) or namkeen).</i>	
Lunch	Between 1.00 pm and 2.00 pm
Afternoon tea/coffee/milk	Between 3.00 pm and 3.45 pm
<i>Along with two millet cookies or two biscuits (salted/ cookies/ cream /chocolate/ butter) or namkeen).</i>	
Evening tea	Between 5.15 pm and 6.15 pm
Dinner	Between 8.00 pm and 10.00 pm
<b>Note: The contractor should keep open the dining hall round the clock. In case the participants arrived in Guest House beyond the above timings, due to delay in trains/Flights/field visits, the contractor should provide breakfast/lunch/dinner.</b>	

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

1. The service of the food is normally done in the respective dining halls of **Himachal, Aravali, Nilgiri and Vindhyachal Guest Houses** at NIRDPR or in any designated place in NIRDPR as per instructions of Institute's authorized representative.
2. 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/cheffenn dish (hot dish), tea/coffee /drums and flasks at his own cost.
3. The contractor shall arrange for service of tea/coffee/milk with snacks to be served in thermos flask in the meeting rooms and office chambers of the Director General, Dy. Director General, FA, and the office chambers of the Registrar and Director (Admn.), Heads

- of Centres and also the Controlling Officers in the Institute, with good quality of tea bags/Nescafe classic powder/milk/sugar separately.
4. The contractor shall arrange special food, fruits etc., as per requirement during fasting or any other reasons like indisposition etc to participants, if requested by the authorized representative of the Institute, cost of which will be borne by the Institute.
  5. Service of the meals, breakfast, tea etc., to VIP's/senior officers, sick persons, differently disabled persons, health centre etc., should be done in the rooms.
  6. Service of special lunch/dinner, special tea, tea or coffee with snacks etc., is to be organized in the lawns, RTP or any other place specified in the campus or as directed by the authorized representative of the Institute from time to time. **The contractor shall arrange for shamiyana, pipepandal etc. as per requirement, the cost for which will be borne by the Institute. However, crockery and cutlery, cheffen dish (hot dish) is to be provided by the contractor.**
  7. 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.
  8. There shall be no **Réchauffé** i.e. **leftover food of one meal shall not be served at the next meal. No cooked food should be kept in walk in cooler/freezer. In case the same is found, Rs.5000/- shall be levied on each occasion/ as decided by the competent authority.**
  9. **If there is any complaint from participants regarding quality of food or deficiency in services on any particular day during the contract period, on an inquiry, if it found to be correct the Institute reserves the right to deduct full order value of breakfast/lunch/dinner will be deducted from that particular day's bill amount.**

#### **Standard Menu Schedule**

10. **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.**
11. The ingredients used for cooking should be branded i.e. ISI marked, Agmarked and FSSAI marked. 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, reputed company only. Similarly, vegetables should be of good quality and fresh **(List of branded items to be used is enclosed – Annexure-III).**
12. If expired products or unbranded ingredients or rotten vegetables/meat/fish are found in the kitchen or store during inspection, the contract is liable to be terminated and Security Deposit can be forfeited.
13. The menu for participants shall consist of south Indian/north Indian/ Continental cuisine /Chinese/Continental 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 received the authorized representative shall verify from the shops from which meat/chicken/Fish are resources.**

- 14 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. Special crockery (bone china)/cutlery/cheffan dish (hot dish) should be used for serving the VVIPs/VIPs, etc., on special occasions. The material should be of standard quality and should be approved by NIRDPR's Officer in charge. In case the quality of above materials is not up to mark of NIRDPR, the Institute will purchase the same and will be deducted from the bill amount of the contractor.
15. The contractor has to keep one tea bag of standard make i.e. Tajmahal/Lipton tea bags , Nescafe classic coffee powder sachet, sugar cubes, milk powder sachets of standard make i.e. Amul etc., daily in VIP Suites/rooms. No separate charges will be paid.
16. Packed lunch will be provided on demand. No extra charges will be paid for packing. No disposal cups shall be used in the Guest Houses / Campus.

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

#### **Bed Tea/Coffee:**

17. 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 Tajmahal/Lipton tea bags/, Nescafe classic coffee powder, milk, Sugar cubes and should provide good quality paper napkins.

#### **Breakfast:**

18. 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:

Sno.	Menu Items for Breakfast	Quantity (in grams)
1	Fresh Fruit juice / Fresh fruits	125 ml /125 gm

2	Cornflakes/wheat flakes with <b>200 ml</b> of hot milk (kellogs /Mohun's/ Bagrrys/ Patanjali/ Quaker) (daily)	<b>50 gms</b>
3	Slices of Toast (Brown/white) with butter ( <b>10gm</b> ), jam ( <b>10gm</b> ) and marmalade(gm)	<b>4 no.</b>
4	Eggs to order Omelette / Fried Egg / Boiled Egg	<b>2 no.</b>
5	<p><b>Only one of the items mentioned below on rotational basis preferably South Indian Food:-</b></p> <ul style="list-style-type: none"> <li>• <b>Two Nos.</b> of Parathas with Aloosabji (<b>100gm</b>) and curd (50gm)/pickle</li> <li>• <b>4 Nos.</b> of Puris with Aloosabji (<b>100gm</b>) or chole (<b>100gm</b>)</li> <li>• <b>Two Nos.</b> of Utthappam with sambar (<b>50ml</b>) and chutney (<b>50gm</b>)</li> <li>• <b>One No.</b> of Masala Dosa with sambar (<b>50ml</b>)and chutney (<b>50gm</b>)</li> <li>• Three Nos. of Idly and two No's of Wada with sambar (<b>50ml</b>)and chutney(<b>50gm</b>)</li> <li>• One No. of Pesarattu with sambar (<b>50ml</b>) and chutney (<b>50gm</b>)</li> <li>• <b>125 gm</b> of Upma or Vegetable Pongal with sambar(<b>50ml</b>) and chutney(<b>50gm</b>)</li> <li>• <b>2 Nos.</b> of Vegetable Cutlet with Tomato Sauce.</li> </ul>	
6	Tea, Green Tea, Lemon Tea, Coffee, Milk in the respective dining halls by using good quality Tajmahal/Lipton tea bags, Nescafe classic coffee powder, milk and Sugar cubes and good quality of paper napkin should be provided.	<b>150 ml</b>

### Lunch & Dinner:

19. 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:

