



CSIR-HUMAN RESOURCE DEVELOPMENT CENTRE
(Council of Scientific & Industrial Research)
Sector- 19, Central Govt. Enclave, Kamla Nehru Nagar,
Ghaziabad- 201 002 (U.P.)

Tender Document for providing

Catering and Housekeeping Services

(Issue date - 06.05.2015, Submission date and time - 28.05.2015 till 1500 hrs.)

Issued to:-

M/S

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Signature of issuing authority

**Draft Tender Document for Providing
"CATERING & HOUSEKEEPING SERVICES-2015"**

at
CSIR-HRDC, Ghaziabad

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Signature of tenderer



CSIR-HUMAN RESOURCE DEVELOPMENT CENTRE

(Council of Scientific & Industrial Research)

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NOTICE INVITING TENDER (NIT) FOR PROVIDING CATERING & HOUSEKEEPING SERVICES

Sealed tenders are invited in the prescribed format under two bid system - Technical Bid (Part-I unpriced) & Financial Bid (Part-II priced) - from the full time catering & housekeeping service providers possessing valid registration and license under the relevant statutes including the ESI Act 1948 and EPF Act 1952, for providing Catering and Housekeeping Services in the Centre for a period of two years. Contractors having a minimum annual turnover of Rs.90.00 lakhs for last two financial years and experience of rendering both catering & housekeeping services to guest houses of institutes of large Govt. /Corporate establishments/ complexes inclusive of providing all meals viz. morning & evening tea, breakfast, lunch & dinner, to a minimum of 100 persons for a period of last 5 years of which one similar annual work should be of a value of at least Rs.25.00 lakhs OR two annual works should be of a value of at least Rs.15.00 lakhs each only, need to apply. Expected value of the work under the Contract would be approximately Rs.30.00 lakhs.

Interested agencies, as mentioned above, can obtain the detailed tender document containing the terms & conditions, against a written request on their own letter head from the office of Controller of Administration, Human Resource Development Centre (CSIR-HRDC), Ghaziabad against Cash/ submission of a non-refundable Demand Draft of Rs.500/- (Rs.Five hundred only) drawn on any nationalised / scheduled bank in favour of “HRDC” payable at **Ghaziabad** on all working days (Monday to Friday) between 10.00 to 17.00 hours.

The time schedule and other details of tendering are specified below:

I.	Issue of tender document	From 06.05.2015 at 1000 hrs to 26.05.2015 till 1200 hrs.
II.	Tender document Fee (Non-refundable)	Rs.500/- (Five hundred only)
III.	Pre-bid conference	15.05.2015 at 1500 hrs.
IV.	Last date & time for submission of tender	28.05.2015 till 1500 hrs.
V.	Date & time of opening of Technical Bid	28.05.2015 at 1530 hrs.
VI.	Date & time of opening of Financial Bids	Will be intimated later to firms which qualify technically
VII.	Earnest Money Deposit (EMD)	Rs.60,000.00 (Rs. Sixty Thousand only) through Demand Draft

The tender document can also be downloaded from CSIR-HRDC website “www.csirhrdc.res.in” and the same will be accepted along with the tender fee of Rs.500.00 (Five Hundred only), mentioned above, through a separate Demand Draft drawn on any nationalised/scheduled bank favoring “HRDC” payable at **Ghaziabad**. **Offers by Fax /e-mail/Telegram will be summarily rejected.**

Scientist In-Charge, CSIR-HRDC reserves the right to reject any or all of the tenders in part or full without assigning any reason(s).

Controller of Administration
CSIR-HRDC, Ghaziabad

Section - 1

Technical Eligibility/Pre-qualification criteria

The eligibility criteria / pre-qualification would be as under :

1. Duly signed and stamped tender document on all pages.
2. Bid Security (EMD) of Rs. 60,000.00 (Rs. Sixty Thousand only) in the form of DD issued by any scheduled commercial bank in favour of “HRDC” payable at Ghaziabad valid for 90 days beyond the Tender validity period.
3. One self-attested recent passport size photograph, pasted at relevant place in ANNEXURE- VI, of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Heads/ Partners also.
4. Tenderer's self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year
5. Self-attested copy of Service Tax Registration No.
6. Self-attested copy of valid Employee Provident Fund Registration number.
7. Self-attested copy of valid ESIC Registration No.
8. Self-attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.
9. Trade Tax Registration from Trade Tax Office.
10. Proof of experiences of last three years along with satisfactory performance certificates from the concerned organization.
11. Self-attested copy of Licence to run Catering & Housekeeping services from concerned Govt. authorities.
12. Proof of last two financial years turnover, as mentioned in the NIT, duly certified by a Chartered Accountant.
13. Solvency Certificate for Rs.5.00 lakh (Rs. Five Lakh only) from a nationalized/scheduled bank.
14. Compliance Report as per attached Annexure –IX.
15. Main envelope with Part-A and Part-B as above sealed and the following written on it: Name and Address of Tenderer and Super scribed with words "Tender for Catering & housekeeping services at CSIR-HRDC, Ghaziabad".
16. Authority letter for signing of the Tender on behalf of firm.
17. Proof of qualification and experience of catering manager in food and beverage services as mentioned in “Terms of Services” of this tender document.

18. Testimonials from the Head of the Organisation at which the tenderer has provided catering services during the last three years including the number of persons/ organization to whom the services have been rendered, including proof for one order of minimum value of Rs.25.00 lakh OR two work orders of minimum value of Rs.15.00 lakh each.
19. A certificate regarding Non-relationship with CSIR-HRDC employees as per given draft at Annexure 'VII' in the tender form.

NOTE: The bidders should submit the necessary supporting documents to meet the above mentioned eligibility criteria/ pre- qualification of their bids. The bids without supporting documents may be summarily rejected.

Section - 2

Instructions to Tenderers

1.0 General :

- 1.1 Council of Scientific & Industrial Research (CSIR) is a premier public funded research & development organization in the country (refer website www.csir.res.in). Human Resource Development Centre (CSIR-HRDC) at Ghaziabad (refer website: www.csirhrdc.res.in) is a training centre under CSIR which has been established to promote professional and holistic human resource development inter alia through skills and knowledge up-gradation/ refurbishment of its personnel. The Centre is a self & well contained residential, World- class facility.
- 1.2 Sealed tenders with proper personal identification mark, in two parts (Part-I Technical Bid - unpriced and Part-II Financial Bid - priced) are invited from eligible Tenderers, by Scientist In-charge, CSIR-HRDC, Ghaziabad on behalf of CSIR for "Providing full time Catering & Housekeeping Services at CSIR-HRDC, Ghaziabad" for a period of two years from the date of commencement of contract as per agreement.
- 1.3 The duration of the contract is for a period of **2 years** from the date of commencement of work after award of work. Initially contract may be awarded for one year which may be extended on the basis of satisfactory services to the satisfaction of the Competent Authority of CSIR-HRDC for another one year on the initially awarded rates and terms and conditions.

2.0 Issue of Tender Document:

- 2.1 The tender document can be obtained as per dates mentioned in the NIT, from the office of Controller of Administration, CSIR-HRDC, Ghaziabad by submitting a written request on the letter head against cash/ submission of a non-refundable Demand Draft of Rs.500/- (Rs. Five hundred only) drawn on any nationalized /schedules Bank in favour of "**HRDC Ghaziabad**", payable at Ghaziabad only during working days (Monday to Friday) between 1000 hours to 1700 hours. In case, the tender document is downloaded from the website, the tender fee of Rs. 500/- should be paid through a separate demand draft drawn on a nationalised / scheduled bank favoring "**HRDC**" **payable at Ghaziabad** which should be invariably enclosed with the Technical Bid (Part – I unpriced). The tenders for which Tender Fee is not paid shall be summarily rejected.

2.2 Pre-bid conference:

The pre-bid meeting will be held on the date and time mentioned in the NIT, at CSIR-HRDC. The purpose of the pre-bid meeting will be to clarify the doubts of the potential bidders. Necessary modifications will be done, if needed, with the approval of the competent authority CSIR-HRDC.

3.0 Submission of Tender:

3.1 The tender (containing separate sealed envelopes for Technical Bid Part – I unpriced & Financial Bid Part – II priced) should be submitted as per date and time mentioned in the NIT in a sealed outer envelope marked on top **"Tender for Providing Catering & Housekeeping Services at CSIR-HRDC, Ghaziabad"** and the name and address of the Tenderer at the bottom of the cover on the left. The complete sealed tender addressed to Controller of Administration, CSIR-HRDC, Ghaziabad should be deposited in the locked tender box available in the office of Controller of Administration, CSIR-HRDC, Room No.: 05, on ground floor at CSIR-HRDC, Ghaziabad. CSIR-HRDC shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.

3.2 CSIR-HRDC may, at its discretion, extend the deadline for submission of Tenders in accordance with clause - 4.3 hereunder.

3.3 Precautions while filling the Tenders:

The tenderers while filling the tenders should take care of the following:

- a) Before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself /themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the CSIR-HRDC under any circumstances subsequently.
- b) The Technical Bid (Part – I unpriced) envelope must have all the essential documents, failing which the tender will be deemed as non-responsive and disqualified for bidding process.

- c) Financial Bid envelope (Part – II priced) should be sealed with wax/tape and consist of only the Annexure X appended to the tender documents showing the rates and the total amount for the Tender for catering & housekeeping services.
- d) The rates should be quoted both in words and figures. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies. CSIR-HRDC holds no liability to increase the rates after their acceptance due to any reason whatsoever.
- e) Tenderer signing the tender should clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be. Copies of the document authorising the signatory to sign the tender on behalf of tenderer should be attached with the tender.
- f) All over writings/corrections should be duly signed by the tenderer.
- g) One bid per bidder – each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners is a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
- h) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

3.4 Late & delayed Tenders:

- a) Bids must be received in CSIR-HRDC (G) at the address specified above but not later than the date and time stipulated in the NIT. The CSIR-HRDC (G) may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the CSIR and the Bidder will be the same.
- b) Any bid received by CSIR-HRDC (G) after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.

