



CSIR-HUMAN RESOURCE DEVELOPMENT CENTRE
(Council of Scientific & Industrial Research)

Sector - 19, Central Govt. Enclave, Kamla Nehru Nagar,
Ghaziabad - 201 002 (U.P.)

No. 4-31(2)/2015-Gen

Tender Document for providing
Catering and Housekeeping Services
At CSIR-HRDC Campus

**Tender Document for Providing
"CATERING & HOUSEKEEPING SERVICES-2019"**
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SECTION - I

"INVITATION FOR BID (IFB)"



सीएसआईआर-मानव संसाधन विकास केंद्र
(वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद)
कमला नेहरू नगर, गाज़ियाबाद – 201002 (उत्तर प्रदेश)

खानपान और हाउस कीपिंग सेवाएं प्रदान करने हेतु ई-निविदा सूचना
कृपया ऑनलाइन निविदा दाखिल करने से पहले सभी निविदा शर्तों को पढ़ें।

सं.- 4-31(2)/2015-सा०

दिनांक 31/05/2019

प्रमुख, सीएसआईआर- मा०सं०वि०के०, गाज़ियाबाद की ओर से कैटरिंग तथा हाउसकीपिंग एजेंसियां जो मानव संसाधन विकास केंद्र, गाज़ियाबाद में स्थित परिसर में कैटरिंग तथा हाउसकीपिंग सेवाओं हेतु दो वर्षों के लिए सेवाएँ उपलब्ध कराने में सक्षम हो, से दो बिड सिस्टम (तकनीकी एवं वित्तीय दर) ई-निविदा आमंत्रित की जाती है।

केंद्र में कैटरिंग और हाउसकीपिंग सेवाएं प्रदान करने के लिए एजेंसियों / फर्मों का ईएसआई अधिनियम 1948 और ईपीएफ अधिनियम 1952 सहित प्रासंगिक विधियों के तहत पंजीकरण और लाइसेंस होना अनिवार्य है। पिछले दो वित्तीय वर्षों के लिए रु 90.00 लाख का न्यूनतम वार्षिक टर्नओवर रखने वाले ठेकेदार जो बड़े सरकारी संस्थानों / कॉरपोरेट प्रतिष्ठानों के गेस्ट हाउस / प्रशिक्षण छात्रावासों में दोनों कैटरिंग और हाउसकीपिंग सेवाओं को प्रदान करने का अनुभव रखते हो। पिछले 5 वर्षों की अवधि में कम से कम 100 व्यक्तियों को सुबह और शाम की चाय, नाश्ता, दोपहर और रात का भोजन प्रदान करने का अनुभव सम्मिलित हैं। इनमें से एक समान वार्षिक कार्य कम से कम रु 35.00 लाख के मूल्य का होना चाहिए या दो वार्षिक कार्यों में प्रत्येक कार्य कम से कम रु 20.00 लाख मूल्य का होना चाहिए वे एजेंसियां आवेदन कर सकती हैं। इस अनुबंध के तहत कार्य की अपेक्षित मूल्य लगभग रु 45.00 लाख होगी। इच्छुक एजेंसियां / फर्मों नीचे वर्णित वेबसाइटों से विस्तृत निविदा दस्तावेज प्राप्त कर सकते हैं;

निविदा की सम्पूर्ण जानकारी CPP Portal की वेबसाइट <https://etenders.gov.in/eprocure/app> और सीएसआईआर- मा०सं०वि०के० की वेबसाइट www.csirhrdc.res.in पर उपलब्ध है।

1.	अनुमानित लागत	रु 45,00000/-प्रति वर्ष
2.	प्रकाशन तिथि	31/05/2019
3.	टेंडर का मूल्य	शून्य
4.	ई टेंडर डाउन लोड करने की प्रारंभिक तिथि व समय https://etenders.gov.in/eprocure/app	01/06/2019 प्रातः 10:00 बजे से
5.	ई टेंडर डाउन लोड / सबमिशन करने की अंतिम तिथि व समय	21/06/2019 at 15.00 hrs
6.	तकनीकी टेंडर खोलने की तिथि व समय	24/06/2019 at 11.30 hrs
7.	बयाना राशि/ ई एम डी	रु 1,25,000/- (डी.डी. फॉर्म में दिनांक 21/06/2019 , 15:00 बजे तक कार्यालय में जमा करना होगा) (Off
8.	बोली पूर्व सम्मेलन की तिथि व समय	10/06/2019 प्रातः 10:00 बजे से

सूचना- सभी स्वप्रमाणित दस्तावेज निविदा शर्तों के अनुसार ऑनलाइन CPP पोर्टल पर जमा करने हैं। केवल ऑनलाइन बिड ही मान्य होगी। यदि किसी उपरोक्त तिथि को अवकाश घोषित होता है तो अगले कार्य दिवस पर वह कार्यवाही होगी।

प्रशासन नियंत्रक



CSIR-Human Resource Development Centre
(Council of Scientific and Industrial Research)
Kamla Nehru Nagar, Ghaziabad – 201002 (Uttar Pradesh)

No. 4-31(2)/2015-Gen

Date: 31/05/2019

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

Please Read all tender documents before filing online tender.

e-Tenders are invited online under Two-Bid system [Technical Bid (Part-I unpriced) & Financial Bid (Part-II priced)] by Head, CSIR-HRDC from the firms which are full time catering & housekeeping service providers possessing valid registration and license under the relevant statutes including the ESI Act 1948 and EPF Act 1952, for providing Catering and Housekeeping Services in the Centre for a period of two years. Contractors having a minimum annual turnover of Rs.90.00 lakhs for last two financial years and experience of rendering both catering & housekeeping services to guest houses / training hostels of institutes of large Govt. / Corporate establishments / complexes inclusive of providing all meals viz. morning & evening tea, breakfast, lunch & dinner, to a minimum of 100 persons for a period of last 5 years of which one similar annual work should be of a value of at least Rs.35.00 lakhs OR two annual works should be of a value of at least Rs.20.00 lakhs each only, need to apply. Expected value of the work under the Contract would be approximately Rs. 45.00 lakhs.

Interested agencies / firms, as mentioned above, can obtain the detailed tender document containing the terms & conditions from the below mentioned websites;

CPP Portal <https://etenders.gov.in/eprocure/app> or CSIR-HRDC website; www.csirhrdc.res.in.

1.	Estimated cost of the work	Rs. 45, 00000/- Per Annum
2.	NIT publishing date in news paper	31/05/2019
3.	Cost of the Tender Document	Nil
4.	Document downloading start date on https://etenders.gov.in/eprocure/app	01/06/2019 at 10:00 A.M
5.	Document downloading/Tender submission end	21/06/2019 at 3:00 P.M.
6.	Bid (Technical Bid) opening date	24/06/2019 at 11:30 A.M.
7.	EMD	Rs 1,25,000/- (In the form of D.D. must be submitted in the office by 21/06/2019 upto 1500 hrs) (off line mode)
8.	Pre-Bid Conference date & Starting Time	10/06/2019 at 10.00 A.M.

Note - All self attested credentials as per tender conditions have to be submitted online through CPP portal only. **Only online bids will be accepted.** If any Holiday is declared on any above date, the action will be taken on next working day.

Controller of Administration



CSIR-HUMAN RESOURCE DEVELOPMENT CENTRE
(Council of Scientific & Industrial Research)
 Sector- 19, Central Govt. Enclave, Kamla Nehru Nagar,
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 Telefax: 0120-2789274, Ph.: 0120-2789882,
 E-mail: coa@csirhrdc.res.in, head@csirhrdc.res.in

No.4-31(2)/2015-Gen

Date: 31/05/2019

SCHEDULE OF TENDER

A. BASIC DETAILS:

1	Tender No.	No.4-31(2)/2015-Gen
2	Tender Type	Open
3	Form of contract	Catering and Housekeeping Service
4	No. of covers (1/2/3/4)	2
5	Tender category	Service
6	No. of Bid openers	2 of 4
7	Payment mode for EMD	Offline
8	If offline type of mode	Demand draft/Pay Order

B. WORK ITEM DETAILS:

1.	Work/Item title	Running Guest House, Training Hostel and Office Cafeterias at CSIR-HRDC, Ghaziabad (UP)
2.	Work/Item Description	Providing Catering and housekeeping services to CSIR-Human Resource Development Centre, Ghaziabad
3.	Pre qualification Details	1. Contractor has to engage a Manager who should be well versed with the Catering and Housekeeping profession with a minimum of 5 year experience in the field. 2. Contractor should be able to provide North Indian South Indian and Continental Style food.
4.	Product category (If any other, Specify)	Catering and Housekeeping Services
5.	Product sub category	Guest House, Trainee Hostel & Cafeteria
6.	Contract Type	Tender
7.	Tender value (Estimated)	Rs. 45 Lakhs
8.	Bid validity (180/120/90/60/30) If any other specify	90 Days

9.	Process completion period In days	90 Days
10.	Location(Work/Services/items)	CSIR-Human Resource Development Centre, Kamla Nehru Nagar, Ghaziabad
11.	Pin Code	201002
12.	Pre bid meeting (Yes/No)	Yes
13.	Invitation For Bid (IFB)	Section - I
14.	Bid Evaluation Methodology	Section - II
15.	General terms & conditions	Section - III
16.	Scope of Work And Special Conditions of Contract	Section - IV
17.	Menu 1, Menu 2, and Menu 3 etc.;	Annexure - I
18.	Financial Bid Format	Annexure - X
19.	Compliance Report	Annexure - IX
20.	Bid Opening Place	CSIR-Human Resource Development Centre, Kamla Nehru Nagar, Ghaziabad
21.	Tender class	As per tender document
22.	Inviting Officer Name	Head, CSIR-Human Resource Development Centre, Kamla Nehru Nagar, Ghaziabad - 201002
23.	Phone no.	0120-2789882

C. FEE DETAILS:

Tender Charges		
1.	Tender form fee (non-refundable)	0
2.	Processing fee	0
3.	Surcharge	0
4.	Other charges	0
5.	Tender form charges payable to	--
6.	Tender form charges payable at	--
EMD Fee Details		
1.	EMD fee	Rs.1,25,000.00 (Rs. One Lakh Twenty Five Thousand only) Through Demand Draft / Payorder
2.	EMD Exemption allowed (Yes/No)	As per orders from CSIR & Govt. of India
3.	EMD Payable to	HRDC
4.	EMD Payable at	Ghaziabad

D. CRITICAL DATES AND TIME: (Hrs in 24 hour format, Mins in multiple of 5)

		Date (DD/MM/YYYY)	Time (Hrs)
1.	Publication Date	31/05/2019	
2.	Document Download/Sale start Date	01/06/2019	10:00 AM
3.	Document Download/Sale end date	21/06/2019	03:00 PM
4.	Seek Clarification start Date	01/06/2019	10:00 AM
5.	Pre - Bid Conference Date & Time	10/06/2019	10:00 AM
6.	Seek Clarification End Date	14/06/2019	5:00 PM
7.	Bid Submission Start date	01/06/2019	10:00 AM
8.	Bid Submission End Date	21/06/2019	03:00 PM
9.	Bid Opening Date	24/06/2019	11:30 AM
Address of Communication		Head, CSIR-Human Resource Development Centre, Sector – 19, Central Govt. Enclave, Kamla Nehru Nagar, Ghaziabad-201002 Email: head@csirhrdc.res.in Phone No.: 0120-2789882	

The tender document can be downloaded from CPP Portal <https://etenders.gov.in/eprocure/app> or CSIR-HRDC website; www.csirhrdc.res.in.

Controller of Administration
CSIR-HRDC, Ghaziabad

SECTION - II**"BID EVALUATION METHODOLOGY"**

<u>Technical Eligibility Criteria for Bidders</u>	
S. No.	Details
1.	Bid Security (EMD) of Rs.1,25,000.00 (Rs. One Lakh Twenty Five Thousand only) in the form of DD issued by any Nationalized/Scheduled/Commercial bank in favour of "HRDC Ghaziabad" payable at Ghaziabad valid for 90 days beyond the Tender validity period.
2.	One self-attested recent passport size photograph, pasted at relevant place in ANNEXURE-VI, of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers If the bidder is a partnership firm, name designation, address and office telephone numbers of Heads/ Partners also.
3.	Tenderer's self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year
4.	Self-attested copy of valid Employee Provident Fund Registration number.
5.	Self-attested copy of valid ESIC Registration No.
6.	Self-attested copy of valid registration certificate under Contract Labour (R&A) Act, 1970.
7.	Self-attested copy of GST Registration Certificate.
8.	Proof of last two financial years turnover, as mentioned in the NIT, duly certified by a Chartered Accountant.
9.	Self-attested copies of registration certificate (s) to run Catering & Housekeeping services from concerned Govt. authorities.
10	Solvency Certificate for Rs. 45.00 lakh (Rs. Forty Five Lakh only) from a nationalized/scheduled bank.
11	Proof of qualification and experience of catering manager in food and beverage services as mentioned in "Terms of Services" of this tender document.
12	Testimonials from the Organisations at which the tenderer has provided catering & housekeeping services during the last three years including the number of persons / organizations to whom the services have been rendered, including proof for one order of minimum value of Rs. 35.00 lakh OR two work orders of minimum value of Rs.20.00 lakh each.
13	Compliance Report as per attached Annexure – IX.
14	A certificate regarding Non-relationship with HRDC & CSIR employees as per given draft at Annexure 'VII' in the tender form.
15	If seeking exemption of EMD under MSME / NSIC then exemption certificate should be enclosed.
16	Authority letter for signing of the Tender on behalf of firm.

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

General:

- 1.1 Council of Scientific & Industrial Research (CSIR) is a premier public funded research & development organization in the country (refer website www.csir.res.in). Human Resource Development Centre (CSIR-HRDC) at Ghaziabad (refer website: www.csirhrdc.res.in) is a training centre under CSIR which has been established to promote professional and holistic human resource development in CSIR by offering training programmes for professionalizing R & D management and support functions. The Centre has a self & well contained residential World - class training facility.
- 1.2 E-tenders in two bid system parts (Part-I Technical Bid - unpriced and Part-II Financial Bid - priced) are invited from eligible bidders, by Head, CSIR-HRDC, Ghaziabad on behalf of CSIR for "Providing full time Catering & Housekeeping Services at CSIR-HRDC, Ghaziabad" for a period of two years from the date of commencement of contract as per agreement.
- 1.3 The duration of the contract is for a period of **2 years** from the date of commencement of work after award of work. Initially contract may be awarded for one year which may be extended on the basis of satisfactory services to the satisfaction of the Competent Authority of CSIR-HRDC for another one year on the initially awarded rates and terms and conditions.