<b>S.No.</b>	<b>Menu Items</b> (for Lunch and Dinner)	<b>Quantity</b> (in grams)
1	<b>Salad item</b> (Green, Tossed, Sprouted, Russian, Alooचना chat, Waldroff, Cucumber, etc.)	<b>50gm</b>
2	<b>Wheat Product Item</b> (Tandoori items like roti/Naan/Butter Naan or poorie/pulka/romali roti/ chapathi, or Jowar Roti or Ragi Roti or lachaParathas or any other millet products	<b>150gm</b>
3	<b>White Rice, Flavoured Rice with South/North Indian style (Jeera Rice/Lemon Rice/Pudina Rice/ Tomato Rice/Tamarind Rice etc.)</b>	<b>150gm</b>
4	<b>Curd</b>	<b>50 gm</b>
5	<b>Rasam / Soup</b>	<b>60 ml</b>
6	Noodles (Soft or crisp) or spaghetti/macaroni with bread rolls/brown bread or Special rice preparation viz Vegetable pulao or biryani by using good quality Basmati Rice with raita, etc.	<b>150gm</b>

7	<b>Non-Vegetarian item</b> <b>5 times</b> a week from <b>Monday to Friday</b> (Chicken - <b>2 times</b> , Mutton – <b>2 times</b> and Fish (boneless) <b>1 time</b> ) on rotational basis for participants either in Lunch or in Dinner. However, the days may be changed as per the requirement. The Officer In Charge may decide the days as per the requirement.  (Chicken Biryani/ Dry or Gravy /Roast chicken/mutton, mutton stew/ chicken/fried fish with tartare sauce, grilled chicken)	<b>200 gm</b>
8	<b>Special Vegetarian</b> (Item made from paneer and vegetables)	<b>100 gm</b>
9	<b>Common dry vegetable item</b>	<b>80 gm</b>
10	<b>Lentils</b> (Dal / Sambar / Chole / Rajmah/Dahikadi, etc.,)	<b>80 gm</b>
11	<b>Pappad</b> (Fried/roasted)	<b>02 no.</b>
12	<b>Pickles</b> or fresh chutney	<b>10gm</b>
13	<b>Sweet</b> (Indian/continental) (Rasmalai/ Rasgulla/ Gulabjamun/ gajjarka halwa/Jelabi/ Double ka Meetha/Khubani ka Meetha/ fruit custard/fruit salad/Carmel custard/trifle pudding etc.,) <b>OR</b>	<b>50 gm / 5 times a week</b>
	<b>Ice cream</b> (Vanilla/Strawberry/Butter scotch) From reputed brands viz Baskin Robbins/Kwality/Amul/Masquati/Scoops/Heritage	<b>125 ml / 5 times a week</b>
14	<b>Seasonal Fruits</b> (papaya/orange/apple/pineapple/ banana/ seedless grapes/ water or musk melon/mango/custard apple/chikko, etc.) <i>(No similar fruit shall be served twice on the same day)</i>	<b>125 gm / 5 times a week</b>
	<b>Special Item (Noodles etc..)</b>	

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.).*

#### **Training/Class room (Forenoon & Afternoon):**

20. **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 respective conference halls by using good quality Tajmahal/Lipton tea bags / Nescafe classic coffee powder, milk, Sugar cubes and good quality paper napkin should be provided.

#### **Evening (Guest House):**

21. **150 ml** of Tea/coffee/Milk is to be served by the waiters in the respective hostels by using good quality Tajmahal/Lipton tea bags / Nescafe classic coffee powder, milk and Sugar cubes and good quality of paper napkin should be provided.

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

**23. Special Occasions:**

**a. Hi- tea:**

<b>Sno.</b>	<b>Menu Items for Hi Tea</b>	<b>Quantity (in grams)</b>
1	75 gm of Plum cake or Pastry or Milk cake (from Karachi Bakery) or 50 gm of Indian sweets (from reputed sweet shops viz (Almond House / Pulla Reddy / Dadu's Mithai Vatika / Bikaner Wala /Balaji Mahesh) or any other similar high-quality product in case of non-availability from such establishments to the satisfaction of the Institute.	50 / 75 gm
2	<b>Savoury item (any one of the following)</b> a. (One No of Samosa/vegetable cutlet/urad dal vada/channa dal vada/ vegetable curry puff/Kachori/Vegetable Patties/ Poha/ two slices of vegetable or cheese sandwich/of Onion or palak pakoda etc) with appropriate sauce or chutney or b. 3 No's of Millet Cookies or Karachi Biscuits or c. 50 grams of roasted chana along with 10 grams of jaggery.	100 gm  <b>Any one item</b>
3	<b>Coffee/tea/milk</b> is to be served by the neatly dressed in the respective conference halls by using good quality Tajmahal/Lipton tea bags/ Nescafe classic coffee powder, milk, Sugar cubes and good quality paper napkin should be provided.	150 ml

**b. Special Lunch / Dinner:**

During the visit of VVIPs/VIPs/dignitaries, farewells, important meetings or special requirement of the course directors, 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.

<b>Sno.</b>	<b>Optional Items</b>	<b>Quantity (in grams)</b>
1	Assorted Fresh Juices	125 ml
2	Popular Grain Sprouts	50 gm
3	Soup (vegetarian or Non-vegetarian) with bread rolls or bread sticks and butter)	150 ml/ 100gm
4	Non-vegetarian item (Mutton/chicken/fish) / for vegetarians –150 gm of special vegetable items like stuffed vegetable or vegetable kofta or malaikofta etc.	150 gm

5	Ice cream like Cassata or MatkaKulfi or Butter scotch from reputed brands viz Baskin Robbins/ Kwalitiy/Amul/ Masquati /Scoops/Heritage	125 ml
6	Seasonal fresh fruits (assorted)	125 ml
7	Pure ghee sweets / milk-based sweets from reputed sweet shops viz Almond House/Pulla Reddy/Dadu's Mithai Vatika /Bikaner wala/ Balaji Mahesh) viz Rasmalai / Rasgulla /Gulabjamun /Gajjarkahalwa /Jelabi etc.,)	50 gm

**\* The menu should be provided as per the directions of Officer In-charge/Manager and not as per the wish of the Contractor.**

**Note: (1) The contractor shall make special arrangements, as per the instructions of the Officer In-charge, at his own cost, during the visits of VVIPs/VIPs/dignitaries, farewells, important meetings, etc.**

**(2) The quantity of food items mentioned above are indicative/minimum. The contractor has to provide food quantity on “unlimited” basis.**

