

1. Letter of Invitation

CSIR-Human Resource Development Centre, Ghaziabad, UP-201002

No. 4-3(2)/2026-Gen.

NOTICE INVITING TENDER

(Tender ID-2026_CSIR_267778_1)

TENDER FOR "PROVIDING CATERING & MANAGEMENT / MAINTENANCE SERVICES AT CSIR-HRDC, GHAZIABAD BUILDING AND GUEST HOUSE AND HOSTEL, "CSIR- HRDC, GHAZIABAD CAFETERIA" AT GHAZIABAD.

CSIR-Human Resource Development Centre, Ghaziabad (A Unit of Council of Scientific & Industrial Research (CSIR) is a premier publicly funded Research & Development organization in the country (for more details see website www.csirhrdc.res.in). CSIR-HRDC, Ghaziabad has One Guest House and Hostel located at HRDC, Ghaziabad Campus, Kamla Nehru Nagar, Ghaziabad and a Cafeteria in CSIR-HRDC, Ghaziabad premises.

CSIR-HRDC, Ghaziabad seeks to engage excellent full time Catering & Management / Maintenance Service provider for its guests at the Guest House and Hostel including Building as well as for Cafeteria which is located in the Institute premises. The Institute has a staff strength of 100-200 plus. The timings of the Institute are from 9.00 A.M. to 5.30 P.M.

The tea break in the forenoon and in the afternoon. In addition, various Inter-group meetings, Assessment meetings, Selection meetings, training programmes etc. are also held in the Institute from time to time for which catering services are to be provided during official meeting and the tea/snack to be serve up to 8.00 pm at office meeting hall/conference room. The requirement for serving tea/snack between 5.00 to 8.00 pm to be inform by CSIR-HRDC, Ghaziabad official in 2 to 4 hours advance for any official event/meeting.

Contractors/firms having experience and capability of rendering both Catering & Management / Maintenance Services to Central Govt./State Govt./PSU's/Autonomous Bodies establishments may submit their e-tenders on <https://etenders.gov.in>. Manual Bids shall not be accepted under any circumstances.

The condition of prior turnover and prior experience for MSEs/Start-ups are exempted subject to meeting quality and technical specifications. Startups may be MSEs or otherwise.

CSIR-Human Resource Development Centre invites e-tenders through e-tendering Portal [https://etenders.gov.in_under two-bid system- Technical Bid \(Part-I\) & Financial Bid \(Part-II\) from fulltime Catering & Management / Maintenance Service providers possessing valid registration and License under the relevant rules such as FSSAI, CL\(RA\) Act, 1970, EPF Act, 1952, ESI Act,1948 etc. and rendering similar services to Central Govt./State Govt./PSU's/Autonomous Bodies For providing Catering & Management / Maintenance Services at CSIR-HRDC, Ghaziabad Guest House and Hostel located at HRDC, GHAZIABAD Campus and Cafeteria HRDC, Ghaziabad premises as per details given below:](https://etenders.gov.in_under_two-bid_system-Technical_Bid_(Part-I)_&Financial_Bid_(Part-II)_from_fulltime_Catering_&Management_/Maintenance_Service_providers_possessing_valid_registration_and_license_under_the_relevant_rules_such_as_FSSAI_CL(RA)_Act,_1970,_EPF_Act,_1952,_ESI_Act,1948_etc._and_rendering_similar_services_to_Central_Govt./State_Govt./PSU's/Autonomous_Bodies_For_providing_Catering_&Management_/Maintenance_Services_at_CSIR-HRDC,_Ghaziabad_Guest_House_and_Hostel_located_at_HRDC,_GHAZIABAD_Campus_and_Cafeteria_HRDC,_Ghaziabad_premises_as_per_details_given_below:)

Sr. No.	Description of Job	Estimated value	Period of Contract
1.	Job Contract for Providing Catering & Management / Maintenance Services at CSIR-HRDC, Ghaziabad Guest House and Hostel, and CSIR-HRDC, Ghaziabad Cafeteria in the campus of CSIR-HRDC, Ghaziabad.	Rs. 1,88,00,000/- (Rs. One Crore Eighty-Eight Lakh Only) for two years. [For BOQ-1,BOQ-2 & BOQ-3]	Two year (extendable for one more year on similar terms and conditions depending upon the satisfactory performance of the contract).

The schedule given in the Critical Date Sheet below: -

Critical Date Sheet		
Sl. No.	Activity	Date & Time
1	Publish date on https://etenders.gov.in	18/02/2026
2	Bid document download date	18/02/2026
3	Bid submission start date	21/02/2026
4	Bid submission end date	11/03/2026
5	Technical Bid opening Date (Cover-I)	12/03/2026
6	Financial Bid opening Date (Cover-II)	To be intimated later on.

Note:-Clarification period regarding tender is 02 working days i.e. 19/02/2026 and 20/02/2026.

Detailed NIT and Tender document may be downloaded from website <https://etenders.gov.in>. The detailed NIT is also available on website of CSIR-HRDC, Ghaziabad i.e. www.csirhrdc.res.in.

Interested and experienced agencies may apply through e-tendering on <https://etenders.gov.in> along with proof of experience, annual turnover, copies of ESIC, EPF & GST registration in Uttar Pradesh of the firm, License issued by the labour department under CL(RA) Act, 1970 for any previous work. **Canvassing in connection with the tenders is strictly prohibited and the tender of any one resorting to canvassing will be liable for rejection on that ground alone.**

Important Note

The bidders are required to fill all the Annexures as per format attached. No other format shall be accepted. They are also required to upload all the required documents, failing which the bid will be rejected summarily.

Head, HRDC, Ghaziabad reserves the right with himself to accept any of the tenders received wholly or partially or to reject all the tenders received without assigning any reasons thereof.

Corrigendum/Addition/Clarification/Notification in respect of NIT of the above said work, if any, will be uploaded on the <https://etenders.gov.in>.

**Section Officer (G.)
CSIR-HRDC, Ghaziabad**

2. Instruction to bidders (ITB)

1. CSIR-HRDC, Ghaziabad, invites e-tenders (**two bid system**) through <https://etenders.gov.in> from reputed Contractors/firms licensed (for any previous work) by the Labour Commissioner under the provisions of Contract Labour (Regulation & Abolition) Act, 1970 for **Providing Catering & Management / Maintenance Services at CSIR-HRDC, Ghaziabad Guest House and Hostel located at HRDC, Ghaziabad Campus, Institute Canteen and Cafeteria** in CSIR-HRDC, Ghaziabad premises on job contract basis for a period of **Two years** (Extendable for one more year depending upon the performance on existing terms and conditions).
2. Contractors/firms having experience and capability of rendering both Catering & Management / Maintenance Services to Central Govt./State Govt./PSU's/Autonomous Bodies may submit their **e- tenders on <https://etenders.gov.in>**. Manual Bids shall not be accepted under any circumstances.
3. CSIR-HRDC, Ghaziabad may at its discretion extend the last date and time for submission of Tenders.
4. **Precautions while filling the Tender:**

The bidders are required to fill all the Annexures as per format attached. No other format shall be accepted. Failing which the bid will be rejected summarily. The tenderers should take care of the following while applying online for the tenders:

- a) **Financial/Price bid consists of three BOQs i.e. Annexure-A, Annexure-B-1 & Annexure-B-2. Bidders are requested to kindly fill all the three BOQs. In case any of three BOQs in excel file is found not completely filled up, the tender will be considered as incomplete and will be rejected.**
 - b) **Clarification period regarding tender is 02 working days from the date of uploading the tender i.e. 19/02/2026 and 20/02/2026 during working office hours.**
 - c) No claim on this account at later stage shall be entertained by the CSIR-HRDC, Ghaziabad under any circumstances.
 - d) The rates should be inclusive of all charges. CSIR-HRDC, Ghaziabad holds no liability to increase the rates after their acceptance due to any reason what so ever. However, GST and other statutory taxes, if any, will be paid separately on production of challan showing its deposit with the Govt.
 - e) Any attempt to influence the evaluation of the tender will cause the tenderer to be excluded from consideration.
 - f) The 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 should be signed by the authorized signatory to sign the tender on behalf of the tenderer should be attached with the tender.
5. **Bid Securing Declaration Form:** All bidders have to submit Bid Securing declaration form in lieu of bid security (EMD) as per **Annexure – (I)**, duly signed on their 'letterhead'. Bid Securing Declaration in any other format shall not be accepted.

6. **Amendment of Tender Document:**

At any time prior to the date of submission of Tenders, CSIR-HRDC, Ghaziabad may for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, modify the tender document by amendment. In order to afford prospective tenderers reasonable time to take the amendments into account in preparing their tenders, the Head, CSIR-HRDC, Ghaziabad may at his discretion suitably extend the deadline for the submission of tenders.

Corrigendum/Addition/Clarification/Notification/Amendments in respect of NIT of the above said work, if any, will be uploaded on the <https://etenders.gov.in>. These amendments will be binding on them.

7. Opening of Tenders:

Opening and Evaluation of Technical Bid (Cover-I)

- (a) The Technical bid will be opened online by Tender Opening Committee (TOC) on the prescribed date and time **in the Office of S.O. (G), CSIR-HRDC, Ghaziabad.**
- (b) Technical Evaluation Committee (TEC) after evaluation of documents contained in Cover-I i.e. Technical Bid, will decide the eligible tenders, as per the criteria laid down in the NIT/Tender document. TEC will shortlist Technical Bids on the basis of technical parameters and features offered. The Firms whose technical bids do not qualify for opening the financial bids, will be informed accordingly.
- (c) The TOC will then open the Financial bids.

Opening and Evaluation of Financial Bid (Cover-II)

- (a) The Cover-II of Eligible Tenderers shall be opened at a subsequent date to be intimated later on. The rates quoted by the tenderers shall then be read out by the TOC for information of those present/participated.
- (b) The Financial Bids of only those Bidders short-listed based on Technical Bids will be opened.
- (c) **L1 bidder will be decided on the sum of the quoted rates of all the three BOQs by the bidders.**

8. Compliance Report:

Compliance report on all the terms and conditions of the contract must be submitted by the tenderer in **Annexure-C.**

9. Validity & non-transferable:

The tender should be valid for a period of at least 90 days from the date of opening of the tender, within which period the award shall be finalized. Tenders are not transferable under any circumstances.

10. Acceptance of Tender:

CSIR-HRDC, Ghaziabad is not bound to accept the lowest tender in the light of OM No.F.12/17/2019-PPD dated 06/02/2020. Further, the Contractor would not have any claim on the number of persons to be fed for which services are to be obtained.

CSIR-HRDC, Ghaziabad reserves the right to disqualify such tenderers who have a record of not meeting the contractual obligations against earlier contracts entered into with CSIR-HRDC, Ghaziabad or with any Central /State Government agencies or autonomous bodies.

11. Issue of Advance Work Order (Letter of Intent):

The tenderer shall within 10 days of receipt of the Advance Work Order/Letter of Intent give his acceptance.

The issue of an Advance Work Order (Letter of Intent) shall constitute the intention of CSIR-HRDC, Ghaziabad to enter into the contract with the tenderer.

12. Performance Guarantee:

The successful tenderer shall be required to furnish a performance security for an amount of 5% of the Bid Amount within fifteen days after receipt of Advance Work order in the form of **Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque**, e-PBG, Bank Guarantee issued by a Nationalized Bank or transferred the amount through NEFT/RTGS in favour of Head, HRDC, Ghaziabad and valid for a period of 26 months from the date of execution of Agreement of contract. The Performance Guarantee amount does not carry any interest and would be refunded on satisfactory completion of contract after adjusting the dues, if any, to CSIR-HRDC, Ghaziabad.

In case the contract period is extended, the document submitted as PBG would also be required to be extended up to two more months than that of extended period.

The performance guarantees in the form of **Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque, e-PBG**, Bank Guarantee or transferred the amount through NEFT/RTGS shall be discharged / returned after two months of expiry of successful completion of the contract. 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.

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, Ghaziabad against any amount of loss/penalty caused/imposed on the Contract or which the Contractor may own to CSIR-HRDC, Ghaziabad under this contract or any other contractor transaction.

13. Signing of Agreement:

The successful tenderer shall present himself for signing the Agreement (**Annexure –F**) within 15 days' time after receipt of Work Order from CSIR-HRDC, Ghaziabad. Start of services shall be made by the Contractor in accordance with the time schedule specified in the Work Order issued by CSIR- HRDC, Ghaziabad.

3. Qualification / Eligibility Criteria for service providers

1. Eligibility Criteria:

- (i) The bidder must be registered with GST in Uttar Pradesh, Income Tax, EPF, ESIC, PAN, FSSAI and bidder must have registered office in Ghaziabad under shop and establishment act.
- (ii) Joint Ventures (JV) are not permitted.
- (iii) Bidder should not have been under any declaration of ineligibility by any authority. A declaration to this effect should be furnished on the non-judicial stamp paper of Rs.100/- duly signed by the notary as per attached **Annexure - G**
- (iv) Bidder should not have consistent history of litigation or arbitration award. Consistent history of the same may result in disqualification. A declaration to the effect should be furnished. (**Annexure - H**)
- (v) Each Bidder shall submit only one Bid through the CPP Portal.