4.0 Amendment of Tender Document:

- 4.1 At any time prior to the date for submission of Tenders, CSIR-HRDC may for any reason, modify the Tender documents by amendment.

- 4.2 The amendment(s) shall be intimated in writing by Post or by FAX or by e-mail to all prospective Tenderers on the address intimated at the time of purchase of Tender document from the office of Controller of Administration and those amendments will be binding upon them. The amendment(s) will also be uploaded on CSIR-HRDC website www.csirhrdc.res.in.
- 4.3 Scientist In-Charge, CSIR-HRDC may, at his discretion, extend the deadline for the submission of tenders suitably.
- 4.4 CSIR-HRDC, before opening of financial bids, at its discretion may increase or decrease the scope of services required under the tender. In such a case CSIR-HRDC shall seek fresh financial bids keeping in view the changed scope of services required.

5.0 Opening of Tenders:

The Technical Bids (Part – I unpriced) shall be opened on date and time mentioned in the NIT. in the office of Controller of Administration, CSIR-HRDC, Ghaziabad in the presence of Tenderers or their authorised representative(s) who wish to be present. The Financial Bids (Part – II priced) of only those Tenderers, whose Technical bid is found responsive will be opened at a later date and time to be informed by the CSIR-HRDC. The tender opening committee (TOC) of CSIR-HRDC shall open the properly sealed tenders only. Unsealed or improperly sealed tenders shall be rejected. Conditional bids will also be summarily rejected. All the Financial Bids (Part – II Priced) whose Technical Bids (Part – I unpriced) have been opened, will be sealed in one envelope acknowledged by TOC and will be kept in the custody of Controller of Administration, CSIR-HRDC till the date of opening of the same. The Financial Bids of the non responsive Tenderers as decided by TEC will be returned to the respective parties at a later date.

6.0 Earnest Money Deposit:

- 6.1 Each tender must be accompanied with an Earnest Money (EMD) in the form of a demand draft for Rs. **60,000 (Rs. Sixty thousand only)** drawn on any nationalised / scheduled Bank in favour of “HRDC, Ghaziabad” payable at Ghaziabad only. No other form will be accepted for submission of EMD.

The said demand draft of the earnest money must be attached with the Technical Bid (Part-I unpriced). At the back of the demand draft, the name of the Tenderer should be clearly written with the caption "Providing Catering & Housekeeping Services at CSIR-HRDC, Ghaziabad". Tenders submitted without E.M.D. shall not be evaluated or considered.

6.2 The earnest money will be forfeited:

6.2.1 If the Tenderer withdraws his Tender during the period of Tender validity.

6.2.2 If in the case of the successful Tenderer, the Tenderer fails to:

- (a) Sign the contract or to furnish performance security in accordance with General terms and conditions of contract.
- (b) Comply with all the terms and conditions of the agreement.
- (c) Comply with the rules and regulations set forth by Govt. such as PF, ESI etc.

6.3 Return/refund of EMD to the unsuccessful/non-responsive Tenderer(s) will be made normally within 30 days after the successful award of tender. No interest shall be payable on it under any circumstances.

7.0 Declaration and Details by tenderer:

7.1 A declaration on all the terms and conditions of the contract must be submitted by the Tenderer as per the Annexure – “IX”.

7.2. Tenderer should also submit the agency profile and details as in the Annexure – “VI”.

8.0 Validity and Evaluation:

8.1. The Tenders should be valid for a period of at least three months from the date of opening of the tender.

8.2. Incomplete, conditional tenders and fax/e-mail tenders are liable to be rejected.

8.3. Tenders are not transferable under any circumstances.

8.4. The Financial-Bids (Part – II priced) of only those Tenderers will be opened whose Technical bids (Part – I unpriced) are found responsive by the office.

8.5. Finally, bids of only technically qualified and responsive Tenderer will be evaluated for Financial Bids (part – II priced).

8.6. The rates should be quoted in figures as well as in words. In the event of any contradiction between the two, the rates quoted in words shall be considered for evaluation and same shall be binding upon the tenderer.

- 8.7 CSIR-HRDC will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per terms and conditions incorporated in the bidding document.
- 8.8 CSIR-HRDC will communicate the successful bidder by letter sent through **“Registered/Speed Post”** that his bid has been accepted. This letter (hereafter and in the condition of contract called the “Award Letter”) shall prescribe the amount or rates which CSIR-HRDC will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
- 8.9 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.
- 9.0 Acceptance of Tender:**
- 9.1 CSIR-HRDC is not bound to accept the lowest tender. CSIR-HRDC also reserves the right to award the work to more than one Contractor depending upon urgency and requirement.
- 9.2 CSIR-HRDC reserves the rights to accept one or more Tenders in part or in full or reject any or all Tenders in part or full without assigning any reasons thereof.
- 9.3 CSIR-HRDC reserves the right to disqualify such Tenderers who have a record of not meeting the contractual obligations against earlier contracts entered into with CSIR, or with any central or state government agencies.
- 10.0 The tenderer shall within 15 days of receipt of the award letter or letter of intent, give his acceptance in performance security format for conformity on Annexure – “XI” provided with the tender document.
- 11.0 Performance Guarantee:**
- The successful Tenderer shall be required to furnish a performance security of **Rs.1,50,000.00 (Rs. One Lakh Fifty Thousand only)** within fifteen days after receipt of Award Letter in the form of a Bank Guarantee from a nationalised / scheduled bank in favour of HRDC, Ghaziabad and valid for a period of 27 months from the date of execution of agreement of contract in the form provided in the Tender document at Annexure – “XI”.
- 12.0 Signing of contract:**

The successful Tenderer shall present himself for signing the contract within two

Weeks after receipt of Award Letter from CSIR-HRDC. Commencement of catering and housekeeping services shall be made by the Contractor in accordance with the time schedule specified in the Work Order issued by CSIR-HRDC.

13.0 Relationship with Employees:

CSIR-HRDC will debar parties from tendering having relatives working in CSIR-HRDC and/or any other unit of CSIR. A non-relationship Certificate (at Annexure – “VII”) is required to be submitted.

NB: A person shall be deemed to be a relative of another if, (a) they are members of a Hindu undivided family; or (b) they are husband and wife, or (c) the one is related to the other in the following manner; father, mother (including step mother), son (including step son), son's son's son, son's son's wife, son's daughter, son's daughter's son, wife, daughter's daughter, daughter's daughter's husband, brother (including step brother), brother's wife, sister (including step sister), sister's husband.

Section - 3

General Terms and Conditions of Contract

1.0 Licence:

The Contractor should have a valid licence/registration to run catering & housekeeping services. Any site licence, if required from local authorities/bodies will have to be obtained by the Contractor at his own cost.

2.0 Performance Guarantee:

2.1 The performance guarantee in the form of a bank guarantee shall be discharged / returned on expiry and successful completion of the contract, within a period of **04 months**. In case of non-execution of the contract, in part or in full, the performance security shall be forfeited, after giving due notice to the Contractor in respect of the defective / improper performance / execution or breach of any of the terms of the contract etc.

2.2 Any sum of money due or payable to the Contractor, including the performance security refundable to him under the contract, may be apportioned by CSIR-HRDC, against any amount of loss caused / penalty imposed on the Contractor, which the Contractor may own to CSIR-HRDC / CSIR under this contract or any other contract or transaction.

3.0 Delays in performance and liquidation of damages:

3.1 Start of services shall be made by the Contractor in accordance with the time schedule specified in the work order. Extension will not be given except in exceptional circumstances.

3.2 In case the services are not started on the stipulated date as indicated in the work order, CSIR-HRDC reserves the right to cancel the work order and / or recover liquidated damage charges to the extent of the charges incurred by CSIR-HRDC in making alternative arrangements along with penalty of Rs.1000.00 per day for the delay period.

3.3 The cancellation of the work order shall be at the risk and responsibility of the Contractor and CSIR-HRDC reserves the right to award the work at the risk and cost of the defaulting Contractor.

4.0 Penalty:

In case of breach of any conditions of the contract and for all types of losses caused by the Contractor, CSIR-HRDC shall make deductions as deemed suitable or as specified in the

contract, from the bills preferred by the Contractor.

5.0 Labour Regulations and payment of wages:

The Contractor shall obtain a valid labour licence under the Contract Labour (R&A) Act 1970 and the Contract Labour (R&A) Central Rules, 1971. Before commencement of the work a copy of which he shall submit to CSIR-HRDC. He shall continue to have a valid license until the completion of work. The Contractor shall also comply with the provisions of the Child Labour (Prohibition and Regulation) Act 1986, Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity Benefits Act 1961 and Apprentices Act 1961 or the modifications thereof or any other laws relating there to and the rules made there under from time to time. The Contractor is fully responsible to observe the above laws as amended from time to time in regard to his employees and compensation and other benefits / risks in relation to employees to be engaged by him. The Contractor shall maintain all the statutory registers required under labour laws. The Contractor shall also produce these records on demand by CSIR-HRDC authority. If he fails to do so, his failure will be a breach of the contract and CSIR-HRDC may at its discretion cancel the contract without prejudice to any other action under the law and contract. The Contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the Acts.

- 6.1 The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- 6.2 CSIR-HRDC shall have the right to deduct from the money due to the Contractor, any sum required or estimated to be required, for making good the loss suffered by a worker or workers, by reason of non- fulfillment of the conditions of the contract of the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.

6.0 Safety Regulations:

The Contractor shall be responsible to take all precautions to ensure the safety of all the equipments, persons, public & private property.