**24. Workers for kitchen, dining hall, conference hall and stores:** Indicative requirement of Staff is given below;

Sl. No.	Name of the Department	Designation	Shift timings			Total
			6 am to 2 pm	2 pm to 10 pm	10 pm to 6 am	
1.	Operations	Unit Manager (Should be qualified and experienced, copy of Diploma/ Degree certificate be attached)	1 (General shift)		--	1
2.	Kitchen	Head cook (Should be qualified and experienced, copy of Diploma/ Degree certificate be attached)	1 (General shift)			1
		Assistant cook (North Indian-1, South Indian-1)	2	2	--	4
		Kitchen helpers	2	2	--	4
		Pot /dish wash	3	2	1	6
3.	Dining Hall Service	Waiters for dining hall	8	5	--	13 (as per requirement)
		Supervisors for dining hall / Conference Halls	2	1	--	3
		<b>Total</b>				<b>32</b>

**Note:**

- (a) The Head cook and Asst. to cook should be proficient in different cuisine (South Indian/North Indian/Chinese/Continental, etc.,)
  - (b) The Head cook should be available till completion of the breakfast/ lunch/ dinner/ special lunch/special dinner service for the complete day.
  - (c) Whenever the VIP programmes/large gatherings, the contractor has to deploy additional manpower viz., waiters, supervisors, cooks etc.,
  - (d) Officer In-charge will utilize the services of the above members as per requirement from time to time.
  - (e) The successful Bidder should deploy separate staff for catering and housekeeping and ensure not to mix, in case such incidents found, Rs.5000/- shall be levied as penalty on each such occasion/ as decided by the competent authority.
25. Normally boarding/catering arrangements are to be made for any number of participants depending upon the attendance/occasion as decided by the Officer In-charge from time to time. The number of participants may be less than 40 or may exceed 300 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. In case of huge requirement than the normal requirement, NIRDPR will inform the contractor in such events/ programmes in advance. Accordingly the contractor should plan and provide the services effectively.
26. 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 without fail.
27. The workers shall be paid minimum wage as per the applicable Central Labour law. The minimum wage shall be revised and paid by the contractor, whenever the revision of minimum wage becomes applicable. The workers shall be paid on or before 7<sup>th</sup> of every month. Proof of credit of wages to each worker shall be submitted to Officer In-charge of the institute by 10<sup>th</sup> day of every month. Failure to credit the salary on or before 7<sup>th</sup> day of each month will lead to penalty of Rs. 500 for each day per unpaid worker. Delay of more than 15 days of payment to any worker, without the fault of the worker, may result into termination of contract. The contractor shall pay the EPF and ESI as per rules to the concerned authorities. The amount of EPF and ESI so paid by the agency with respect of NIRDPR will be reimbursed to the agency by NIRDPR on production of proof of payment of EPF/ESI.
28. The workers employed by the contractor should be provided uniforms with the following specification:

Job Title	Uniform (or) Dress Code
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.

Job Title	Uniform (or) Dress Code
Waiters Dining hall	Black trousers, white full sleeves shirt, black shoes.
Housekeeping Staff	Navy blue trouser and sky blue shirt for male workers and navy blue sari and sky blue blouse for female workers.
Supervisor	Black trousers, white full sleeves shirt, with tie and badge showing his designation and black shoes.
Manager	Black pant, white shirt, blazer in winter, tie and black shoes

29. 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.
30. Extra special items on any special occasion are also to be supplied at short notices.
31. The contractor shall strictly comply with the recommended menu.
32. The quality of the ingredients used in the preparation of the food & beverages shall be of a good & standard and should be used prior to expiry date.
33. 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.
34. The contractor shall ensure that the dining hall, kitchen, stores, service area shall be kept neat orderly and free from malodorous at all times. The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.
35. 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. If not done, a penalty of Rs.5000/- on each occasion shall be levied **(It should be done by certified agency)**.
36. 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. **Rice should be Kurnool sonamasuri for white rice preparation and reputed brand of basmati rice for preparation of biryani/pulao/fried rice for regular / special lunch/dinner.** Cooking oil should be of double refined/mustard oil/groundnut oil of reputed brand/company. No substandard item should be used.
37. 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/charcoal for cooking purpose. The gas supplied from the bio gas plant of NIRDPR will be measured and equivalent cost of the same will be deducted from the monthly bill of the contractor.
38. 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.
39. 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/broken items will be recovered from the security deposit amount.
40. The contractor is accountable to the Director General 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.

41. The contractor shall be solely & wholly responsible for the procurement of all articles of raw material, food products, etc. at his own expense.
42. 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.
43. 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 segregated in-situ into bio-degradable ( wet waste) and non-degradable ( dry waste i.e paper, plastic etc) and the wet waste will be put in the bio-gas plant after grinding in the grinding plant attached to the bio-gas plant. The dry waste will be dumped at a place designated by the sanitary supervisor from time to time, 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.**
44. 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.**
45. 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 12 hours before the meal in the register to be maintained with the Hostel Manager.
46. **The contractor is liable to provide services till settlement of next tender or end of the contract period whichever is later. In case of variation in rates (upward/downward) the rates of such variation will be allowed as mentioned below:**
  - (a) **No change will be allowed during the currency of 1<sup>st</sup> year, irrespective of change in rates;**
  - (b) **During 2<sup>nd</sup> year, the variation in rates (upward/downward) will be considered and changes (increase/decrease) will be made in the rates payable to the contractor, at an appropriate rate; and**
  - (c) **In respect of the extended periods, till the date of finalization of new tender will be based on increase/decrease in All India Consumer Price Index – Industrial Workers in the preceding year will be allowed, compared to the Index Rates of preceding month of the date on which contract was considered.**

## **B. Washing**

Periodical washing of pillow covers, towels, napkins, bed sheets, curtains, blankets, blanket covers etc., will be the responsibility of the Contractor. The expenditure towards washing these linen items will be borne by the Contractor. The contractor should also provide laundry services to the guest(s) on payment basis at rates approved by NIRDPR Authority. Reception Desk should attend to the guests' requirements.

## **C. Laundry**

1. The Contractor shall provide material and systems for efficient and timely laundry services for the guest houses.

2. The services should be extended to the occupants of hostels/guest rooms and for senior officers of NIRDPR on payment basis and as per rates fixed by the NIRDPR separately.