2. Qualifying criteria:

(i) Financial Capability (Annual Turnover)

The bidder should have average Annual financial turnover of **Rs. 28261290/-** of related services during the last three financial years i.e. 2022-23, 2023-24 & 2024-25.

(ii) Past Experience

- a) The bidder must have experience over the last three years i.e. the current financial year 2025-26 and the last three financial years i.e. 2022-23, 2023-24, 2024-25 of providing Catering & Management / Maintenance Services at Guest House and Hostel to Central/State Government/ PSUs/ Nationalized Banks/ autonomous bodies. Services rendered with list of such Central/State/ PSUs/Nationalized Banks with duration of service shall be furnished as per **Annexure – (E)**
- b) The bidder must have successfully executed/completed Catering & Management / Maintenance Services at Guest House and Hostel, over the last three years i.e. last three financial years i.e. 2022-23, 2023-24 and 2024-25: -
 1. Three similar completed services costing not less than the amount equal to **40% (forty percent)** of the estimated cost;
Or
 2. Two similar completed services costing not less than the amount equal to **50% (fifty percent)** of the estimated cost;
Or
 3. One similar completed service costing not less than the amount equal to **80% (eighty percent)** of the estimated cost.

The condition of prior turnover and prior experience for MSEs/Start-ups are exempted subject to meeting quality and technical specifications. Startups may be MSEs or otherwise.

(iii) Managerial Ability

A contract Supervisor with minimum three years' experience in Services of an equivalent nature and volume.

(iv) Relationship with Employees:

CSIR-HRDC, Ghaziabad debars parties from tendering having relatives working in CSIR-HRDC, Ghaziabad. A certificate regarding non-relationship with any of the CSIR-HRDC, Ghaziabad employee as per **Annexure – D** in the tender form is to be submitted. (Note: A person shall be deemed to be a relative of another if, and only if, (a) they are members of a Hindu undivided family (b) they are husband and wife (c) the one is related to the other in the following manner: father, mother (including step mother), son (including step son), Son’s wife, daughter (including step daughter), Father’s father, Son’s son Son’s wife, Son’s Daughter, Son’s Daughter’s husband, Daughter’s husband, Daughter’s Son, Daughter’s son’s wife, Daughter’s husband, Brother (including step brother), brother’s wife, Sister (including step sister), Sister’s husband.

(v) Qualification Documents submitted with Technical Bid (Cover-I)

Sl. No.	Cover-I
1	Name of the Firm / Contractor/ Owner / Partner along with Address/Ph. No. / Email ID etc. should be furnished on firm’s letter head .
2	Registration No. of the Firm under Shop & Establishment Act (upload a copy of registration)
3	Firm must have local office in Ghaziabad, Uttar Pradesh under Shop & Establishment Act. (upload a copy of the same)
4	Valid MSEs/Startups Certificate register under Udyam Registration in relevant category. (upload a copy of the same)
5	PAN no. (upload a copy of the same)
6	License of FSSAI (upload a copy of the same)
7	GSTIN Certificate of <u>Uttar Pradesh</u> (upload a copy of the same)
8 (i)	<p>Copies of past performance / experience certificates over the last three years financial years i.e. 2022-23, 2023-24, 2024-25 of Catering & Management / Maintenance Services of Guest House and Hostel in Central Govt./State Govt./ PSU’s/ Autonomous Bodies. Please attach and upload (a) work orders (b) Satisfactory performance certificates along with as per (Annexure E)</p> <p>The bidder must have successfully executed/completed Catering & Management / Maintenance Services of Guest House and Hostel, over the last three years i.e. 2022-23, 2023-24, 2024-25: -</p> <ol style="list-style-type: none">1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.
8 (ii)	CLRA of above past experience, if applicable. Otherwise give the reason for non-applicability.
8 (iii)	Number of Manpower on Roll of the firm (enclose the copy of EPF-ECR as a proof)

9	Duly filled and signed Non-performance, Litigation Statement (Annexure - H) (<i>No other format shall be accepted</i>)
10	Duly filled and signed Bid Security Declaration as per (Annexure - I) (<i>No other format shall be accepted</i>)
11	Labour Identification No.-LIN allocated by Shram Suvidha Portal of Ministry of Labour and Employment. (Upload the copy)
12	Registration with EPF (upload the copy of the same)
13	Registration with ESIC (upload the copy of the same)
14	Copies of Income Tax returns of last 03 years during 2022-2023, 2023-24, 2024-25 (upload the copies of the same)
15	Affidavit (Undertaking) should be furnished on the non-judicial stamp paper of Rs.100/- duly signed by the notary as per attached Annexure -G (<i>No other format shall be accepted</i>)
16	Proof of average Annual turnover of minimum Rs. 28261290/- (Rs. Two Crore eighty two lakh sixty one thousand two hundred ninety) for last 03 years during 2022-2023, 2023-24, 2024-25 (enclose Turnover certificate issued by CA under seal bearing his license/membership no.).
17	Duly filled and signed Compliance Report in (Annexure-C) (<i>No other format shall be accepted</i>)
18	Duly filled and signed Non-Participation of near relatives of employees in the tender/execution of works in units. (Annexure - D) (<i>No other format shall be accepted</i>)
19	The 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 should be signed by the authorized signatory to sign the tender on behalf of the tenderer should be attached with the tender. (upload the copy of the same)

3. Site Visit

The Bidder, may visit at their own cost and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services.

4. Restriction regarding personnel deployed

The quoted rates shall not be less than the minimum wage fixed/notified by the Central Government/State Government Whichever is higher – where the service is performed and shall include all statutory obligations. However, bids without any element of cost over and above such minimum wage (or below it) shall be treated as **‘Nil’ price quotation and would be rejected**. The service provider shall be liable for all kinds of dues payable in respect of all personnel provided under the contract and the Procuring Entity shall not be liable for any dues for availing the services of the personnel. The service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Procuring Entity. The service provider shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character.

5. Workman Safety and Assurance

The service provider shall alone be fully responsible for safety and security and insurance or life insurance of their personnel who is working on the operation and maintenance works. Subcontracting of this contract is not allowed.

(a) at the Procuring Entity’s request, shall provide evidence to the Procuring Entity showing that such insurance has been taken out and maintained and that the current premiums have been paid. The service provider shall provide and ensure sufficient protection that are being used by their workers while carrying out works. The Procuring Entity shall not be liable for any compensation in case of any fatal injury/death caused to or by any man power while performing/discharging their duties/ for inspection or otherwise.

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

6. Filling up the financial bid by the bidders

- (1) The Bidder should be asked to fill in rates and prices for all items of the Services described in the Activity Schedule. Items for which no rate or price is entered by the Bidder in any of the three BOQs their bid will not be entertained and will be summarily rejected.
Bidding Documents should include a clause that “if a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered”.
- (2) The instructions contained in MoF OM. No. F-12/17/2020 PPD dated 06/02/2020 as amended from time to time may kindly be adhered to.

7. License:

The Contractor should obtain and produce a valid license from Labour Commissioner as per provision of Contract Labour and Abolition Act to run Catering & Management / Maintenance Services in CSIR-HRDC, Ghaziabad, if applicable, within 30 days’ time from the issue of Letter of Intent.

4. Activity Schedule, Description of Services, Scope of works and other Requirements

CATERING SERVICE (Part - A)

1. Schedule of Services:

The Contractor shall provide following Catering & Management / Maintenance services complete in all respect at CSIR-HRDC, Ghaziabad Guest House, Hostel and Cafeteria at HRDC, Ghaziabad:

- a) Maintain all relevant records in the prescribed register regarding request of Guest House and Hostel, guest occupancy, collection of amounts, dues, attend telephone calls, provide relevant record & information to Guest House and Hostel in-charge or representative of CSIR-HRDC, Ghaziabad and implement all other related activities from time to time.
- b) Maintain clean and hygienic environment in rooms, common spaces and all surrounding spaces including dining hall, lobby, lawns, rooms, veramdah etc.
- c) Providing room services in rooms and meeting halls as and when desired by the occupants of Guest House and Hostel on individual payment basis including tea/coffee in sachet/ tea-coffee vending machine and also prepared in sets, variety of snacks, Biscuits, Chips, Juice, Cold drinks, mineral water etc.

Note: Serving of Alcohol and Tobacco and related products and beverages are strictly prohibited in the CSIR-HRDC, Ghaziabad. Contractor should bring such requisites to the notice of the Guest House incharge immediately. In case of such prohibited activities occurred, a penalty of Rs.10,000/- will be imposed to the contractor for each incident.

d) Serving of Dinners:

Dinners shall be served daily as per the prescribed food menu for the occupants/guests/trainees/faculties/students staying in both the Guest House and Hostel or in the Dining Halls etc. as specified by the institute on individual payment basis. The dinners will be buffet dinners unless otherwise specified by CSIR-HRDC, Ghaziabad. The Contractor shall ensure efficient and requisite services in dining halls with special emphasis on hygiene, cleanness of crockery/saucers, plates, glass & other utensils, cleanness of dining table & chairs provided for taking dinner, drinking water including removal & cleaning of used crockery/saucers/plates complete in all respects etc.

e) Serving of Lunch:

Lunch shall also be served as per prescribed menu to occupants/guests/trainees/faculties/students staying in the Guest House and Hostel or in the Hostel as specified by the institute on individual payment basis. The lunch will be buffet lunch unless otherwise specified by CSIR-HRDC, Ghaziabad. The Contractor shall ensure efficient & requisite services complete in all respects.

- f) Cold drinks, mineral water, juice, tea, snacks, chips etc. will be served to the occupants/guests/trainees/faculties/ students at approved rates in Guest House and Hostel on individual payment basis for which Contractor shall maintain sufficient stock in Guest House and Hostel for ready to serve as and when required.

g) Serving of Lunch/Dinner on special occasions:

Buffet lunch/dinner shall be served as per specified menu for the guest members staying/present for official meetings on the day of meetings/ seminars, conferences, courses etc. or as instructed by CSIR-HRDC, Ghaziabad. The Contractor shall provide efficient requisite service / facilities for the guests/trainees/faculties/students.

h) HRDC Cafeteria:

- a) The Catering & Management / Maintenance Services has to be provided by the Contractor in the Cafeteria mainly related to providing tea, coffee along with light refreshment (once in the morning and once in the afternoon), lunch to be provided to the members of different committees on requirement basis, arrangement of parties on special occasions. The Contractor will supply tea/coffee, cold drinks, Mineral water, Juices, snack etc. to the place of meetings and as and when required by the staff of CSIR-HRDC, Ghaziabad.
- b) There are only limited inventory items of CSIR-HRDC, Ghaziabad Cafeteria for important meetings. The contractor has to make its own arrangements for kitchenware, utensils, casserole sets, crockery (Good quality, spotless and neat and clean) etc. chipped/cracked crockery items should not use. The contractor shall provide snacks/tea/coffee on crockery. Food item must not be served on disposable/ single use plastic crockery.
- c) CSIR-HRDC_Guest House has permanent PNG connection which will be utilized by the contractor taking all precaution and the monthly bill charges and rental charges (if any) for PNG will be paid by the contractor and will submit the proof the same to CSIR-HRDC.
- d) The Contractor must take charge of the total inventory and give receipt thereof and should handover the same on completion or termination of the contract. The contractor shall be sole responsible for the cafeteria inventory (For the items to be provided by CSIR-HRDC, Ghaziabad) for its safety, security & cleanness which includes fixtures and furniture, cleanliness in and around the surroundings of canteen kitchen, halls and toilet etc. He will make necessary arrangement for proper disposal of wastes accumulated in the cafeteria.

2. Tea, Coffee, Juices, Snacks and cold drinks:

- 2.1 The Contractor shall also provide lunch, dinner, tea & coffee, cold drinks, snacks etc. to the staff of CSIR-HRDC, Ghaziabad against approved rates on payment basis.
- 2.2 Provision for sugar free tea/coffee/cold drinks shall be made by the Contractor as per the requirements to be informed to the Contractor in advance.

3. Rates:

The tenderer shall quote rates for providing Catering & Management / Maintenance Services at CSIR-HRDC, Ghaziabad in three BOQs i.e., Annexure-A, Annexure-B-1 & Annexure-B-2. Bidders will fill all the three BOQs through online only on <https://etenders.gov.in> .

- a) The Tenderer shall quote rates on “**per head per meal**” basis in rate list separately for each menu. The rate should include cost of all raw materials / inputs including fuel e.g., cooking gas, manpower etc. GST and other statutory taxes will be paid separately on production of documents.
- b) The Contractor shall serve special lunch/ dinner/breakfast/ forenoon tea/ afternoon tea etc. as per the request of CSIR-HRDC, Ghaziabad on the rates of the corresponding menus accepted. Extra/special items to be provided in the special menu and the venue will be decided by CSIR-HRDC, Ghaziabad in consultation with the Contractor.

4. Menu:

The Contractor shall follow the menu as per **Annexure – A**, as the case may be, and shall seek instructions from Guest House and Hostel in-charge or representative designated by CSIR-HRDC, Ghaziabad regarding specific items to be served in the menu for an event. The designated CSIR-HRDC, Ghaziabad representative may modify the items of the menu to be served on different days to suit to the needs of the guests/trainees/faculties/students of CSIR-HRDC, Ghaziabad. The detailed menu so prepared shall normally be valid for a week. No change can be made in the menu by the Contractor without written approval. Violation of these instructions shall automatically result in 10% deduction of the bill for that event. The menu for lunch, dinner and staff meetings etc. shall be decided by the committee in consultation with the contractor at a prescribed rate furnished by them.

