

ICAR-NATIONAL INSTITUTE OF ABIOTIC STRESS MANAGEMENT

A/P. MALEGAON KH, TAL-BARAMATI, DIST-PUNE-413115

Tender no: 3-96/2016-17

Tender for Housekeeping and catering service at GUEST HOUSE

For and on behalf of the Secretary, ICAR, the Director, ICAR-NIASM, Baramati invites e-tenders for Housekeeping and catering services through the website www.eprocure.gov.in under two bid systems from reputed firms.

Important Notes:

1. Tender Documents can be downloaded from ICAR-NIASM website www.niam.res.in or from Central Public Procurement Portal www.eprocure.gov.in. Bidders should enroll / register in the e-procurement module of Central Public Procurement Portal through the website: www.eprocure.gov.in. Bidders should also possess a valid DSC for online submission of bids.
2. Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.
3. ICAR-NIASM, Baramati reserves the right to accept / reject any /all tenders in part /full without assigning any reason thereof.
4. ICAR- NIASM will not be responsible for any delay in enrollment/registration as bidder or submitting/uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website www.eprocure.gov.in and enroll their Digital Signature Certificate and upload their quotation well in advance.
5. Any changes/corrigendum/ extension of opening date in respect of this tender shall be issued through websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.

Senior Administrative Officer

Instructions to Bidders

- I. Bid document is for Housekeeping/ Maintenance and Catering Services at Guest House of ICAR-National Institute of Abiotic Stress Management, Malegaon (Khurd), Baramati.
- II. All bid papers submitted should be serially numbered.
- III. You are requested to submit your financial quote in the given format.
- IV. The requisite amount of EMD should be attached with page number one, as mentioned above, of the Bid Document. Offer without EMD will summarily be rejected. EMD amount is Rs 20000/-
- V. The name of the applicant should be mentioned on the reverse of the respective DD/ Banker's Cheque, attached as EMD.
- VI. All the pages of the bid document should be duly signed and stamped by the authorized signatory of the applicant. The bid document should be submitted in original
- VII. The successful bidder shall be prepared to commence operations within 15 days of signing of contract.
- VIII. In case of any clarifications, please contact the undersigned.

Terms & Conditions:

1. Tenders/Quotations

1.1 Must be submitted online through the website www.eprocure.gov.in by **28/01/2017 till 12.30 PM.**

2.2 Tenders/Quotations must be written in English. All accompanying technical literature, and correspondence in connection with or arising from a bid shall be in English.

2.3 Tender fee is Rs 1000/-

Late Tenders

3.1 Any tender/Quotations received by the Purchaser after the deadline for submission of tender/Quotations will be rejected.

4. Earnest Money

4.1 Bidders have to furnish Bid Security/earnest money worth as mentioned in tender notice in favour of **ICAR-Unit-NIASM payable at Baramati** along with the bid(s) from a Nationalized Bank. The Earnest Money is required to protect the Purchaser against the risk of Tenderer's conduct, which would warrant the security's forfeiture.

4.2 The Earnest Money shall be in one of the following forms:

a) A Bank Draft payable to "ICAR- Unit- NIASM, Baramati"

4.3 Any tender not accompanied by Earnest Money will be straight way rejected.

4.4 Unsuccessful Tenderer's Earnest Money will be discharged or returned as promptly as possible

4.5 The Earnest Money may be forfeited:

a) If a Tenderer/bidder withdraws its tender during the period of tender validity specified by the Tenderer on the Tender Form; or

b) In case of a successful Tenderer/bidder, if they fails to furnish Security Deposit.

5. Performance Security

5.1 Within thirty (30) days, the successful tenderer shall furnish to the purchaser the Security Deposit equivalent to 10% of the contract value for one year.

5.2 The Security Deposit shall be in one of the following forms: (a) Bank Guarantee, issued by a reputed bank or a FDR/Demand Draft payable to “**ICAR- Unit -NIASM, Baramati**”.