#### **D. Housekeeping Services**

1. The Institute has Guest Houses (Himachal, Aravali, Nilgiri and Vindhyachal 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 Himachal, Aravali, Nilgiri and Vindhyachal guest houses** which include the rooms, dining halls, corridors, common area and surrounding areas as per requirement daily basis (365 days in a year). It is expected that the contractor shall provide all necessary services during the stay of the participants/guests in the guest houses from the time of arrival till their departure.
3. The charges for all the services of housekeeping and maintenance of Himachal, Aravali, Nilgiri and Vindhyachal guesthouses which include washing of linen, etc., shall be on monthly basis.
4. The details of rooms such as area of rooms, toilets, common areas, dining halls, kitchen in each guesthouse are as follows:

<b>Details of Guest Houses</b>	<b>No. of Rooms</b>	<b>VIP or Guest rooms (double rooms)</b>	<b>VIP suites</b>	<b>Total rooms</b>
<b>Himachal Guest House</b>	<b>48</b>	<b>12</b>	<b>02</b>	<b>62</b>
<b>Aravali Guest House</b>	<b>48</b>	<b>05</b>	<b>07</b>	<b>60</b>
<b>Nilgiri Guest House</b>	<b>54</b>	<b>--</b>	<b>--</b>	<b>54</b>
<b>Vindhyachal Guest House</b>	<b>48</b>	<b>--</b>	<b>--</b>	<b>48</b>
<b>Total</b>	<b>198</b>	<b>17</b>	<b>09</b>	<b>224</b>

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 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. Cleaning of all rooms irrespective of occupied and non-occupied.
  - g. Proper upkeep of all furniture and equipment in guest houses.
6. The contractor will ensure proper maintenance of all linen items in the Guest Houses as follows:
- (a) Dry cleaning of woolen 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. and
  - (g) The contractor should clean all dining halls/corridors/common area/toilets/computer room/ all general toilets/reception area/any other area as instructed by Hostel Manager.
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 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.
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/Asst. Hostel Manager/authorized representative, immediately. The contractor should ensure cleaning of all dining halls in four guest houses, general areas, general toilets, all corridors, reception area etc.
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, tower bolts, locks and keys of the cupboards 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 bring to the notice of the Hostel Manager/Asst. 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 washing of pillow covers, towels, napkins, bed sheets, curtains, blankets, blanket covers etc.
14. 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.
15. The contractor shall ensure that pest control in all rooms, dining hall, stores, kitchen (once in a week) of all four guest houses etc., at his own cost. If not, a penalty of Rs.5000/- on each occasion will be levied.
16. The contractor shall ensure that toilet papers, soap, Odonil packets, Naphthalene balls, Homecol, candle and matchbox are available in every room at all times.
17. The contractor shall provide mosquito repellent machines with one piece of mosquito mat or liquid ALLOUT at his own expenses in all the rooms of guest houses daily.
18. The contractor shall use room fresheners in all occupied rooms of hostels, Television lounge & recreation room as per requirements.
19. 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;
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 guest houses. This is the minimum numbers of requirement to be positioned compulsorily.  
However, depending upon the participants' additional number of personnel should also be engaged for ensuring quality services.

Sl. No.	Details	Staff	7 am to 5 pm	3 pm to 11 pm	11 pm to 8 am	Total
1.	Housekeeping and Maintenance service for 4 guest houses					
		Bell boys	1	1	1	3
		Housekeeping staff for general works in lounge, dining hall, corridors and public toilets. Housekeeping staff for cleaning and maintenance of rooms	7	5	3	15
		Housekeeping supervisors	4	1	-	5
		<b>Total</b>	<b>12</b>	<b>7</b>	<b>4</b>	<b>23</b>

**Note:** The manpower may increase or decrease upto 25% by giving a notice of at least 48 hours. **In case of requirement of additional manpower, up to 25% staff may be increased, as per the assessment by the Hostel Manager.**

**Note:** If the contractor fails to depute staff as prescribed above, the Institute reserves the right to levy a penalty as detailed at penalty clause.

26. The contractor shall ensure that workers recruited by him are well qualified and experienced. The contractor shall arrange for refresher training to them once in six months compulsorily at his own cost.

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.

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.500/- 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 NIRDPR, 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.50/- per worker will be imposed and the bill would be proportionately restricted.

31. The housekeeping staff shall be paid minimum wage as per the applicable Central Labour law. The minimum wage shall be revised and paid by the contractor, whenever the revision of minimum wage becomes applicable. The staff shall be paid by 7th of every month. Proof of credit of wages to each staff shall be submitted to the authorized representative of the institute by 10th day of every month. Failure to credit the salary by 7th day of each month will lead to penalty of Rs. 500 for each day per unpaid staff. Delay of more than 15 days of payment to any staff, without the fault of the worker, may result into termination of contract.

32. The contractor shall provide flower arrangements and big fruit bowls in the VIP suites and small fruit bowls in VIP guest rooms 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. The expenditure incurred in this regard will be reimbursed by the Institute on production of bill.
33. 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.
34. 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.
35. The Manager/Housekeeping supervisor appointed by the contractor should be present during any repair/maintenance job carried out in the guesthouse rooms.
36. 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.
37. The contractor should ensure that the **two fish aquariums** in the Aravali/Nilgiri Guest Houses 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.
38. 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.
39. The caterer has to provide ISI and FSSAI marked mineral water (20 liters can) which shall be to the satisfaction of the Institute and also extend any other services to the participants/guests as and when required. No small water bottles will be allowed. To provide water in guest house rooms, water jugs and glass bottles will be provided by the Institute.
40. The contractor shall take the responsibility of arranging necessary assistance to yoga master for conducting yoga classes like cleaning of durries/mats providing manpower to spread and take back the yoga mats. Yoga mats will be provided by NIRDPR.
- 41. COVID restrictions to be followed as per the standards along with social distancing norms. Maintain the staff health and haziness is important and complete responsibility of the contractor.**