7.0 Status of the Contractor and its Staff Members:

- 7.1 The Contractor shall have the legal status of an independent Contractor. Neither the Contractor nor its staff members, nor any person deployed by the Contractor or its agents for, or within the framework of, the performance of the services under the present contract shall be considered in any way as being employee of CSIR-HRDC/CSIR.
- 7.2 CSIR-HRDC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
- 7.3 The Contractor shall accept no liability for sickness, injury, damages or death of persons provided by the CSIR-HRDC/CSIR other than that caused due to its negligence or that of its staff members, agents or persons employed by it or its agents.
- 7.4 The Contractor shall indemnify and hold harmless the CSIR-HRDC/CSIR in respect of any claim arising out of the Contractor's or its staff member's negligent or unlawful performance under the present contract and brought against the CSIR-HRDC/CSIR by any person for a liability.
- 7.5 The Contractor shall, at his expense, take appropriate insurance to cover all risks, damages or injuries, including related claims, which might occur to any person, including a third party, or to any property, including equipment, papers and documents, and arising out of, or connected with the Contractor or its staff members performance under the present contract.
- 7.6 For the purposes of this contract, the term third party shall be "inter-alia" officials of CSIR-HRDC/CSIR and its agents and officials, as well as any person or entity employed by the Contractor or engaged for the Contractor, in order to perform services for, or supplying goods to the Contractor in connection with the implementation of the present contract.
- 7.7 Notwithstanding anything to the contrary contained in this contract, the Contractor shall only be liable, and shall only be required to indemnify the CSIR-HRDC/CSIR, in respect of claims or liabilities that arise out of the negligence, breach of contract or unlawful conduct of the Contractor or its staff members or agents in the performance of this contract.

8.0 Extension and Termination of Contract:

- 8.1 The duration of the contract is for a period of 2 years from the date of award of work. Initially contract may be awarded for a period of one year which may be extended on the basis of satisfactory services to the satisfaction of the Competent Authority of CSIR-HRDC for another one year on the awarded rates.
- 8.2 Notwithstanding any other provisions made in the contract, CSIR-HRDC reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in Public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.
- 8.3 If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to CSIR-HRDC shall be forfeited without any claim whatsoever on CSIR-HRDC and the contractor is liable for action as appropriate under the extant laws.
- 8.4 CSIR-HRDC reserves the right to terminate the contract in part or in full at any time with one week's notice without assigning any reasons thereof.

9.0 In case of Death of the Contractor:

Without prejudice to any of the rights or remedies under this contract, if the Contractor dies, CSIR-HRDC shall have the option of terminating the contract without compensation to the legal or other heirs of the Contractor.

10.0 Arbitration:

- 10.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration by the Director General, Council of Scientific & Industrial Research, or an Arbitrator appointed by him specifically for resolution of dispute / difference under this contract. The arbitration shall be conducted under the Indian Arbitration and Conciliation Act 1996 and any amendments thereof.
- 10.2 The venue of the arbitration proceedings shall be the office of Scientist In-Charge, CSIR-HRDC at Ghaziabad or any such other place as the arbitrator may decide.

11.0 Force Majeure:

Neither Contractor nor CSIR-HRDC shall be liable for any delay, default or failure under this agreement if such delays, defaults or failures arose as a direct consequence of recognized force majeure.

Section - 4

**Scope of Work, Schedule, Specifications, and
Special Terms & Conditions of Contract**

A. Catering Services

1.0 Schedule:

The Contractor shall provide catering services, as specified in the Tender, at:

- 1.1 Residential and Office campus of CSIR-HRDC which includes Trainees' Hostels, Guest Rooms and Dining Halls & Cafeterias and pantries located in both the campuses.
- 1.2 Providing sachets each of branded quality dairy whitener, sugar, tea bag/coffee in occupied rooms of guest house/trainee hostels.

1.3 Serving of Dinners:

Daily dinner(s) shall be served as per the approved and pre-decided menu for the resident trainees / faculty. Buffet dinner will be served unless otherwise specified by CSIR-HRDC for silver service. The Contractor shall ensure requisite quantity and efficient service in dining hall. The contractor shall use R O purifiers installed in HRDC to serve water during meal service, room service and tea/coffee service. Clean crockery, cutlery & glassware up to the satisfaction of HRDC, all Dining hall furniture shall be well maintained. Dirty & used crockery, cutlery & glassware will be taken care during the service & afterwards. Proper serviettes will be provided by the Contractor.

1.4 Service of Lunches:

Lunches shall be served as per approved & pre-decided menu to trainees/faculty staying in the Trainees' Hostels & Guest House. Buffet lunch(s) will be served unless otherwise specified for a special menu by CSIR-HRDC. The Contractor shall ensure efficient & requisite quantity, quality of food and service.

- 1.5 Service of aerated drinks, hot beverages, snacks, etc. will be served to the trainees & faculty at approved rates in the residential areas and Office campus on individual payment basis/office billing basis as the case may be. Contractor shall maintain sufficient stock of the required items and provide services.

2.0 Centre's Campus:

- 2.1 Service of Buffet lunches/dinner(s), as per approved and pre-decided menu for the trainees and faculty in campus on the day of training programme(s) or as instructed by CSIR-HRDC is to be provided. The Contractor shall provide efficient and requisite service / facilities, as detailed above for the trainees / faculty.
- 2.2 Serving of packed drinking water to the participants/faculty in the lecture rooms will be the part of service. The contractor also has to arrange branded packed drinking water bottles for serving to faculty in the lecture rooms. For the participants, RO drinking water (available at HRDC guest house/office cafeteria) will be served by the contractor in the jars along with good quality plastic glasses to be placed on dispensers in lecture halls, cafeteria and outside wherever needed. As and when required or decided by HRDC contractor has to arrange branded drinking water bottles/ jars for the participants.
- 2.3 **Tea, Coffee and cold Drinks:**
- Tea, Coffee and cold drinks as decided by CSIR-HRDC are to be served to the trainees and faculty during the training programmes as per requirement of the training.
- 2.4 The Contractor shall also have to provide lunch, dinner, tea & coffee, aerated drinks, snacks, etc. to the CSIR-HRDC/CSIR staff including project staff & floating visitors on approved rates, menu and quantity. The number of staff and visitors may vary from 100-120 approx.
- 2.5 Provision for sugar free tea/coffee/cold drinks shall also be made by the Contractor as per the requirement to be informed in advance.

3.0 Rates:

Tenderer shall quote rates for providing catering services to CSIR-HRDC in the prescribed Financial Bid (Part – II priced) Proforma provided in the appendix to the tender document. Financial Bid (priced) must contain rates for all items and services explained/detailed under “Catering Services”. Incomplete or partial financial bids will be rejected at that stage and no claims or request for subsequent submission will be entertained.

- 3.1 The Tenderer shall quote rates on "per head & per day" basis in rate list of Financial Bid (Part – II priced) separately for each menu as shown in Annexure – “I”. The rate should include cost of all raw material and inputs including fuel. The Kitchen equipment used for

cooking shall be provided by CSIR-HRDC as per attached list Annexure – “IV”. Any additional equipments/utensil/kitchenware will be arranged by the contractor without any extra charge to CSIR-HRDC.

- 3.2 The average number of Lunches/dinners, tea etc. (as per Menu-1 in Annexure – “I”) to be served shall be for average 40 trainees & faculty each day for up to 180 days in a year. Total number of special functions/programmes for which Menu - 2 (High Tea-1) to be served shall be up to 5 – 10 in a year (approx.). The exact number shall be communicated to the caterer in advance. The Contractor shall have no right to claim any costs/compensation for the short fall or over flow in the number of lunches, dinners etc. vis-a-vis the above average number.
- 3.3 The Contractor shall serve special lunch/dinner/breakfast/forenoon tea/afternoon tea etc. as per the requirements conveyed by CSIR-HRDC for which charges shall be 20% over and above the rates for the corresponding accepted menus. Extra / special items to be provided in the special menu will be decided by CSIR-HRDC in consultation with the Contractor. For special and isolated cases of VIP catering, menu and rates will be mutually decided after negotiation with the contractor.

4.0 Menu:

The Contractor shall follow the different menus as per Annexure – “I” as the case may be and shall seek instructions from designated Guest House/Hostel In-charge by CSIR-HRDC regarding specific items to be served in the menu for an event. In-charge Guest House & Hostels may modify the items of the menu to be served on different days to suit the needs of the trainees and CSIR-HRDC. The detailed menu so prepared shall normally be valid for the week. No change can be made in the menu by the Contractor without written approval. Violation of these instructions shall automatically result in 5% deduction from the bill for that event, subject to a minimum of Rs.1000.00/(one thousand) - per occasion.

5.0 Suggestion Register:

A suggestion register will be kept in the Guest House dining hall and Cafeteria of the Centre for registering suggestions of the trainees and faculty with regard to all/any aspect of the food including services provided by the Contractor and the contractor shall take appropriate remedial steps in this regard under intimation to CSIR-HRDC.

6.0 Kitchen Items:

- 6.1 Arrangement and provision as well as maintenance of crockery, cutlery etc will be the sole responsibility of the contractor. Contractor will be provided free electricity and water in the Guest House, kitchen and in the office premises. Gas connection with empty cylinders will be provided by CSIR-HRDC. Cost of refilling of cylinders will be borne by

the Contractor. Two gas banks of ten cylinders each are provided by CSIR-HRDC. Contractor will be provided with furniture and kitchen equipment (list of equipment at Annexure – “IV”) in proper working order by CSIR-HRDC. The Proposed list of Kitchen Equipment and their respective maintenance responsibilities are detailed in Annexure – “IV”). If at any time, it is felt that the equipment, those whose responsibilities lie with the contractor, are not kept in proper order, CSIR-HRDC will be authorised to get them repaired/maintained and cost debited to Contractor’s account for necessary deduction. The Contractor shall be liable for any willful loss or damage caused to CSIR-HRDC property.

- 6.2 The Contractor shall arrange for proper cleaning and upkeep of furniture under his charge / custody in the Residential and Office Campuses.

7.0 Paper / Cloth Napkins:

The Contractor shall provide good quality paper napkins during service of meals. For special events, Contractor shall provide cloth napkins (serviettes) as per directions of CSIR-HRDC without any extra charges.