2.0 Tender Document:

- 2.1 The tender document can be downloaded from CPP Portal website; <https://etenders.gov.in/eprocure/app> or CSIR-HRDC website; www.csirhrdc.res.in.

2.2 Pre-bid conference:

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

3.0 Submission of bids:

- 3.1 The e-tender bids (technical & financial) can be submitted on CPP portal in online mode only.
- 3.2 CSIR-HRDC may, at its discretion, extend the deadline for submission of Tenders in accordance with clause - 4.3 hereunder.

4.0 Precautions while filling the Tenders:

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

- a) Before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself / themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the CSIR-HRDC under any circumstances subsequently.
- b) The Technical Bid (Part – I unpriced) must have all the essential documents, failing which the tender will be deemed as non-responsive and disqualified.
- c) Financial Bid (Part – II priced) should be submitted consist of only the Annexure X showing the rates and the total amount (in INR only) for the Tender for catering & housekeeping services.
- d) The rates should be quoted both in words and figures. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies. CSIR-HRDC holds no liability to increase the rates after their acceptance due to any reason whatsoever.
- e) Tenderer signing the tender should clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be. Copies of the document authorising the signatory to sign the tender on behalf of tenderer should be attached with the tender.
- f) All over writings/corrections should be duly signed by the tenderer.
- g) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

4.0 Amendment of Tender Document:

- 4.1 At any time prior to the date for submission of Tenders, CSIR-HRDC may for any reason, modify the Tender documents by amendment.
- 4.2 The amendment(s) (if any) shall be uploaded on CPP Portal <https://etenders.gov.in/eprocure/app> and CSIR-HRDC website www.csirhrdc.res.in and those amendments will be binding upon the bidders.
- 4.3 Head, CSIR-HRDC may, at his discretion, extend the deadline for the submission of tenders suitably.
- 4.4 CSIR-HRDC, before opening of financial bids, at its discretion may increase or decrease the scope of services required under the tender. In such a case CSIR-HRDC shall seek fresh financial bids keeping in view the changed scope of services required.

5.0 Opening of Tenders:

The Technical Bids (Part – I unpriced) shall be evaluated by duly constituted committee on date and time as mentioned in the NIT. The Financial Bids (Part – II priced) of only those Tenderers, whose

Technical bid is found responsive will be opened at a later date and time to be informed by the CSIR-HRDC. The tender opening committee (TOC) of CSIR-HRDC shall open the bids. Conditional bids will also be summarily rejected. The Financial Bids of the non responsive Tenderers/bidders as decided by TEC will not be opened.

6.0 Earnest Money Deposit:

- 6.1 Each tender must be accompanied with an Earnest Money (EMD) in the form of a demand draft for **Rs.1,25,000.00 (Rs. One Lakh Twenty Five Thousand only)** drawn on any nationalised / scheduled/ Commercial Bank in favour of “HRDC, Ghaziabad” payable at Ghaziabad only. No other form of EMD submission will be accepted. The said demand draft of the earnest money must be submitted in the office of COA, CSIR-HRDC Ghaziabad on or before 21/06/2019 upto 15.00 hours (on working days) in off line mode.

The EMD exemption as permissible to the eligible firms registered under NSIC / MSME etc. will be applicable for this tender as per the provisions of CSIR. The tenders submitted without EMD and found non eligible for EMD exemption shall not be evaluated or considered.

6.2 The earnest money will be forfeited:

- 6.2.1 If the Tenderer withdraws his Tender during the period of Tender validity.
- 6.2.2 If in the case of the successful Tenderer, the Tenderer fails to:
- (a) Sign the contract or to furnish performance security in accordance with General terms and conditions of contract.
 - (b) Comply with all the terms and conditions of the agreement.
 - (c) Comply with the rules and regulations set forth by Govt. such as PF, ESI etc.
- 6.3 Return/refund of EMD to the unsuccessful/non-responsive Tenderer(s) will be made normally within 30 days after the successful award of tender. No interest shall be payable on it under any circumstances.

7.0 Declaration and Details by tenderer:

- 7.1 A declaration on all the terms and conditions of the contract must be submitted by the Tenderer as per the Annexure – “IX”.
- 7.2. Tenderer should also submit the agency profile and details as in the Annexure – “VI”.

8.0 Validity and Evaluation:

- 8.1. The Tenders should be valid for a period of at least 90 days from the date of opening of the tender.
- 8.2. Tenders submitted in the form other than CPP portal, Incomplete, conditional tenders are liable to be rejected.
- 8.3. Tenders are not transferable under any circumstances.

- 8.4. The Financial-Bids (Part – II priced) of only those Tenderers will be opened whose Technical bids (Part – I unpriced) are found responsive by the office.
- 8.5. Finally, bids of only technically qualified and responsive bidders will be evaluated for Financial Bids (part – II priced).
- 8.6. The rates should be quoted in figures as well as in words. In the event of any contradiction between the two, the rates quoted in words shall be considered for evaluation and same shall be binding upon the tenderer.
- 8.7 CSIR-HRDC will award the contract to the successful bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per terms and conditions incorporated in the bidding document.
- 8.8 CSIR-HRDC will communicate the successful bidder by letter sent through “**Registered Post / Speed Post / e-mail**” that his bid has been accepted. This letter (hereafter and in the condition of contract called the “Award Letter”) shall prescribe the amount or rates which CSIR-HRDC will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
- 8.9 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.
- 9.0 **Acceptance of Tender:**
- 9.1 CSIR-HRDC is not bound to accept the lowest tender. CSIR-HRDC also reserves the right to award the work to more than one Contractor depending upon urgency and requirement.
- 9.2 CSIR-HRDC reserves the rights to accept one or more Tenders in part or in full or reject any or all Tenders in part or full without assigning any reasons thereof.
- 9.3 CSIR-HRDC reserves the right to disqualify such Tenderers who have a record of not meeting the contractual obligations against earlier contracts entered into with CSIR, or with any central or state government agencies.
- 10.0 The tenderer shall within 15 days of receipt of the award letter or letter of intent, give his acceptance in performance security format for conformity on Annexure – “XI” provided with the tender document.

11.0 Performance Security:

The successful Tenderer shall be required to furnish a performance security of Rs.**3,50,000.00 (Rs. Three Lakh and Fifty Thousand only)** within fifteen days after receipt of Award Letter in the form of a Bank Guarantee from a nationalised / scheduled bank in favour of HRDC, Ghaziabad and valid for a period of 27 months from the date of execution of agreement of contract in the form provided in the Tender document at Annexure – “XI”.

12.0 Signing of contract:

The successful Tenderer shall present himself for signing the contract within two Weeks after receipt of Award Letter from CSIR-HRDC. Commencement of catering and housekeeping services shall be made by the Contractor in accordance with the time schedule specified in the Work Order issued by CSIR-HRDC.

13.0 Relationship with Employees:

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

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

SECTION - III

"General Terms & Conditions of the contract"

1.0 Licence:

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

2.0 Performance Guarantee:

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

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

3.0 Delays in performance and liquidated damages/penalty:

- 3.1 Start of services shall be made by the Contractor in accordance with the time schedule specified in the work order. Extension will not be given except in exceptional circumstances.
- 3.2 In case the services are not started on the stipulated date as indicated in the work order, CSIR-HRDC reserves the right to cancel the work order and / or recover liquidated damage charges to the extent of the charges incurred by CSIR-HRDC in making alternative arrangements along with penalty of Rs.1000.00 per day for the delay period.
- 3.3 The cancellation of the work order shall be at the risk and responsibility of the Contractor and CSIR-HRDC reserves the right to award the work at the risk and cost of the defaulting Contractor.

4.0 Penalty:

If the contractor does not perform the service on any occasion or there is a case of short supply or non-supply of meals etc, the work will get done through other contractor/vendor and the difference of rates shall be accrued from the existing contractor. In case of breach of any conditions of the contract and for all types of losses caused by the Contractor, CSIR-HRDC shall make deductions as deemed suitable or as specified in the contract, from the bills preferred by the Contractor.

The penalties will be imposed by CSIR-HRDC authority / authorized committee for breach of contract with respect to not maintaining the quality/quantity/service/non-conforming to rules as per agreement which may be in addition to disallowing payment for items of inferior quality served or for items not

served at all.

Penalty Table		
In the event of unsatisfactory services / Lapses / Faults, the contractor shall be liable to Penalty / compensation as mentioned below:-		
S. No.	Lapses / Faults by Contractor	Amount of Penalty Imposed (Rs.)
1.	The composite hygiene score will be checked by Hospitality Management Committee on the surprise visit by the committee or its three or more members. If the composite hygiene score (Annexure XII) goes between 89% to 70% the warning will be issued. In case of three consecutive warnings are issued to the contractor, it will lead to the punitive action as decided by the CSIR-HRDC.	Issue of Warning Letter.
2.	If the composite hygiene score goes below 70% during surprise check by HMC.	Rs. 1000/- per occasion.
3.	House Keeping daily check list will be signed by the supervisor on daily basis. In case, up keeping is not found satisfactory.	Rs. 1000/- per day
4.	Catering quality control check list will be signed by the CSIR-HRDC representative. In case, catering quality is not found satisfactory.	Rs. 1000/- per day
5.	In case contractor procure materials, which is of sub-standard or not as per accepted brands/quality and not approved by the GH-in-charge.	Rs. 1000/- per occasion
6.	On running meals during breakfast, lunch, dinner, tea etc. if any shortfall with respect to quality or quantity is found.	Rs. 1000/- per occasion per item
7.	If any of the staff found without proper uniform or uniform found poorly maintained.	Rs. 1000/- per day per person
8.	For delay in rendering services beyond reasonable period on any occasion.	Rs. 1000/- per occasion
9.	In the event of unsatisfactory service or supply of poor/substandard quality/quantity of food.	Rs. 1000/- per occasion
10	If the feedback (Annexure-XIV) of 30% participants (to be collected by training cell along with other training feedback) goes below the rank / grade of 5 on the 10 point scale.	Issue of Warning Letter.
11	If the feedback (Annexure-XIV) of 50% participants (to be collected by training cell along with other training feedback) goes below the rank / grade of 5 on the 10 point scale consecutively	Termination of Contract.

	during three training programmes, the punitive action will be initiated by CSIR-HRDC.	
	<ol style="list-style-type: none"> 1. The penalty will be increasing at each successive breach of contract / lapses for the respective category. 2. The catering bills will be verified by the concerned training coordinator as per the bill verification checklist at Annexure XV. In case of deficient services the penalty / deduction will be done as per the recommendations by training coordinator. 3. The housekeeping bills will be verified by the In-charge guest house as per the bill verification checklist at Annexure XIV. In case of deficient services the penalty / deduction will be done as per the recommendations by In-charge guest house. 	

5.0 **Labour Regulations and payment of wages:**

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

5.1 The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.

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

6.0 **Safety Regulations:**

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

7.0 Status of the Contractor and its Staff Members:

7.1 The Contractor shall have the legal status of an independent Contractor. Neither the Contractor nor its staff members, nor any person deployed by the Contractor or its agents for, or within the framework of, the performance of the services under the present contract shall be considered in any way as being employee of CSIR-HRDC/CSIR.

7.2 CSIR-HRDC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.

7.3 The Contractor shall accept no liability for sickness, injury, damages or death of persons provided by the CSIR-HRDC/CSIR other than that caused due to its negligence or that of its staff members, agents or persons employed by it or its agents.

7.4 The Contractor shall indemnify and hold harmless the CSIR-HRDC/CSIR in respect of any claim arising out of the Contractor's or its staff member's negligent or unlawful performance under the present contract and brought against the CSIR-HRDC/CSIR by any person for a liability.

7.5 The Contractor shall, at his expense, take appropriate insurance to cover all risks, damages or injuries, including related claims, which might occur to any person, including a third party, or to any property, including equipment, papers and documents, and arising out of, or connected with the Contractor or its staff members performance under the present contract.

7.6 For the purposes of this contract, the term third party shall be "inter-alia" officials of CSIR-HRDC/CSIR and its agents and officials, as well as any person or entity employed by the Contractor or engaged for the Contractor, in order to perform services for, or supplying goods to the Contractor in connection with the implementation of the present contract.

7.7 Notwithstanding anything to the contrary contained in this contract, the Contractor shall only be liable, and shall only be required to indemnify the CSIR-HRDC/CSIR, in respect of claims or liabilities that arise out of the negligence, breach of contract or unlawful conduct of the Contractor or its staff members or agents in the performance of this contract.

8.0 Extension and Termination of Contract:

8.1 The duration of the contract is for a period of 2 years from the date of award of work. Initially contract may be awarded for a period of one year which may be extended on the basis of satisfactory services to the satisfaction of the Competent Authority of CSIR-HRDC for another one year on the awarded rates.

8.2 Notwithstanding any other provisions made in the contract, CSIR-HRDC reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in Public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.

8.3 If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to CSIR-HRDC shall be forfeited without any claim whatsoever on CSIR-HRDC and the contractor is liable for action as appropriate under the extant laws.

8.4 CSIR-HRDC reserves the right to terminate the contract in part or in full at any time with one week's notice without assigning any reasons thereof.

9.0 In case of Death of the Contractor:

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

10.0 Arbitration:

10.1 In the event of any dispute or difference arising out of this agreement shall be referred to Delhi International Arbitration Centre (DIAC), New Delhi under the Arbitration and Conciliation Act, 1996 and the amendments thereof.

10.2 The venue of the Arbitration shall be at New Delhi. Arbitration proceeding will be in English only. Each party shall bear and pay its own cost of the arbitration proceedings unless the Arbitrator otherwise directs in the award.

11.0 Force Majeure:

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

SECTION - IV

" SCOPE OF WORK AND SPECIAL CONDITIONS OF CONTRACT"

A. Catering Services**1.0 Schedule:**

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

1.1 Residential and Office campus of CSIR-HRDC which includes Trainees' Hostels, Guest Rooms, Dining Halls, Cafeterias and pantries located in both the campuses.