## Chapter – 03: General Terms & Conditions

1. It may be noted that after downloading the technical Bids and analyzing the experience of the tenderer, if considered suitable, the financial 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. The successful tenderer will be required to pay performance **security deposit i.e. 3% of value of the contract** which will not carry any interest.
4. 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.
5. The contract will be valid for a period of one year and further extendable for one more year based on the satisfactory performance.
6. Director General, NIRDPR reserves the right to reject any or all the tenders received without assigning any reasons whatsoever.
7. The agreement is terminable by NIRDPR with one month notice.
8. The contractor shall not transfer or sub lease his rights under the contract to any other agency.
9. 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.
10. 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.
11. 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.
12. The contractor shall be responsible for allotting duties and timings to the workers engaged in the catering and Housekeeping and maintenance of guest houses.
13. The remuneration payable to the workers engaged in the catering and housekeeping and maintenance of guest houses 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.
14. 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.
15. The cost of uniform and wages will be borne by the contractor.
16. 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.
17. The contractor shall indemnify the principal employer (NIRDPR) 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.
18. 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.
  19. The contractor should take all precautionary measures to ensure the safety of the workers employed by him and NIRDPR will not be responsible in case of any eventuality.
  20. The contractor should engage only those workers whose police verification for character and antecedents was strictly done.
  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 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 NIRDPR and the contractor shall be liable and responsible for compliance of all Labour/statutory laws.
  22. The contractor should deploy medically/physically fit workers. The workers can be subjected to periodical medical check-ups 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.**
  23. A list of workers engaged by the contractor for the Institute's work should be provided giving their names, addresses. The contractor should submit photographs of all workers, housekeeping staff and supervisors 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.
  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, 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.
  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. A floating minimum balance of Rs.2,00,000/- (Rupees two Lakhs only) should be made available in the savings bank account at State Bank of India, NIRDPR Branch and should be operated by the Manager of the Unit. It should not be a joint account. Payments of NIRDPR will be transferred to the above said account. A cash imprest of Rs.50,000/- (Rupees fifty thousand only) should also be maintained with the unit manager or in his absence, any representative of the contractor.
28. The contractor has to submit performance guarantee i.e. 3% of value of contract in the form of a Demand Draft or equivalent bank guarantee drawn on any commercial bank in favour of "NIRDPR", Rajendranagar, Hyderabad. No interest whatsoever will be payable on the security deposit during the period of contract including any extended period. The contractor shall not be allowed to withdraw its services before completion of the contract period, failing which Performance Security Deposit will be forfeited by the Institute at the discretion of the Director General, NIRDPR. It will be refunded after completion / termination of contract subject to condition that there is no amount due / pending against the contractor due to loss caused to the Institute's property or otherwise.
29. The Director General, NIRDPR 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.
30. 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.
31. 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.
32. 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.
33. 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.
34. The contractor will take over the premises of the **Himachal, Aravali, Nilgiri and Vindhyachal 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.
35. 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 NIRDPR will be levied while settling the monthly bills.

36. 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.
37. 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.
38. 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.
39. 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 NIRDPR. NIRDPR will pay the charges on submission of the bill. However, the Institute shall recover Income Tax and other taxes if any defined by Government as per prevailing rules from time to time.
40. 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.
41. 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.
42. 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 General, NIRDPR thereon shall be final and binding on the contractor.
- 43. The Hostel Committee of NIRDPR will make surprise visit at least once in a month to check the food quality and the general hygiene in the kitchen and adjacent surroundings. For non-compliance of cleanliness and quality of food, the quantum of penalty levied would be as below:-**

<b>1<sup>st</sup> Occasion</b>	<b>-</b>	<b>Penalty of Rs. 2000/-</b>
<b>2<sup>nd</sup> Occasion</b>	<b>-</b>	<b>Penalty of Rs. 5000/-</b>
<b>3<sup>rd</sup> Occasion</b>	<b>-</b>	<b>Penalty of Rs. 10,000/-</b>

**Any further dereliction will lead to termination of contract.**

- 44. 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.**
- 45. PENALTY CLAUSES:** Deduction on account of unsatisfactory catering services and improper maintenance of the guest houses, commonplaces/facilities etc., will be made from the monthly bill. The recovery will be decided by the authorized representative of the Institute. The methodology for deduction will be as under:
  - a. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor.

- b. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs1500/-per room/per day or per event/per location etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- c. **In case on non-performance and poor service by the contractor, NIRDPR may, at its discretion, recover Liquidated Damages upon recommendation of In-charge of Guest Houses. In the event of appeal, the decision of Director General, NIRDPR shall be final and binding up on the contractor. The quantum of penalty shall be as follows:**
- i. **Rooms including Reception, Lobby Rs.1,500/-day (b) Non-compliance with laundry requirements Rs.500/- day;**
  - ii. **Negligence in reporting of non-functioning of Telephone and other amenities Rs.200/- day;**
  - iii. **Noncompliance of environment friendly waste Disposal methods. Rs.100/- day;**
  - iv. **Non wearing of uniforms by contractor's Employees/ untidy uniform Rs.100/- day/Person;**
  - v. **Supply of food not as per approved Menu and insufficient quantity Rs.1,000/- meal /day; and**
  - vi. **The penalty for unsatisfactory and substandard Catering service: Rs.500/- per complaint.**

45. **Force Majeure:** In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the contract, Flood and Acts and Regulations of respective government of the two parties, namely NIRDPR and the contractor. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 48 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, NIRDPR shall have the option of canceling this contract in whole or part at his discretion without any liability at his part. Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

46. **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 General 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.

47. **Applicable Law:** The contract shall be interpreted in accordance with Laws applicable in India and subject to jurisdiction of the court in Hyderabad only.

## ANNEXURES

Please find the following lists of annexure are enclosed for your reference:

<b>Annexure</b>	<b>List of Annexure</b>	<b>Page no.</b>
Annexure: I	Technical Bid (Cover - I)	
Annexure: II	Financial Bid (Cover - II)	
Annexure: III	Statement showing list of branded items to be used	
Annexure: IV	Instructions to Bidder for Bid submission	
Annexure: V	Work Experience	
Annexure: VI	Tender Acceptance Letter	
Annexure: VII	Wages Proposed to House Keeping Staff	
Annexure: VIII	Statement showing the qualifications of the Unit Manager and Head Cook	
Annexure: IX	Undertaking for Compliance of Minimum Wages	
Annexure: X	Self-declaration for non-blacklisting	
Annexure: XI	Bank Certificate Regarding Credit Facility	

**Technical Bid (Cover – I)**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Information to be supplied by the intending Bidder</b>	<b>Documentary proof Page No.</b>
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) (as per Annexure-V).		
	(c) Does the Co./Firm have valid license to provide the services? Please mention license No., issue date and issuing authority. (Proof to be submitted).		
6	PAN No. (Copy of the same should be enclosed).		
7	GST Registration No. (Copy of the same should be enclosed).		
8	PF Registration No. (Copy of the same should be enclosed).		
9	ESI Registration No. (Copy of the same should be enclosed).		
10	Labor License Registration No. (Copy of the same should be enclosed).		
11	License for providing catering services (Registration under shops and Establishment Act) (copy of the same should be enclosed).		
12	Valid FSSAI registration certificate (copy of the certificate to be enclosed).		
13	Work orders successfully executed/ completed at least single order of 80% of the estimated		

Sl. No.	Particulars	Information to be supplied by the intending Bidder	Documentary proof Page No.
	Bid value or two orders each of 50% of the estimated Bid value or three orders each of 40% of the estimated Bid value for similar services in last three years to any Central/ State Govt. organizations/ Autonomous bodies/ PSUs.		
14	Details of the EMD (Name of the bank, D.D. No., Date, Amount).		
15	Annual Turnover for the past five years i.e. 2016-17 to 2020-2021 (enclose the audited documents which includes, copy of Balance Sheet and Profit & Loss & profit Account to be submitted) duly audited by Chartered Accountant.	<u>Year Turnover</u> (in ₹ Lakh) 2016-17 to 2020-2021	
16	Copies of Income Tax Returns filed for the past five years i.e. 2016-17 to 2020-2021 (copy of ITR for each year to be submitted).	<u>ITR</u> 2016-17 to 2020-2021	
17	Work completion certificates/Work orders of Housekeeping services (covering minimum 150 rooms) and Catering services (Providing catering to at least 300 participants at any point of time) during past five years i.e. 2016-17 to 2020-21.	Work completion certificates/Work orders for past five years i.e. 2016-17 to 2020-21	
18	Has the Company / Firm ever been blacklisted? A self-certificate to that effect should be furnished.		