8.0 Food Quality and control Checks:

- 8.1 CSIR-HRDC reserves the right to test / have tested from certified agency any time at its cost the raw materials used for lunches, dinner tea/coffee etc. The foodstuff prepared for serving shall be subject to the approval of CSIR-HRDC authorities and their decision in this regard shall be final and binding on the Contractor. Financial losses and other damages caused to CSIR-HRDC on account of the bad quality of food served are liable to be penalised and suitable recoveries as decided by CSIR-HRDC shall be made on this account. The designated officials of CSIR-HRDC are entitled to inspect the premises at any time to ensure bona-fide use, to check hygiene and cleanliness and to check quality of the ingredients used and the food quality.
- 8.2 Surprise control checks can be carried out by any designated CSIR-HRDC official(s) during any of the services for which no extra charge will be levied/billed for exercising quality control. Observations of such checks will be duly intimated to the contractor, which shall be binding upon him/her for compliance.

9.0 Quality of Non-Veg. Items:

Contractor must submit on demand, a certificate and proof of freshness and for service quality of non-veg. items from the concerned authorities.

10.0 Timings:

Contractor shall arrange for preparing and serving of breakfast; teas – forenoon, afternoon, and evening, lunch, and dinner as per menu provided in the respective Annexures. This should be prepared and served in accordance with the timing given below unless and otherwise specified or re-scheduled by CSIR-HRDC.

The normal timings of catering services will be as under:

Breakfast	0800 Hrs to 0900 Hrs
Forenoon Tea	1030 Hrs to 1045 Hrs
Lunch	1300 Hrs to 1400 Hrs
Afternoon Tea	1530Hrs to 1545 Hrs
Evening Tea	1730 Hrs to 1830 Hrs
Dinner	2030 Hrs to 2130 Hrs

Note:

1. Service from the canteen in the Centre for CSIR-HRDC / TKDL staff should be available from 0900 hours to 1730 hours on all working days (Monday to Saturday).
2. Timings are subject to changes at the discretion of CSIR-HRDC authorities.

11.0 Brand of Items:

11.1 Contractor shall buy at his own cost good quality raw materials e.g., meat, fish, poultry and eggs, grocery, vegetables & fruits, etc. for preparation of all meals. He shall use branded items out of the brands or makes given in the Annexure – “II”. (use of beef and pork is prohibited).

11.2 These items are subject to verification at any time without notice by CSIR-HRDC or by its authorised committee, whose recommendations will be final and binding on the Contractor for suitable remedial action, if any, as decided by CSIR-HRDC or the committee.

12.0 Hygiene:

12.1 The hygienic conditions need to be maintained in the kitchen and other dining areas. The food production, pantry, steward dishwashing and pot-washing areas are to be kept free from insects / rodents. For this, proper pest control is to be done and to be carried-out periodically by the contractor at his own cost. In case anything adverse comes to the notice of Competent Authority (CA), the same need to be remedied to the satisfaction of the CA. The failure to do so will result in the termination of the contract.

- 12.2 The staff deployed by the contractor in the kitchen and housekeeping etc., should be medically fit and the contractor should obtain certificates from Govt. Hospitals /AMA as notified by CSIR-HRDC. They need to be medically examined at the intervals of six months and fitness certificate must be submitted to CSIR-HRDC.
- 12.3 The Contractor should immediately withdraw staff with any contagious disease from deployment.
- 12.4 The raw material, semi-cooked and cooked food shall be held/kept under total hygienic conditions by the Contractor as per food laws. LPG will be used as cooking fuel and shall not be substituted with any other fuel viz. wood/coal, except for tandoor.

13.0 Cleanliness:

- 13.1 Floors, walls, doors, windows, ceilings, ceiling fans, electrical fixtures and furniture in the dining halls, kitchens, hand-wash area and the cafeteria and tea lounges in the Institute building shall be maintained spotlessly clean by the Contractor, Failure to keep these in spotless condition shall be dealt with by imposition of penalty of Rs.1,000/- per occasion.
- 13.2 The wash basin areas tend to get dirty frequently during meal times. The Contractor should ensure special care at these times including cleaning and drying at intervals of every fifteen minutes or less to ensure clean and clear washbasins and surrounding areas.
- 13.3 Due cleaning of all table linen will be the responsibility of the Contractor and fresh table linen will be used each day.
- 13.4 Cleaning material of good quality shall be used by the Contractor at his own cost.
- 13.5 Utensils shall be cleaned using hot water and proper liquid detergents and finally washed in quality antiseptic liquid.
- 13.6 Contractor shall not use cracked, chipped and stained crockery. The Contractor shall replace all chipped, cracked, stained and broken crockery items immediately at his own cost. If chipped, cracked, stained crockery is found in use, it will attract a fine of Rs.1,000/- per occasion.
- 13.7 The Contractor should ensure that all the Electric Kettles provided in the guest house rooms and hostel rooms are maintained in clean and working condition at all times.

14.0. Fine:

Apart from the penalties mentioned in the foregoing pages, a flat fine of Rs.1,000/- per occasion will be imposed by CSIR-HRDC authority / authorized committee for breach of contract with respect to not maintaining the quality/quantity/service/non conforming to rules

as per agreement which may be in addition to disallowing payment for items of inferior quality served or for items not served at all. CSIR-HRDC will be free to feed the Guests in case of non-supply/short supply, at the cost of the Contractor and the expenditure thereof will be borne by the Contractor besides a penalty of Rs.1, 000/- per occasion.

15.0 Canteen Staff:

The Contractor shall deploy sufficient number of trained cooks - having knowledge of preparation of various dishes of North & South India as well as Continental and Chinese dishes. Waiters, cleaning staff, dish washers and head waiters and supervisors will ensure complaint free service. In addition, sufficient number of safaiwalas / cleaning staff shall be engaged for the hostel and canteen in the Residential and office campus exclusively for cleaning. The cleaning timings shall be fixed in such a way so that it does not hamper the food service.

Sufficient number of waiters shall be provided for smooth and efficient service. At least one Supervisor should be engaged for all events in dining hall(s) in the hostels and in the cafeteria in the Centre.

B. Housekeeping and Laundry Services

a. Housekeeping Services

- 1.1 The Centre has developed excellent residential facility for the visiting guests, faculty & trainees. These facilities are spread over five blocks in its sprawling campus with captivating ambience.
- 1.2 The residential facility comprises of 110 beds accommodation spread over Trainees' Hostel blocks, Guest House block, and Faculty blocks. The Guest house and the two hostel blocks are interconnected through a canopied pathway. The details of residential area are as under:

S. No.	Description of Work	Area to covered /Number of rooms
1.	Guest House Block and surroundings	10 Rooms (2 VIP suites with wooden flooring, 8 rooms with PVC flooring); Reception & Lounge with vitrified tile flooring; Staircase; and other common areas; 1 Dining Hall with seating capacity of 50 Persons (approx.); Kitchen/cooking Area, Wash-up Area, etc.
2.	Trainees' Hostels and surrounding	Two building blocks of 20 rooms each (total 40 Rooms) having PVC Flooring; Building Blocks interconnected through a pathway covered with canopy, staircases, and common areas
3.	Faculty Hostel Blocks	11 Rooms - including common areas & Gym

4.	Office Campus - Kitchen Areas; Cafeterias, and canteens	2 Kitchens & 2 Dining Halls with seating capacity of 50 persons each (approx.), and One canteen having seating capacity of 30 persons (approx.)
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- 1.3 Each room is air-conditioned and fully furnished with high quality linen & furniture and is having other accessories like - 21" colored TV set with Cable connection, Intercom/telephone connection, Geysers, etc.
- 1.4 The kitchens are well equipped with state-of-the-art equipment equally matched by high quality furniture in the dining halls.
- 1.5 Other facilities available in the campus include Broadband internet Connection with WI-Fi facility in Hostel Blocks, a modern Gymnasium, Recreational amenity like Badminton court, volleyball & cricket, indoor games - chess, carom, etc.
- 1.6 The Guest House, Trainee's Hostels and Faculty Houses will cater to the visitors comprising trainees, faculty members & guests from different labs. and Institutes of CSIR and also from Non-CSIR sector (both public & private). The services shall comprise both lodging & boarding facilities, housekeeping, front office-reception and reservation (completing all formalities of arrival and departure) of all Guests/Participants, etc.
- 1.7 During the past one year, the Centre has conducted 25 - 30 fully residential training programmes with an average number of 35 participants per programme totaling to around 1000 persons. Besides regular Guests have also checked in, thus the housekeeping and front desk office services will be required round the year with fairly good volume.
- 1.8 Sufficiently experienced personnel in adequate number shall be arranged by the Contractor and deploy with experienced **workforce** to provide all the housekeeping services of a high standard quality to the satisfaction of the CSIR-HRDC authorities. For Housekeeping services at least 5 workers shall be provided by the contractor The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service.
- 1.9 The floors of the building areas including bathrooms and toilets shall be washed, cleaned, and mopped daily with appropriate eco-friendly cleaning aids supported with right kind of equipment and cleaning aids suitable for Wooden, PVC, and Vitrified Tiled floors. Use of disinfectants is must for bathrooms and toilets. Branded Liquid Soap in bathrooms and common toilets will be provided by the Contractor. All the utility areas and area within the compound on all sides of the buildings shall be swept and kept clean all the time on twice daily basis. This exercise of cleaning must be carried out depending on the season requirement.
- 1.10 Effective cleaning of rooms and bathrooms has to be ensured during the morning shift

taking into account the convenience of the occupant. Unoccupied rooms should be aired and dusted every day.