5. Complaint/Suggestion Register:

The contractor shall maintain complaint/suggestion registers duly signed by CSIR-HRDC, Ghaziabad authorized representative in the dining hall of Guest House & reception for registering complaints of the occupants/ guests/trainees/ faculties/students with regard to all or any aspect of the room, food including services provided by the Contractor.

6. The contractor will ensure closure of all lights, fans, AC, oil heater, heat convector etc. after service hours. If he is found misusing of CSIR-HRDC, Ghaziabad facilities, a fine of Rs. 2000/- will be imposed on that event with warning letter. Three repeated misuse of facilities shall lead to termination of contract with fine. The Contractor shall arrange for proper cleaning and upkeep of all the items including furniture under his charge.

7. Paper/Cloth Napkins and tea bags:

The Contractor shall provide paper napkins of good quality during servicing of all events of the menu. For special events, Contractor shall provide cloth napkins (serviettes) as per instructions of CSIR-HRDC, Ghaziabad without any extra charges.

The contractor's staff should make sure that water jugs and glasses are available in each room, similarly tea/coffee cups, tea bags, coffee, milk, sugar sachets and electric water kettle in rooms.

8. Washing:

The Contractor shall arrange washing of table cloths, towels and cloth napkins at his own cost. Only fresh table cloths, towels, napkins will be used each day.

9. Sub-contracting:

The Contractor shall not let out this work on subcontractor otherwise to anybody else.

10. Monthly Meetings:

The Contractor/Mess Supervisor shall attend the monthly mess meetings arranged by the CSIR-HRDC, Ghaziabad authorities and implement decisions thereof.

11. Food Quality, Control Checks and Approval of Food:

CSIR-HRDC, Ghaziabad authorized committee/designated official has the prerogative to conduct surprise checks of the office canteen and Guest House and Hostel mess/Guest House and Hostel/tea-coffee etc. during any time to monitor the quality of food being served/services being offered for maintenance/cleaning & housekeeping.

CSIR-HRDC, Ghaziabad reserves the right to test/have tested from certified agency any time at its cost the raw materials to be used for breakfast, lunches, dinners, tea/coffee, snacks etc. The foodstuff prepared for serving shall be subject to the approval of CSIR-HRDC, Ghaziabad authorities and their decision in this regard shall be final and binding on the Contractor. Financial losses and other damages caused to CSIR-HRDC, Ghaziabad on account of the bad quality of food served shall be punishable and Suitable recoveries as decided by CSIR-HRDC, Ghaziabad shall be made by CSIR-HRDC, Ghaziabad on this account. The designated officials of CSIR-HRDC, Ghaziabad 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 in the food. The designated officials of CSIR-HRDC, Ghaziabad are entitled to inspect the premises to ensure bona fide use, check hygiene and cleanliness, and check the quality of the ingredients used and the food quality.

12. Quality of Non-Vegetarian Items:

Contractor must submit if demanded, a certificate and proof of freshness and for service quality of non-vegetarian items from the concerned/prescribed authorities.

13. Hygienic Conditions:

The food stuff shall be prepared, kept for serving and served under total hygienic conditions by the Contractor to the satisfaction of CSIR-HRDC, Ghaziabad. The food will be prepared by using PNG connection. The use of fire wood and coal in the kitchen or elsewhere is strictly prohibited. The fuel cost of which shall be borne by the Contractor. Penalty will be imposed if unhygienic conditions are found in office canteen/guesthouse mess/guesthouse.

Contractor shall arrange for cooking of breakfast, forenoon tea, lunch, afternoon tea, evening tea and dinner as per menu in **Annexure-A** in accordance with the timing given below unless otherwise specified by CSIR-HRDC, Ghaziabad to suit requirements of a particular day or period. The Contractor shall also be responsible for providing in each room in the Guest House and Hostel material for bed tea as specified in the contract.

The normal timings of catering services in Guest House and Hostel will be as under:

Morning Tea	06.00 Hrs. to 07.30 Hrs.
Breakfast:	08.00 Hrs. to 09.30 Hrs.
Lunch	12.30 Hrs. to 14.30 Hrs.
Evening Tea	17.00 Hrs. to 19.00 Hrs.
Dinner	20.00 Hrs. to 22.00 Hrs.

Bed tea to be supplied/kept in Guest House and Hostel rooms as per request of guest on payment basis.

In CSIR-HRDC, Ghaziabad Cafeteria

Tea & snacks in the forenoon.
Tea & snacks in the afternoon.
Lunch on Working days

For meetings convened in Conference Room/In the office of the Chairman / Scientist– As per requirement.

Note:

1. Services from the kitchen in the Guest House and Hostel should be available from 08.00 hours to 22.00 hours on all week days.
2. Timings mentioned above are normal timings & shall be enhanced as per the CSIR-HRDC, Ghaziabad office requirements. These timings are subject to change at the discretion of CSIR-HRDC, Ghaziabad authorities.

14. Brand of Items:

- 14.1 Contractor shall buy at his own cost good quality of raw materials e.g. non-vegetarian items, grocery, vegetables, fruits, dairy items etc. for preparation of breakfast, lunch, dinner etc. He shall use the items of the reputed brands or make **as per table of Brands & Quality of the Products** given in the **Annexure 'A' of the tender document.**
- 14.2 **Use of beef and pork and their serving is strictly prohibited, any requests for the serving of beef and pork items should be immediately brought to the notice of the Guest House and Hostel Incharge.**
- 14.3 The services of contractor are subject to verification at any time without notice by CSIR-HRDC, Ghaziabad or by its authorized officials, whose recommendations shall be final and binding on the Contractor for suitable remedial action, if any, as decided by CSIR-HRDC, Ghaziabad.

15. Schedule of submission of Bills:

Bills on account of providing catering services (breakfast/lunches/dinners etc.) for official meetings will be submitted on monthly basis and payment through electronic transfer will be made after requisite certification within fifteen days from submission of bills. However, any deterioration/deficiency in service will not be acceptable to CSIR-HRDC, Ghaziabad on the plea of delay in receipt of payment.

16. Payments:

Payments for official guests of CSIR-HRDC, Ghaziabad for which written instructions/permission was given by the CSIR-HRDC, Ghaziabad will be made as per actual on approved rate in the menu.

Contractor shall take payment from guests staying in Guest House and Hostel on individual basis. Contractor shall take payment from individual officers and staff and trainees on their individual orders for the food items served to them. CSIR-HRDC, Ghaziabad shall not be responsible for these payments.

Payment of Monthly lump-sum bills on account of providing manpower for managing the services will be released only on production of copies of challans of previous month in support of having discharged the EPF, ESIC and other statutory liabilities in respect of workers deployed by Contractor in CSIR-HRDC, Ghaziabad.

17. Deductions:

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

18. Cleanliness:

- a. **Floors, walls, doors, windows, ceilings, ceiling fans, electrical fixtures and furniture in the dining halls, kitchens, hand-wash areas of Guest House and Hostel & CSIR-HRDC, Ghaziabad Cafeteria shall be maintained & cleaned by the Contractor spotlessly.** Failure to keep these in spotless condition shall be dealt with by imposition of penalty of Rs.1000/-per occasion.
- b. Cleanliness of the mess area, which includes kitchens, dining halls, washing area, wash basin, water coolers, pantry, and surrounding areas shall be arranged by the Contractor employing his own staff at his own cost.
- c. Cleaning material of good quality shall be used by the Contractor at his own cost.
- d. Utensils shall be cleaned using hot water with proper permissible detergents and finally washed in antiseptic liquid containing potassium per manganate and neat cloths.
- e. The washbasins are as tend to get dirty frequently during meal times. The Contractor should ensure special care on this by cleaning and drying at intervals of every fifteen minutes or less to ensure clean and clear washbasin sand surrounding areas.
- f. 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 to be in use, a fine @ Rs.1000/- per occasion will be levied.
- g. The Contractor should ensure that all the electric kettles supplied in the Guest House and Hostel rooms as well as used in CSIR-HRDC, Ghaziabad Cafeteria are maintained in clean and working conditions at all times.

19. Returning of Items and Replacement:

The Contractor shall be responsible for the safety and upkeep of the items of CSIR-HRDC, Ghaziabad made available to him and shall return the items as per inventory on the expiry of the contractor on termination of the contract in the same condition as at the time of issue to him. The Contractor will be provided sufficient utensils, furniture, table cloths and towels at one time only. Thereafter, the Contractor shall return all the items after completion of the contract period in the same condition as at the time of issue. A maximum 25% of cracked and chipped ceramic crockery items would be allowed at the time of return at the end of the contract period. Further, only normal wear & tear will be considered at return of items otherwise suitable deduction shall be made from the contractor.

- 20.** The Contractor shall be deemed liable for all legal and contractual purposes, as the employer of the said staff/persons and such persons will not have any claim for employment or any kind of compensation from CSIR-HRDC, Ghaziabad now or at any future date.

Part – B

Management / Maintenance Services at CSIR-HRDC, Ghaziabad including Guest House, Hostel and Cafeteria.

1. The services are mainly related to maintenance and cleanliness of the kitchen Dining Hall rooms in the Guest House and Hostel and HRDC, Ghaziabad Cafeteria as well as their surroundings. The rooms and toilets should be clean with room fresheners & mosquito repellents etc.
2. The HRDC, Ghaziabad has developed excellent facility for the visiting guests. The lodging facility at HRDC, Ghaziabad **comprises 50 guest rooms**, visitors lounge, dining hall, reception, kitchen and lawns at Guest House and Hostel. Lawns would be maintained by the Institute itself. However, cleaning of the lawns will be the part of the contract.
3. Each room is fully furnished with high quality linen & furniture and is having other accessories like coloured Smart TV set with Cable connection, Air conditioners, Geysers and other paraphernalia.
4. The Guest House and Hostel including the VIP lounge, kitchen and Dining hall are well equipped with state-of-the-art equipment's equally matched by high quality furniture in the dining halls.
5. The Guest House and Hostel will cater to the visitors' comprising trainees, students, faculty members & Guests from different labs and Institutes of CSIR, Government Institutions and other public & private bodies. The services shall comprise both lodging & boarding facility, house-keeping, front office, reception, allotment of rooms, checking and check-out of Guests/participants etc.
6. The front office man/receptionist will look after all work related to the entry of guest for room allocation, maintaining proper record of all inventories, accounts, registers, keeping the facilities operational, maintaining and collecting their payment dues, attending telephone and maintaining feedback registers from the guests. The amount so collected shall be deposited with CSIR-HRDC, Ghaziabad on regular basis by the Contractor as per the receipt records/registers to be maintained by the Contractor on daily basis. Guest House and Hostel arrival and departure register, cash receipt book, key board etc. shall be maintained by the Contractor and can be inspected any time by CSIR-HRDC, Ghaziabad Administration.
7. Guest House and Hostel booking for the guests will be made by CSIR-HRDC, Ghaziabad online portal only. The Contractor shall not allow the bookings or stay or any other objectionable activities in the Guest House and Hostel of any unauthorized person.
8. Sufficient trained, experienced personnel in adequate number shall be arranged by the Agency and deployed with trained supervisors to provide all the house-keeping services of a high standard quality to the satisfaction of the CSIR-HRDC, Ghaziabad authorities. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including any room service.
9. Daily cleaning & dusting of all rooms & lobbies/corridor will be arranged by the contractor. Daily cleaning of all floors, toilets, doors, floors, removing of cobwebs etc. for which the cost of accessories required like hard brooms/soft brooms, detergents, disinfectants, mopping rods Swabs etc. shall be borne by agency.
10. Proper maintenance of all linen in the Guest House and Hostel i.e. woolen blankets, bed sheets, towels, pillow covers, Napkins, curtains etc. Regularly used items like bed sheets towels; pillow covers etc. should be changed on new occupancy or twice in a week or as and when required when rooms are under occupation. White napkins should be changed as frequently as per Annexure- B2.
11. Only standard detergent, phenyl, dusters and all other relevant small equipment's/materials shall be used for the purpose & cost shall be borne by Agency/Contractor.
12. The Contractor and his workers shall strictly follow the security procedure of the CSIR-HRDC, Ghaziabad in vogue while they are inside the premises of the Guest House and Hostel and CSIR-HRDC, Ghaziabad cafeteria.
13. Duty Charts shall be displayed properly at both the Guest House and Hostel and Cafeteria at all times. It may be verified by authorized staff of CSIR-HRDC, Ghaziabad.