**Date:**

**Signature of Bidder with official seal**

**Place:**

**Enclosures Required:**

The following documents are to be uploaded by the Bidder in Cover-I along with duly filled-in technical Bid as per the tender document:

- i. Scanned copies of all the supporting documents as per **Annexure-I**.
- ii. Scanned copy of valid registration certificate, experience certificate as per Annexure-V, PAN No and Tender Acceptance Letter as per Annexure-VI.
- iii. Scanned copy of Income-tax assessment returns for the past five years i.e. 2016-17 to 2020-2021 and copies of Statement of account audited by Chartered Accountant for the same period.
- iv. Affidavit of partnership firm.
- v. Scanned copy of PF Registration Certificate, ESI Registration Certificate, GST Registration Certificate, FSSAI certificate.
- vi. Scanned copy of self-declaration stating the company/firm ever been blacklisted as per Annexure -X.
- vii. Scanned copy of an undertaking as per Annexure - IX to the effect that the wages quoted are as per minimum wages.
- viii. Scanned copy of Bank Certificate Regarding Credit Facility as per Annexure –XI.

**Understanding the scope of work:**

Please provide a single or two pages write up on the scope of work that you have understood for the implementation or providing the services for the stipulated durations.

**Financial Bid (Cover – II)****(to be uploaded as per BoQ)**

I/We hereby offer our services for making all necessary arrangements including catering and housekeeping in NIRDPR Himachal, Aravali, Nilgiri and Vindhyachal Guest houses for a period of one year which is extendable further on satisfactory performance of the contract. The rates quoted will remain firm and valid during the validity of the contract as long as the All India Consumer Price Index – Industrial Workers is unchanged. We agree to the condition that the quoted rates will be adjusted according to the variation in All India Consumer Price Index – Industrial Workers, in the preceding year, as and when published after completion of one year and when contract is extendable to next 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 GST for arrangement for catering at the four dining halls {Two (2) at Aravali and one each at Nilgiri and Himachal} and housekeeping in Himachal, Aravali, Nilgiri and Vindhyachal Guest Houses.

Sl. No.	Description	Rate (per head/day) (Rs.)	
		In figures	In words
I. CATERING SERVICES			
Menu for the participants			
1.	Break-up of the items: i. Bed tea/coffee ii. Breakfast iii. Forenoon Tea/ coffee/milk along with two millet cookies or two biscuits (salted/ cookies/ cream/ chocolate/ butter) or namkeen iv. Lunch v. Afternoon Tea/ coffee/ milk along with two millet cookies or two Biscuits (salted/ cookies/ cream/ chocolate/ butter) or namkeen. vi. Evening Tea vii. Dinner		
Total daily menu (Rs.)			
2.	Special tea (Rs.)		

3.	<b>Additional items for special lunch or dinner (quote separately for each item)</b> Items: <ul style="list-style-type: none"> <li>a. Assorted fresh fruit juice (100 ml)</li> <li>b. Popular grain sprouts</li> <li>c. Soup (Veg./non-veg.) with bread rolls or bread sticks and butter</li> <li>d. Mutton/chicken/prawns/Boneless fish</li> <li>e. Special vegetable items (paneer or stuffed vegetable or kofta with gravy)</li> <li>f. Idli/dosa/vada with sambar and chutney /Dahivada or snack items like vegetable cutlet/Mirchibajji/veg. Spring roll, etc.</li> <li>g. Kwality/Amul Ice Cream (cassata/matkakulfi / Butterscotch)</li> <li>h. Fresh seasonal fruits (assorted)</li> </ul>		
	<b>Total (Rs.)</b>		
<b>II. HOUSE KEEPING SERVICES</b>			
Sl. No.	Description of the Services	Amount (Rs.)	
1.	HOUSEKEEPING CHARGES FOR 224 ROOMS (COMMON AREAS, DINING HALLS, KITCHEN, RECEPTION ETC.,) PER MONTH <b>(The contractor will have flexibility to use the dining staff and housekeeping staff for housekeeping staff without compromising the quality)</b>		

**Note:**

- (1) The revision of wages of the housekeeping staff will be considered based on the revision of minimum wages notified by the Ministry of Labour, Govt. of India from time to time.
- (2) The EPF and ESI of the staff deployed by the successful Bidder shall be reimbursed on submission of proof of making payment to the concerned authorities and on submission of challans on monthly basis.
- (3) **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-I from clauses 1 to 46 of the terms and conditions of the catering services and from clauses 1 to 41 of the terms and conditions of the housekeeping services.
  - (b) All employees will wear uniform. The cost of uniform and wages will be borne by the contractor.
  - (c) Since it is a service contract, 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 minimum number of workers required for running the contract pertaining to four guest houses for catering (37 persons), housekeeping and maintenance of guest houses (23 persons) has been assessed based on the past experience and work load. The details of man power to be compulsorily maintained for catering services are given in the table below. Depending on the exigencies, if more manpower is to be engaged to ensure quality services, it is the responsibility of the contractor to hire additional manpower to avoid penalties for deficiency of quantity and quality of services:

Sl. No.	Name of the Department	Designation	Shift timings			Total
			6 am to 2 pm	2 pm to 10 pm	10 pm to 6 am	
1.	Operations	Unit Manager*	1 (General shift)			1
2.	Kitchen	Head cook*	1 (General shift)			1
		Assistant cook	2	2	--	4
		South Indian Breakfast Cook	1	--	--	1
		Special continental cook	1 (General shift)			1
		Kitchen helpers	2	2	--	4
		Order Taker	1	--	--	1
		Pot /dish wash	3	3	--	6
3.	Dining Hall Service	Waiters for dining hall	8	7	--	15
		Supervisors for dining hall/Conference Halls	2	1	--	3
		<b>Sub total</b>	<b>22</b>	<b>15</b>	<b>-</b>	<b>37</b>

**\*For qualifications and experience please see Annexure-VIII.**

**Basis of financial evaluation is as follows:**

The overall score obtained by the Bidder in Technical and Financial Bid shall be considered for deciding the H-1 Bidder, for award of contract.