1.2 Providing sachets each of branded quality dairy whitener, sugar, tea bag/coffee in occupied rooms of guest house/trainee hostels.

1.3 Serving of Dinners:

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

NEW CROCKERY TO BE PROVIDED BY CONTRACTOR (INITIALLY)				
(Printed with CSIR-HRDC Name and Logo)				
S. No.	Items Required	Quantity Dining Hall (GH)	Quantity Dining Hall (Café Hindon)	Quantity Dining Hall (Café Yamuna)
1.	Full Plate	60	60	50
2.	Quarter Plate	60	60	50
3.	Soup Bowl & Spoon	60	60	-
4.	Fork & Spoon	60	60	50
5.	Tumbler	60	60	50
6.	Steel Bowl (Small)	180	180	150
7.	Small Spoon (Sweet	60	60	60

	Dish)			
8.	Tea Cup & Saucer	60	60	60
9.	Food Serving Dish	–	7	–
10.	Soup Heating/Serving Pot	1	1	

* A Three wheeled cycle rickshaw required to carry food items in the campus to be provided & maintained by Contractor.

1.4 Service of Lunches:

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

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

2.0 Centre's Campus:

2.1 Service of buffet lunches/dinner(s), as per approved and pre-decided menu for the trainees and faculty in campus on the day of training programme(s) or as instructed by CSIR-HRDC is to be provided. The Contractor shall provide efficient and requisite service / facilities, as detailed above for the trainees / faculty.

2.2 Serving of packed drinking water to the participants/faculty in the lecture halls will be the part of service. The contractor also has to arrange branded packed drinking water bottles for serving to faculty in the lecture halls as and when required. For the participants, RO drinking water (available at HRDC guest house/office cafeteria) will be served by the contractor in the jars along with good quality paper / plastic glasses (at the cost of contractor) to be placed on dispensers in lecture halls, cafeteria, guest house and outside wherever needed. As and when required or decided by HRDC, contractor has to arrange branded drinking water bottles/ jars for the participants.

2.3 Tea, Coffee and cold Drinks:

Tea, Coffee and cold drinks as decided by CSIR-HRDC are to be served to the trainees and faculty during the training programmes as per requirement of the training.

2.4 The Contractor shall also have to provide lunch, dinner, tea & coffee, aerated drinks, snacks, etc. to the CSIR-HRDC/CSIR staff/AcSIR staff including contractual staff & floating visitors on approved rates, menu and quantity. The number of staff and visitors may vary from 100-120 approx.

2.5 Provision for sugar free tea/coffee/cold drinks shall also be made by the Contractor as per the requirement to be informed in advance.

3.0 Rates:

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

3.1 The Tenderer shall quote rates on "per head & per day" basis in rate list of Financial Bid (Part – II priced) separately for each menu as shown in Annexure – “I”. The rate should include cost of all raw material and inputs including fuel. The Kitchen equipment used for cooking shall be provided by CSIR-HRDC as per attached list Annexure – “IV”. Any additional equipments/utensil/kitchenware/food serving dish will be arranged by the contractor without any extra charge to CSIR-HRDC.

3.2 The average number of Lunches/dinners, tea etc. (as per Menu-1 in Annexure – “I”) to be served shall be for average 30 trainees & faculty each day for up to 100 days in a year. Total number of special functions/programmes for which Menu - 2 (High Tea-1) to be served shall be up to 5 – 10 in a

year (approx.). The exact number shall be communicated to the caterer in advance. The Contractor shall have no right to claim any costs/compensation for the short fall or over flow in the number of lunches, dinners etc. vis-a-vis the above average number.

- 3.3 The Contractor shall serve special lunch/dinner/breakfast/forenoon tea/afternoon tea etc. as per the requirements conveyed by CSIR-HRDC for which charges shall be 20% over and above the rates for the corresponding accepted menus. Extra / special items to be provided in the special menu will be decided by CSIR-HRDC in consultation with the Contractor. For special and isolated cases of VIP catering, menu and rates will be mutually decided after negotiation with the contractor.

4.0 Menu:

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

5.0 Suggestion Register:

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

6.0 Kitchen Items:

- 6.1 Arrangement and provision as well as maintenance of crockery, cutlery etc will be the sole responsibility of the contractor. Contractor will be provided free electricity and water in the Guest House, kitchen and in the office premises. Gas connection with empty cylinders/ PNG connection will be provided by CSIR-HRDC. Cost of refilling of cylinders/cost of PNG (post consumption bills) will be borne by the Contractor. Two gas banks of ten cylinders each are provided by CSIR-HRDC. Contractor will be provided with furniture and kitchen equipment (list of equipment at Annexure – “IV”) in proper working order by CSIR-HRDC. The Proposed list of Kitchen Equipment and their respective maintenance responsibilities are detailed in Annexure – “IV”). If at any time, it is felt that the equipment, those whose responsibilities lie with the contractor, are not kept in proper order, CSIR-HRDC will be authorised to get them repaired/maintained and cost debited to Contractor's account for necessary deduction. The Contractor shall be liable for any willful loss or damage caused to CSIR-HRDC property.
- 6.2 The Contractor shall arrange for proper cleaning and upkeep of furniture under his charge / custody in the Residential and Office Campuses.

7.0 Paper / Cloth Napkins / Table Clothes:

The Contractor shall provide good quality paper napkins during service of meals. For special events, Contractor shall provide cloth napkins (serviettes) as per directions of CSIR-HRDC without any extra charges. The appropriate dressing of dining hall tables including table clothes, transparent table sheets, dining mats, coasters napkins and napkin holders to be provided by the contractor at his own cost.

8.0 Food Quality and control Checks:

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

9.0 Quality of Non-Veg. Items:

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

10.0 Timings:

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

The normal timings of catering services will be as under:

Breakfast	0800 Hrs to 0900 Hrs
Forenoon Tea	1030 Hrs to 1045 Hrs
Lunch	1300 Hrs to 1400 Hrs

Afternoon Tea	1530Hrs to 1545 Hrs
Evening Tea	1730 Hrs to 1830 Hrs
Dinner	2030 Hrs to 2130 Hrs

Note:

1. Service from the canteen in the Centre for CSIR-HRDC staff should be available from 0900 hours to 1730 hours on all working days (Monday to Saturday).
2. Timings are subject to changes at the discretion of CSIR-HRDC authorities.
3. Any service requested (excluding above) by CSIR-HRDC from the contractor the following minimum time will be allowed for appropriate arrangement for that service.

Services	Minimum Preparation Time Allowed
High Tea / Tea with Snacks for Trainees/Staff	3 Hours
Special Menu for Lunch / Dinner (Trainees)	6 Hours
Special Lunch / Dinner for total Staff	24 Hours
High Tea / Tea with Snacks for Meetings	2 Hours

11.0 Brand of Items:

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

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

12.0 Hygiene:

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

12.2 The staff deployed by the contractor in the kitchen and housekeeping etc., should be medically fit and the contractor should obtain certificates from Govt. Hospitals / AMA as notified by CSIR-HRDC. They

need to be medically examined at the intervals of six months and fitness certificate must be submitted to CSIR-HRDC.

12.3 The Contractor should immediately withdraw staff with any contagious disease from deployment.

12.4 The raw material, semi-cooked and cooked food shall be held/kept under total hygienic conditions by the Contractor as per food laws. LPG/PNG will be used as cooking fuel and shall not be substituted with any other fuel viz. wood/coal, except for tandoor.

13.0 Cleanliness:

13.1 Floors, walls, doors, windows, ceilings, ceiling fans, electrical fixtures and furniture in the dining halls, kitchens, hand-wash area and the cafeteria and tea lounges in the Institute building shall be maintained spotlessly clean by the Contractor, Failure to keep these in spotless condition shall be dealt with by imposition of penalty of Rs.1,000/- per occasion.

13.2 The wash basin areas tend to get dirty frequently during meal times. The Contractor should ensure special care at these times including cleaning and drying at intervals of every fifteen minutes or less to ensure clean and clear washbasins and surrounding areas.

13.3 Due cleaning of all table linen will be the responsibility of the Contractor and fresh table linen will be used each day.

13.4 Cleaning material of good quality shall be used by the Contractor at his own cost.

13.5 Utensils shall be cleaned using hot water and proper liquid detergents and finally washed in quality antiseptic liquid.

13.6 Contractor shall not use cracked, chipped and stained crockery. The Contractor shall replace all chipped, cracked, stained and broken crockery items immediately at his own cost. If chipped, cracked, stained crockery is found in use, it will attract a fine of Rs.1,000/- per occasion.

13.7 The Contractor should ensure that all the Electric Kettles provided in the guest house rooms and hostel rooms are maintained in clean and working condition at all times.

15.0 Contractor's Staff:

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

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

Minimum Manpower Requirement			
S. No.	Work / Function	No. of Staff	Remarks
1.	Manager	1	
2.	Reception Desk Assistant	3	
3.	Cook	2	
4.	Kitchen Helper	2	
5.	Service Boy for Dining Hall (Trainees)	2	
6.	House Keeper	3	
7.	Service Boy for Office Cafeteria (Staff)	2	
Total No. of Staff		15	
<p>It is minimum manpower requirement at any time, however it needs more manpower to manage this work properly and contractor will be responsible to depute sufficient number of manpower to provide these services.</p> <p>EPF and ESI payment challans of all deployed staff are to be submitted mandatorily with the housekeeping bills for it's payment by CSIR-HRDC.</p>			

B. Housekeeping and Laundry Services

a. Housekeeping Services

- 1.1 The Centre has developed excellent residential facility for the visiting guests, faculty & trainees. These facilities are spread over five blocks in its sprawling campus with captivating ambience.
- 1.2 The residential facility comprises of 100 beds accommodation spread over Trainees' Hostel blocks, Guest House block. The Guest house and the two hostel blocks are interconnected through a canopied pathway. The details of residential area are as under:

S. No.	Description of Work	Area to be covered /Number of rooms
1.	Guest House Block and surroundings	10 Rooms (2 suites with meeting room and 8 rooms with vitrified tile flooring); Reception & Lounge with vitrified tile flooring; Staircase; and other common areas; 1 Dining Hall with seating capacity of 50 Persons (approx.); Kitchen/cooking Area, Wash-up Area, etc.
2.	Trainees' Hostels and	Two building blocks of 20 rooms each (total 40

	surrounding	Rooms) having vitrified tile flooring; Building Blocks interconnected through a pathway covered with canopy, staircases, and common areas
3.	Gym Area	5 Rooms - including common area
4.	Office Campus - Kitchen Areas; Cafeterias, and canteens	2 Kitchens & 1 Dining Halls with seating capacity of 60 persons (approx.), and One Cafeteria having seating capacity of 30 persons (approx.)

- 1.3 Each room is air-conditioned and fully furnished with high quality linen & furniture and is having other accessories like - 32" LED TV set with DTH connection, Intercom/telephone connection, Geysers, etc.
- 1.4 The kitchens are well equipped with state-of-the-art equipment equally matched by high quality furniture in the dining halls.
- 1.5 Other facilities available in the campus include Broadband internet Connection with WI-Fi facility in Hostel Blocks, a modern Gymnasium, Recreational amenity like Badminton court, volleyball & cricket, indoor games - chess, carom, etc.
- 1.6 The Guest House and Trainee's Hostels will cater to the visitors comprising trainees, faculty members & guests from different labs. and Institutes of CSIR and also from Non-CSIR sector (both public & private). The services shall comprise both lodging & boarding facilities, housekeeping, front office-reception and reservation (completing all formalities of arrival and departure) of all Guests/Participants, etc. The standard operating procedure (SOP) regarding these services has been provided at annexure XIV. If something is not covered in SOP, the instructions provided by in-charge guest house will be final.
- 1.7 During the past one year, the Centre has conducted 25 - 30 fully residential training programmes with an average number of 30 participants per programme totaling to around 900 persons. Besides regular Guests have also checked in, thus the housekeeping and front desk office services will be required round the year with fairly good volume.
- 1.8 Sufficiently experienced personnel in adequate number shall be arranged by the Contractor and deploy with experienced **workforce** to provide all the housekeeping services of a high standard quality to the satisfaction of the CSIR-HRDC authorities. For Housekeeping and catering services at least 15 workers shall be provided by the contractor. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service.
- 1.9 The floors of the building areas including bathrooms and toilets shall be washed, cleaned, and mopped daily with appropriate eco-friendly cleaning aids supported with right kind of equipment and cleaning aids suitable for Vitrified Tiled floors. Use of disinfectants is must for bathrooms and toilets. Branded liquid bath soap, branded liquid soap for hand wash (Dettol / Lifebuoy) in all occupied rooms and in all common toilets, cafeterias & dining halls will be provided by the Contractor. All the utility areas and area within the compound on all sides of the buildings shall be swept and kept clean all the time on twice daily basis. This exercise of cleaning must be carried out depending on the season's requirement.

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

b. Laundry Services

- 1.1 The laundry and ironing services to the Guests are to be provided as per requests on cash payment basis, the rates for which will be duly approved by CSIR-HRDC in advance.
 - 1.2 The delayed supply of washed linen, which hampers the services, would attract a penalty @ Rs. 10/per day per item subject to maximum of Rs 500/- per item.
 - 1.3 Proper upkeep and maintenance of all linen items of the guest house i.e. woolen blankets, bed sheets, towels, pillow covers, napkins, curtains etc. shall be ensured. Regularly used items like bed sheets towels, pillow covers should be changed as and when required.
 - 1.4 The Laundry services involve the following:-
 - 1.4.1 Dry cleaning of Woolen Blankets, Sofa sets, Fabric Chairs, Curtains, etc.
 - 1.4.2 Washing & ironing of regularly used items like - bed sheets, towels, pillow covers, table clothes etc.
- Only branded quality detergents and cleaning materials should be used for laundry and all cleaning services.
- .
- 1.5 The wash area, water, & electricity will be provided by CSIR-HRDC in its premises. The electricity consumption charges will be borne by the Contractor. The washer man is to be arranged by the contractor for in-campus washing facility as and when required.

c. Front Office Services

- 1.1 The services of an educated person (minimum 12th pass) with communication proficiency both in English and Hindi for Front Office and housekeeping assistant/ agent (FOA) are required round the clock. The persons deployed at the reception desk of guest house should have minimum 2 year experience of similar work.
- 1.2 The FOA shall look after all assignments related to room allocation, telephone operator, collection of all the charges from guests etc. as per the approved rates of CSIR-HRDC.
- 1.3 Proper maintenance of guest arrival and departure register, cash receipt books issued by CSIR-HRDC for depositing daily room rent collection or any other charges to CSIR-HRDC, shall be maintained by the FOA deployed by the Contractor. These records can be inspected by authorised representative of CSIR-HRDC at any time. Room charges and other collections must be deposited with the Cashier CSIR-HRDC / HRDC bank account on weekly basis during working hours by the authorised person of the Contractor. Proper record of the receipts and deposits so made to the CSIR-HRDC Cashier shall be maintained by the Agency/Contractor.
- 1.4 The Manager/ Catering Supervisor in each shift shall be responsible for allocation of duties to workers, maintenance of accounts of linen items, and for interaction with In-charge Guest House for the upkeep of the Guest House and Trainees' Hostel complex. He/She should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of In-charge Guest House or higher authorities supported with requisite gate pass.
- 1.5 Guest house booking/ reservations for the guests will be made only by CSIR-HRDC. The Contractor shall not allow the bookings or stay in the guest house of any unauthorized person(s), which may lead to termination of Contract.