5.3 Failure of the successful Tenderer/bidder to sign the contract and/or furnish the Security Deposit shall constitute sufficient grounds for the annulment of the award and forfeiture of the Earnest Money, in which event the Purchaser may make the award to the next lowest evaluated Tenderer or call for new tenders.

5.4 The Security Deposit will be discharged by the purchaser and returned to the Supplier following the date of completion of the Supplier’s performance obligations under the contract, including any warranty obligations after receiving agreement letter.

6. Period of Validity of Tenders/quotations

6.1 Validity of Tenders/quotations shall be **180** days after the date of tender opening. A tender valid for a shorter period shall be rejected by the Purchaser as non-responsive. The rate is to be quoted in lump sum for one month for Housekeeping/ Maintenance and catering Service work at Guest House at ICAR-National Institute of Abiotic Stress Management, Malegaon (Khurd), Baramati.

7. Successful Service provider will arrange his own equipment over and above those already provided by ICAR-NIASM. Proper maintenance & upkeep of all the equipment provided by ICAR-NIASM is the responsibility of service provider.
8. Modern and standardised equipment should be arranged by the service provider.
9. Successful Service Provider will obtain necessary certificates/permissions as required by law such as food license, or any other stipulated statutory document from the competent authorities.
10. Term of Service Provider will normally be for ONE year with a provision for further extension on mutual consent. Extension of tenure and earlier termination is the sole discretion of NIASM.
10. The successful service provider will bear the cost, throughout the term of Service Provider, for comprehensive general liability insurance for his men and material.
11. Successful Service provider shall be responsible for compliance of Food Safety and Standards Act 2006 or any other ACT in the force during the time.
12. The operator shall issue Identity Cards to all his workers.
13. The successful service provider shall be responsible for the conduct and behavior of his employees.
14. Display of Rate List: Legible rate list should be displayed as per NIASM approved rates.
15. Billing system: Billing will be done by contractor as per bill book issued by the NIASM.

- 16. Safety:** The Service Provider shall be responsible for the safety of the workers. All the safety measures must be taken during operation.
- 17. Pest Control:** Pest control is to be done regularly by service provider and is to be undertaken with prior permission from NIASM. The cost of the pest control will be borne by service provider.
- 18. Disposal of Garbage:** Collection of garbage and its proper disposal at designated place on daily basis will be responsibility of the Service Provider.
- 19. Visitor Book:** Visitor book/Feedback forms should always be available and also feedback should be obtained from the guests/users.
- 20. Food audit for quality and food safety** must be integral part of Kitchen Operations.
- 21. Table Clearance:** The service provider will be responsible to ensure the proper clearance of all used plates and utensils
- 22. Housekeeping -** Regular cleaning of the allotted premises, as mentioned above, shall be the responsibility of the Service Provider who should engage adequate staff for cleaning & pot washing etc.
- 23.** The contractor shall not appoint any sub-contractor to carry out any obligations under this contract.
- 24.** The entire Guest House premises (which include regular rooms and VIP rooms with attached toilets and customized furniture; kitchen, dining area, conference hall, internal and external common areas) should be cleaned regularly and maintained properly. The cleaning chart/ table is to be maintained by contractor indicating activities performed on daily basis. It may be produced to In-charge, Guest House on demand.
- 25.** Uniform with colour specifications and pattern approved by NIASM should be supplied by the contractor to the workers at his own cost and it would be ensured that the working staff etc., are in proper uniform while on duty.
- 26.** The materials for sanitation like brooms, brushes, moping materials, floor cleaning liquids, toilet cleaning liquids, phenyl, naphthalene balls, air refresher etc. are to be procured and used by the contractor for the said work of guest house.
- 27.** All the toilets are to be cleaned as frequently as required to keep them in a well neat and clean condition.