14. Maintenance of daily guest arrival and departure register, cash receipt book which will be issued by CSIR-HRDC, Ghaziabad for depositing daily room rent charges to CSIR-HRDC, Ghaziabad, shall be maintained by the Agency and can be inspected by authorized representative of CSIR- HRDC, Ghaziabad any time. He/ She will collect all the charges from the guests as per rates fixed by CSIR-HRDC, Ghaziabad. Room charges will be deposited with HRDC, Ghaziabad by the Agency as per the receipt record to be maintained by the Agency on regular basis with CSIR-HRDC, Ghaziabad.
15. Various kitchen equipment's and gadgets to be supplied by CSIR-HRDC, Ghaziabad, if any, shall be maintained in good working condition by the Contractor. Their day-to-day maintenance and cleaning and any damage of such equipment's not attributable to normal wear and tear will be paid by the Contractor. These kitchen equipment's and gadgets shall be returned by the Contractor at the time of termination of contract. Upkeep & maintenance of kitchen equipment's will be the sole responsibility of the Contractor at no extra cost.
16. Contractor will be responsible for all house-keeping services in the Guest House and Hostel and Dining Halls and kitchens and in CSIR-HRDC, Ghaziabad Cafeteria. House- keeping staff should be available 6.00 A.M. to 10.00 P.M for the Guest House and Hostel and for CSIR-HRDC, Ghaziabad Cafeteria from 8.45 a.m. to 5.30 p.m. (up to 8.00 PM in urgent official event/meeting). In case the cafeteria staff is required after 5.30 p.m. in view of ongoing meetings continue after 5.30 p.m. and requirement of tea etc. is needed, the concerned official will inform the cafeteria staff in advance (2-4 hours).

Manpower Schedule

for Part – A (Catering) and Part – B (Maintenance / Management Services of Guest House and Hostel)

1. Contractor's Staff:

- i. The Contractor shall depute one supervisor as Manager for the overall control, supervision of the services and co-ordination with CSIR-HRDC, Ghaziabad.
- ii. The Contractor shall deploy sufficient number of professionally trained cooks – having knowledge of preparation of various dishes of north, south Indian and continental dishes, waiters, cleaning staff, dishwashers and headwaiters and supervisors to ensure complaint free services. In addition, sufficient number of separate individual safaiwala / cleaning staff shall be engaged at the Guest House and Hostel and in CSIR-HRDC, Ghaziabad Cafeteria exclusively for cleaning. The timings for cleaning shall be fixed in such a way that they are avoided during the eating times.
- iii. Waiters at the rate of one waiter for every 10 diners or 10 lunches shall be provided for smooth and efficient service during dining. At least one Supervisor should be engaged for all events in each dining hall in the Guest House and Hostel. One of such Supervisors could be the Manager. The manager and waiter should wear uniform and identity card during entire duty hours.
- iv. All staff deployed by the Contractor shall obtain, when demanded, Medical Certificate of physical fitness from the competent authority/Govt. Hospital.
- v. The Contractor and his employees shall abide by the Guest House and Hostel/Council rules and shall be subject to discipline as prescribed by CSIR-HRDC, Ghaziabad.
- vi. **The Contractor will get proper verification of the staff deployed in various services and submit the same to CSIR-HRDC, Ghaziabad for its record. The contractor shall provide neat & clean uniform to its staff.**

2. Behavior of Staff:

The Staff employed including Mess Supervisor by the Contractor should be courteous, civil and polite in behavior towards all the occupants/ guests/ trainees/ students/ faculties/ officer/ other CSIR-HRDC, Ghaziabad establishment. In case of any dispute between the guests/trainees/students/faculty/members of the staff of CSIR-HRDC, Ghaziabad and the Contractor or his employees, the matter shall be referred by the Contractor to CSIR-HRDC, Ghaziabad and in such matters the decision of the CSIR-HRDC, Ghaziabad shall be final & binding.

3. Replacement of Staff:

The contractor's Staff found un-satisfactory by the CSIR-HRDC, Ghaziabad shall be replaced by the Contractor as early as possible but in no case more than one week on receipt of written intimation from the CSIR- HRDC, Ghaziabad.

4. Uniforms of Waiters:

The waiters will put on proper uniform i.e. **white shirt, black trousers, black leather shoes and cap/ Head gear. Neck tie for Supervisor, apron, shoes and caps for cooks & helpers.** The entire waiters, cook, helpers, Supervisors and Manager should sport **the name plate prominently on their uniform. The uniform will be supplied by the Contractor at his own cost and Contractor should ensure that the Mess staff/CSIR-HRDC, Ghaziabad Cafeteria staff is on duty at all times in neat and clean uniform.** In addition to above the staff should have short-combed hair, manicured nails, cleans have (except Sikhs with moustache and beard well fixed). Staff must be free from body odors and bad breath. Staff must be attentive, courteous, smiling, helpful, non-sloppy and in an immaculate dress all the time.

5. Identity Cards:

Supervisor, waiters, cooks, helpers etc. shall have photo identity cards issued by the Contractor so that entry is restricted to only legitimate persons to CSIR-HRDC, Ghaziabad premises. A notice board will be provided by the Contractor in the dining hall of the Guest House and Hostel as well as in CSIR-HRDC, Ghaziabad cafeteria indicating the duty chart of workers. The police verification for such staff shall be done before deployment in the campus.

6. Cleanliness of the Staff:

Cleanliness and hygiene of the staff employed for cooking/ serving should be of extraordinary level. The Contractor should immediately withdraw staff with any contagious disease from deployment.

7. Details of Manpower:

Sl. No.	Work/Role of the Labour	Qualification of deployed manpower's	Category of the Labour	Total No. of Labour in a day (A+B+C)	Shift Time			Reliever
					Morning Shift (A)	Evening Shift (B)	Night Shift (C)	
1	Supervisor	Graduate/Diploma in Hotel Management with 03 years' experience in the relevant field.	Highly-Skilled	01	1			1 (Senior most Guest House Attendant will be reliever)
2	Guest House and Hostel Attendant	High School with 02 years' experience in the relevant field.	Skilled	04	1	1	1	1
3	Cook	High School/10 th with 02 years' experience in the relevant field.	Semi-Skilled	04	1	1	1	1
4	Kitchen Helper		Unskilled	04	1	1	1	1
5	Waiter		Unskilled	05	2	1	1	1
4	Safaiwala		Unskilled	03	1	1	-	1
				Total-21	7	5	4	5

- Above mentioned manpower will be subject to the requirement if increased or decreased, as to be notified by CSIR-HRDC, Ghaziabad authority.
- During official big gatherings the contractor have to deploy additional manpower, over and above the 21 number of manpower, at their own cost. The cost of wages of such manpower should be included in the food menu quoted rates.

Material Schedule

{for Part – A (Catering) and Part – B (Maintenance / Management Services of Guest House and Hostel)}

1 Kitchen Items:

- (i) Bare minimum kitchen equipment such as gas-cooking range, refrigerator, microwaves for both Guest House and cafeteria, water cooler and service counter shall be provided by HRDC, Ghaziabad. The repairing of kitchen equipment will be borne by the contractor. **All other items including crockery-for 200 persons (Good quality bone china and/or Opal ware crockery, neat and clean), cutlery, utensils etc. (for 2 kitchen) additionally as required for running of Cafeteria, mess and Guest House and Hostel shall be arranged by the contractor himself/herself at his/her own cost. Contractor shall not use any electric cooking appliances for cooking purpose.** Only PNG gas will be used for this purpose.
- (ii) Fine Bone China or Opal ware crockery dinner sets will be provided by contractor for VIP Guests / dignitaries only. It is the sole responsibility of the contractor to keep the crockery safely and use this crockery only during visit of VIP guests/dignitaries.
- (iii) The Contractor will be responsible for all the kitchen equipment's provided by CSIR-HRDC, Ghaziabad in working order and thereafter he shall be responsible for the general upkeep of the equipment's. If at any time, it is felt that this equipment's are not kept in proper order, the Guest House In-charge will be authorized to take suitable action as required. The Contractor shall be liable for any full loss or damage caused to CSIR-HRDC, Ghaziabad property. The only normal wear & tear of kitchen equipment's, furniture, fixture etc. shall be considered during return by contractor.

2 Accommodation to Staff:

Facilities like water, Space for rest etc. are provided by CSIR-HRDC, Ghaziabad against lump sum charge of Rs. 10,000/- per month. The space provided for rest during their duty hours for the staff of the Contractor will be exclusively used by the persons having the photo-pass provided by the Institute and no outsiders will be allowed at any stage. Contractor shall be responsible for any lapse in maintaining the accommodation and to see that there are no untoward incidents in the Guest House and Hostel premises or the campus by the occupants of the said accommodation during their entry and stay in the Guest House and Hostel. Penalty of Rs.1000/-will be imposed for any occupancy by outsiders in the premises.

3. The Contractor will pay the electricity charges as per actual consumption for the premises used by their staff. However, Contractor/Agency shall be responsible to ensure that the resinous due wastage of power & water by his staff or even by others such as HRDC, Ghaziabad staff, guests etc. and shall bring any such misuse or wastage to the notice of HRDC, Ghaziabad authorities.

5. GENERAL CONDITIONS OF CONTRACT (GCC)

1. Contractor's Obligations:

- The Service Provider would be required to provide sufficient manpower, capable of supporting the functioning of the department in a manner desired by the Buyer. Any mismatch in demand and supply of the manpower such as number of employees will be viewed seriously.
- The Service Provider shall not assign its rights or obligations under this Contract, in whole or in part, nor enter any subcontract to perform any portion of this Contract. The Service Provider shall be responsible and liable to deliver the services as per the contract.
- The Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.
- The Service Provider shall provide the documentary proof of the manpower deployed by them.
- The Service Provider shall be responsible for police verification, character, and antecedent's verification of the manpower. The same may be verified by the Buyer at the time of joining of the manpower, if he/she so desires.
- The manpower provided by the Service Provider shall not be deemed employees of the Buyer department hence the compliance of the applicable acts/ laws will be the sole responsibility of the Service Provider.
- The Service Provider shall furnish the following documents in respect of the manpower deployed by them to Buyer's premise/ designated premise in the given time limit:
 - a. List of persons deployed (monthly)
 - b. Copy of Aadhaar Card of the candidates (at the time of deployment)
 - d. Identity Cards issued by Service Provider bearing photograph (within 8 days of joining)
 - e. Identity proof and residential proof (at the time of deployment)
 - f. Copy of police verification certificate (at the time of deployment)
 - g. Copy of birth certificate, if required (at the time of deployment - for domicile purpose)
 - h. Bank details UAN No., ESIC Card No. etc. of workers deployed by the contractor have to be deposited.
- All selected manpower shall wear Identity Card provided by the Service Provider every day during working hours.
- The Service Provider shall issue the letter of deployment to every deployed manpower and a copy of same shall be submitted to Buyer.
- In an event of deployed manpower availing leave, and if required by Buyer, suitable substitute(s) shall be provided by Service Provider as per mutual understanding with Buyer. Service Provider shall communicate the same to buyer in advance.
- The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- The Service Provider shall ensure that all the relevant licenses/ registrations/ permissions which may be required for providing the services under this Agreement are valid during the entire period of the Agreement; failing which the Buyer can take appropriate action including imposition of deductions and termination of contract. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
- In case of continuous work (24 hours or more than 26 days in a month), Service Provider shall be responsible to change the shifts and manpower in compliance with the labour laws.
- The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees during the currency or after expiry of the Agreement.
- No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the Buyer.
- For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer.
- No deployed manpower shall be allowed to stay in the Buyer's premise/ designated premise unnecessarily after working hours without Buyer's permission.
- Any damages/ losses caused by deployed manpower shall be borne by the Service Provider. The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider during their performing the functions/duties, or for payment towards any compensation.
- The Service Provider shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. The Buyer shall, in no way be responsible for settlement of such issues whatsoever.
- The Service Provider shall be responsible for timely payment of take-home remuneration to the manpower and deposit of EPF, ESI and any other statutory liabilities including GST (both employee and employer share), failing which deductions shall be made by buyer. The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Buyer Department or any other authority under Law.
- The wages of every person deployed upon or in any establishment upon or in which less than one thousand persons

are employed, shall be paid before expiry of the seventh day after the last day wage-period in respect of which the wages are payable. In any other establishment, wages of every person employed shall be paid before expiry of tenth day after last day wage-period. Payment of salary/ wages to the employees shall be made in their bank accounts only, no cash or kind payment shall be made.

- The Service Provider shall furnish statement of amount paid for the month to the manpower deployed along with Transaction Details and Bank account from which the payment has been made. Service Provider shall furnish copy of bank statement in support of amount paid invariably while submitting the bills.
- The Service Provider shall also deposit EPF and ESI of both employer and employee share within 15th day of the month of payment of wages.
- The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly/ quarterly/ half yearly/ annual return if any before the EPF and ESI authorities.
- All applicable taxes and duties other than mentioned in the contract document, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same.
- The Service Provider, at all times, will ensure that the services being provided under this Contract/Agreement are performed strictly in accordance with all applicable laws, order, byelaws, regulations, notifications, guidelines, rules, standards, recommended practices etc. and no liability in this regard will be attached to the Buyer.

2. Labour Regulations:

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 and a copy of the same shall be submitted to CSIR-HRDC, Ghaziabad. He shall continue to have a valid license until the completion of work. The Contractor shall also comply with the provisions of Employment of Children Act 1938, Workmen's compensation Act 1923, Employment of Labour/Contract Labour Act, Industrial Employment Act, Contract Labour (Regulation & Abolition) Act 1970, Employee Provident Fund Act, ESIC Act, Bonus Act, 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 thereto 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, Ghaziabad authority. If he fails to do so, his failure will be a breach of the contract and CSIR-HRDC, Ghaziabad may at its discretion cancel the contract without pre judices 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. The regulation aforesaid shall be deemed to be part of this contract and any breach there of shall be deemed to be a breach of this contract.

CSIR-HRDC, Ghaziabad 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- fulfilment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.