C. Terms of Service

a. Contractor's Staff:

- 1.1 The job function is to maintain the aesthetic looks of the Guest House, Trainees' Hostel and Faculty Blocks / premises, including building and surroundings. These must be maintained neat, clean, and tidy with pleasant odour. A high standard of hygiene and sanitary conditions must be maintained by the contractor.
- 1.2 The Contractor shall deploy a designated Manager for the overall control/supervision of the services and co-ordination with CSIR-HRDC. The Catering and Housekeeping Supervisors deployed by the Contractor should be well versed with the catering and housekeeping professions and should be minimum 12th pass.
- 1.3 The successful tenderer shall provide to CSIR-HRDC the list having Names, Date of Birth, Qualification and Experience with photo identity proofs (AADHAR) of the deployed staff. Any staff, if to be replaced or brought new, must be intimated in advance to CSIR-HRDC.
- 1.4 The deployed staff should be medically fit and possess qualities of a well groomed and hygienic staff. The contract personnel shall be free from any communicable diseases.

- 1.5 The deployed Staff, including Manager cum Catering Supervisor, Housekeeping supervisor, Front Office/Receptionist; Room Boys; Cooks; Waiters; Sweepers; etc, by the Contractor should be courteous, civic and polite in behavior towards all the trainees, officers and the CSIR-HRDC establishment. They should also be reliable, trust worthy, alert and efficient.
- 1.6 The Contractor and his employees shall abide by the hostel/guest house/institute rules and shall be subjected to discipline as prescribed by CSIR-HRDC. In case of any dispute between the trainees/faculty/members of the staff of CSIR-HRDC and the Contractor or his employees, the matter shall be referred by the Contractor to CSIR-HRDC and in such matters the decision of the CSIR-HRDC shall be final.
- 1.7 Internal organizational problems of the Contractor and the deployed staff will be resolved by the Contractor at his own end without disturbing the peace & tranquility and involvement of the Centre. Occurrence of such incident(s) will automatically lead to forfeiting of Contract along with the Security deposit.
- 1.8 All the staff deployed by the Contractor shall have Plastic/Laminated photo identity cards issued by the Contractor and duly verified by CSIR-HRDC so that entry is restricted to only legitimate persons to CSIR-HRDC premises. A copy of the list of such deployed staff will be maintained at the Security office in CSIR-HRDC and no unauthorized entry will be permitted in the premises. A notice board will be provided by the Contractor in all service areas (behind the scene) indicating the duty rosters of workers deployed in housekeeping, front office, kitchen, and dining areas. The police verification for such staff shall be done before deployment in the Centre. Any worker found without identity card will not be permitted to enter the premises.
- 1.9 The service of the workers deployed is required on all days during the calendar year irrespective of holidays and they should be prepared to work in shifts as indicated earlier. Sufficient number of room boys and cleaners shall be deployed by the contractor to attend to the work as per requirement and as and when required in the exigencies of work.
- 1.10 Sufficient sets of uniforms to the deployed workers while on duty, as approved by CSIR-HRDC authority (Annexure – 'III'), would be provided by the Contractor so that the workers are always in neat and tidy uniform. Any deficiency in uniform will attract imposition of penalty which will be deducted from the bill.
- 1.11 The Contractor or his representative/Manager shall daily report to Guest House in-charge, CSIR-HRDC to supervise the work under the contract and take instructions from him for the assignments. He should all the time be available at work site during the course of work.
- 1.12 The Contractor/Manager shall attend the weekly catering meetings, called by the CSIR-HRDC authorities and implementation of decisions thereof.
- 1.13 The contractor shall not lease or sub-contract the whole or any part of the contract to anybody. Such act will lead to forfeiting of Contract alongwith EMD.
- 1.14 The Contractor shall pay a monthly room rent of Rs.2000/- / Rs. Two thousand (towards the use of

CSIR-HRDC premises by contractor's staff) along with the license fee and electricity bill. This will be payable by the Contractor irrespective of occupancy status of the hostels and guest house and is recoverable from the monthly bill.

- 1.15 Upkeep and maintenance of the inventories provided by CSIR-HRDC will be the sole responsibility of the Contractor. Return of such inventories on termination of contract in the condition as at the initial taken over time will be ensured by the Contractor. In case of any loss of permanent (non-consumable) item, the recovery of the cost of lost permanent item will be made from the contractor. HRDC may recover the cost either from bill or from the bank guarantee.
- 1.16 The Contractor shall be deemed for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment or any kind of compensation from CSIR/CSIR-HRDC during the period of Contractor or at any-time in future.

b. Accommodation to Staff:

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

c. General Guidelines:

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

d. Payment Terms:

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

e. Deductions:

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

ANNEXURE-I		
I. MENU -1		
S.No.	Item	Remarks
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar Sachets/Pouches/cubes, Marie biscuits (2 Nos.)	Bed tea tray with cups, tea spoon, Electric Kettle, thermos flask and drinking water to be placed in the room at the time of evening service and used ones to be removed in the morning.
2.	Breakfast (With Branded Items#) a) Breads all type (White, Brown and Multigrain) b) Butter (20 gms.) – Branded Chiplet c) Jam (20 gms.) – Branded Chiplet/Sachet d) Cornflakes/Wheat flakes (in sealed branded small/big packs) with double toned milk (100 ml.) e) Two boiled eggs/Omlet (for non-veg) f) Tea & coffee (separate) g) Choice of one South/North Indian dish from the list below to be provided alternatively:- 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.	
3.	Forenoon tea (Morning Tea) Tea / Coffee cup with cookies (Madhurima/Eddy's/Karachi Bakery) and biscuits (Good day / Britannia / Mcvities)	To be served during Training sessions
4.	Choice of Fruit Juice in Tetra Pack (200 ml) optional, as and when ordered (Real/Tropicana/Minute maid/Natural/Frooti)	Choices must not be repeated on consecutive days

5.	Lunch a) Choice of one Soup; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam b) Choice of one Seasonal vegetable (gravy or dry); Mixed/Aloo Parwal/Zeera Aloo/Bhidi Masal/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian c) Choice of one Paneer dish; Kadhai/Muttar/Palak/sahi/Masala/Chilli/Malai Kofta/ d) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/Masoor/Chana-Urad/Dal Makhani/Sambhar e) Choice of Bread or Rotis; Missi/Nan/Tandoori/Fulka/Tawa Roti f) Choice of one Rice; Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried/ g) Choice of one Curd/raita; Dahi Bhalla/Plain curd/Boondi/Cucumber/Mint / Lauki/MixFruit/Pine Apple Raita h) Choice of one Salads: Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed) i) Choice of one Sweet (Dessert); Ras Malai/White Rasogula/Gulab Jamun/Fresh seasonal fruits/Ice Cream/Moong Dal Halwa/Jalebi Ravadi/Rice Kheer/Jave Kheer/Gajar Halwa j) Papad, achar (Branded Chiplet), chutney	Choice in each course is to be changed on each day of service with prior approval of I/C Guest House. In house sweets will be preferred. Thali served in rooms be covered with PVC Cling film, and chapatis to be wrapped in aluminium foil.
6.	Lunch (Non-Veg.) * Lunch (Veg.) with Mutton	
7.	Lunch (Non-Veg.) * Lunch (Veg.) with Fish	
8.	Lunch (Non-Veg.) * Lunch (Veg.) with Chicken	
9.	Afternoon Tea Tea / Coffee cup with cookies (Madhurima/Eddy's/Karachi Bakery) and biscuits (Good day / Britannia / Mcvities)	To be served during Training sessions
10.	Evening Tea (a) Choices of one snack to be made from:- i. Veg. pakora assorted, ii. Paneer pakora, iii. Samosa, iv. Bread Sandwich, v. Bread Pakora, vi. Spring roll, vii. French fries. viii. Momos ix. Boiled Chana Chat x. Sprouted Moong/Chana Chat (b) Tea /Coffee	To be served during Training sessions

11.	Dinner (Veg.) a) Choice of Cream or Clear Soups; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam b) Choice of one Seasonal vegetable (gravity or dry); Mixed/Aloo Parwal/Zeera Aloo/Bhidi Masal/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian w) Choice of one Paneer dish; Kadhai/Muttur/Palak/sahi/Masala/Chilli/Malai Kofta/ w) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/Masoor/Chana-Urad/Dal Makhani/Sambhar e) Choice of Bread or Rotis; Missi/Nan/Tandoori/Fulka/Tawa Roti f) Choice of one Rice; Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried/ g) Choice of one Curd/raita; Dahi Bhalla/Plain curd/Boondi/Cucumber/Mint / Lauki/MixFruit/Pine AppleRaita h) Choice of one Salads: Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed) w) Choice of one Sweet (Dessert); Ras Malai/White Rasogula/Gulab Jamun/Fresh seasonal fruits/Ice Cream/Moong Dal Halwa/Jalebi Ravadi/Rice Kheer/Jave Kheer/Gajar Halwa j) Papad, achar (Branded Chiplet), chutney OR	Thali served in rooms be covered with PVC Cling film, and chapatis to be wrapped in aluminium foil.
	Dinner (Non-Veg.) * Dinner (Veg.) with Mutton	
	Dinner (Non-Veg.) * Dinner (Veg.) with Chicken	
	Dinner (Non-Veg.) * Dinner (Veg.) with Fish	
12.	Additional Mixed Fruits (Fresh & Seasonal) – 200 gm	To be provided with Breakfast / lunch / Dinner
13.	One additional sweet dish / Dessert	To be provided with Breakfast / lunch / Dinner
14.	One additional Boiled Mix Veg. Dish / Pulses / Whole Pulses	To be provided with Breakfast / lunch / Dinner
15.	One additional dish Pasta	To be provided with Breakfast / lunch / Dinner
16.	One additional dish Garlic Bread	To be provided with Breakfast / lunch / Dinner
17.	One additional dish Pizza	To be provided with Breakfast / lunch / Dinner
18.	One additional dish Chawmin/Noodles	To be provided with Breakfast / lunch / Dinner
19.	One additional dish Oats	To be provided with Breakfast / lunch / Dinner
20.	Outsourced Sweet Dish for Special Occasions from Reputed Brands -1 kg (Like Bikanerwala / Haldiram / Hira Sweets)	
* Non-vegetarian Lunch/Dinner will be served on demand by I/C Guest House, CSIR-HRDC with prior intimation to the contractor.		

All items of the menus should be provided as per the quality, quantity and brands etc. as mentioned at Annexure II.

II. MENU- 2		
S.No	Item	Remarks
1.	HIGH TEA – 1 1. Choice of snacks – Samosa / Veg sandwich – 1Piece or Dhokla/Veg. Rolls- 2 Pieces or Mixed Pakora – 4 Pieces 2. Choice of cookies/biscuits- Sweet – 1Piece & salted – 1Piece (Brands) 3. Choice of nuts – Cashew / Almonds – 8 Pieces 4. Choice of Indian Sweets – Burfi / Gulabjamun / Chhena / pastry – 1Piece 5. Sugar Free Tea/Lemon Tea / Coffee – 1 cup	
2.	HIGH TEA – 2 1. Choice of snacks – Samosa / Veg sandwich – 1Piece or Dhokla / Veg. Rolls- 2 Pieces or Mixed Pakora – 4 Pieces 2. Choice of Sweets – Burfi /pastry – 1Piece 3. Potato Chips / Cookies / Toffees 4. Sugar Free Tea/Lemon Tea/Coffee – 1 cup	

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

III. MENU – 3		
<u>CSIR-HRDC CAFETERIA (YAMUNA) IN THE OFFICE PREMISES</u>		
A. For Staff of CSIR-HRDC & AcSIR:		
Category	Item	Remarks
Lunch Thali	1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 4 5. Packed Curd – 100 gram 6. Chutney/Pickle	Thali served in rooms be covered with PVC Cling film, and chapatis to be wrapped in aluminium foil.
Mini Meal	½ Plate Dal – Chawal	With Pickle and Salad
	½ Plate Kadhi – Chawal	
	½ Plate Rajmah – Chawal	
	½ Plate Chhole – Chawal	
	2 Bhature with Chhole	
	4 Puri with Bhaji / Sabji	
Tea	Ginger Tea / Cardamom Tea / Masala Tea (Boiled)	
	Green Tea – Tea Bag	
	Tea –Tea Bag with Sugar Free	
	Black Tea with Sugar Free	
	Tea in Pure Full Cream Milk – 100 ml	
	Lemon Tea – Tea Bag with Sugar Free	
Coffee	Coffee in Pure Full Cream Milk with Chocolate Powder – 100 ml	
	Black Coffee with Sugar Free	
Sweet	Khoya / Chocolate Burfi (30 gm)	
	Gulab Jamun (100 gm)	
	Besan Burfi / Besan Laddu Boondi Laddu / Balushahi (35 gm each)	

	Sewain Kheer / Rice Kheer	
Namkeen	Samosa / Kachauri (100 gm)	
	Bread Pakoda (100 gm)	
	Chana Dal Vada (100 gm)	
	Mix Pakoda (100 gm) (Aloo, Pyaj, Palak, Gobhi)	
	Paneer Pakoda (100 gm)	
Beverage	Cold Drink / Mixed Juice – 200 ml	
	Soup (Tomato/Mix veg/sweet corn etc) – 200 ml	
	Tetra Pack of Coconut Water – 200 ml	
	Tetra Pack of Sweet Lassi / Salted Lassi/ Tadka Lassi – 200 ml	
	Fresh Lime Water – 200 ml	
Note: The meals will be available on rotation basis.		