**A. HOUSEKEEPING:**

- i) The total expenditure per month for housekeeping services (including minimum wages for manpower (23 Nos.) as per Annexure-VII, cost of consumables, service charges) (Rs. \_\_\_\_\_).

**B. CATERING:**

**(i) PARTICIPANTS:**

- a) **Total No. of short duration programmes shall be taken as 150** in the full year with 30 participants for each programme on an average and total 5 days in a week. The No. of programmes and participants may increase or decrease depending on No. of training programmes.
- b) **Total No. of long duration programmes shall be taken as 10 in the full year with 30 participants for each programme and on an average 30 days of duration.** The No. of programmes and participants may increase or decrease depending on No. of training programmes.

**(ii) HI-TEA FOR PARTICIPANTS:**

- a) Assuming a total of 160 Nos. of Hi-tea in a year @ one Hi- tea for each programme.
- b) No. of participants: 30 + Nos. of resource persons / invitees 10 = 40 Nos.
- c) Intake capacity: Total No. of programmes (160) X No. of participants (40 Nos.).

**(iii) SPECIAL LUNCH / DINNER FOR THE PARTICIPANTS:**

- a) It is assumed that a total of 160 Nos. of special lunch / dinner will occur in a year @ one special lunch / dinner for each programme (same for short and long duration courses).
- b) No. of participants: 30 + No. of resource persons / invitees 10 = 40 Nos.
- c) Intake capacity: Total No. of programmes (160) X No. of participants (40 Nos.).

**The basis of financial evaluation is as follows:**

**A. HOUSEKEEPING:**

The rate quoted for housekeeping services will be multiplied by 12 to arrive at annual billing amount which will be treated as “A”.

**B. CATERING:**

i: The estimated participants for **short duration courses** per annum is 150 (Programmes) X 5 (Days) X 30 (Participants) = 22,500 numbers.

The total amount will come to No. of short duration course participants X (rate of morning bed tea + breakfast+2 class room session tea with biscuits + evening tea + lunch + dinner= Rs. \_\_\_\_\_ it will be treated as **Bi**.

ii. The estimated **long duration course participants** per annum is 10 (Programmes) X 30 (days) X 30 (Participants) = numbers.

The total amount will come to No. of long duration course participants X (rate of morning bed tea + breakfast+2 class room session tea with biscuits + evening tea + lunch + dinner= Rs. \_\_\_\_\_ it will be treated as **Bii**.

iii. Hi- tea for participants per annum is 160 Programmes X 40 (persons) = 6,400.

The total amount will come to No. of annual participants X rate of Hi- tea = Rs. \_\_\_\_\_ it will be treated as **Bii**.

iv. Special lunch/dinner for participants per annum is 160 Programmes X 40 (persons) = 6,400.

The total amount will come to No. of participants X rate of special lunch/dinner = Rs. \_\_\_\_\_ it will be treated as **Biv**.

The total quoted rate on per annum basis will be taken as A + Bi + Bii+ Biii+ Biv.

The financial Bid will be considered on above line to arrive at the Bidding price on annual basis.

**Date:**

**Signature of Bidder with official seal**

**Place:**

**Annexure - III****Statement showing list of branded items to be used**

<b>S.No.</b>	<b>Name of the Item</b>
1	Atta Aashirvaad
2	Atta Pillsbury
3	Atta Patanjali
4	Atta Annapurna
5	Corn Flakes kelloggs
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 Rice Fortune Every Day
19	Basmati Rice Daawat Dubar
20	Sona Masoori Rice (one year old)
21	Kissan Mixed Fruit Jam
22	Urad Panjabi papad
23	Tomato Ketchup Maggi
24	Tomato Ketchup Patanjali
25	Tomato Ketchup Kissan
26	Metro Milk Bread
27	Britannia bread
28	Britannia bread
29	Amul Butter
30	Heritage Butter
31	Britannia Butter

S.No.	Name of the Item
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	KwalityIce cream vanilla/strawberry
39	KwalityIce cream butter scotch
40	Baskin robbinsi/C vanilla
41	Baskin robbinsi/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 Kesarpista I/C
50	Everest garam masala
51	Eastern Garam masala
52	catch Garammasal
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	NesCafé
65	Bru Coffee
66	Everyday Milk Powder
67	Everyday Dairy Creamer (3g pk)
68	Amul Everyday Creamer (3g Pk)
69	Natural sun Flower Oil

<b>S.No.</b>	<b>Name of the Item</b>
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 Disinfectant (surface cleaner)
86	Lysol Disinfectant (surface cleaner)
87	Mr Muscle (kitchen Cleaner)
88	Aro Utensil Cleaner
89	Vim Dish Wash
90	Fine Life hand wash
91	Dettol Hand wash

**Instructions to Bidders for Bid submission**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in> ). The Bidders are required to submit their Bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Bidders in registering on the CPP Portal, prepare their Bids in accordance with the requirements and submitting their Bids online on the CPP Portal.

More information useful for submitting online Bids on the CPP Portal may be obtained at <https://eprocure.gov.in>.

**1. Registration**

- i. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in>) by clicking on the link “**Online Bidder Enrollment**” on the CPP Portal is free of charge.
- ii. As part of the enrolment process, the Bidders will be required to choose a unique username and assign a password for their accounts.
- iii. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- iv. Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (eg.Sify / TCS / nCode / eMudhra etc.), with their profile.
- v. Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- vi. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

**2. Searching for tender documents**

- i. There are various search options built in the CPP Portal, to facilitate Bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the Bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- ii. Once the Bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the Bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- iii. The Bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 3. 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. Please note the number of covers in which the Bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the Bid.
- iii. Bidder, in advance, should get ready the Bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every Bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a Bid, and need not be uploaded again and again. This will lead to a reduction in the time required for Bid submission process.

### 4. Submission of Bids

- i. Bidder should log into the site well in advance for Bid submission so that he/she upload the Bid in time i.e. on or before the Bid submission time. Bidder will be responsible for any delay due to other issues.
- ii. The Bidder has to digitally sign and upload the required Bid documents one by one as indicated in the tender document.
- iii. **Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.**
- iv. 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. Bidders are required to download the file and quote the amount on hard copy. Once the details have been completed, the Bidder should submit it online in form of soft copy, if the file is found to be modified by the Bidder, the Bid will be rejected.
- v. The server time (which is displayed on the Bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the Bids by the Bidders, opening of Bids etc. The Bidders should follow this time during Bid submission.
- vi. All the documents being submitted by the Bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of Bid opening. The confidentiality of the Bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- vii. The uploaded tender documents become readable only after the tender opening by the authorized Bid openers.