3. Responsibility for payment of wages:

- i. The Contractor shall be responsible for payment of wages to each worker employed by him as contract labour and such wages shall be paid before the expiry of such period i.e. 7th day of next month (e.g. wages for the month of January must be disbursed by 7th of February). The payment to the labourers shall be made in their bank accounts through Direct bank transfer. The valid proof in support of wage payment to labourers through DBT shall be required for the reimbursement of wages.
- ii. In case the Contractor fails to make payment of wages within the prescribed period or makes short payment, then CSIR-HRDC, Ghaziabad shall make payment of wages in full or the unpaid balance due, as the case may be, to the contract labour employed by the Contractor and recover the amount paid from the Contractor either by deduction from any amount payable to the Contractor under any contract or as a debt payable by the Contractor.
- iii. **No wage period shall exceed one month.**
- iv. The wages of every person employed by the Contractor shall be paid before the expiry of the seventh day after the last day of the wage period in respect of which the wages are payable.
- v. Where the employment of any worker is terminated by or on behalf of the Contractor the wages earned by

him shall be paid before the expiry of the second working day from the day on which his employment is terminated.

- Vi. Wages due to every worker shall be paid to him directly into his bank account. The certified bank transaction copies of wage payment to workers shall be enclosed with the Bill for reimbursement of wages.
- Vii. Wages shall be paid without any deductions of any kind except those specified by the Central Government by general or special order in this behalf or permissible under the Payment of Wages Act, 1936 (IV of 1936).

4. Status of the Contractor and its Staff Members:

1. The Contractor shall have the legal status of an independent Contractor. Neither the Contractor nor its staff members, nor any person employed 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, Ghaziabad.
2. The CSIR-HRDC, Ghaziabad shall accept no liability explicit or implicit neither for 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 or for any damages which may arise by reason of the neglect or default if any of them.**
3. **The CSIR-HRDC, Ghaziabad shall accept no liability for sickness, injury, damages or death of persons provided by the contractor or that of contractor's agents or persons employed by it or its agents.**
4. The Contractor shall indemnify and hold the CSIR-HRDC, Ghaziabad harmless 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, Ghaziabad by any person for a liability.
5. The Contractor shall, at his expense, take out 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 member's performance under the present contract.
6. For the purposes of this article, the term third party shall be "inter- alia" officials of CSIR-HRDC, Ghaziabad 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. Not with standing anything to the contrary contained in this contract, the Contractor shall only be liable and shall only be required to indemnify the CSIR-HRDC, Ghaziabad 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

5. Extension and Termination of Contract:

CSIR-HRDC, Ghaziabad reserves the right to terminate the contract in part or in full at any time with 2 months' notice without assigning any reasons there of CSIR-HRDC, Ghaziabad also will have the right to extend this contract on existing rates, terms & conditions approved for the services at one time or in spells of lesser time period up to a cumulative maximum period of 12 months or till an alternate arrangement is made whichever is earlier with mutually agreed terms. Contractor can also leave the contract by giving 3 months' prior notice in writing or till the alternate arrangement made whichever is earlier. In case of non-compliance of this provision CSIR-HRDC, Ghaziabad shall be entitled to forfeit the bank guarantee and recover the losses caused on account of termination of the contract.

6. 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, Ghaziabad shall have the option to terminate the contract without compensation to the legal or other heirs of the Contractor.

7. Force Majeure:

Neither Contractor nor CSIR-HRDC, Ghaziabad 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.

8. Arbitration:

In the event of any question, dispute/difference arising under this contract/agreement or in connection here with (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to Delhi International Arbitration Centre (DIAC), New Delhi as per the provisions of Indian Arbitration and Reconciliation Act, 1996 and the rules made here under and any modification thereof from time to time being in force.

- a) The arbitration Proceedings will be in English only.
- b) The place of arbitration shall be the Delhi International Arbitration Centre at Delhi.
- c) The award of the arbitration shall be final and binding on the parties.
- d) The cost of the arbitration shall be borne equally by both the parties

9. Penalty for non-performance

- (i) In case of breach of any conditions of the contract and for all types of losses caused by the Contractor, CSIR-HRDC, Ghaziabad shall make deductions as deemed suitable or as specified in the contract from the bills preferred by the Contractor.
- (ii) Start of the services shall be made by the Contractor in accordance with the time schedule specified in the work order. In case the service is not started on the stipulated date as indicated in the work order, CSIR-HRDC, Ghaziabad reserves the right to cancel the work order and/or recover liquidated damage charges. The cancellation of the work order shall be at the risk and responsibility of the Contractor and CSIR-HRDC, Ghaziabad reserves the right to award the work at the risk and cost of the defaulting Contractor.
- (iii) The date of start of services specified in the work order is to be the essence of the contract and the services should be started on that date. Extension will normally not be given except in exceptional circumstances.
- (iv) If the Contractor fail to start the services on the date specified or any extension thereof, CSIR-HRDC, Ghaziabad shall be entitled to recover liquidated damages to the extent of the charges incurred by CSIR-HRDC, Ghaziabad in making alternative arrangements along with penalty of Rs.2000/-per day for the delay period. For any lapse in execution of assigned services during contract period, suitable penalty may be imposed by Head, CSIR-HRDC, Ghaziabad.
- (v) Fine/Penalty will be imposed by CSIR-HRDC, Ghaziabad Authorities Head or any authorized officer for breach of contract with respect to unhygienic conditions, non- maintaining the quality/ quantity/ service and violation of terms of Agreement which may be in addition to disallowing payment for items of inferior quality served or for items not served at all. Penalty will be as follows: -
 - At First instance- Rs.10000/-
 - At Second instance- Rs.20000/-
 - At Third instance- Rs.30000/-
 - At Fourth instance- Termination of the contract and debarment for two years in CSIR.

6. Special Conditions of Contract (SCC)

1. For Seminar/Workshops and other functions, inauguration, the menu as required shall be served discreetly at the place of event as per schedule and directions to be intimated by HRDC, Ghaziabad, by the bearers in immaculate dress.
2. Special Lunch/dinner will be served on orders only.
3. Breakfast/working Lunch/Dinners will be served on regular basis on demand of the guests/students on both per diet and monthly basis.
4. Contractor should supply hot/cold drinking water as per the requirement of the guests.
5. Saunf, mishri, small illaichi should be supplied to all persons after breakfast lunch/dinner and every event.
6. All food items Salad plates to be covered with transparent cell-pane.
7. Food & vegetables should be covered with silver foil/unwrap food wrapping paper for food packets supplied to the guests.
8. Name plates of all the waiters, mess manager and supervisor must be put on the uniform all the time.
9. Contractor shall have to prepare and serve dinner / lunch / breakfast to the guest / students even if only single resident / guest is staying in the guesthouse.
10. Fine Bone China or Opal ware crockery dinner sets will be provided by Contractor for VIP Guests / dignitaries only. It is the sole responsibility of the contractor to keep the crockery safely and use this crockery only during visit of VIP guests/dignitaries.

Financial Bid (Cover-II)

Financial/Price bid as per format given in the Tender Document (BOQ)

Note:-Financial/Price bid consists of three BOQs i.e. Annexure-A, Annexure-B-1&Annexure-B-2. Bidders are requested to kindly fill all the three BOQs.

The bidders are requested to read the documents carefully before quoting their rates in the financial bid proforma i.e. BOQ. Also note that many facilities like water, Electricity charges (as per actual consumption), Space for rest etc. are provided by CSIR-HRDC, Ghaziabad against lump sum charge of Rs. 10,000/- per month. Some of these are stated as below:

All other items including crockery (Good quality bone china and/or Opal ware crockery, neat and clean), cutlery, utensils etc. as required for running of Cafeteria, mess and Guest House and Hostel shall be arranged by the contractor himself/herself at his/her own cost.

Fine Bone China or opal ware crockery dinner sets will be provided by Contractor for VIP Guests / dignitaries only. The repairing of kitchen equipment will be borne by the contractor.

Financial/Price bid consists of three BOQs i.e. Annexure-A, Annexure-B-1 & Annexure-B-2. Bidders are requested to kindly fill all the three BOQs and in the event of not quoting the price against any of the item in any of the three BOQs their bids will not be considered and will be treated as non-responsive. Please do not quote the Prices in the below mentioned Menu. It is only for bidders' information.

Approved daily Menu for Staff, Students and Guests residing in Guest House and Hostel (BOQ-1)

	Sr. No.	Item(s)	Quantity	Rates (Rates are inclusive of all taxes except GST)
Breakfast	1	Tea (hot)	120 mL	To be quoted in BOQ
	2	Coffee (hot/cold)	120 mL	To be quoted in BOQ
	3	Milk	200mL	To be quoted in BOQ
	4	Multigrain Cookies/biscuit/Monaco, krejkjek, marie gold biscut	50 gm	To be quoted in BOQ
	5	Ragi Besan biscuit Cookies	50 gm	To be quoted in BOQ
	6	Jawar Nankhatai Cookies	50 gm	To be quoted in BOQ
	7	Baked Bajra-Besan til Namak paras*	50 gm	To be quoted in BOQ
	8	Multigrain Namak paras*	50 gm	To be quoted in BOQ
	9	Ragi-alsi Khakra*	50 gm	To be quoted in BOQ
	10	Cold drinks/lemonsoda/pack aged Juice/buttermilk/Chhaach	200 mL	To be quoted in BOQ
	11	Lassi	200 ml	To be quoted in BOQ
	12	Nimbu Pani (fresh)	200 ml	To be quoted in BOQ

	13	Coconut Water Packed	200 ml	To be quoted in BOQ
	14	Boiled egg	One egg	To be quoted in BOQ
	15	Omelette	One egg	To be quoted in BOQ
	16	Half fried egg	One egg	To be quoted in BOQ
	17	Vegetable Upma	1 bowl and coconut chutney	To be quoted in BOQ
	18	Vegetable Rice flaxes Poha	1 bowl and green chutney/coconut chutney	To be quoted in BOQ
	19	Vegetable Vermicelli	1 bowl and tomato chutney	To be quoted in BOQ
	20	Pav Bhaji	2 Pcs pav+ bhaji	To be quoted in BOQ
	21	Milk + Corn-flakes	Milk (200ml)+ Corn-flakes(50 gm)	To be quoted in BOQ
	22	Puri Bhaji	4 Pcs + Bhaji	To be quoted in BOQ
	23	Paratha Bhaji	2 Pcs	To be quoted in BOQ
	24	Aloo Paratha/Gobhi Paratha/Mooli Paratha (at least7")	2 Pcs+Pickle/Curd	To be quoted in BOQ
	25	Veg Uttapam (atleast 7")	2 Pc + sambar + Coconut chutney	To be quoted in BOQ
	26	Masala Dosa (atleast 9")	1 Pc+ sambar + Coconut Chutney	To be quoted in BOQ
	27	Veg Idli or Medu Vada	2 Pcs + sambar + Coconut chutney	To be quoted in BOQ
	28	Vegetable Dalia	1 Bowl	To be quoted in BOQ
	29	Grilled Vegetable sandwich(grill/non)	2 slice bread with slices of carrot, potato, tomato, cucumber, and chutney	To be quoted in BOQ
	30	(On order) Bread Omelette/Vegetable omelette with multigrain toast	Double egg + 3 slices of bread	To be quoted in BOQ
	31	(On order) Bathua Paratha (in missi roti atta)/ (at least7")	2 Pc+With curd	To be quoted in BOQ
	32	(On order) Paneer Paratha (in missi roti atta (at least7")	2 Pc+With curd	To be quoted in BOQ
	33	(On order) Gobhi Paratha (in missi roti atta) (at least7")	2 Pc+With curd	To be quoted in BOQ
	34	(On order) Veg. Keema Paratha (in missi roti atta)(at least7")	2 Pc+With curd	To be quoted in BOQ
	35	(On order) Mixed Veg Paratha (in missi roti atta) (at least7")	2 Pc+With curd	To be quoted in BOQ
	36	Bread butter	3 slices of bread+Butter +Jam	To be quoted in BOQ
	37	Samosa/Kachori	Per Piece	To be quoted in BOQ
	38	Chole Bhature	2 Pcs	To be quoted in BOQ
Lunch/Dinner			Veg-Thali (Limited): Dal (Malka dal / Arhar dal / Chana dal / Lobhiya dal / Urad dal / Masoor dal) (60 gm) + Rice (150 gm) +Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.	
	39	Veg-Thali (Limited)	Veg-Thali (Limited): Kadhi (60 gm) +	To be quoted in BOQ

		<p>Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.</p>	
		<p>Veg-Thali (Limited):</p> <p>Chana / Rajma / Chhola (60 gm) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.</p>	
		<p>Veg-Thali (Limited):</p> <p>Loki Kofta / Sarso ka sag (60 gm) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.</p>	
		<p>Veg-Thali (Limited):</p> <p>Dal Makhni (60 gm) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.</p>	
		<p>Veg-Thali (Limited):</p> <p>Matar Mashroom / Matar Paneer (60 gm) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.</p>	
		<p>Veg-Thali (Limited):</p> <p>Dum Aloo / Aloo wadi / Mangodi curry (60 gm) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati / Missi Roti / Makke ki roti (4 nos) + Pickle + Salad.</p>	
40	Egg-Thali (Limited)	<p>Non Veg-Thali (Limited):</p> <p>Egg curry (2 pcs. egg) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati (4 nos)</p>	To be quoted in BOQ