B. For Official Meetings/Trainings:

Category	Item	Remarks
Packed Lunch	<ul style="list-style-type: none"> Puri – 6 Seasonal Dry Veg -250 gm Veg Pulao -250 gm Fruit Juice (Tetra Pack) – 200 ml Sweet (Burfee / Laddu) – 35 gm Mineral Water – 500 ml Nepkin – 1 Pc 	
Working Lunch	<ul style="list-style-type: none"> Dal / Rajma / Chhole -1 Seasonal Veg -1 Boiled Rice / Pulao -1 Chapati – 3 / Puri – 4 Raita / Packed Curd – 100 gram Mix Salad (Onion, Carrot, Radish, Tomato & Cucumber etc. as) Sweet / Ice cream 	Thali served in rooms be covered with PVC Cling film, and chapatis to be wrapped in aluminium foil.
Lunch Special	<ul style="list-style-type: none"> Soup & Papad Dal / Rajma / Chhole -1 Seasonal Veg -1 Shahi / Kadai/ Matar Paneer Dish-1 Boiled Rice / Pulao -1 	

	<ul style="list-style-type: none"> Chapati – 3 / Puri – 4 Dahi Bhalla / Packed Curd – 100 gram Mix Salad (Onion, Carrot, Radish, Tomato & Cucumber etc. as) Sweet / Ice cream 	
Tea with Cookies	Ginger Tea / Cardamom Tea / Masala Tea (Boiled- Milk & Water 50-50)	
	Green Tea – Tea Bag	
	Tea –Tea Bag with Sugar Free	
	Black Tea with Sugar Free	
	Tea in Pure Full Cream Milk – 100 ml	
	Lemon Tea – Tea Bag with Sugar Free	
Coffee with Cookies	Coffee in Pure Full Cream Milk with Chocolate Powder – 100 ml	
	Black Coffee with Sugar Free	
Tea with Snacks	<u>Choice of Snacks:</u> Veg. sandwiches / Veg. pakora (50 grams) / Pastry / Samosa / Veg. Patties/ Chana Dal Vada / Bread Pakora / Dhokla / Mathari / Bread Slice (2 Pc) with Butter – 10 gm With Tea / Coffee	
Special Tea with Sweet & Snacks	<u>Choice of Snacks:</u> Veg. sandwiches / Veg. pakora (50 grams) / Pastry / Samosa / Veg. Patties/ Chana Dal Vada / Bread Pakora / Dhokla / Mathari <u>Choice of Sweets:</u> Khoya / Chocolate Burfi (25 gm) / Gulab Jamun (30 gm) Besan Burfi / Besan Laddu Boondi Laddu / Balushahi (35 gm each) With Tea / Coffee	
Special Tea with Cookies & Dry Fruits	Cookies – 2 Pc <u>Choice of Dry Fruits:</u> Almond / Cashew / Pista – 8 Pc (20 gm) With Tea / Coffee	

Chocolate	Chocolate - 50 gm (Cadbury/Nestle)	
Toffee	Toffee - 100 Nos (Parle / Cadbury)	
Beverage	Cold Drink / Mixed Juice – 200 ml	
	Soup (Tomato/Mix veg/sweet corn etc) – 200 ml	
	Tetra Pack of Coconut Water – 200 ml	
	Tetra Pack of Sweet Lassi / Salted Lassi/ Tadka Lassi – 200 ml	
	Fresh Lime Water – 200 ml	
	Fresh Fruit Extracted Juice (Water Melon) – 200 ml	
	Fresh Fruit Extracted Juice (Orange/Mausami) – 200 ml	
	Fresh Fruit Extracted Juice (Pomograte) – 200 ml	
	Fresh Fruit Extracted Juice (Mango) – 200 ml	
	Fresh Veg Extracted Juice (Carrot/Beetroot) – 200 ml	
	Fresh Coconut Water (Natural)	

Note:

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

<u>ITEMS TO BE AVAILABLE AT ALL TIMES</u>		
Sl. No.	Item	Remarks *
1.	Tea (Sugar Free) a. Readymade b. Tea bag c. Lemon Tea d. Green Tea	Taj Mahal /Lipton/ Tetley to be used
2.	Coffee (Sugar Free) Readymade	Nestles / Bru to be used
3.	Fresh Lime Water	
4.	Cold drinks (packed)	
5.	Canned Juice (packed)	Real/Tropicana/Duke to be provided
6.	Curd – 100 gram	Amul / Mother Dairy
7.	Biscuits (small packet of 2/5 Pieces)	Marie/Britannia/Parley
8.	Namkeen Mixture (small pack of 50 gram)	Haldiram / Bikano
<p>Note on Menu 1, 2, & 3 regarding the service:</p> <ol style="list-style-type: none"> Items of Menu will be decided by CSIR-HRDC Administration / I/C Guest House and there should be sufficient scope for flexibility as and when required. Contractor will provide hot drinking water as per the guests/trainees requirement. Fennel with sugar cubes (mishri dana) should be provided after every major meal. Cling wraps will cover all Salad and Raitas. Thali will be covered with cling wraps and aluminum foil will be used for packing rotis / chapatis in case of meals served in rooms. 		

IV. SPECIAL OCCASION ITEMS

S. No.	Item Description		Equivalent Brands	Quantity per head / day
1.	Bath Kit	Hand Sanitizer Liquid	Himalaya / Dettol / Godrej	Smallest Pack
		Shaving Gel	Gillette / Godrej / Old Spice	Smallest Pack
		Shaving Razor	Gillette / 7 O Clock	1 Pc
		Tooth Paste	Colgate / Pepsodent	Smallest Pack
		Tooth Brush	Colgate / Pepsodent	1 Pc
		Hair Shampoo	Dove / Pantine / Clear	Smallest Pack
		Hair Oil	Dabur / Bajaj	Smallest Pack
		Bath Soap	Mysore Sandal / Medimix / Dove	Smallest Pack
2.	Fruit Basket (Four Types of Fruits)	Apple	Good Quality Medium Size	1 Pc
		Kiwi	Good Quality Medium Size	1 Pc
		Banana	Good Quality Medium Size	1 Pc
		Seasonal Fruit	Good Quality Medium Size	1 Pc or
		(Grapes/ Mango / Orange / Chiku)		200 Gram
Special occasion items are required for high level meetings only				

V. SPECIAL OCCASION MENU (26 JANUARY / 15 AUGUST)

S.No.	Item	Remarks
1.	Packed Refreshment with Tea and Coffee: <ul style="list-style-type: none"> • Samosa / Paneer pakoda / Veg Sandwich with Tomato Sauce Sachet – 1 Pc, • Boondi Laddu – 4 Pc, • Namkeen Mathari/ Dry Samosa (small) – 2 Pc, • Juice / Frooti– 1 Pkt (Pack of 200 ml) • Tea / Coffee – with sugar / sugar free 	

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

Annexure – III**Proposed set of Uniforms for deployed Staff***(To be arranged and provided by the Contractor)*

S. No.	Work / Designation	Dress Details
1.	Manager / Supervisor / Front Desk Assistant:	Sky Blue shirt + Dark Black pant
2.	Service Boys (Dining Hall & Cafeterias):	White shirt + Dark Black pant & Cap (White)
3.	Chef	Chef's Pant & Coat, Apron & Cap (White)
4.	Housekeeping Staff	Red T-Shirt, Dark Black Pant & Cap (Red)
5.	Cleaning Staff:	Dark Grey uniform.

NOTE:

1. Name Badges for all deployed staff.
2. Black shoes for all uniformed staff.
3. Name plate to be provided along with Photo Identity Cards (duly verified by HRDC official).
4. Clean and smart outfit along with regular shaving for all the staff.
5. The waiters (serving staff) must wear name badges.

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

S. No.	Equipment details	Quantity	Office Responsibility	Contractor's Responsibility
1.	Bain Marie	02	Overall maintenance including - element replacement and like	-
2.	Chapatti Bhathi cum Puffer	02	Overall maintenance including - element replacement and like	Cleaning, maintenance and replacement of PVC Supply line
3.	Chapatti collection table	01	Complete maintenance	-
4.	Clean dish table with shelf	01	Complete maintenance	-
5.	Conveyor Toaster	01	Complete maintenance	-
6.	Cooking range-2 burners (HP) (1500x600x850)	03	-	Complete maintenance including -Burner replacement, cleaning, etc
7.	Dish landing Table	01	Complete maintenance	-
8.	Refrigerator 420 Litre - LG (Two Doors Vertical)	01	Complete maintenance including - Compressor, Gas Refilling and like	-
9.	Dosa Plates (1200X600X850)	01	Overall maintenance	Cleaning, maintenance and replacement of PVC Supply line, knob, etc.
10.	Food Display Counter (Cold)	01	Overall maintenance including - Compressor, Gas Refilling and like	-
11.	Food display counter (Hot)	01	Overall maintenance including - Compressor, Gas Refilling, element replacement and like	-
12.	Food service counter	01	Complete maintenance	--
13.	Fruit Juice Extractors (Manual)	01	Complete maintenance	-
14.	LPG Gas Banks (with 10 cylinders each)	02	Overall maintenance including - Main Service lines	PVC Pipe lines, Regulators, other spares, etc

			maintenance, etc	
15.	Microwave oven	01	Overall maintenance	-
16.	Pulverizer	01	-	Complete maintenance
17.	Induction Cook Top	14		Complete maintenance
18.	Chafing Dishes	14	Complete maintenance	-
19.	Hot Milk & Water Dispenser	01		Complete maintenance
20.	Mobile bins	03	-	Complete maintenance
21.	Pickup Counter with under shelf (600X600X650)	02	Complete maintenance	-
22.	Stock Pot stove (S/Steel-single Burner(600X600X600)	01	-	Overall maintenance including -Burner replacement, cleaning, etc
23.	Salamander (Toaster)	01	Overall maintenance including - element replacement and like	-
24.	Stock Pot	02	Complete maintenance	-
25.	Storage Racks	03	Complete maintenance	-
26.	Support work table for stock Pot stove	01	Complete maintenance	-
27.	Table with one sink (1200X800X850)	01	Complete maintenance	-
28.	Three sink unit	01	Complete maintenance	-
29.	Trolley	04	-	Wheel replacement, etc
30.	Under counter refrigeration with pick up	01	Complete maintenance including - Compressor, Gas Refilling	-
31.	Under shelf to fit under slabs (1500X1600X700)	02	Complete maintenance	-
32.	Wall mounted shelves (1200X800X300)	02	Complete maintenance	-
33.	Water station Trolley	02	-	Wheel replacement, etc
34.	Water table with stand (900X600X850)	01	Complete maintenance	-
35.	Working tables with two under shelves (900X600X850)	02	Complete maintenance	-

36.	Working table with 1 U/S	01	Complete maintenance	-
37.	Working table with single U/S three sides covered	02	Complete maintenance	-
38.	Exhaust Fan 15"(Crompton)	02	Complete maintenance	-

<u>ANNEXURE- V</u>	
Proposed list of Housekeeping Cleaning Aids & Agents	
S. No.	Items
1.	CLEANING AIDS (MANUAL): <ol style="list-style-type: none"> a. Soft Brooms b. Hard Brooms c. Brushes (Hard & Soft) d. Floor Scrubbers e. Handle Brush (soft) f. Window ledge Brush g. Long Brush (Handle) h. W.C. Brush i. Curtain Brush j. Cob Web Brushes k. Ladder (8 ft)
2.	CLEANING AIDS (MECHANICAL) <ol style="list-style-type: none"> a. Floor Scrubber and shampooing machine b. Vacuum Cleaner
3.	MOP, SCRUBBERS & DUSTERS <ol style="list-style-type: none"> a. Squeezers with Long Handles b. Window Cleaners c. Mops (Different sizes) d. Day Mops with Long Handles e. Check Dusters f. Glass Cloths g. Yellow Dusters h. Old Wiping Sheets i. Rags

4.	<p>CLEANERS / SANITIZERS / DISINFECTANTS / REPELANTS</p> <ul style="list-style-type: none"> a. Harpic/Domex/Sanifresh b. Liquid Organic Cleaners (LOC) c. Vim Liquids d. Collin Glass Cleaners e. Dettol/Savalon f. Odonil g. Urinal Cubes (Eco Cubes) h. Hit Sprays (Both Mosquito & Cockroach)
<p>Note:</p> <ol style="list-style-type: none"> 1. Eco-friendly and water conserving cleaning materials will be permitted for use with prior inspection and confirmation by CSIR-HRDC / In-charge Guest house. 2. The contractor will do projections for stock requirements and arrange & provide the material which is required for actual usage during the month. 3. Non-functional / non-serviceable cleaning aids, equipment must be replaced as and when needed. 4. Regular pest control should be arranged and carried out by the Contractor. 5. Disposal bags for garbage will be used. However, segregation of biodegradable and recyclable garbage will be taken care of by the Contractor. Disposal of these garbage in the municipal bins (outside the CSIR-HRDC campus) will be the responsibility of the Contractor. 	