- 1.11 Besides daily cleaning schedules of weekly, fortnightly, monthly, and spring cleaning will also be worked out and taken up under intimation to CSIR-HRDC. However, the schedules will not be delayed or overlooked in absence of CSIR-HRDC confirmation. The contractor will prepare a list of protocol and daily check's for scheduled housekeeping works.
- 1.12 The Housekeeping staff will be present in the premises and carry out duties as assigned by competent authorities.
- 1.13 The contractor shall be responsible and bear the cost of housekeeping cleaning aids and agents, equipment and other consumables required for housekeeping services. A proposed list of cleaning agents and aids is annexed at Annexure – “V.”
- 1.14 All toilet fittings and fixtures (including CP fittings) should be cleaned and kept shining. No dirt / black water marks / scales should be around the fittings.
- 1.15 Vacuum cleaning, shampooing of the upholstery will be the responsibility of the Contractor. Proper branded furniture polish will be used for up-keeping of polished furniture.

b. Laundry Services

- 1.1 The laundry and ironing services to the Guests are to be provided as per requests on cash payment basis rates for which will be duly approved by CSIR-HRDC in advance.
- 1.2 The delayed supply of washed linen, which hampers the services, would attract a penalty @ Rs. 10/per day per item subject to maximum of Rs 500/- per item.
- 1.3 Proper upkeep and maintenance of all linen items of the guest house i.e. woolen blankets, bed sheets, towels, pillow covers, napkins, curtains etc. shall be ensured. Regularly used items like bed sheets towels, pillow covers should be changed as and when required.
- 1.4 The Laundry services involve the following:-
 - 1.4.1 Dry cleaning of Woolen Blankets, Sofa sets, Fabric Chairs, Curtains, etc.
 - 1.4.2 Washing & ironing of regularly used items like - bed sheets, towels, pillow covers, etc.

Only branded quality detergents and cleaning materials should be used for laundry and all cleaning services.

- 1.5 The wash area, water, & electricity will be provided by CSIR-HRDC in its premises. The electricity consumption charges will be borne by the Contractor.

c. Front Office Services

- 1.1 The services of an educated person (minimum 12th pass) with communication proficiency both in English and Hindi for Front Office and housekeeping assistant/ agent (FOA) are required round the clock.
- 1.2 The FOA shall look after all assignments related to room allocation, telephone operator, STD facility, collection of all the charges from guests etc. as per the approved rates of CSIR-HRDC.
- 1.3 Proper maintenance of guest arrival and departure register, cash receipt books issued by CSIR-HRDC for depositing daily room rent collection or any other charges to CSIR-HRDC, shall be maintained by the FOA deployed by the Contractor. These records can be inspected by authorised representative of CSIR-HRDC at any time. Room charges and other collections will be deposited with the Cashier CSIR-HRDC on daily basis during working hours by the authorised person of the Contractor. Proper record of the receipts and deposits so made to the CSIR-HRDC Cashier shall be maintained by the Agency/Contractor.
- 1.4 The Manager/ Catering Supervisor in each shift shall be responsible for allocation of duties to workers, maintenance of accounts of linen items, and for interaction with Incharge Guest House for the upkeep of the Guest House and Trainees' Hostel complex. He/She should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Incharge Guest House or higher authorities supported with requisite gate pass.
- 1.5 Guest house booking/ reservations for the guests will be made only by CSIR-HRDC. The Contractor shall not allow the bookings or stay in the guest house of any unauthorized person(s), which may lead to termination of Contract.

C. Terms of Service

a. Contractor's Staff:

- 1.1 The job function is to maintain the aesthetic looks of the Guest House, Trainees' Hostel and Faculty Blocks / premises, including building and surroundings. These must be maintained neat, clean, and tidy with pleasant odour. A high standard of hygiene and sanitary conditions must be maintained by the contractor.
- 1.2 The Contractor shall deploy a designated Manager for the overall control/supervision of the services and co-ordination with CSIR-HRDC. The Catering and Housekeeping Supervisors deployed by the Contractor should be well versed with the catering and housekeeping professions and should be minimum 12th pass.
- 1.3 The successful tenderer shall provide to CSIR-HRDC the list having Names, Date of Birth,

and Qualification and Experience details of the deployed staff. Any staff, if to be replaced or brought new, must be intimated in advance to CSIR-HRDC.

- 1.4 The deployed staff should be medically fit and possess qualities of a well groomed and hygienic staff. The contract personnel shall be free from any communicable diseases.
- 1.5 The deployed Staff, including Manager cum Catering Supervisor, Housekeeping supervisor, Front Office/Receptionist; Room Boys; Cooks; Waiters; Sweepers; etc, by the Contractor should be courteous, civic and polite in behavior towards all the trainees, officers and the CSIR-HRDC establishment. They should also be reliable, trust worthy, alert and efficient.
- 1.6 The Contractor and his employees shall abide by the hostel/guest house/institute rules and shall be subjected to discipline as prescribed by CSIR-HRDC. In case of any dispute between the trainees/faculty/members of the staff of CSIR-HRDC and the Contractor or his employees, the matter shall be referred by the Contractor to CSIR-HRDC and in such matters the decision of the CSIR-HRDC shall be final.
- 1.7 Internal organizational problems of the Contractor and the deployed staff will be resolved by the Contractor at his own end without disturbing the peace & tranquility and involvement of the Centre. Occurrence of such incident(s) will automatically lead to forfeiting of Contract along with the Security deposit.
- 1.8 All the staff deployed by the Contractor shall have Plastic/Laminated photo identity cards issued by the Contractor and duly verified by CSIR-HRDC so that entry is restricted to only legitimate persons to CSIR-HRDC premises. A copy of the list of such deployed staff will be maintained at the Security office in CSIR-HRDC and no unauthorized entry will be permitted in the premises. A notice board will be provided by the Contractor in all service areas (behind the scene) indicating the duty rosters of workers deployed in housekeeping, front office, kitchen, and dining areas. The police verification for such staff shall be done before deployment in the Centre. Any worker found without identity card will not be permitted to enter the premises.
- 1.9 The service of the workers deployed is required on all days during the calendar year irrespective of holidays and they should be prepared to work in shifts as indicated earlier. Sufficient number of room boys and cleaners shall be deployed by the contractor to attend to the work as per requirement and as and when required in the exigencies of work.
- 1.10 Sufficient sets of Uniforms to the deployed workers while on duty, as approved by CSIR-HRDC authority (Annexure – 'III'), would be provided by the Contractor so that the workers are always in neat and tidy uniform. Any deficiency in uniform will attract imposition of penalty which will be deducted from the bill.
- 1.11 The Contractor or his representative/Manager shall daily report to Guest House in-charge,

CSIR-HRDC to supervise the work under the contract and take instructions from him for the assignments. He should all the time be available at work site during the course of work.

- 1.12 The Contractor/Manager shall attend the weekly catering meetings, called by the CSIR-HRDC authorities and implementation of decisions thereof.
- 1.13 The contractor shall not lease or sub-contract the whole or any part of the contract to anybody. Such act will lead to forfeiting of Contract alongwith EMD.
- 1.14 The Contractor shall pay a monthly license fee of Rs.2000/- (Rs.Two thousand only) for the use of CSIR-HRDC premises. This will be payable by the Contractor irrespective of occupancy status of the hostels and guest house and is recoverable from the monthly bill.
- 1.15 Upkeep and maintenance of the inventories provided by CSIR-HRDC will be the sole responsibility of the Contractor. Return of such inventories on termination of contract in the condition as at the initial taken over time will be ensured by the Contractor. In case of any loss of permanent (non-consumable) item, the recovery of the cost of lost permanent item will be made from the contractor. HRDC may recover the cost either from bill or from the bank guarantee.
- 1.16 The Contractor shall be deemed for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment or any kind of compensation from CSIR/CSIR-HRDC during the period of Contractor or at any-time in future.

b. Accommodation to Staff:

CSIR-HRDC may provide suitable accommodation subject to availability to accommodate the operational staff deployed by the contractor at CSIR-HRDC if so desired by the contractor. For this, the contractor will have to bear the appropriate License fee at the maximum slab under that category. The accommodation has to be surrendered to the CSIR-HRDC within one week of the termination or expiry of the contract. Contractor shall be responsible for any lapse in maintaining the accommodation and to see that there are no untoward incidents in the hostel premises by the occupants of the said accommodation during their entry and stay in the hostel. Penalty, as deemed fit; will be imposed for any occupancy by outsiders in the premises. Any temporary authorisation for entry to person(s) will be given by CSIR-HRDC in writing.

c. General Guidelines:

- 1.1 Electricity and power for non-cooking purposes and water will be provided by CSIR-HRDC at the premises. However, contractor/agency shall be responsible to ensure that there is no undue wastage of power & water by his staff or even by others such as CSIR-HRDC staff etc. and shall bring any such misuse or wastage to notice of CSIR-HRDC authorities.
- 1.2 An internal telephone connection each without zero dialing facility would be provided by CSIR-HRDC in guest house kitchen, in the canteen and tea lounges.
- 1.3 The furniture, fixtures and kitchen equipment (as listed in Annexure – “IV”) will be provided by CSIR-HRDC. The agency shall be responsible for proper maintenance and upkeep of the CSIR-HRDC property entrusted to it. This has to be returned on termination of contract in good condition.
- 1.4 The contractor or his workers shall not misuse the premises allotted to them for any purpose other than for which contract is awarded.
- 1.5 Contractor shall devote his full attention in purchases, preparations and services to ensure highest quality in all aspects and discharge his obligations under the contract with trust, diligence and honesty.
- 1.6 The contractor/agency shall at all times during the existence of contract abide by all directions and instructions which may be given by CSIR-HRDC concerning all aspects of catering and house keeping services.
- 1.7 The contractor/agency shall always be prepared to meet any eventuality/emergency situation for implementation of the contract.
- 1.8 The agency shall arrange food and services at any place in CSIR-HRDC premises apart from Centre's Office premises, Guest House and Dining Halls, as and when required for any programme. For such special functions and programmes the negotiated and mutually agreed rates will be charged by the Contractor.
- 1.9 The contractor shall supply manpower for rearranging of the hostel/guest house material or furniture for which no extra payment shall be made.

d. Payment Terms:

- 1.1 The Contractor will submit the monthly pre-receipted bills in triplicate after satisfactory completion of the work to the concerned officer of the Centre for certification for pro-rata payment in respect of Housekeeping Services. For Catering services for training programmes, bill will be submitted as per consumptions/certificates issued by the concerned authorities. The officer on the receipt of the bill will check the work record and there after process the bill for payment.
- 1.2 Contractor shall take payment from guests staying on payment basis in the guest house/trainees' Hostel. However, payment of bills for services provided to non-resident trainees/guests in the hostel dinning hall/cafeteria will be the sole responsibility of the Contractor and CSIR-HRDC will have no role and responsibility for payment. Contractor shall collect payment of all food and a beverage service provided to individuals who are not part of the training programmes/workshops/seminar or is/are participant but ordering beyond prescribed services, offered under programme, like tea coffee/ snacks, etc. Approved rates will be charged for such orders against cash receipts. CSIR-HRDC shall not be responsible for these payments collected by the Contractor or non-payment by any ordering individuals/guests.
- 1.3 Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
- 1.4 Contractor cannot claim any damages due to loss whatsoever incurred due to unforeseen reasons, which are beyond the control of CSIR-HRDC.
- 1.5 In case of any delay in processing of the bills, the contractor would be required to ensure the payment of its workers as per statutory labour laws and there should be no linkage between this payment and settlement of the contractor's bill from CSIR-HRDC.

e. Deductions:

In case the Contractor fails to execute/ perform the assigned works or a part thereof, CSIR-HRDC shall be authorised to make suitable deductions as deemed fit by CSIR-HRDC from the bills of the Contractor and damages shall be charged to the extent of loss incurred by CSIR-HRDC. The decision of CSIR-HRDC shall be final & binding on the Contractor.