			+ Pickle + Salad.	
	41	Chicken-Thali (Limited)	Non Veg-Thali (Limited): Chicken curry (3 medium pcs.) + Rice (150 gm) + Dry veg (Jeera Aloo / Gajar matar / Mix Veg. / Palak, Mashroom, Paneer, Corn / Paneer Shimla / Palak Corn) or any seasonal vegetable (60 gm) + Chapati (4 nos) + Pickle ++ Salad.	To be quoted in BOQ
	42	Fried-rice/Biryani/pulav (Veg)	Fried-rice/Biryani/pulav(Veg) Veg-Fried rice or Veg Pulav with paneer/mushrooms (250 gm) + Papad + Pickle + Curd / Bundi Raita / Onion Tamoto Raita (40 gm) + Salad.	To be quoted in BOQ
	43	Fried-rice/Biryani/pulav (Non-Veg)	Fried-rice/Biryani/pulav(Non-Veg) Chicken-Fried rice or Chicken Biryani (250 gm) + Papad + Pickle + Curd / Bundi Raita / Onion Tamoto Raita (40 gm) + Salad.	To be quoted in BOQ
Extras on Thali	44	Only extra chapatti	One	To be quoted in BOQ
	45	Only extra dal/rice/ sabji	One bowl	To be quoted in BOQ
	46	Egg curry with one egg	One bowl	To be quoted in BOQ
	47	Chicken curry (2 medium pcs)	One bowl	To be quoted in BOQ
	48	Curd rice/ Dal Khichdi	One bowl	To be quoted in BOQ
	49	Egg Bhurji (Double eggs)	One bowl	To be quoted in BOQ
	50	Green salad	Carrot+Onion+Tomatoes+Cucumber+Lime+green Chilies	To be quoted in BOQ
Evening Meal	51	Veg Sandwich (Multigrain Bread, Paneer and curd dressing)	2 slice bread with slices of carrot, potato, tomato, cucumber, and chutney	To be quoted in BOQ
	52	Steamed corns	1 Bowl	To be quoted in BOQ
	53	Fruit Chaat	1 Bowl	To be quoted in BOQ
	54	Chana dal-rava veg idli	2 pieces with Chutney	To be quoted in BOQ
	55	Baked Paneer Samosa*	1 piece	To be quoted in BOQ
	56	Paneer veg wrap (besan, wheat and ragi atta mix)	1 Piece	To be quoted in BOQ
	57	Tomato Chana Chaat	1 Bowl	To be quoted in BOQ
	58	Oats Veg Uttapam	1 Bowl with Chutney	To be quoted in BOQ
	59	Baked Beetroot Cutlet	1 piece	To be quoted in BOQ
	60	Veg Cutlet	1 Piece	To be quoted in BOQ
	61	Vegetable idli (Ragi and rawa) with Chutney	2 piece with Chutney	To be quoted in BOQ
	62	Sprout Chaat	1 Bowl	To be quoted in BOQ
	63	Rice-Ragi Dosa with Chutney	1Pc+ sambar+Coconut Chutney	To be quoted in BOQ
	64	Baked Onion Pakoras*	1 Plate – 5 Pieces	To be quoted in BOQ
	65	Paneer Sandwich (Multigrain Bread)	2 slice bread with slices of carrot, potato, tomato, cucumber, and chutney	To be quoted in BOQ
	66	Balushahi	1 Piece	To be quoted in BOQ
	67	Moong dal Palak Cheela with paneer stuffing	1 Pc+ Chutney	To be quoted in BOQ
	68	Multigrain Thin Crust Pizza*	1 Piece (Small Size)	To be quoted in BOQ

snacks / Starter	69	Paneer Kathi Roll	1 Piece	To be quoted in BOQ
	70	Khandvi	150 gm	To be quoted in BOQ
	71	Malai-chap	2 piece	To be quoted in BOQ
	72	Bhel Puri	1 Bowl	To be quoted in BOQ
	73	Baked Matar Potli Samosa*	1 piece	To be quoted in BOQ
	74	Batata Vada	1piece	To be quoted in BOQ
	75	Paneer Tikka/Veg. Kabab/Matar Potli	150 gm	To be quoted in BOQ
	76	Cheese Chillie/Shahi Paneer	150 gm	To be quoted in BOQ
	77	Ras Malai	1 Piece	To be quoted in BOQ
	78	Chicken Tikka	150 gm	To be quoted in BOQ
	79	Mutton Curry	150 gm	To be quoted in BOQ
	80	Mirchi Pakauda	2 pieces	To be quoted in BOQ
	81	Veg / mixed Pakauda	5 small pieces	To be quoted in BOQ
	82	Dhokla	150 gm	To be quoted in BOQ
	83	Patties	1 piece	To be quoted in BOQ
	84	Pastry	1 piece	To be quoted in BOQ
	85	Rasgolla	1 piece	To be quoted in BOQ
	86	Til Besan Barfi in Jaggery Syrup	1 piece	To be quoted in BOQ
	87	Coconut Til Khoya Laddoo	1 piece	To be quoted in BOQ
	88	Khajoor nuts laddoo	1 piece	To be quoted in BOQ
	89	Baked Jaggery Rasgulla	1 piece	To be quoted in BOQ
	90	Gajar Barfi with Jaggery Syrup	1 piece	To be quoted in BOQ
	91	Gajar Halwa	100 gm	To be quoted in BOQ
	92	Ice Cream	50 gm Cup	To be quoted in BOQ

- One Bowl = 200 ml
- The above prices are for the service in the canteen only.
- All packaged snacks are to be sold in MRP only.
- Lunch pre-booking shall be ensured by the contractor's staff to avoid shortage/wastage.
- The dinner Veg-Thali (Limited) shall be served as per above if at least 5 pre-booking will be received by 4:00 PM of the same day.
- #Automatic roti making machine can be used for preparation of rotis in mass and maintaining safety and hygiene during food preparation. Automatic roti making machine will be provided by Service provider.
- *Baking required Combi-Oven: a combi-oven is a three-in-one oven which allows you to cook with steam, hot air (convection) or a combination of both. This equipment supports in preparation of multiple snacks and meals in healthy and hygienic manner. Combi-Oven will be provided by Service provider.

Menu for Conference/Workshops/Meetings (Buffet type)

Sr No.	Items	Recommended Rate
1	Breakfast Buffet (a) Tea/coffee/Green tea/Black coffee, etc. (b) Mixed Fruits/Fruite Juice (c) Milk with corn flakes/rice flakes/multigrain flakes/Daliya (d) Bread(Multigrain/Brown/White) (e) Butter (20 gm)	To be quoted in BOQ

	<p>(f) Jam (20 gm) (g) Two Bioled egg/ Egg omelet Choice of any one of South Indian item/North Indian item. South Indian items: Idli with Sambher, Vada with Sambher, Dosa with Sambher, Uthappam with Sambher, To be served with appropriate accompaniments like pickle and chutney etc. North Indian Items: Chole-Bhature, Veg stuffed Paranthas with Dahi/Butter and Pickle, Kachauri/Puri with Sabji, Poha with Chutney, Wheat Dalia Plain, To be served with appropriate accompaniments like Pickle and Chutney etc.</p>	
2	<p>Buffet type Working Lunch/dinner (Veg.): Soup (Cream of veg Soup/ Tomato Soup/ Lemon Coriander Soup/ Sweet Corn Soup/Veg Sour Soup / Spinach Soup / Veg Manchow Soup) + Rice (jeera rice/veg-biryani/muttar pulav, etc.) + Paneer dish(Mutter Paneer / Paneer chilli / Paneer butter Masala / Kadai Paneer / Paneer Handi / Palak Paneer/Shahi Paneer) (or Musroom)+ Dal fry/Chole/Rajma/Kadhi + Mix veg + Chapati (or puri) + Papad + Pickle + Curd / Bundi Raita / Onion Tamoto Raita + Salad + Gulab-Jamun (or custard or ice cream)</p>	To be quoted in BOQ
3	<p>Buffet type Working Lunch/dinner (Non-Veg.Chicken/Fish): Soup (Cream of veg Soup/ Tomato Soup/ Lemon Coriander Soup/ Sweet Corn Soup/Veg Sour Soup / Spinach Soup / Veg Manchow Soup) + Rice (jeera rice/veg-biryani/muttar pulav, etc.) + Paneer dish(Mutter Paneer / Paneer chilli / Paneer butter Masala / Kadai Paneer / Paneer Handi / Palak Paneer/Shahi Paneer) (or Musroom) + Dal fry / Chole / Rajma / Kadhi + Mix veg + Chapati (or puri) + Papad + Pickle + Curd / Bundi Raita / Onion Tamoto Raita + Salad + Gulab-Jamun (or custard or ice cream) + Chicken curry/fish curry/Fish fry.</p>	To be quoted in BOQ
4	<p>Buffet type Working Lunch/dinner (Non-Veg.- Mutton): Soup (Cream of veg Soup/ Tomato Soup/ Lemon Coriander Soup/ Sweet Corn Soup/Veg Sour Soup / Spinach Soup / Veg Manchow Soup) + Rice (jeera rice/veg-biryani/muttar pulav, etc.)+ Paneer dish(Mutter Paneer / Paneer chilli / Paneer butter Masala / Kadai Paneer / Paneer Handi / Palak Paneer/Shahi Paneer) (or Musroom)+ Dal fry/Chole/Rajma/Kadhi + Mix veg + Chapati (or puri) + Papad + Pickle + Curd / Bundi Raita / Onion Tamoto Raita + Salad + Gulab-Jamun (or custard or ice cream) Mutton curry.</p>	To be quoted in BOQ
5	<p>Special veg Lunch/dinner: Soup (Cream of veg Soup/ Tomato Soup/ Lemon Coriander Soup/ Sweet Corn Soup/Veg Sour Soup / Spinach Soup / Veg Manchow Soup) + 02 Veg Starter(Veg roll/Paneer tikka/Cutlet French Fries/ Chilli Potato, etc) + Rice (jeera rice/veg-biryani/muttar pulav, etc.) + Dal fry/Chole/Rajma/Kadhi + Mix veg + Paneer dish(Mutter Paneer / Paneer chilli / Paneer butter Masala / Kadai Paneer / Paneer Handi / Palak Paneer/Shahi Paneer) (or Musroom) + Chapati (or puri) + Papad + Pickle + Curd / Bundi Raita / Onion Tamoto Raita + Salad(Green salad/ Sprouted/Italian/Russian + Gulab-Jamun (or custard or ice cream)</p>	To be quoted in BOQ
6	<p>Special Lunch Non-Veg: a) Choice of one Cream or Clear Soups: - (Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam etc) b) Two Veg Starter (Paneer & Potato), c) Two Non-Veg Starter (Chicken & Fish)</p>	To be quoted in BOQ

	<p>d) Choice of two Seasonal vegetable (1 gravy & 1 dry) (Mixed/Aloo Parwal/Zeera Aloo/Bhindi Masala/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian/ Steamed Mixed Veg,etc)</p> <p>e) Choice of one Paneer dish: - (Kadhai/Muttur/Palak/sahi/Masala/Chilli/Malai Kofta,etc)</p> <p>f) Choice of one Dal or whole pulses; (Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/ Masoor/Chana-Urad/Dal Makhani/Sambhar etc)</p> <p>g) Choice of any two Bread or Rotis (Missi/Nan/Tandoori/Fulka/Tawa Roti, etc)</p> <p>h) Choice of two Rice: - (Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried etc)</p> <p>i) Choice of one Curd/raita: - (Plain curd/Boondi/Cucumber/Mint /Lauki/MixFruit/Pine AppleRaita etc)</p> <p>j) Dahi Bhalla</p> <p>k) Choice of two Salads: - (Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed etc)</p> <p>l) Choice of two Sweet (Dessert): - (Ras Malai/White Rasogula/Gulab Jamun/Fresh) seasonal fruits/Ice Cream/Moong Dal Halwa/Jalebi Ravadi/Rice Kheer/Jave Kheer/Gajar Halwa etc</p> <p>m) Assorted Cold Drink and Juice</p> <p>n) Mixed Fruit Chat</p> <p>o) Choice of one Mutton Dishes (Mutton Curry/Rogan Josh/Mutton Korma/Nalli Nihari/Mutton malai,etc)</p> <p>p) Choice of one Chicken Dishes(Murg Masala / Chicken Chilli / Kadai Chicken / Chicken Butter Masala / Chicken Masala / Chicken xacuti / Pepper Chicken, etc.)</p> <p>q) Papad, achar (Branded), chutney</p>	
7	Bed Tea:- Regular Tea or Coffee / Tea/Coffee Pouches, dairy whitener Sachets with sugar Sachets/Pouches, 2 pcs of Biscuits (Cookies/Ragi Besan Biscuit/ Multigrain Namakparas/ Jwar Nankhatai/ Multigrain Cookies etc.)	To be quoted in BOQ
8	Forenoon /afternoon Tea Buffet: Tea/Coffee/Black tea +Multigrain Cookies/Ragi Besan biscuit	To be quoted in BOQ
9	Evening Tea with snacks (Palak Pakoda/Samosa/Sprouted Chana chaat/Bhal Puri/Dhokla/Veg sandwich, etc.)	To be quoted in BOQ
10	Extra items on Buffets	
1	Chole/Rajma	To be quoted in BOQ
2	Steamed mix-veg	To be quoted in BOQ
3	Sweats(Ice cream/Rasmalai/Sponge Rasgolla, etc.)	To be quoted in BOQ
4	Mixed Fruit Chaat	To be quoted in BOQ
5	Non veg dish (Chicken/Fish)	To be quoted in BOQ