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

		Affix duly attested P.P size, recent photograph of the authorised representative of the prospective bidder
1.	Name, address of firm/Agency and Telephone numbers.	
2.	Registration No. of the Firm/Agency	
3.	Name, Designation, Address & Tel. No. of Authorised person of firm / Agency to deal with	
4.	Please specify as to whether tenderer is sole proprietor /Partnership firm / company or any other establishment.	
5.	Name, Address and Telephone No. of Heads/ partners etc. be specified	
6.	PAN No. (Issued by Income Tax Dept.)	
7.	Previous Financial Year's Income Tax paid	
8.	Provident Fund Account No.	
9.	ESIC Number	
10.	Licence number under Contract Labour (R&A) Act.	
11.	Details of Bid Security deposited: 1. Amount : 2. DD No. : 3. Date of issue: 4. Name of issuing Bank	
12.	Authorisation / Power of Attorney	
13.	Any other information	

Declaration by the bidder

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

Signature of the tenderer

ANNEXURE- VII

Non-relationship Certificate with HRDC and CSIR Employees

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

TENDERERS SIGNATURE

OFFICIAL SEAL OR STAMP

ANNEXURE- VIII				
<u>CHECK-LIST FOR TECHNICAL BID</u>				
The documents are to be placed strictly as per the S. No 1 on top and subsequent documents below it, and the page no. must be mentioned in the relevant column.				
Sr. No.	Documents to be Attached	Yes	No	If Yes Page No.
1.	Bid Security (EMD) of Rs.1,25,000.00 (Rs. One Lakh Twenty Five Thousand only) in the form of DD issued by any scheduled commercial bank in favour of “HRDC Ghaziabad” payable at Ghaziabad valid for 90 days beyond the Tender validity period attached with technical bid.			
2.	One self-attested recent passport size photograph, pasted at relevant place in ANNEXURE- VI, of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers If the bidder is a partnership firm, name designation, address and office telephone numbers of Heads/ Partners also.			
3.	Tenderer's self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year			
4.	Self-attested copy of valid Employee Provident Fund Registration number.			
5.	Self-attested copy of valid ESIC Registration No.			
6.	Self-attested copy of valid registration certificate under Contract Labour (R&A) Act, 1970.			
7.	Self-attested copy of GST Registration Certificate.			
8.	Proof of last two financial years annual turnover as per NIT duly certified by a Chartered Accountant.			
9.	Self-attested copy of registration certificate to run Catering & Housekeeping services from concerned Govt. authorities.			
10.	Solvency Certificate for Rs. 45.00 lakh (Rs. Forty Five Lakh only) from a nationalized/scheduled bank.			
11.	Proof of qualification and experience of catering manager in food and beverage services as mentioned in “Terms of Services” of this tender document.			
12.	Testimonials from the Head of the Organisation at which the tenderer has provided catering & housekeeping services during the last three years including the number of persons / organization to whom the services have been rendered, including proof for one order of minimum value of Rs. 35.00 lakh OR two work orders of minimum value of Rs.20.00 lakh each.			
13.	Compliance Report as per attached Annexure – IX.			

14.	A certificate regarding Non-relationship with HRDC & CSIR employees as per given draft at Annexure 'VII' in the tender form.			
15.	If seeking exemption of EMD under MSME / ESIC then exemption certificate should be enclosed.			
16.	Authority letter for signing of the Tender on behalf of firm.			

ANNEXURE- IX

COMPLIANCE REPORT

To

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

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

Dear Sir,

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

Bank Draft No. Dated Drawn on Bank

for Rs. along with the tender as earnest money.

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

Place:

Date:

Signature of Tenderer

Name:

Position / Designation :

Address:

Tel. No.

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

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

I. MENU -1				
S.No	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar Sachets/Pouches/cubes, Marie biscuits (2 Nos.)	4000		
2.	Breakfast a) Breads all type (White, Brown and Multigrain) b) Butter (20 gms.) – Branded Chiplet c) Jam (20 gms.) – Branded Chiplet/Sachet d) Cornflakes/Wheat flakes (in sealed branded small/big packs) with double toned milk (100 ml.) e) Two boiled eggs/Omlet (for non-veg) f) Tea & coffee (separate) g) Choice of one South/North Indian dish from the list below to be provided alternatively:- 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.	4000		

3.	Forenoon tea (Morning Tea) Tea / Coffee cup with cookies and biscuits (Good day / Britannia / Mcvities)	4000		
4.	Choice of Fruit Juice in Tetra Pack (200 ml) optional, as and when ordered (Real/Tropicana/Minute maid/Natural/Frooti)	2000		
5.	Lunch (Veg.) a) Choice of Cream or Clear Soups; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam b) Choice of one Seasonal vegetable (gravity or dry); Mixed/Aloo Parwal/Zeera Aloo/Bhidi Masal/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian c) Choice of one Paneer dish; Kadhai/Muttar/Palak/sahi/Masala/Chilli/Malai Kofta/ d) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/ Masoor/Chana-Urad/Dal Makhani/Sambhar e) Choice of Bread or Rotis; Missi/Nan/Tandoori/Fulka/Tawa Roti f) Choice of one Rice; Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried/ g) Choice of one Curd/raita; Dahi Bhalla/Plain curd/Boondi/Cucumber/Mint / Lauki/MixFruit/Pine AppleRaita h) Choice of one Salads: Green/Sprouted/Macaroni/Pasta/Tossed/Fried/Mixed) i) Choice of one Sweet (Dessert); Ras Malai/White Rasogula/Gulab Jamun/Fresh seasonal fruits/Ice Cream/Moong Dal Halwa/Jalebi Ravadi/Rice Kheer/Jave Kheer/Gajar Halwa j) Papad, achar (Branded Chiplet), chutney	4000		
6.	Lunch (Non-Veg.) * Lunch (Veg.) with Mutton	200		
7.	Lunch (Non-Veg.) * Lunch (Veg.) with Fish	400		
8.	Lunch (Non-Veg.) * Lunch (Veg.) with Chicken	400		
9.	Afternoon tea Tea / Coffee with biscuits/cookies	4000		
10.	Evening Tea (a) Choices of one snack to be made from:- i. Veg. pakora assorted, ii. Paneer pakora, iii. Samosa, iv. Bread Sandwich, v. Bread Pakora, vi. Spring roll, vii. French fries. viii. Momos ix. Boiled Chana Chat x. Sprouted Moong/Chana Chat (b) Tea /Coffee	4000		

11.	Dinner (Veg.) c) Choice of Cream or Clear Soups; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam d) Choice of one Seasonal vegetable (gravity or dry); Mixed/Aloo Parwal/Zeera Aloo/Bhidi Masal/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian c) Choice of one Paneer dish; Kadhai/Muttur/Palak/sahi/Masala/Chilli/Malai Kofta/ d) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/ Masoor/Chana-Urad/Dal Makhani/Sambhar e) Choice of Bread or Rotis; Missi/Nan/Tandoori/Fulka/Tawa Roti f) Choice of one Rice; Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried/ g) Choice of one Curd/raita; Dahi Bhalla/Plain curd/Boondi/Cucumber/Mint / Lauki/MixFruit/Pine AppleRaita h) Choice of one Salads: Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed) i) Choice of one Sweet (Dessert); Ras Malai/White Rasogula/Gulab Jamun/Fresh seasonal fruits/Ice Cream/Moong Dal Halwa/Jalebi Ravadi/Rice Kheer/Jave Kheer/Gajar Halwa j) Papad, achar (Branded Chiplet), chutney OR	4000		
	Dinner (Non-Veg.) ** Dinner (Veg.) with Mutton	200		
	Dinner (Non-Veg.) ** Dinner (Veg.) with Chicken	500		
	Dinner (Non-Veg.) ** Dinner (Veg.) with Fish	500		
12.	Additional Mixed Fruits (Fresh & Seasonal) – 200 gm	500		
13.	One additional sweet dish / Dessert	500		
14.	One additional Boiled Mix Veg. Dish / Pulses / Whole Pulses (Choley or Razma)	500		
15.	One additional dish Pasta	200		
16.	One additional dish Garlic Bread	200		
17.	One additional dish Pizza	200		
18.	One additional dish Chawmin/Noodles	200		
19.	One additional dish Oats	200		
20.	Outsourced Sweet Dish for Special Occasions from Reputed Brands -1 kg (Like Bikanerwala / Haldiram / Hira Sweets)	10 kg		
TOTAL(FOR MENU 1)				
TOTAL IN WORDS :				

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

All items of the menus should be provided as per the quality and brands etc. as mentioned at Annexure II.

II. MENU-2				
<u>HIGH TEA*</u>				
S.no	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
1.	HIGH TEA – 1	500		
	&			
2.	HIGH TEA - 2	300		
	As per menu 2 provided for High Tea 1 & 2 in Annexure - I			
TOTAL(FOR MENU 2)				
TOTAL IN WORDS :				
*Normally for Course/Seminar/Workshop inaugurations/important functions.				

III. MENU – 3				
A. <u>FOR CSIR-HRDC CANTEENS</u>				
Category	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
Lunch Thali	1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 4 5. Packed Curd – 100 gram 6. Chutney/Pickle	2400		
Mini Meal	½ Plate Kadhi-Chawal/ ½ Plate Chhole - Chawal ½ Plate Rajmah-Chawal/ 2 Bhature-Chhole/ 4 Puri with Bhaji/ Sabji/ ½ Plate Dal - Chawal	1000		
Tea	Ginger Tea / Cardamom Tea / Masala Tea with sugar (Boiled)	400		
	Green Tea - Tea Bag	100		
	Tea -Tea Bag with Sugar Free	500		
	Black Tea with Sugar Free	100		
	Tea in Pure Full Cream Milk – 100 ml	200		
	Lemon Tea - Tea Bag with Sugar Free	200		
Coffee	Coffee in Pure Full Cream Milk with Chocolate Powder – 100 ml	100		
	Black Coffee with Sugar Free	50		
Sweet	Khoya / Chocolate Burfi (30 gm)	100		
	Gulab Jamun (100 gm)	100		
	Besan Burfi / Besan Laddu Boondi Laddu / Balushahi (35 gm each)	100		
	Sewain Kheer / Rice Kheer	100		

Namkeen	Samosa / Kachauri (100 gm)	500		
	Bread Pakoda (100 gm)	200		
	Chana Dal Vada (100 gm)	400		
	Mix Pakoda (100 gm) (Aloo, Pyaj, Palak, Gobhi)	200		
	Paneer Pakoda (100 gm)	200		
Beverage	Cold Drink / Mixed Juice – 200 ml	200		
	Soup (Tomato/Mix veg/sweet corn etc) - 200 ml	200		
	Tetra Pack of Coconut Water - 200 ml	200		
	Tetra Pack of Sweet Lassi / Salted Lassi/ Tadka Lassi - 200 ml	200		
	Fresh Lime Water - 200 ml	200		
TOTAL(FOR MENU 3)				
TOTAL IN WORDS :				

B. For Official Meetings:				
Category	Item	Expected Quantities per year	Unit rate	Sub Total
	A	B	C	D=BxC
Packed Lunch	<ul style="list-style-type: none"> • Puri - 6 • Seasonal Dry Veg -250 gm • Veg Pulao -250 gm • Fruit Juice (Tetra Pack) – 200 ml • Sweet (Burfee / Laddu) – 35 gm • Mineral Water – 500 ml • Nepkin – 1 Pc 	200		
Working Lunch	<ul style="list-style-type: none"> • Dal / Rajma / Chhole -1 • Seasonal Veg -1 • Boiled Rice / Pulao -1 • Chapati – 3 / Puri - 4 • Raita / Packed Curd – 100 gram • Mix Salad (Onion, Carrot, Radish, Tomato & Cucumber etc. as) • Sweet / Ice cream 	100		

Lunch Special	<ul style="list-style-type: none"> • Soup & Papad • Dal / Rajma / Chhole -1 • Seasonal Veg -1 • Shahi / Kadai/ Matar Paneer Dish-1 • Boiled Rice / Pulao -1 • Chapati – 3 / Puri - 4 • Dahi Bhalla / Packed Curd – 100 gram • Mix Salad (Onion, Carrot, Radish, Tomato & Cucumber etc. as) • Sweet / Ice cream 	100		
Tea with Cookies	Ginger Tea / Cardamom Tea / Masala Tea with sugar (Boiled- Milk & Water 50-50)	200		
	Green Tea - Tea Bag	100		
	Tea -Tea Bag with Sugar Free	200		
	Black Tea with Sugar Free	100		
	Tea in Pure Full Cream Milk - 100 ml	200		
	Lemon Tea - Tea Bag with Sugar Free	100		
Coffee with Cookies	Coffee in Pure Full Cream Milk with Chocolate Powder - 100 ml	100		
	Black Coffee with Sugar Free	100		
Tea with Snacks	<u>Choice of Snacks:</u> Veg. sandwiches / Veg. pakora (50 grams) / Pastry / Samosa / Veg. Patties/ Chana Dal Vada / Bread Pakora / Dhokla / Mathari / Bread Slice (2 Pc) with Butter – 10 gm With Tea / Coffee	50		
Special Tea with Sweet & Snacks	<u>Choice of Snacks:</u> Veg. sandwiches / Veg. pakora (50 grams) / Pastry / Samosa / Veg. Patties/ Chana Dal Vada / Bread Pakora / Dhokla / Mathari <u>Choice of Sweets:</u> Khoya / Chocolate Burfi (25 gm) / Gulab Jamun (30 gm) Besan Burfi / Besan Laddu Boondi Laddu / Balushahi (35 gm each) With Tea / Coffee	50		

Special Tea with Cookies & Dry Fruits	Cookies – 2 Pc			
	<u>Choice of Dry Fruits:</u> Almond / Cashew / Pista – 8 Pc (20 gm) With Tea / Coffee	50		
Chocolate	Chocolate - 50 gm (Cadbury/Nestle)	100		
Toffee	Toffee - 100 Nos (Parle / Cadbury)	1000		
Beverage	Cold Drink / Mixed Juice – 200 ml	100		
	Soup (Tomato/Mix veg/sweet corn etc) - 200 ml	100		
	Tetra Pack of Coconut Water - 200 ml	200		
	Tetra Pack of Sweet Lassi / Salted Lassi/ Tadka Lassi - 200 ml	200		
	Fresh Lime Water – 200 ml	200		
	Fresh Fruit Extracted Juice (Water Melon) – 200 ml	200		
	Fresh Fruit Extracted Juice (Orange/Mausami) – 200 ml	200		
	Fresh Fruit Extracted Juice (Pomograte) – 200 ml	200		
	Fresh Fruit Extracted Juice (Mango) – 200 ml	200		
	Fresh Veg Extracted Juice (Carrot/Beetroot) – 200 ml	200		
	Fresh Coconut Water (Natural)	200		
TOTAL(FOR MENU 3)				
TOTAL IN WORDS :				
<p><u>Note:</u></p> <p>Apart from the above, Mineral water bottles (Bislery/Kinley/Kingfisher), have to be provided whenever required, at the rate = MRP</p> <p>Mineral water bottles will not be a part of financial comparisons.</p>				

IV. SPECIAL OCCASION ITEMS / MENU					
S. No.	Item Description		Expected Quantities per year	Unit rate	Sub Total
	A		B	C	D= BxC
1.	Bath Kit	Hand Sanitizer Liquid	50		
		Shaving Gel			
		Shaving Razor			
		Tooth Paste			
		Tooth Brush			
		Hair Shampoo			
		Hair Oil			
		Bath Soap			
2.	Fruit Basket (Four Types of Fruits)	Apple	50		
		Kiwi			
		Banana			
		Seasonal Fruit			
3.	Packed Refreshment: (From Reputed Brands Like Bikanerwala / Haldiram / Hira Sweets) (For 26 JANUARY / 15 AUGUST) With Locally Prepared Tea and Coffee	<ul style="list-style-type: none"> • Samosa / Paneer pakoda / Veg Sandwich with Tomato Sauce Sachet – 1 Pc, • Boondi Laddu - 4 Pc, • Namkeen Mathari/Dry Samosa (small) – 2 Pc, • Juice / Frooti– 1 Pkt (Pack of 200 ml) Tea / Coffee - with sugar / sugar free	300		
TOTAL (FOR SPECIAL OCCASION ITEMS/Menu)					
TOTAL IN WORDS :					

Note:

Special occasion items are required for high level meetings only.