ANNEXURE- I**MENU -1**

S.No	Item	Remarks
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger)	Bed tea tray with cups, tea spoon, sachets, sugar dredger and thermos flask to be placed in the room at the time of evening service and used ones to be removed in the morning.
2.	Breakfast a) Breads (White and Brown both) b) Butter (15gms.) c) Jam (20 gms.) d) Cornflakes with dbl. toned milk (70 ml.) e) Two boiled eggs/Omlet (for non-veg) or Choice of one vegetarian item from the list below:- South/North Indian items - viz. Idli, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments g) Tea & coffee (separate)	
3.	Forenoon tea (Morning Tea) Tea / Coffee cup with cookies/biscuits	To be served during Training sessions
4.	Choice of Canned Juice(70 ml) - optional, as and when ordered	Choices must not be repeated on consecutive days
5.	Lunch a) Choice of Cream or Clear Soups b) One vegetable (gravy or dry) & one Paneer dish c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/raita g) Choice of Salads: Any one:- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)	Choice in each course is to be changed on each day of service with prior approval of I/C Guest House. In house sweets will be preferred.
6.	Afternoon tea Tea / Coffee with biscuits/cookies	To be served during Training sessions

7.	Evening Tea (a) Choices of one snack to be made from:- i. Veg. pakora, ii. Paneer pakora, iii. Samosa, iv. Bread Sandwich, v. Bread Pakora, vi. Spring roll, vii. French fries. (b) Tea /Coffee	To be served during Training sessions
8.	8.1 Dinner (Veg.) a) Choice of Cream or Clear Soups b) One vegetable (gravy or dry) & one Paneer dish c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/raita g) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)/Fresh seasonal fruits OR	
	8.2 Dinner (Non-Veg.) ** a) Choice of Cream or Clear Soups b) One vegetable (gravy or dry) & one Paneer dish c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Rice / Pulao / Biryani g) Curd/raita h) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar, chutney j) Sweet (Dessert)/ Fresh seasonal fruits	

**** NB: Non-vegetarian Dinner will be served on demand by I/C Guest House, CSIR-HRDC with prior intimation to the contractor.**

MENU- 2

S.No	Item	Remarks
1.	HIGH TEA - 1 - Choice of snacks - Samosa/ Veg sandwich - 1Piece or Dhokla/Veg. Rolls- 2 Pieces or Mixed Pakora – 4 Pieces - Choice of cookies/biscuits- Sweet – 1Piece & salted – 1Piece - Choice of nuts - Cashew/Almonds – 8 Pieces - Choice of Indian Sweets – Burfi/Gulabjamun/Chhena /pastry - 1Piece - Sugar Free Tea/Lemon Tea/Coffee – 1 cup	
2.	HIGH TEA – 2 - Choice of snacks - Samosa/ Veg sandwich - 1Piece or Dhokla/Veg. Rolls- 2 Pieces or Mixed Pakora – 4 Pieces - Choice of Sweets - Burfi /pastry - 1Piece - Sugar Free Tea/Lemon Tea/Coffee – 1 cup	

High tea service will be arranged by the Contractor at place of events as per schedule intimated in advance or in case of emergency by CSIR-HRDC. The service for the function / occasion will be silver service for VVIPs and buffet service for the participants.

MENU - 3

CSIR-HRDC AND TKDL CANTEENS IN THE OFFICE PREMISES

S. No.	Item	Remarks
A.	Thali 1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 3 5. Curd – 50 gram 6. Chutney/Pickle	
B.	Mini Meal Kadhi-Chawal/ Rajmah-Zeera Rice/ Chole-Bhature/ Puri-Bhaji/Puri-MethiAloo/ Puri-Aloo tomato	

Note: One of the mini meals will be available on rotation basis.

ITEMS TO BE AVAILABLE AT ALL TIMES

Sl. No.	Item	Remarks *
1.	Tea (Sugar Free) a. Readymade b. Tea bag c. Lemon Tea d. Green Tea	Taj Mahal /Lipton/ Tetley to be used
2.	Coffee (Sugar Free) Readymade	Nestles/Bru to be used
3.	Fresh Lime Water	
4.	Veg. sandwiches	
5.	Veg. pakora (50 grams)	
6.	Veg. Rolls / Cake (two)	
7.	Samosa	
8.	Veg. Patties	
9.	Dal Vada / Bread Pakora	
10.	Cold drinks	
11.	Canned Juice	Real/Tropicana/Duke to be provided
12.	Curd – 50 gram	Amul/Mother Dairy
13.	Biscuits (small packet of 2/5 Pieces)	Marie/Britannia/Parley
14.	Namkeen Mixture (small packets)	Haldiram/Bikano

Note on Menu 1, 2, & 3 regarding the service:

1. Items of Menu will be decided by CSIR-HRDC Administration/ I/C Guest House and there should be sufficient scope for flexibility as and when required.
2. Contractor will provide hot drinking water as per the guests/trainees requirement.
3. Fennel with sugar cubes (mishri dana) should be provided after every major meal.
4. Clean wraps will cover all Salad and Raitas.

ANNEXURE- II**Suggested brands & quality of the products**

S.No	Item	Suggested Brand(s) *
(a)	Sauce (tomato/chilly)	Maggie/ Kissan / Heinz / Dr. Bectors
(b)	Jam/Marmalade	Kissan/Tops/Smith & Johns/ Dr.Bectr's/ Druk/ HPMC/Safal
(c)	Canned Juices	Tropicana/Real/Duke
(d)	Bread	Britannia/Bakeman's / Harvest
(e)	Refined oil	Safola/ Sundrop/Vital/Nature Fresh
(f)	Mustard Oil	P Mark / Nature Fresh
(g)	Butter or butter chiplets	Amul/Parag/Verka
(h)	Milk	Parag/Mother Dairy/Amul (Single Toned)
(i)	Cornflakes / wheat puffs	Kellogg / Mohan's / Champion
(j)	Pickle	Nafed/ Bedakar / Safal / Priya / Druk
(k)	Basmati Rice	Dawat/ Lal quila / India Gate/ Kohinoor
(l)	Potato	Pahari / Desi (Rudrapur – Good Quality
(m)	Atta/Maida/Besan	Ahar/ Aashirwad
(n)	Biscuits	Parle / Sunfeast / Britannia
(o)	Salt (Iodized)	Tata/Annapurna/Captain cook.
(p)	Tea (Bags/sachet)	Taj Mahal/Tata Tetley/Nestle
(q)	Dairy Whitener	Everyday
(r)	Sugar	Dhampur (sachets), Daurala / Hindustan
(s)	Pulses	Good quality
(t)	Spices	MDH/Ashok/Everest
(u)	Fruits & Vegetables	Seasonal fresh quality
(v)	Ice-cream	Mother dairy/Kwality / Amul/Vadilal
(w)	Meat products	Fresh good quality

* ***or equivalent known brand of same quality***

Annexure – III

Proposed set of Uniforms for deployed Staff

(To be arranged and provided by the Contractor)

1. **Manager cum Catering Supervisor-** Light Grey shirt + Dark Black pants+Deep Blue Tie
2. **Housekeeping Supervisor:** Light Grey shirt + Dark Black pants
3. **Front desk Assistant/Agent:** Light Grey shirt + Dark Black pants
4. **Room Boys:** Light Grey shirt + Dark Black pants
5. **Kitchen Staff:**
 - a) **Chef –** Chef's Pant & Coat, Apron & Cap (White)
 - b) **Support Staff -** White Pant & Coat, Apron & Cap
6. **Housekeeping cleaning staff:** Deep blue uniform.
7. **Name Badges for all deployed staff.**

NB:

1. **Black shoes for all uniformed staff.**
2. **Company's logo on uniform and name plate to be provided along with Photo Identity Cards (duly verified by HRDC official).**
3. **Clean and smart outfit along with regular shaving for all the staff.**

ANNEXURE – IV**Proposed list of Kitchen Equipment and their respective maintenance responsibilities**

S. No.	Equipment details	Quantity	Office Responsibility	Contractor's Responsibility
1	Bain Marie	02	Overall maintenance including - element replacement and like	-
2	Chapatti Bhathi cum Puffer	02	Overall maintenance including - element replacement and like	Cleaning, maintenance and replacement of PVC Supply line
3	Chapatti collection table	01	Complete maintenance	-
4	Clean dish table with shelf	01	Complete maintenance	-
5	Conveyor Toaster	01	Complete maintenance	-
6	Cooking range-2 burners (HP) (1500x600x850)	03	-	Complete maintenance including -Burner replacement, cleaning, etc
7	Cooking range – 2 burners (domestic type)	01	-	Complete maintenance
8	Dish landing Table	01	Complete maintenance	-
9	Deep Freezer (Cabinet Type)	02	Complete maintenance including - Compressor, Gas Refilling and like	-
10	Dosa Plates (1200X600X850)	01	Overall maintenance including - element replacement and like	Cleaning, maintenance and replacement of PVC Supply line, knob, etc.
11	Food Display Counter (Cold)	01	Overall maintenance including - Compressor, Gas Refilling and like	-
12	Food display counter (Hot)	01	Overall maintenance including -	-