- viii. Upon the successful and timely submission of Bids, the portal will give a successful Bid submission message & a Bid summary will be displayed with the Bid No. and the date & time of submission of the Bid with all other relevant details.
- ix. The Bid summary has to be printed and kept as an acknowledgement of the submission of the Bid. This acknowledgement may be used as an entry pass for any Bid opening meetings.

## **5. 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.
- ii. Any queries relating to the process of online Bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

**Work Experience**

Names of the major institutions Government/ Semi-Government/ Private to whom catering services and housekeeping services were provided in the last 5 years (please upload testimonials):

Bidders are requested to upload the experience certificate/Project Completion Certificate issued by previous clients in the following format in **COVER-I** as mentioned during the time of online Bid submission.

Name of the organization with Address along with contact person's name & 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:

**Tender Acceptance Letter**

(To be given on Company Letter Head)

**Date:**

**To**

**The Asst. Registrar (E)**

National Institute of Rural Development & Panchayati Raj

Rajendranagar

Hyderabad – 500 030, Telangana.

**Sub: E-tender for catering, housekeeping and maintenance of Himachal, Aravali, Nilgiri and Vindhyachal guest houses on rate contract basis - Acceptance of Terms & Conditions of Tender – Reg.**

**Ref: Tender No.: NIRDPR/Admn-C/2022/Catering Tender**

...

Dear Sir,

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

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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/ organization 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/organization 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)**

**Wages proposed to Housekeeping Staff**

(Per day per worker in Rs.)

<b>SL. NO.</b>	<b>DETAILS</b>	<b>Amount (Rs.) per skilled person (5 persons)</b>	<b>Amount (Rs.) per unskilled person (18 persons)</b>
1	Basic*	395	333
2	DA	107	90
3	Wage per duty	502	423
4	EPF contribution @12% on wages	60.24	50.76
5	ESI contribution @ 3.25% on wages	16.31	13.74
6	Total (Sr.No.3 to 5)	578.55	487.50
7	GST@18%	104.13	87.75
8	Total wages per day	682.68	575.25
9	No. of persons	5	18
	<b>Total wages per month per person with GST (26 days in a month)</b>	<b>8,87,48.40</b> <b>(Rs.682.68X5X26 days in a month)</b>	<b>2,69,217.00</b> <b>(575.25X18X26 days in a month)</b>
	<b>Total wages per annum</b>	<b>10,64,980.80</b> <b>(Rs. 8,87,48,40 X 12 months)</b>	<b>32,30,604.00</b> <b>(Rs.2,69,217.00 X 12 months)</b>
	<b>Grand total per annum</b>	<b>Rs.42,95,584.00</b>	

Note: (i) \*The above minimum wage was notified by the Chief Labour Commissioner (C) vide Order dated 31.03.2022 for the employees employed in Agriculture w.e.f. 01.04.2022.

(ii) The contractor should pay the revised minimum wages consequent upon enhancement of minimum wages/VDA (Variable Dearness Allowance) by the Chief Labour Commissioner (C) from time to time during the contract period.

(iii) Bidders who quote below the applicable minimum wages as mentioned above, their Bids shall be treated as invalid and unresponsive tenders.

**Statement showing the qualifications of the Unit Manager and Head Cook**

<b>Sl. No.</b>	<b>Name of the staff to be deployed by the contractor</b>	<b>Qualifications and Duties and Responsibilities</b>
1.	Unit Manager (Catering)	Qualification: Degree or Diploma in Hotel and Catering Management. Experience: 10 years <u>Duties and Responsibilities:</u> Catering Manager responsibilities includes planning food and beverages menu, scheduling shifts and coordinating food preparation and serving during events. Knowledge of food and food hygiene (including hazard analysis).
2.	Head Cook	Qualification: Degree or Diploma in professional cookery Experience: 10 years Head cooks are in-charge of coordinating kitchen operations and assigning tasks to cooking personnel. A typical sample resume for Head Cook lists tasks such as planning menus, testing new recipes, overseeing food preparation, making sure that hygiene standards are respected and training new employees.

**Annexure - IX**

**Undertaking for Compliance of Minimum Wages**

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

Tender No. \_\_\_\_\_

To,  
The Assistant Registrar (E)  
NIRDPR  
Rajendranagar, Hyderabad – 500 030.

Sir,  
I/We the undersigned, undertake that:

I/We understand that, according to your conditions, Bids must be supported by an undertaking stating that we have quoted the rates for housekeeping services as per the minimum wages mentioned at Annexure-VII of the tender document.

I/We understand that this Annexure should be uploaded in the Technical Bid. I/We accept that I/We may be disqualified from further Bidding process in case the rates quoted for housekeeping services are not as per minimum wages.

**Signature of the Bidder**

**Date:**

**Place:**

**SELF-DECLARATION ABOUT NON BLACK-LISTING**  
**(To be submitted on the letterhead of the Bidder)**

To

The Asst. Registrar (E)/c  
NIRDPR  
Hyderabad – 500 030.

Subject: Self Declaration about Non Black-Listing.

...

Sir,

In response to tender under reference, I/ we hereby declare that presently our Agency/ Firm/ Company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central Government Departments or Central Autonomous Bodies.

We further declare that our agency/ firm is also not blacklisted/ debarred and not declared ineligible due to poor performance by any Central Department or Central Autonomous Bodies during last ten years.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our Performance Security may be forfeited in full and the tender may be cancelled.

Yours faithfully,

(Name & Signature with stamp of the Bidder)

**E-TENDER FOR  
CATERING, HOUSEKEEPING AND MAINTENANCE OF GUEST HOUSES OF  
NIRDPR, Hyderabad, Telangana**

**BANK CERTIFICATE REGARDING CREDIT FACILITY**

This is to certify that Mr. / Mrs. \_\_\_\_\_ of M/s \_\_\_\_\_ is a reputed person / Company with a good financial standing. If the contract is given for providing the services of Catering, Housekeeping and Maintenance of Guest Houses of National Institute of Rural Development and Panchayati Raj, Rajendranagar, Hyderabad (Tender Reference No. \_\_\_\_\_).

For the above firm (\_\_\_\_\_) / person, we will be able to provide overdraft / credit facility to them for Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) to meet their working capital requirement for executing the above contract.

Date:

Place:

SIGNATURE AND DESIGNATION OF THE AUTHORISED OFFICER

NAME AND ADDRESS OF THE BANK