FINANCIAL – TENDER – B

V. HOUSEKEEPING CHARGES			
S. No.	Description	Rate per month	Rate per year
		B	C=Bx12
1.	Housekeeping of Guest House, Trainees' Hostels, Gym Area, Kitchens, Dining Halls, corridors etc.		
TOTAL(FOR HOUSEKEEPING SERVICES PER YEAR)			
TOTAL IN WORDS :			
<u>Note:</u> For housekeeping and catering services the contractor must provide a minimum of 15 persons on each day (even on days with less work load) with a provision for flexibility in morning and evening shifts.			

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

<u>SUMMARY SHEET OF ALL SUB HEADS (I TO VII)</u> <u>WHICH ARE TO BE INCLUDED IN FINANCIAL COMPARISONS</u>		
SUB-HEAD NO.	SUB-HEAD NAME	SUB-HEAD TOTAL
Financial – Tender – A		
I.	MENU -1	
II.	MENU -2	
III.	MENU -3	
IV.	SPECIAL OCCASION ITEMS / MENU	
Sub Total – (A)		
Financial – Tender – B		
V.	HOUSEKEEPING CHARGES	
VI.	LAUNDRY SERVICES - I	
Sub Total – (B)		
(C) = (A)+(B) GRAND TOTAL – (C)		
TOTAL IN WORDS :		
Note: <ol style="list-style-type: none"> 1. L-1 will be decided on the basis of overall lowest quotation of the Grand Total as mentioned in (C) above. 2. In case of discrepancy in the amount, the total mentioned in words would be considered as final quoted amount. 		
Signature of the bidder with stamp		

LAUNDRY SERVICES - II (<i>Not included</i> in financial comparisons)				
(Per unit rates on cash payment basis for Trainees & Guests) (Payable directly by Trainees and Guests)				
Note: The below mentioned rates will not be part of the financial comparisons. However these rates will be applicable subject to the approval by CSIR-HRDC.				
S. No.	Item	Ironing	Washing	Dry cleaning
1.	Trousers / Jeans			
2.	Shirt			
3.	Woolen Coat			
4.	Woolen Pant			
5.	Cardigan / Sweaters			
6.	Kurta & Pajama			
7.	Woolen Suit			
8.	Ladies suit			
9.	Saree with blouse			
10.	Shawl			
11.	Track suit			
12.	Shorts / Bermuda / Skirt / Petticoats'			
13.	Socks / Hankies			
14.	Undergarments (set)			

PERFORMANCE SECURITY BOND FORM

1. In consideration of Council of Scientific & Industrial Research (hereinafter) called CSIR through its Human Resource Development Centre, Ghaziabad (hereinafter called "HRDC ") having awarded to M/s

(hereinafter called the Contractor) under the terms and conditions of an agreement (hereinafter called the contract), CSIR/HRDC have agreed to accept a deed of guarantee as herein provided for Rs.....
(Rs..... only) from a scheduled bank towards due performance of the contract by the contractor as per the terms & conditions of the contract.
2. We (Name of the Bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the CSIR/HRDC stating that the amount claimed is due by way of loss or damage caused to or suffered by the CSIR/HRDC by reason of breach by the said Contractor(s) of the terms and conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regard the amount due and payable by the Bank under this guarantee where the decision of the CSIR/HRDC on these counts shall be final and binding on the Bank. However, Bank's Liability under this guarantee shall be restricted to

an amount not exceeding _____
3. We undertake to pay to the CSIR/HRDC any money so demanded not withstanding any dispute, or dispute raised by the Contractor(s) in any suit or proceeding pending before any court or tribunal relating there to Bank's liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.
4. We (Name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the *said* agreement and that it shall continue to be enforceable till all the dues of the CSIR/HRDC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till CSIR/HRDC certifies that the terms and conditions of the said Agreement has been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 27 months from the date of agreement, we shall be discharged from all liability under this guarantee thereafter.

We..... (Name of the Bank) further agree with the CSIR/HRDC that the CSIR/HRDC shall have the fullest liberty without affecting

in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from *time* to time or to postpone for any time or from time to time any of the powers exercisable by the CSIR/HRDC against said Contractor(s) and forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the CSIR/HRDC or any indulgence by the CSIR/HRDC to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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

Dated the _____ day of _____

For

(Indicate the name of the Bank)

ANNEXURE-XII			
PROFORMA FOR COMPOSITE HYGIENE SCORE (Minimum 90%)			
S. No.	Aspects / Parameters	Reply	
Quality Raw Material			
1.	Whether the cereals (rice, wheat, flour with choker, pulses, etc.) being used are of proper quality?	Yes	No
2.	Whether the ingredients being used for cooking including the edible oil, ghee, spices etc. are ' Agmark ' rated?	Yes	No
3.	Whether the vegetables, fruits, milk, curd, paneer, butter, non-vegetarian items , and all perishable items being used are fresh ?	Yes	No
Storage and Shelf-life of Ingredients / Products			
4.	Whether the ingredients like cereals (rice, wheat, pulses etc.), edible oil & ghee, spices etc. are being stored in a clean and hygienic manner ?	Yes	No
5.	Whether the vegetables, fruits, curd, milk, paneer, non-vegetarian items , and all perishable items being stored in a clean and hygienic manner ?	Yes	No
6.	Whether the tea/coffee is stored properly in airtight containers at a clean and dry place.	Yes	No
7.	Whether the packaged items such as bread, butter, sauces (tomato, soya, and chilli), mineral water, soft drinks, juices , etc. being used are within their expiry date?	Yes	No
Kitchen Utensils / Cook-wares and Electrical Appliances			
8.	Whether the utensils, cook-wares, crockery, tea containers, etc. are being washed properly with cleaning material/detergents after every use and are kept clean, dry and hygienic ?	Yes	No
9.	Whether the conditions of the utensils, cook-wares, crockery items, tea containers etc. are inspected regularly & replaced immediately , whenever required.	Yes	No
10.	Whether maintenance of all electrical appliances like air-conditioners, refrigerators, deep freezer, bain marie, grinders, pulverizer, insect repellents, exhaust fans, water coolers/R.O. Plants, etc. being carried out regularly and are in clean and safe working condition ?	Yes	No

Food Preparation and Hygiene			
11.	Whether First-In-First-Out (FIFO) principle is applied for consumption of raw materials / food items?	Yes	No
12.	Is the weekly menu displayed at the counter?	Yes	No
13.	Are vegetables, rice, pulses, etc. are washed and cleaned properly before cooking?	Yes	No
14.	Are the prepared food items including cut fruits and vegetables stored hygienically in clean & washed containers and kept covered ?	Yes	No
15.	Are salads and cut fruits used within 2 to 3 hours of washing and cutting?	Yes	No
16.	Whether the cooking oil, ghee, etc. after using once are not reused and disposed off properly?	Yes	No
Kitchen / Cafeteria / Dining Hall Hygiene			
17.	Is the entry to cooking area restricted to canteen staff only ?	Yes	No
18.	Do the cooks/servers/helpers use apron and caps while cooking and serving food?	Yes	No
19.	Are the areas like cooking counter, washing area and kitchen floor cleaned regularly with disinfectants ?	Yes	No
20.	Are walls, roofs and furniture kept dust free and cleaned regularly?	Yes	No
21.	Is disposal of garbage done on daily basis?	Yes	No
22.	Is drainage system in kitchen working properly?	Yes	No
23.	Whether de-pesting of entire canteen area and pantries is being done at least once in a week?	Yes	No
Food Handler's Health and Hygiene			
24.	Whether annual health check-up of canteen/kitchen/pantry staff is carried out?	Yes	No
25.	Canteen staff members are having their nails and hairs well-trimmed and cleaned regularly ?	Yes	No
26.	Do the staff members clean their hands with liquid soap: a. Before handling raw as well as cooked food items; & b. After returning from Wash / Rest Rooms	Yes	No
Food Quality			
27.	Palatability of food is tested by the representative authorized by the hospitality committee?	Yes	No
28.	Potable drinking water is readily available?	Yes	No
29.	Is breakfast / tea / lunch / dinner available at notified timings?	Yes	No
Total Score Obtained (out of 29)* Composite Hygiene Index (calculated as percentage – Total Score Obtained / 30 * 100) * 1 mark for each 'Yes' and 0 marks for each 'No' except point no. 27 (where half mark for each "Yes" and 0 marks for each "No"). Note: a. Minimum Acceptable Score is 90%. If it goes below 90% penalty of Rs. 1000/- per occasion will be deducted from the monthly bill. b. Suggestion book in the dining area to be kept for further improvements.			
Name and Signature of Contractor's Representative		Names and Signatures of CSIR-HRDC Representatives	

Annexure -XIII
Standard Operating Procedure (SOP) For Running Guest House/Trainee Hostel Services
SOP Title: Guest House & Hospitality Services
Objective: Providing Trainee Hostel/Guest House services to the Trainees/Faculties/Guests.
<p>Front Office: Front office is one of the most important functions of guests operation, and being in the forefront of guest interaction, it is expected that the experience of the guests starts on a good note. Therefore, in order to ensure “twenty four (24) hours” of uninterrupted service at Guest House, the Contractor shall provide reception facilities at guest house, round the clock. The main responsibility of “Front Office” is to assign/allot rooms to the guests, maintenance of properties of guest house and guests, security of guests and their properties, proper upkeep of lounge, reception and surroundings areas, and ensuring ultimate guest satisfaction.</p> <p>Readiness of guest rooms:</p> <ul style="list-style-type: none"> (i) The Contractor shall be responsible to keep room(s) ready in all respect within one hour of the vacation of room(s) by the guests as per given below check list. (ii) The Contractor shall ensure that linen of room(s) during the stay of guests is changed on every alternate day. (iii) The Contractor will also ensure that linen is changed as and when requested by the guest(s) if found reasonable and justified. (iv) Housekeeping schedule and check list (provided in this SOP) are to be used by the contractor’s staff for ensuring excellent housekeeping & catering services.

Training Programme:

1. Notification of training programme by programme coordinator with list of participants / Faculties and training schedule to be provided to I/C guest House on email Id - gh@csirhrdc.res.in at least two days before programme starting date.
2. Trainee hostel / guest house room allocation to the faculties and participants shall be done in consultation with In-charge Guest House & Training Coordinator depending upon availability of rooms and hierarchy of the participants.
3. Contractor has to ensure polite and courteous behavior by contractor staff with trainees/faculty/guests at the time of arrival, departure and during the stay in the guest house.
4. Contractor shall ensure arrangements for specific events / activities at trainee hostel campus like YOGA training, cultural program and pre-dinner talk etc. as and when required.
5. Arrangement of lunch and tea for trainees, faculties etc. in the office cafeteria Hindon or as per schedule/instruction received from training coordinator.
6. Contractor shall ensure smooth quality services (like drinking water, tea, lunch, dinner etc.) to the trainee participants and faculties during the stay at trainee hostel/guest house.
7. Contractor shall ensure smooth services of internet/internal telephone/computer/Wi-Fi etc. to the trainee participants and faculties or guests during the stay at trainee hostel/guest house.
8. Contractor shall ensure proper laundry services to the trainee participants and faculties or guests during the stay at trainee hostel/guest house.
9. Contractor shall ensure First Aid services to the trainee participants and faculties or guests during the stay at trainee hostel/guest house, if required.
10. In case of hospitalization requirement if any, ambulance/transport arrangements to be ensured by transport in-charge after receiving information from the trainee hostel/guest house staff. Contractor shall ensure that the emergency information to be passed on timely to Transport in-charge for vehicle, training coordinator & In-charge Guest House. The hospitals for emergency admission may be nearest Gargi Hospital Raj Nagar, Ghaziabad and CGHS empaneled Yashoda Hospital Nehru Nagar, Ghaziabad.
11. Contractor with the help of In-charge guest house shall ensure that all complaints are resolved which are raised by the trainees/faculties/guests regarding services during stay at trainee hostel/guest house.
12. Contractor shall ensure of providing catering and housekeeping services as desired to trainees/faculties at trainee hostel/guest house.
13. Contractor shall ensure the receipt of payments for providing catering services through cash/cheque from the guests/institutions.
14. Contractor with the help of In-charge guest house shall ensure availability of cooking fuels LPG/PNG/Electricity etc. for providing catering services/kitchen services by contractor. The gas cylinder(s) will be provided by CSIR-HRDC however, the contractor shall be responsible for refilling of gas cylinder.
15. Taking advance cheques for providing cooking fuel (LPG) and it's adjustment and recovery from contractor will be responsibility of In-charge guest house Or

Contractor with the help of In-charge guest house shall ensure timely payment of PNG bills (if installed) to avoid penalty and disconnection of PNG etc.