Sr. No	Items (Service during meetings)	Recommended Rate
--------	---------------------------------	------------------

1	Working Breakfast: Tea/Coffee and any one item of the day	To be quoted in BOQ
2	Special Breakfast: Tea/Coffee+ any three items	To be quoted in BOQ
3	Executive Breakfast: Tea/Coffee+ any five items	To be quoted in BOQ
4	High Tea (Veg): <ul style="list-style-type: none"> • Tea/BlackTea/LemonTea/GreenTea/Coffee/BlackCoffee/Cold drink/Juice/Milk Shake • Salted Cashew Nuts/ Salted pistachio nut • Samosa/Batata vada/Onion Pakauda/Chilli Pakauda/Veg Pakauda/Paneer Pakuada/Pastry/Banana Chips/Potato Chips/Cheese Lings/Sandwich/Biscuit/VegCake/Egg Cake/ Cup Cake/Cookie/BalushahI/Malai chap/Pastry (any two items) 	To be quoted in BOQ
5	HighTea (Non-Veg): <ul style="list-style-type: none"> • Tea/BlackTea/LemonTea/GreenTea/Coffee/BlackCoffee/Cold drink/Juice/Milk Shake • Salted CashewNuts/ Salted pistachio nut • Samosa/Batata vada/Onion Pakauda/Chilli Pakauda/Veg Pakauda/Paneer Pakuada/Pastry/Banana Chips/Potato Chips/Cheese Lings/Sandwich/Biscuit/VegCake/EggCake/ Cup Cake/Cookie/BalushahI/Malai chap/Pastry (any two items) • Chicken nuggets/Chicken kabab/Chicken salami, etc. 	To be quoted in BOQ
6	OfficialTea/Coffee: <ul style="list-style-type: none"> • Tea/Black Tea/Lemon Tea/Green Tea Coffee/Black coffee (anyone) • Biscuits (2 Pcs.)/Cookies (2 Pcs.) • Samosa/Batata vada/Onion Pakauda/Chilli Pakauda/Veg Pakauda (anyone) • Sweet anyone (kaju barfi/doda barfi/Rasmalai/mava mishri/Gulab-jamun/Sponge Rasgulla) 	To be quoted in BOQ
7	Fruit Basket : Any five Seasonal Fruits (including the price of Basket)	To be quoted in BOQ
8	Room Refreshment: Five Namkeen Packets (Each Packet contains atleast 50 gm) Peanuts, aloo bhujia, Besan Namkeen, Chips, Cookies. (including the price of Basket)	To be quoted in BOQ
9	Fresh Seasonal Juice (Each glass containing 150 ml)	To be quoted in BOQ

- **During official big gatherings the contractor has to deploy additional manpower, over and above the 21 number of manpower, at their own cost. The cost of wages of such manpower should be included in the food menu quoted rates.**
- **The quoted rates of menu for Conference/Workshops/Meetings (Buffet Type) should be exclusive of tentage services. Tentage will be provided by the Institute as prevailing market rates.**

Note:

1. **Breakfast Items:** - Aloo Paratha/Methi Paratha/Onion Paratha/Panner Paratha / Poha / Upma /

Utappam / Poori-Bhaji / Paratha-Bhaji / Chole-Bhature / Corn-flakes with milk / Boiled Eggs / Omelettes / Fruits.

- 2. Soup Items:** - Cream of veg Soup/ Tomato Soup/ Lemon Coriander Soup/ Sweet Corn Soup/Veg SourSoup / Spinach Soup / Veg Manchow Soup.
- 3. RiceItems:**-JeeraRice/FriedRice/LemonRice/CoconutRice/Pulav/Biryani.
- 4. RotiItems:**-Roti/Poori/Paratha/Pav/Bread.
- 5. Dall Items:** - DalTadka / DalFry / DalMakhani / DalPalak / Dal Panchratni
- 6. Paneer Items:** - Mutter Paneer / Paneer chilli / Paneer butter Masala / Kadai Paneer / Paneer Handi / Palak Paneer.
- 7. Veg Curry Items:** - Mixveg / veg palak / Corn Palak / Aloo Gobi Mutter / Kadai Mushroom / Bhindi Fry / Aloo Mutter / Chole-Aloo / Veg Manchurian / Gobi Manchurian / Chilli Mushroom / Potato fry.
- 8. Chicken Items:** - Murg Masala / Chicken Chilli / Kadai Chicken / Chicken Butter Masala / Chicken Masala / Chicken xacuti / Pepper Chicken.
- 9. Sweets:** - Gulab Zamun / Kheer / Sevai / Ice Cream / Fruits custard / Fruits Salad.

Brands & Quality of the Products:

Sauce (Tomato/chilly)	Maggie/Kissan
Jam/Marmalade	Kissan/Tops/Kaytis
Canned juices	Tropicana/Real/Kaytis
Bread	Britannia/Bakeman's/Bonn
Refined Oil	Nature Oil/Fortune Soya/Sundrop/Vital/Safola
Mustard Oil	PMark/Kanodia/Nature Fresh
Butter or butter chiplets	Amul/Parag/Britania
Milk	Parag/MotherDairy/DMS (Fullcream)/Amul
Cornflakes & wheat puffs	Kellogg/Mohan's only
Pickle	Nafed/Bedakar/TOPS/Safal
Basmati rice	Dawat/Lalquilaor equivalent branded quality
Potato	Pahariof goodquality
Atta/Maida/Besan	Ahar/ShaktiBhog/Annapurna/Rajdhani/Ashirwad
Biscuits	Britannia/GoodDay/Marie/Monacooranyotheras Specified
Salt(Iodized)	Tata/Annapurna/Captaincook
Tea(Bags/sachet)	TajMahal/Tata/Nestle/ Red Lable
Dairy whitener	Everyday
Sugar	Dhampur (sachets), Daurala
Pulses	Goodquality
Spices	MDH/CaptainCook/Everest
Fruits & Vegetables	Seasonal fresh quality
Icecream	Mother dairy/Kwality/Amul/Wadilal
Meat Products	Fresh good quality

Management / Maintenance Services Rates (BOQ-2 & BOQ-3)

B-1. (BOQ-2): Providing required number of trained highly skilled, Skilled, Semi-Skilled and Un-skilled persons for managing House Keeping, mess services, General Maintenance and day to day room service and Cleaning of Guest House and Hostel (Comprising rooms, corridors reception, dining hall, mess) & Cafeteria.		
Minimum wages as notified by the Government by latest order shall be payable by contractor which will be reimbursed CSIR-HRDC, Ghaziabad. Quote Agency charges Per Month ----- % of minimum wages i.e. Basic + VDA(Rates are inclusive of all taxes except GST)		
<ul style="list-style-type: none"> • EPF, ESI, GST will be provided as per rules on the submission of Challan copy. • Minimum 01 Supervisor (Highly Skilled), 04 Guest House Attendant (Skilled), 04 Cook(Semi-Skilled), 04 Kitchen Helper (Unskilled), 05 Waiter(Unskilled) and 03 Safaiwala (Unskilled) shall be deployed in shifts as per Manpower Schedule. • Suitable requisite arrangements for guests, arriving in late night/odd hrs. shall be made by the contractor in guesthouses. • Minimum wages will be as notified by Central/State Govt. whichever is higher plus statutory liabilities as per agreement and service charges. • Mode of payment to workers by the contractor for wage etc. shall be ECF/DBT. • <u>The quoted service charges should not be less than 3.85% as minimum service charges prescribed by the Government of India.(inclusive of GST)</u> 		
B-2. (BOQ-3)	Maintenance and Management of Guest House and Hostel charges per Room: Maintenance charges per room *Approximately 50 Rooms as per services mentioned below:	
Sr. No.	Items	Monthly requirement at each room
1.	Washing of bed Sheet: Daily (If new guest come)	20 times in a month
2.	Washing of Blanket Cover (If new guest come)	20 times in a month
3.	Dry-cleaning of blanket	01 time in a month
4.	Washing of all towels: Daily (If new guest come)	20 times in a month
5.	Curtain (6-8 Nos in each room) washing	01 time in a month
6.	Replacement of bathroom soaps: Each time a new guest coming.	20 times in a month
7.	Replacement of all out refill: After 10 days.	3 times in a month
8.	Replacement of tea/coffee kit: New guest come	20 times in a month
9.	Replacement of toilet roll (After 7 days)	5 times in a month
10.	Moping, dusting & cleaning of rooms & toilets with disinfectant/Harpic.	Daily in a month
Rate per room per month Rs ----- (inclusive of all taxes except GST)		
Note: However, payment will be made on pro-rata basis as per actual occupancy of the room.		

- **Rs. 10,000/- as License Fees will be charged from the contractor for using the facilities like water, electricity (as per actual consumption), one room accommodation to staff for rest etc. provided by the institute for catering and maintenance/ management of Guest House and Hostel.**

7. Formats:

ANNEXURE-C

COMPLIANCE REPORT

(The same to be furnished on Letter-head of the firm. No other format shall be accepted)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date: _____

To,

The Head
CSIR-HRDC,
Ghaziabad

Ref: Your Tender Document No. _____; Tender Title: _____

Sub: Regarding tender for "Providing Catering & Management / Maintenance Services at CSIR-HRDC, Ghaziabad Guest House and Hostel and CSIR-HRDC, Ghaziabad cafeteria.

Sir/Madam,

I have gone through the complete terms and conditions, Scope of works, eligibility criteria etc. of the Tender for Providing Catering & Management / Maintenance Services at HRDC, Ghaziabad Guest House and Hostel and CSIR-HRDC, Ghaziabad, Cafeteria and accept the same.

Place:

Date:

**TENDERER'S SIGNATURE WITH OFFICIAL
SEAL/STAMP**

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

(The same to be furnished on Letter-head of the firm. No other format shall be accepted)

To,

The Head
CSIR-HRDC,
Ghaziabad

I.....S/o.....R/o..... hereby certify that none of my relative (s) as defined in Clause No. (d) of Precautions while filling the Tender of Section-2 of the tender document is/are employed in CSIR-HRDC, Ghaziabad 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, Ghaziabad shall have the absolute right to take any action as deemed fit without any prior intimation to me.

TENDERER'S SIGNATURE WITH OFFICIAL SEAL/STAMP

AGREEMENT FOR PROVIDING CATERING & MANAGEMENT / MAINTENANCE SERVICES AT CSIR-HRDC, GHAZIABAD GUEST HOUSE, HOSTEL AND CANTEEN.

This agreement made on the.... day of....2026 between the HUMAN RESOURCE DEVELOPMENT CENTRE, Postal Staff College Area, Sector 19, Kamla Nehru Nagar, Ghaziabad, Uttar Pradesh 201002 which is a constituent unit of COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH(CSIR), a Society registered under the Societies Registration Act 1942 and having its office at Anusandhan Bhawan, Rafi Marg, New Delhi (hereinafter referred to as CSIR) which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the ONE PART.

And

M/S -----(hereinafter referred to as Contractor) which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the OTHER PART.

WHEREAS the CSIR-HRDC, Ghaziabad is desirous of giving a job contract for providing the Catering & Management/ Maintenance Services at CSIR-HRDC, Ghaziabad Guest House, Hostel and Cafeteria, which is a Constituent Unit of CSIR HQ and whereas the Contractor has offered to provide the catering & management / maintenance services at CSIR-HRDC, Ghaziabad guest house, hostel and canteen on the terms and conditions herein after stated. Whereas Contractor has represented that he is a Registered Contractor under the Provisions of Contract Labour (Regulation and Abolition Act), 1970 and has further represented that he is eligible to get this contract and there is no legal or any other bar for him in this respect. Any obligations and/or formalities which are required to be fulfilled under the said Act or any amendment thereto for the purpose of entering into and/or execution of this contract shall be carried out by the contractor at his own expenses, etc and the contractor shall report the compliance thereof to the CSIR-HRDC, Ghaziabad. The contractor shall be solely liable for any violation of the provisions of the said Act or any other act. Whereas CSIR-HRDC, Ghaziabad has agreed to award the contract of work of catering & management / maintenance services at CSIR-HRDC, Ghaziabad guest house, hostel and canteen herein after and whereas the contractor has agreed to furnish to the CSIR-HRDC a security deposit of Rs...../- (Rupees in words.....) i.e. 5% of the value of award of work by way of **Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque, e-PBG, Bank Guarantee** issued by a Nationalized Bank or transferred the amount through NEFT/RTGS in favour of Head, HRDC, Ghaziabad. Now therefore by these articles and on the premises mentioned above, the parties have agreed to as under:

A. GENERAL CONDITIONS

1. That it is expressly understood and agreed between the parties to this Agreement that the persons deployed by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the CSIR-HRDC, Ghaziabad shall accrue/arise implicitly or explicitly.
2. That on taking over the responsibility of providing the Catering & Management/ Maintenance Services at CSIR-HRDC, Ghaziabad Guest House, Hostel and Cafeteria, the contractor shall formulate the mechanism and duty assignment of work to its personnel in consultation with the Head, CSIR-HRDC, Ghaziabad or his nominee. Subsequently, the contractor shall review the work assigned from time to time and advise the Head, CSIR-HRDC, Ghaziabad for further streamlining their system. The contractor shall further be bound by and carry out the directions/instructions given to him by the Head, CSIR-HRDC, Ghaziabad, or the officer designated by the Head in this respect from time to time.
3. That the Head, CSIR-HRDC, Ghaziabad or any other person authorized by the Head, CSIR-HRDC, Ghaziabad shall be at liberty to carry out surprise check on the persons as deployed by the contractor in order to ensure that persons deployed by him are doing their duties.
4. That in case any of the persons so deployed by the contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons on the report of the CSIR/the Head, HRDC, Ghaziabad in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the Head, CSIR-HRDC, Ghaziabad in case of any of the aforesaid acts on the part of the said person.