			Compressor, Gas Refilling, element replacement and like	
13	Food service counter	01	Complete maintenance	--
14	Food warmer	02	Overall maintenance including - element replacement and like	-
15	Fruit Juice Extractors (Manual)	01	Complete maintenance	-
16	Idli cum Dhokla Steamer (Electric)	01	Complete maintenance including - element replacement and like	-
17	LPG Gas Banks (with 10 cylinders each)	02	Overall maintenance including - Main Service lines maintenance, etc	PVC Pipe lines, Regulators, other spares, etc
18	Microwave ovens	02	Overall maintenance	-
19	Milk boiler (capacity 10 litres)	01	Overall maintenance	-
20	Milk boiler (capacity 25 litres)	01	Overall maintenance	-
21	Mixer Grinder (Domestic type)	01	-	Complete maintenance
22	Mobile bins	03	-	Complete maintenance
23	Pickup Counter with under shelf (600X600X650)	02	Complete maintenance	-
24	Pop-up Toaster (Domestic type)	01	-	Complete maintenance
25	Refrigerator (two doors-vertical)	02	Overall maintenance including - Compressor, Gas Refilling	-
26	Stock Pot stove (S/Steel-single Burner(600X600X600)	01	-	Overall maintenance including -Burner replacement, cleaning, etc
27	Salamander (Toaster)	01	Overall maintenance including - element replacement and	-

			like	
28	Stock Pot	02	Complete maintenance	-
29	Storage Racks	03	Complete maintenance	-
30	Support work table for stock Pot stove	01	Complete maintenance	-
31	Table with one sink (1200X800X850)	01	Complete maintenance	-
32	Three sink unit	01	Complete maintenance	-
33	Trolley	04	-	Wheel replacement, etc
34	Under counter refrigeration with pick up	01	Complete maintenance including - Compressor, Gas Refilling	-
35	Under shelf to fit under slabs (1500X1600X700)	02	Complete maintenance	-
36	Vegetables cutting machine	01	Complete maintenance including - Motor winding, etc.	-
37	Wall mounted shelves (1200X800X300)	02	Complete maintenance	-
38	Water boiler	01	Complete maintenance	-
39	Water station Trolley	02	-	Wheel replacement, etc
40	Water table with stand (900X600X850)	01	Complete maintenance	-
41	Wet Grinder (5 litres)	02	Overall maintenance including - Motor winding, etc.	Belt replacement, etc
42	Working tables with two under shelves (900X600X850)	02	Complete maintenance	-
43	Working table with 1 U/S	01	Complete maintenance	-
44	Working table with single U/S three sides covered	02	Complete maintenance	-

48	Exhaust Flood S/steel sheet	02	Complete maintenance	-
49	Exhaust Fan 15”(Crompton)	02	Complete maintenance	-

ANNEXURE- V

Proposed list of Housekeeping Material

1. CLEANING AIDS (MANUAL):

- a. Soft Brooms
- b. Hard Brooms
- c. Brushes (Hard & Soft)
- d. Floor Scrubbers
- e. Handle Brush (soft)
- f. Window ledge Brush
- g. Long Brush (Handle)
- h. W.C. Brush
- i. Curtain Brush
- j. Venetian Blind Brush (Soft)
- k. Cob Web Brushes
- l. Ladders (4 ft, 6 ft & 8 ft)

2. CLEANING AIDS (MECHANICAL)

- a. Floor Scrubber and shampooing machine
- b. Vacuum Cleaner

3. MOP, SCRUBBERS & DUSTERS

- a. Squeezers with Long Handles
- b. Window Cleaners
- c. Mops (Different sizes)
- d. Day Mops with Long Handles
- e. Check Dusters
- f. Glass Cloths
- g. Yellow Dusters
- h. Old Wiping Sheets
- i. Rags

4. CLEANERS / SANITIZERS / DISINFECTANTS / REPLANTS

- a. Harpic/Domex/Sanifresh
- b. Liquid Organic Cleaners (LOC)
- c. Vim Liquids
- d. Collin Glass Cleaners
- e. Dettol/Savalon
- f. Odonil
- g. Urinal Cubes (Eco Cubes)
- h. Hit Sprays (Both Mosquito & Cockroach)

Note:

- 1. Eco-friendly and water conserving cleaning materials will be permitted for use with prior inspection and confirmation by CSIR-HRDC / In-charge Guest house.
- 2. The contractor will do projections for stock requirements and arrange & provide the material which is required for actual usage during the month.
- 3. Non-functional / non-serviceable cleaning aids, equipment must be replaced as and when needed.
- 4. Regular pest control should be arranged and carried out by the Contractor.
- 5. Disposal bags for garbage will be used. However, segregation of biodegradable, recycle garbage will be taken care of by the Contractor. Disposal of these garbage in the municipal bins will be the responsibility of the Contractor.
- 6.

ANNEXURE- VI**TENDERER'S AGENCY'S PROFILE**

Affix duly attested
P.P size, recent
photograph of the
authorised
representative of the
prospective bidder

1.	Due date for tender	
2.	Opening time and date of tender	
3.	Name, address of firm/Agency and Telephone numbers.	
4.	Registration No. of the Firm/Agency	
5.	Name, Designation, Address & Tel. No. of Authorised person of firm / Agency to deal with	
6.	Please specify as to whether tenderer is sole proprietor /Partnership firm / company or any other establishment.	
7.	Name, Address and Telephone No. of Heads/ partners etc. be specified	
8.	Copy of PAN card issued by Income Tax Dept. & Copy of previous Financial Year's Income Tax Return	
9.	Provident Fund Account No.	
10.	ESIC Number	
11.	Licence number under Contract Labour (R&A) Act.	
12.	Details of Bid Security deposited: 1. Amount : 2. DD No. : 3. Date of issue: 4. Name of issuing Bank	
13.	Authorisation / Power of Attorney	
14.	Any other information	

Declaration by the bidder

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the tenderer

ANNEXURE- VII

**Participation of near relatives of employees in the tender / execution of works
in units.**

I, S/o R/o

..... hereby certify that none of my relative (s) as mentioned in Clause No. 13 of Section-2 of the tender document is/are employed in CSIR-HRDC / CSIR as per details given in tender document. In case at any stage, if it is found that the information given by me is false/ incorrect, CSIR-HRDC / CSIR shall have the absolute right to take any action as deemed fit without any prior intimation to me.

TENDERERS SIGNATURE

OFFICIAL SEAL OR STAMP

ANNEXURE- VIII**CHECK-LIST FOR TECHNICAL BID**

The documents are to be placed one below the other, strictly as per the s.no. (s.no 1 on top and subsequent documents below it, and the page no. must be mentioned on all the pages.

(The submitted technical bids may preferably be spiral bound as a single entity having all documents)

Sr. No.	Documents to be attached(All documents must be duly signed)	Yes	No	If Yes Page No.
1.	Duly signed and stamped tender document on all the pages.			
2.	Bid Security (EMD) of Rs. 60000 (Rs. Sixty Thousand only) in the form of DD issued by any scheduled commercial bank in favour of "HRDC" payable at Ghaziabad valid for 90 days beyond the Tender validity period attached with technical bid.			
3.	One self-attested recent passport size photograph, pasted at relevant place in ANNEXURE- VI, of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers If the bidder is a partnership firm, name designation, address and office telephone numbers of Heads/ Partners also.			
4.	Tenderer's self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year			
5.	Self-attested copy of Service Tax Registration No.			
6.	Self-attested copy of valid Employee Provident Fund Registration number.			
7.	Self-attested copy of valid ESIC Registration No.			
8.	Self-attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.			
9.	Trade Tax Registration from Trade Tax Office.			
10.	Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers.			
11.	Copy of Licence to run Catering & Housekeeping services			
12.	Proof of latest annual turnover as per NIT duly certified by a CA			
13.	Solvency Certificate for RS.5.00 lakh (Rs. Five Lakh only) from a nationalized/scheduled bank			
14.	Compliance Report as per attached Annexure -IX			
15.	Main envelope with Part-A and Part-B as above sealed and the following written on it: Name and Address of Tenderer and Super scribed with words "Tender for Catering & housekeeping services at CSIR-HRDC, Ghaziabad"			
16.	Authority letter for signing of the Tender on behalf of firm.			

17.	Proof of experience in similar area and value of work as mentioned in the NIT.			
18.	Proof of qualification and experience of catering manager in food and beverage services.			
19.	Testimonials from the Head of the Organisation at which the tenderer has provided catering services during the last three years including the number of persons/ organization to whom the services have been rendered, including proof for one order of minimum value of Rs. 25 lakh / two orders of Minimum value of Rs. 15 lakh each for similar services.			
20.	A certificate regarding Non-relationship with CSIR-HRDC employees as per given draft at Annexure 'VII' in the tender form.			
21.	Any other relevant documents, if any, must be attached in the last.			
22.	Tender document fee receipt/DD of Rs 500/-			
23.	Tender is properly sealed			

ANNEXURE- IX

COMPLIANCE REPORT

To

The Controller of Administration,
Human Resource Development Centre (CSIR)
Sector-19 , Kamla Nehru Nagar ,
CGO Enclave, Ghaziabad -201002

Sub: Regarding tender No.--- dt..... for "Providing Catering & housekeeping Services at CSIR-HRDC, Ghaziabad"

Dear Sir,

I have gone through the complete terms and conditions of the Tender for providing Catering and housekeeping Services at CSIR-HRDC, Ghaziabad and accept the same. I am herewith enclosing:

Bank Draft No. Dated Drawn on Bank

for Rs. along with the tender as earnest money.