16. Contractor shall ensure timely bill verification by training coordinator / In-charge guest house and timely submission of bills (housekeeping / laundry / catering) in the office.
17. The menu of breakfast/lunch/dinner participants and faculties to be decided by training coordinator and to be communicated directly to catering manager of contractor. The bills of catering services to be verified by the concerned training coordinator.
18. Contractor with the help of In-charge guest house shall provide recreational facilities to the trainee participants and faculties or guests like gym & sports TV etc. during the stay at trainee hostel/guest house.
19. In-charge guest house shall ensure availability of essential facilities in Trainee Hostels/Guest House/office cafeterias.
20. In-charge guest house shall ensure timely renewal of catering and housekeeping contract agreement and initiation for the new tender process.
21. In-charge guest house shall ensure timely renewal of CAMC agreement for RO water purifiers and initiation for the new CAMC.
22. In-charge guest house shall ensure timely payment to DTH service provider or TV cable / Telephone bill payment and availability of Internet services in the guest house.

Services to the guests come after booking Guest House Accommodation:

1. The guest house booking information shall be provided by In-charge guest house and contractor staff shall ensure;
2. Verification of booking as confirmed by In-charge guest house
3. Identification of the guest and collecting the ID proof.
4. Guest details entry in the Arrival / Departure register by the guest.
5. Allocation of room after ensuring readiness of the room in all respects.
6. Contractor shall ensure of providing catering and housekeeping services to the guests as desired at trainee hostel/guest house.
7. Billing for room rent & catering service along with cash collection from the guest is the responsibility of reception desk manager who is representative of the contractor.
8. The Contractor shall ensure that no consumable and non-consumable items available in the rooms / guest house or trainee hostel are lost or stolen. In case of any loss of any item in the rooms / guest house or trainee hostel is to be replaced by purchasing the new of the same quality / brand.

9. The menu and rates of breakfast / lunch / dinner for other guest to be decided by In-charge guest house as approved or as agreed between guests and contractor's representative.
10. Contractor with the help of In-charge guest house shall provide bill (catering service & room rent) to the guests / institutional guests availing trainee hostel/guest house facilities and ensure the receipt of payment from guests / institution by cheque / cash / Digital transfer and shall deposit it to cashier of CSIR-HRDC / Bank account of CSIR-HRDC.
11. Contractor shall ensure the proper accounting of cash / cheque received / collected from the guests / institutions as room rent.
12. Accommodation booking details are to be entered in the Advance booking register for convenience of guest at the time of check-in.
13. Linen register to be maintained properly. The linen gate pass to be got signed by the In-charge guest house before giving it for washing. while linen is given for washing it is to be counted in the presence of In-charge guest house or his representative.
14. The billing records register for official bills (housekeeping, catering and laundry) of guest house to be maintained by contractor staff.
15. Complaint registers for civil, electrical, plumbing and AC etc. are to be maintained by contractor staff.
16. The feedback is to be collected from the participants, faculties and guests regarding services rendered by contractor.

Timings for Catering Services to Faculties and Participants:

1. The normal time schedule as given below for catering services (Tea, Breakfast, Lunch & Dinner) to be followed by the Contractor unless and otherwise specified or re-scheduled by Training Coordinator / In-charge Guest House. .
2. Contractor shall arrange for preparing and serving of breakfast, teas – forenoon, afternoon, and evening, lunch, and dinner as per menu provided in the respective Annexure or menu approved / provided by Training Coordinator. The normal timings of catering services will be as under:

Service	Time of Service	Location of Service
Breakfast	0800 Hrs to 0900 Hrs	Guest House Dining Hall
Forenoon Tea	1030 Hrs to 1045 Hrs	Cafeteria Hindon / Training Hall
Lunch	1300 Hrs to 1400 Hrs	Cafeteria Hindon / Open Lawn

Afternoon Tea	1530Hrs to 1545 Hrs	Cafeteria Hindon / Training Hall
Evening Tea	1730 Hrs to 1830 Hrs	Guest House / Cafeteria Hindon
Dinner	2030 Hrs to 2130 Hrs	Guest House Dining Hall

Timings for Catering Services to Staff of CSIR-HRDC and AcSIR:

- Contractor shall arrange for preparing and serving of forenoon tea with snacks, afternoon tea with snacks and lunch as per menu provided in the respective Annexure or menu approved / provided by In-charge Guest House. The normal timings of catering services will be as under:

Service	Time Duration of Service	Location of Service
Forenoon Tea	1030 Hrs to 1130 Hrs	Cafeteria Yamuna / Room Service
Lunch	1300 Hrs to 1400 Hrs	Cafeteria Yamuna
Afternoon Tea	1530Hrs to 1630 Hrs	Cafeteria Yamuna / Room Service

Note:

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

DAILY CHECK LIST FOR CATERING QUALITY CONTROL

S. No.	Issue	Observation		Remark
1	Raw material received are branded ones and stored properly	YES	NO	
2	Food prepared properly and stored properly under Hygiene conditions	YES	NO	
3	Prepared items covered properly	YES	NO	
4	Utensils are properly cleaned	YES	NO	
5	Floors are Hygienically cleaned	YES	NO	
6	Kitchen staff are in uniform	YES	NO	
7	Waiters are in uniform and wearing gloves	YES	NO	
8	Drinking water arrangements neatly done	YES	NO	
9	Utensil Washing area is properly maintained	YES	NO	

10	Dining hall and Tables in cafeteria properly cleaned and dressed up	YES	NO		
11	All items as per Menu provided	YES	NO		
12	Serving tables dressed up with white clothes, transparent plastic sheet and mats.	YES	NO		
13	All items in orderly manner and are in a presentable manner	YES	NO		
14	Finger nails should be trimmed and clean	YES	NO		
15	Staff Bathing daily	YES	NO		
16	Storage area / fridge is clean	YES	NO		
17	De-pesting is done once in a week	YES	NO		
18	Exhaust system is working	YES	NO		
19	Garbage disposal is done regularly	YES	NO		
20	Drainage system is functioning	YES	NO		
21	Any other item	YES	NO		
Name and Signature of Contractor's Representative		Name and Signature of CSIR-HRDC's Representative			
CSIR-HRDC Guest House					
<u>House-Keeping Work Schedule</u>					
S. No.	Job / Work	Frequency			
1.	Reception, Lounge, Dining Hall/ Kitchen	4 to 5 times Daily			
2.	Pathway	Twice Daily			
3.	Cups, Tumblers, Tray, Flask & Elect. Kettle	Daily			
4.	Rooms (Occupied & Non-Occupied)	Daily			

5.	Guest House Compound (Open Areas)	Daily	
6.	Gym	Daily	
7.	Garbage Bins	Daily	
8.	Door & Window Panes	Fortnightly	
9.	AC, Stabilizer & Heat Convector	Fortnightly	
10.	Cobwebs (Spider nets)	Fortnightly	
11.	Ceiling/Exhaust Fans	Fortnightly	
12.	Room Floor Washing	Fortnightly	
13.	Almirah	Fortnightly	
14.	Switch Boards / Tube lights	Fortnightly	
15.	Roof Top	Monthly	
16.	Water Cooler Cleaning	Monthly	
17.	Take Feedback of Services from Participants	Every Training	
18.	Overhead Water Tanks	Half Yearly	
CSIR-HRDC's Representative		Caterer's Representative	

सी.एस.आई.आर. - मानव संसाधन विकास केन्द्र, गाजियाबाद

हाऊस कीपिंग चैक लिस्ट (प्रतिदिन), कमरा सं GH/TH-___ मास तथा वर्ष: _____

दिनांक	टी.वी. व रिमोट. डीटीएच	दीवार घड़ी व कलेण्डर	आल आउट रिफिल	फर्श की सफाई	कड़ादान की सफाई	स्नान गह चप्पल	असिंग टेबल व साइड टेबल	टेबल्स, कर्सियाँ व कपड़ा स्टैंड	टैलीफोन, एसी, स्टेब रूमहीटर	वाश बेसिन की सफाई	पानी के टैप व फिटिंग्स	डबल सी की सफाई	ट्रिश रोल बकेट मग व स्टूल	शीशा / दर्पण की सफाई	हाथ धोने नहाने का साबन शेम्पू	तौलिये व बेड कवर	चादर, कंबल, तकिया कवर	केतली एवं थर्मस	पीने का पानी	टी बैग, चीनी व मिल्क पौडर	गिलास एवं कप	टे एवं कोस्टर	सुपरवाइजर के हस्ताक्षर
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Whom to contact in case of emergency :

I - In-charge, Guest House II – Chairman Hospitality Committee. (Mobile No. are available on the Guest House reception notice board)

ANNEXURE - XIV											
<u>FEEDBACK FORM FOR HOSPITALITY SERVICES</u>											
<p>Dear Participant,</p> <p>It is our earnest desire to make your stay most comfortable. We request you to fill the questionnaire given below to enable us to understand your expectations and to serve you better.</p> <p>1 = VERY POOR, 2 = POOR, 3 = SUFFICIENT, 4 = AVERAGE, 5 = GOOD, 6 = VERY GOOD, 7 = EXCELLENT, 8,9&10= OUTSTANDING</p>											
S.No.		1	2	3	4	5	6	7	8	9	10
1.	The food served is hot and fresh										
2.	The menu has a good variety of items										
3.	The quality of food is excellent										
4.	The food is tasty and flavourful										
5.	Availability of souces, utensils, napkins etc. was good										
6.	Cafeteria staff are friendly and courteous										
7.	The quality of service										
8.	Did the food quality (temperature taste presentation etc.) meet your expectations ? if no, please explain										
9.	Quantity of food										
10.	Hygiene of food										
11.	Food and beverage presentation										
12.	Delivery and set-up (was the food delivered / set-up in time ?)										
13.	How about the service staff? How well did they serve you? on time, neatly dressed, polite etc										
14.	Service accompaniment provided (plates glass ware cutlery etc.)										
15.	Responses to special requests like fruit or milk for those participants who are on fasting/ special dietary concerns (were catering staff accommodating?)										

16.	Was the staff friendly efficient and professional in appearance?, if no please explain											
17.	Is there any specific feedback about the food?											
18.	Was any part of the catering services (including food during lunch/dinner/tea/snacks) unsatisfactory? Is there any specific feedback about the food? If so, what can be do to improve?											
19.	Cleanliness of dining areas? and Cleanliness of service areas?											
20.	Do you have any suggestions for improvement?											
21.	What additional services do you feel would enhance and improve your experience with CSIR-HRDC hospitality/catering											

Name and Designation:

Institute / Organization:

Programme Name:.....

e-mail Address & Mobile No.:

Room No.:.....

Date:.....

Signature.....

ANNEXURE - XV				
BILL VERIFICATION CHECK LIST FOR HOUSEKEEPING SERVICES				
Housekeeping Bill for the Month:			Year:	
S. No.	Issue	Observation		Recommendation / Remarks
		YES	NO	
Housekeeping Services				
	Guest Room			
1.	Bedsheets, bedcovers, towels, blankets, quilts are hygienically cleaned at the time of allotment of room to the guest.			
2.	Floors and items in the rooms/ bathrooms are dust free, odour-free and hygienically cleaned.			
3.	Water taps, Cistern, Geyser, A/c, cooler, Drainage system etc are clean and functioning properly.			
4.	All items, as per room checklist in SOP, are in order and functioning properly.			
5.	Cleaning of floors / bathrooms and Garbage disposal being done on regular basis and replenishment of used items every day during the stay of guest.			
	Cleanliness of Kitchen and dining Area.			
6.	Kitchen, Dining hall, utensil wash area, exhausts etc. are clean and working.			
7.	Storage area and fridge are dust free, clean and without any odour.			
8.	Floors of corridors, kitchen area, reception area and dining area of Guest house are hygienically cleaned.			
9.	Dining hall and Tables are properly cleaned and dressed up with table clothes/covers./ Mats.			
10.	Utensil Washing area is properly maintained.			
11.	Pest control in kitchen area is done minimum once in a week.			
12.	Catering & Housekeeping staff are in uniform.			
13.	The services at reception desk of guest house are satisfactory.			
Catering Services				
1.	Food raw material received are branded ones and stored properly.			
2.	Food prepared properly and stored properly under Hygiene conditions.			

3.	Food served was as per pre-decided menu.			
4.	Availability of food item's quantity, utensils, napkins etc. in the dining hall was sufficient.			
5.	Presentation of food in the dining hall was nice.			
6.	Food served was hot, fresh and tasty.			
7.	Dining hall and Tables were properly cleaned and dressed up.			
8.	Dining hall services were good.			
9.	Waiters were in uniform and wearing gloves and cap.			
10.	Drinking water arrangements were neatly done.			
11.	Prepared food items were stored and covered properly.			
12.	The food Was delivered / set-up in time.			
13.	Utensils & crockery were properly cleaned and wiped			
14.	Quality of provided plates, glass ware & cutlery was good.			
15.	Finger nails were trimmed and personal hygiene of catering staff was good enough			
16.	Responses to special requests like fruit or milk for those participants who were on fasting/ special dietary concerns (were catering staff accommodating?)			
17.	Cafeteria staff is friendly and courteous.			
18.	Any other item.			
Recommendation /Justification in case of deficient services: 				
Name and Signature of Contractor's Representative		Name and Signature of I/C Guest House, CSIR-HRDC		

ANNEXURE - XVI

BILL VERIFICATION CHECK LIST FOR CATERING SERVICES

Name of the Training Coordinator:

Name of Training Program:

Duration of Training:

S. No.	Issue	Observation		Remark
		YES	NO	
1.	Food served was as per pre-decided menu.			
2.	Availability of food item's quantity, utensils, napkins etc. in the dining hall was sufficient.			
3.	Presentation of food in the dining hall was nice.			
4.	Food served was hot, fresh and tasty.			
5.	Dining hall and Tables were properly cleaned and dressed up.			
6.	Dining hall services were good.			
7.	Waiters were in uniform and wearing gloves and cap.			
8.	Drinking water arrangements were neatly done.			
9.	Prepared food items were stored and covered properly.			
10.	The food Was delivered / set-up in time.			
11.	Utensils & crockery were properly cleaned and wiped			
12.	Quality of provided plates, glass ware & cutlery was good.			
13.	Finger nails were trimmed and personal hygiene of catering staff was good enough			
14.	Responses to special requests like fruit or milk for those participants who were on fasting/ special dietary concerns (were catering staff accommodating?)			
15.	Cafeteria staff is friendly and courteous.			
16.	Any other item.			

Recommendation /Justification in case of deficient services:

Name and Signature of Contractor's Representative

Name and Signature of Training Coordinator
(CSIR-HRDC)