B. Contractor's Obligations

1. That the Contractor shall carefully and diligently perform the work assigned to him as mentioned in tender document as deemed fit by him in consultation with the Institute.
2. That for performing the assigned work, the Contractor shall deploy medically and physically fit persons. The Contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duties.
3. That the Contractor shall submit details such as, names, parentage, residential address, age etc. of the persons deployed by him in the premises of the Institute for the purpose of proper identification of the employees of the contractor deployed for the work, he shall issue identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of duty.
4. That the Contractor shall be liable for payment of wages and all other dues which they are entitled to receive under the various labour laws and other statutory provisions.
5. That the Contractor shall at his own cost, if required take necessary insurance cover in respect of the aforesaid services rendered to CSIR-HRDC, Ghaziabad and shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, **1970**; Employees State Insurance Act; Workman's Compensation Act, **1923**; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act 1952. The Payment of Bonus Act, **1965**; The Minimum Wages Act, **1948**; Employer's Liability Act, **1938**; Employment of Children Act, **1938**. Maternity Benefit Act and/ or any other Rules/regulations and or statutes that may be applicable to them from time to time.
6. That the Contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the CSIR-HRDC, Ghaziabad indemnified from all acts of omission, fault, breaches and/ or any claim, demand, loss, injury and expense arising out from the noncompliance of the aforesaid statutory provisions. Contractor's failure to fulfil any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-law or rules framed under or any of these, the CSIR-HRDC, Ghaziabad shall be entitled to recover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demands, loss, or injury, from the contractor's monthly payments.
7. That the contractor shall be required to maintain permanent attendance register/roll within premises which will be open for inspection and checking by the authorized officers of CSIR-HRDC, Ghaziabad.
8. That the Contractor shall make payment of wages, etc. to the persons so deployed in the bank accounts through direct bank transfer and then claim reimbursement thereafter and shall on demand furnish copies of wage register/muster roll, etc. to the Institute for having paid all the dues to the persons deployed by him for the work under the agreement. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of CSIR-HRDC, Ghaziabad in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, **1970**. The Contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publication of scale of wages and terms of employment, inspection and submission of periodical returns.
9. That the contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at the Institute premises/buildings in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution will be withheld till submission of required documents.
10. If any case of late payment of wages later than 7th day of the month comes to notice of the Principal employer the contract shall be terminated and penalties will be imposed Rs. 100 per person per day for first instance, Rs. 200 per person per day for Second instance. In case it is repeated third time the Contract will be terminated.

11. The Contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure maintenance of peace and protection of persons and property of CSIR-HRDC, Ghaziabad.

12. That the Contractor shall deploy his persons in such a way that they get weekly rest. The working hours/leave for which the work is taken from them do not violate relevant provisions of various applicable labour laws. **The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, religious or other customs.** In the event of the Contractor committing a default or breach of any of the provisions of Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said rules and regulations which is materially incorrect, he shall without prejudice to any other liability pay to the Head, CSIR-HRDC, Ghaziabad a sum as may be claimed by CSIR-HRDC, Ghaziabad.

13. The Contractor shall remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises of the CSIR-HRDC, Ghaziabad and ensure that no such person shall create any disruption/hindrance/problem of any nature in CSIR-HRDC, Ghaziabad either explicitly or implicitly.

14. The security money so deposited shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and / or loss/ damage if any sustained by the CSIR-HRDC on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Contractor.

15. The security will be refunded to the Contractor within one month of the expiry of the contract only on the satisfactory performance of the contract.

16. That the Contractor shall keep the CSIR-HRDC, Ghaziabad indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. In case CSIR-HRDC, Ghaziabad is made party and is supposed to contest the case, the CSIR-HRDC, Ghaziabad will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses which shall be paid in advance by the Contractor to CSIR-HRDC, Ghaziabad on demand. Further, the Contractor shall ensure that no financial or any other liability comes on CSIR-HRDC, Ghaziabad in this respect of any nature whatsoever and shall keep CSIR-HRDC, Ghaziabad indemnified in this respect.

17. The Contractor shall further keep the CSIR-HRDC, Ghaziabad indemnified against any loss to the CSIR-HRDC, Ghaziabad property and assets. The CSIR-HRDC, Ghaziabad shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payment due to the Contractor under this contract.

C. CSIR-HRDC, Ghaziabad OBLIGATIONS

1. That in consideration of the services rendered by the Contractor as stated above, he shall be paid on monthly basis. In this regard, the Contractor will raise his bill every month which will be duly certified the officers designated by CSIR-HRDC. The CSIR-HRDC will process the bill so raised and make payment to the Contractor within 15 working days' subject to the condition that the contractor have to submit complete bill along with all statutory compliances. Contractor will pay the wages to his manpower deployed in the CSIR-HRDC latest by 7th day of each month. The Contractor would be required to ensure the payment of its workers by 7th of every month and there should be no linkage between this payment to the workers and settlement of the contractor's bill by CSIR-HRDC.

2. The payment on account of enhancement / escalation charges on account of revision in wages etc. by the appropriate Government from time to time shall be payable by the contractor which will be reimbursed by CSIR-HRDC to the contractor.

3. That the CSIR-HRDC, Ghaziabad shall reimburse the amount of Goods and Service Tax(GST), if any, paid by the contractor to the authorities on account of the services rendered by him. This reimbursement shall be admissible on production of proof of deposit of the same to the respective Government authorities by the contractor.

D. Force majeure

Neither Contractor nor CSIR-HRDC, Ghaziabad 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.

E. PENALTIES / LIABILITIES

1. That the Contractor shall be responsible for faithful compliance of the terms and conditions of this agreement. In the event of any breach of the agreement, the same may be terminated and the security deposit will be forfeited.

2. That if the Contractor violates any of the terms and conditions of this agreement or commits any fault or their services are not to the satisfaction of officer authorized by the Head, CSIR-HRDC in this behalf, a penalty will be imposed as per the terms/conditions/circumstances mentioned in the NIT in its various clauses.

F. COMMENCEMENT AND TERMINATION

1. That this agreement shall come into force w.e.f -----and shall remain in force for a period of Two year i.e. from-----to-----.

2. This agreement may be extended for another one year beyond two years on same terms and conditions in case the services rendered by the contractor are satisfactory.

3. That this agreement may be terminated on any of the following contingencies:

a) On the expiry of the contract period as stated above

b) By giving two months' notice by CSIR-HRDC, Ghaziabad to the contractor on account of:

i) Committing breach by the Contractor of any of the terms and conditions of this agreement.

ii) Assigning the contractor any part thereof to any subcontractor by the Contractor.

c) If contractor being declared insolvent by the competent Court of Law a notice period will be served to the contractor by CSIR-HRDC for termination of contract and during the notice period for termination of the contract, the contractor will continue discharging his duties till the expiry of the notice period or till the alternate arrangements are being made whichever is earlier.

G. ARBITRATION

1. In the event of any question, dispute/difference arising under this contract/agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to Delhi International Arbitration Centre (DIAC), Delhi High Court, New Delhi as per the provisions of Indian Arbitration and Reconciliation Act, 1996 and the rules made here under and any modification thereof from time to time being in force.

2. The arbitration Proceedings will be in English only.

3. The place of arbitration shall be the Delhi International Arbitration Centre at Delhi.

4. The award of the arbitration shall be final and binding on the parties.

5. The cost of the arbitration shall be borne equally by both the parties.

H. The following document shall constitute the contract documents: -

1. This contract agreement

2. Tender document NIT No.4-3(2)/2026-Gen. dated

3. Work order No.4-3(2)/2026-Gen. dated

4. Letter No..... dated..... regarding acceptance of work order by the contractor.

In witness where of the parties here to have signed these presents on the date, month and year first above written.

For and on behalf of The Contractor

**For and on behalf of CSIR-HRDC,
Ghaziabad (Council of Scientific &
Industrial Research)**

WITNESS

1.....

2.....

WITNESS

1.....

2.....

Affidavit (Undertaking)

(The same to be furnished on Non-Judicial Stamp paper of Rs. 100/- with attested Notary. No other format shall be accepted)

We/I Proprietor/Partner(s)/Director(s) of M/s..... hereby

declare that:

1. Our/My Firm has never defaulted on any loan by Bank/Financial Institutions in the past.
2. There are no statutory dues and liabilities against our/my firm.
3. Our/my firm is not blacklisted and debarred in the past by any Govt. Department/CSIR.
4. There is no criminal case pending against the firm in any Court of Law or quasi- judicial body.
5. The bidder should not be Bankrupt. It should not be under liquidation, Court receivership or similar proceedings.
6. No money will be charged from the contractual workers deployed by my firm in CSIR-HRDC, Ghaziabad in the name of registration fee, Uniform, Security Deposit, identity Card etc., or take any monetary/non-monetary consideration or make any unlawful deductions from this manpower.
7. Firm will invariably submit the statutory payments like ESI/PF/GST etc. to the concerned authority within time limit. **Non-submission of which will entail the rejection of the bid.**
8. If any case of late payment of wages later than 7th day of the month comes to notice of the Principal employer the contract shall be terminated and penalties will be imposed Rs. 100 per person per day for first instance, Rs. 200 per person per day for Second instance. In case it is repeated third time the Contract will be terminated.
9. The contents of this affidavit are true to the best of my knowledge and belief. Nothing material/information has been concealed.

Place:

Date:

TENDERER'S SIGNATURE WITH OFFICIAL

SEAL/STAMP

Attested (Notary)

Non-performance, Litigation Statement*(The same to be furnished on Letter-head of the firm. No other format shall be accepted)*

Tender Document No. _____

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date _____

Note to Bidders: Fill this Form for Bidder and each member of a joint venture or other association that is a party to Bidder to highlight conformance to Criteria 1(b): Nonperforming Contracts and Litigation. The list below is indicative only. You may attach more documents as required. Add additional details not covered elsewhere in your bid in this regard.

Non-Performing Contracts as per Criteria 1(b) Section VIII, Qualification Criteria			
a) Contract non-performance did not occur during the five years before the deadline for the bid submission as per the above criteria			
Or			
b) Contract(s) not performed during the five years before the deadline for the bid submission as per the above criteria are listed below			
Year	Non performed a portion of the contract	Contract Identification	Total Contract Amount
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract identification: <i>[indicate complete contract title, number, and any other identification]</i> Name of institution: <i>[insert full name]</i> Address of institution: <i>[insert street/city/country]</i> Reason(s) for non-performance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>

Current and Past Proceedings, Litigation, Arbitration, Actions, Claims, Investigations and Disputes, the process or outcome of which the Procuring Entity could reasonably interpret may impact or have the potential to impact the financial or operational condition of Bidder in a manner that may adversely affect the Bidder's ability to satisfy any of its obligations under the contract as per Section VIII. Qualification Criteria.

Note: Bidder and each member of a Joint Venture/Consortium making up a Bidder must complete this table

a) No **Or** b) Yes

If Yes, Describe:

Year	Matter in Dispute	Contract Identification	Value of Award (Actual or Potential) Against Bidder
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract identification: <i>[indicate complete contract title, number, and any other identification]</i> Name of institution: <i>[insert full name]</i> Address of institution: <i>[insert street/city/country]</i> Reason(s) for non-performance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>

Document relating to Bid Security
Form 7 of Procurement of Non-Consultancy Services

(The same to be furnished on Letter-head of the firm. No other format shall be accepted)

Note: Submit as Form 7 as part of technical bid, a Bid Securing Declaration In lieu of bid security in the following format.

Bid Securing Declaration
 (On Company Letter-head)

Bidder's Name _____

Address _____

Contact Details _____

To
 The Head,
 CSIR-HRDC, Ghaziabad

Ref: Tender Document No. _____

Sir/ Madam,

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Documents, the bid must be supported by a Bid Securing Declaration In lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organization for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions if we:

- 1) Withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
- 2) Being notified within the bid validity of the acceptance of our bid by the Procuring Entity:
 - i. Refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
 - ii. Fail or refuse to sign the contract.

We know that this Bid-Securing Declaration shall expire if the contract is not awarded to us, upon:

- 1) Receipt by us of your notification
 - (a) Of cancellation of the entire tender process or rejection of all bids or
 - (b) Of the name of the successful bidder or

2) Forty-five days after the expiration of bid validity any extension to it.

(Signature with date)

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name & address of Bidder and seal of company]

Date on..... day of.....[insert date of signing]

Place.....[insert date of signing]

DA.....