I further declare that – undersigned is authorized on behalf of M/s to sign the Tender Document.

Place:

Date:

Signature of Tenderer

Name:

Position / Designation :

Address:

Tel. No.

FINANCIAL BID (Part – II PRICED)**FINANCIAL – TENDER –A****Note:**

1. The quantities mentioned in column 'B', in all tables below, are tentative (per year data), and based on previous years' data and may vary during the actual execution of the contract.
2. The quantities shown in the tables are for financial comparison only however payments will be done on actual basis.
3. Column 'C' (Unit rate), Column 'D' (Sub Total) and the Total are to be filled by the bidders.
4. Please ensure that there is no overwriting or cutting. In case of overwriting or cuttings CSIR-HRDC will be free to use its discretion in interpreting the figures.
5. Any calculation mistake(s) on the part of the bidder, while filling the data, will be dealt as per relevant rules followed in CSIR-HRDC for such cases.
6. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies.

I. MENU -1

S.no	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger), Marie biscuits (2 Nos.)	7500		
2.	Breakfast a) Breads (White and Brown both) b) Butter (15gms.) c) Jam (20 gms.) d) Cornflakes with dbl. toned milk (70 ml.) e) Two boiled eggs/Omlet (for non-veg) or Choice of one vegetarian item as mentioned below:- South/North Indian items - viz. Idli, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments f) Tea & coffee (separate)	7500		
3.	Forenoon tea (Morning Tea) Tea / Coffee cup with cookies/biscuits	7500		
4.	Choice of Canned Juice(70 ml) - optional, as and when ordered	2000		

5.	Lunch a) Choice of Cream or Clear Soups b) One vegetable (gravy or dry) & one Paneer dish c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/raita g) Choice of Salads: Any one:- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)	7500		
6.	Afternoon tea Tea / Coffee with biscuits/cookies	7500		
7.	Evening Tea (a) Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Bread Pakora, Spring roll, French fries, Tea /Coffee	7500		
8.	8.1 Dinner (Veg.) a) Choice of Cream or Clear Soups b) One vegetable (gravy or dry) & one Paneer dish a) Dal b) Choice of Bread c) Rice / Pulao / Biryani d) Curd/raita e) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) f) Papad, achar, chutney g) Sweet (Dessert)/Fresh seasonal fruits	5000		
	8.2 Dinner (Non-Veg.) ** c) Choice of Cream or Clear Soups d) One vegetable (gravy or dry) & one Paneer dish e) One Non-Veg dish (Mutton/Chicken/Fish) f) Dal g) Choice of Bread h) Rice / Pulao / Biryani i) Curd/raita j) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) k) Papad, achar, chutney k) Sweet (Dessert)/ Fresh seasonal fruits	2500		
TOTAL (FOR MENU 1)				
TOTAL IN WORDS :				

**** Non-vegetarian Dinner will be served on demand by I/C Guest House, CSIR-HRDC with prior intimation to the contractor.**

II. MENU-2**HIGH TEA***

S.no	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
1.	HIGH TEA – 1	200		
	&			
2.	HIGH TEA - 2	200		
	As per menu 2 provided for High Tea 1 & 2 in Annexure -I			
TOTAL (FOR MENU 2)				
TOTAL IN WORDS :				

*Normally for Course/Seminar/Workshop inaugurations/important functions.

III. MENU – 3

FOR CSIR-HRDC AND TKDL CANTEENS

S.no	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
1.	Thali 1.Dal -1 2.Sabzi -1 3.Boiled Rice -1 4.Chapati – 3 5.Curd – 50 gram 6.Chutney/Pickle	2400		
1.	Mini Meal Kadhi-Chawal/ Rajmah-Zeera Rice/ Chole-Bhature/ Puri-Bhaji/Puri-MethiAloo/ Puri-Aloo tomato	2400		
TOTAL (FOR MENU 3)				
TOTAL IN WORDS :				

IV. ITEMS AVAILABLE AT ALL TIMES

S.no	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
1.	Tea (Sugar Free) Readymade Tea bag Lemon Tea Green Tea	25000		
2.	Coffee (Sugar Free) Readymade	3000		
3.	Fresh Lime Water	1000		
4.	Veg. sandwiches	1000		
5.	Veg. pakoda (50 grams)	1000		
6.	Veg. Rolls / Cake (two)	1000		
7.	Samosa	1000		
8.	Veg. Patties	1000		
9.	Dal Vada / Bread Pakoda	2000		
10.	Cold drinks- 150 ml	2000		
11.	Canned Juice(Real/Tropicana/Duke)- 150 ml	3000		
12.	Curd – 50 gram	2000		
13.	Biscuits (small packet of 2/5 Pieces)	2400		
14.	Namkeen Mixture (small packets)	2400		
TOTAL (FOR ITEMS AVAILABLE AT ALL TIMES)				
TOTAL IN WORDS :				

Note:

Apart from the above, Mineral water bottles (Bislery/Kinley/Kingfisher), have to be provided whenever required, at the rate = MRP+ 10%.

Mineral water bottles will not be a part of financial comparisons.

FINANCIAL – TENDER – B**V. HOUSEKEEPING CHARGES**

S. No.	Description	Rate per month	Rate per year
		B	C=Bx12
1.	Housekeeping of Guest House, Trainees' Hostels, Faculty blocks, Kitchens, Dining Halls, corridors etc. etc.		
TOTAL (FOR HOUSEKEEPING SERVICES PER YEAR)			
TOTAL IN WORDS :			

Note:

For housekeeping the contractor must provide a minimum of 5 persons on each day (even on days with less work load) with a provision for flexibility in morning and evening shifts.

VI. LAUNDRY SERVICES -I RATES**(Included** in financial comparisons)

S. No.	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
A	Washing & Ironing			
1.	Bed sheets	3100		
2.	Bed covers	200		
3.	Pillow covers	2400		
4.	Bath towels	2000		
5.	Hand towels	2300		
B	Dry-cleaning			
6.	Blankets	100		
7.	Curtains	200		
C	Shampooing & Cleaning			
8.	Sofa seats & covers	200		
9.	Fabric chairs	200		
10.	Carpets	600 sq. fts	_____psft.	
TOTAL (FOR LAUNDRY SERVICES)				
TOTAL IN WORDS :				

SUMMARY SHEET OF ALL SUB HEADS (I TO VI)
WHICH ARE TO BE INCLUDED IN FINANCIAL COMPARISONS

SUB-HEAD NO.	SUB-HEAD NAME	SUB-HEAD TOTAL
Financial – Tender – A		
I.	MENU -1	
II.	MENU -2(HIGH TEA - 1 & HIGH TEA - 2)	
III.	MENU -3(FOR CSIR-HRDC AND TKDL CANTEENS)	
IV.	ITEMS AVAILABLE AT ALL TIMES	
Financial – Tender – B		
V.	HOUSEKEEPING CHARGES	
VI.	LAUNDRY SERVICES-I RATES	
GRAND TOTAL		
TOTAL IN WORDS :		

Note:

L-1 will be decided on the basis of Grand Total as above

SIGNATURE OF THE BIDDER WITH STAMP

LAUNDRY SERVICES-II
(Not included in financial comparisons)

(Per unit rates on cash payment basis for Trainees & Guests)
(Payable directly by Trainees and Guests)

Note: The below mentioned rates will not be part of the financial comparisons. However these rates will be applicable subject to the approval by CSIR-HRDC.

S. No.	Item	Ironing	Washing	Dry cleaning
1.	Trousers / Jeans			
2.	Shirt			
3.	Woolen Coat			
4.	Woolen Pant			
5.	Cardigan / Sweaters			
6.	Kurta & Pajama			
7.	Woolen Suit			
8.	Ladies suit			
9.	Saree with blouse			
10.	Shawl			
11.	Track suit			
12.	Shorts / Bermuda / Skirt / Petticoats'			
13.	Socks / Hankies			
14.	Undergarments (set)			

PERFORMANCE GUARANTEE BOND FORM

1. In consideration of Council of Scientific & Industrial Research (hereinafter) called CSIR through its Human Resource Development Centre, Ghaziabad (hereinafter called" HRDC ") having awarded to M/s (hereinafter called the Contractor) under the terms and conditions of an agreement (hereinafter called the contract), CSIR/HRDC have agreed to accept a deed of guarantee as herein provided for Rs..... (Rs_____ only) from a scheduled bank towards due performance of the contract by the contractor as per the terms & conditions of the contract.
2. We (Name of the Bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the CSIR/HRDC stating that the amount claimed is due by way of loss or damage caused to or suffered by the CSIR/HRDC by reason of breach by the said Contractor(s) of the terms and conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regard the amount due and payable by the Bank under this guarantee where the decision of the CSIR/HRDC on these counts shall be final and binding on the Bank. However, Bank's Liability under this guarantee shall be restricted to an amount not exceeding _____
3. We undertake to pay to the CSIR/HRDC any money so demanded not withstanding any dispute, or dispute raised by the Contractor(s) in any suit or proceeding pending before any court or tribunal relating there to Bank's liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.
4. We (Name of the bank) _____further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the *said* agreement and that it shall continue to be enforceable till all the dues of the CSIR/HRDC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till CSIR/HRDC certifies that the terms and conditions of the said Agreement has been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 27 months from the date of agreement, we shall be discharged from all liability under this guarantee thereafter.

We..... (Name of the Bank) further agree with the CSIR/HRDC that the CSIR/HRDC shall have the fullest liberty without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from *time* to time or to postpone for any time or from time to time any of the powers exercisable by the CSIR/HRDC against said Contractor(s) and forbear or enforce any of the terms and conditions relating to the said

agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the CSIR/HRDC or any indulgence by the CSIR/HRDC to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)1 supplier(s).
7. We (Name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the CSIR/HRDC in writing.

Dated the _____ day of _____

For _____

(Indicate the name of the Bank)