- 28.** Cleaning of glasses, windows, hand-rails of staircase etc. on day-to-day basis. The contractor may have to attend any other miscellaneous work assigned by the In-charge Guest House, if any.
- 29.** The bio-degradable waste and non-bio-degradable waste from kitchen and guest rooms are to be separated by contractor and to be disposed at earmarked places in the campus.
- 30.** The visiting guests should be received in a respected manner and rooms are to be allotted as per the directions of concerned officer/guest house in-charge. The luggage of the guests should be carried from porch to allotted rooms of guest on arrival and vice versa.
- 31.** An inward and outward register, provided by this office, should be maintained and the charges of Guest rooms should be collected from guests after issuing necessary receipts provided by this office. The guest charges are to be deposited with In-charge, Guest House or concerned section in office as per written instructions.
- 32.** The bed sheets, pillow covers, towels, etc. should be washed regularly. The cleaned and ironed set of bed sheets, pillow covers, towels, etc. is to be provided to the guests. If guest is residing in guest room for longer period, set of bed sheets, pillow covers, towels, etc. is to be replaced by cleaned and ironed set after every three days.
- 33.** The Guests should be provided with Tea, Coffee, Breakfast, Lunch and Dinner as per their requirements for which the rates will be fixed by this office.
- 34.** The contractor may have to serve vegetarian/ non- vegetarian food as per requirement.
- 35.** In case of special lunch or dinner on official occasions, a nominated committee will finalize rates and menus after discussion with contractor.
- 36.** The kitchen facility including the vessels and utensils are to be arranged by contractor. However, utensils for serving food and LPG cylinder will be provided by this office and the cylinder should be refilled by the contractor as and when required by his/ her cost.
- 37.** The expenditure for preparing and providing food to the Guest is to be done by Contractor and the food charges will be collected by the contractor from guests, before they vacate the guest house rooms.
- 38.** The Caretaker/Caretakers will be provided a room in the Guest House for their stay.
- 39.** The Guest House will function for 24 hours. All the Housekeeping and catering services are to be carried out by contractor on all days of the month (including second Saturday,

all Sundays, and all holidays). However, one labour should not be allowed to work more than 26 days in a month.

- 40.** Successful tenderers have to deposit Security Money of 10% of contract value for one year which will be treated as guarantee for successful performance of the service and works. The Security money will be released after completion of the contract.
- 41.** Water and Electricity will be provided at free of cost by NIASM. The Service provider shall not use electricity for cooking purposes and shall not be misused by any means what so ever except for genuine requirement of running refrigerators and other such equipments.
- 42.** The monthly payment to contractor will be made through e-payment to the Contractor's Savings Account at SBI, Bhigwan Road, Baramati after completion of each month and due verification by In-Charge, Guest House and on production of pre-receipted bill.
- 43.** Any complaint of mis-behaviour by guests or any case of misappropriation /mis-utilization of premises, etc. by the Contractor or his workers noticed by In-charge, Guest House or other officers will be viewed seriously and the contract will be terminated (if found guilty) without any notice and the Security Money deposited by the contractor will be forfeited partly or fully and will be treated as penalty charges.
- 44.** The cost of loss of any item or damage to the property of ICAR will be borne by the Contractor. It is the duty of the contractor to ensure that all items are in order before the visitor leave the premises.
- 45.** The quotation should be signed by the Contractor with his/ her name, full address and telephone No. if any and the quotation received without the same will not be considered.
- 46.** The contractors should attach documents/ certificates related to their earlier experiences in Housekeeping/ Maintenance and Servicing work in State Government or Central Government Guest Houses, if any.
- 47.** The Contractor should also submit proof of address (Permanent & temporary) in form of photo copy of Voter's ID/ Aadhar Card/ Bank passbook, etc. duly attested by Gazetted Officer along with the quotation and without the same the quotation will not be considered.
- 48.** After awarding the contract, the contractor should also furnish a copy of address proof (Permanent Home town address and Local address) along with Photo Identity duly

attested by Gazetted Officer, along with Police Verification Certificate of any non-residential workers engaged by the contractor within 30 days of the issue of work order or the engagement of worker, whichever is earlier. On non-production of Police verification certificate the work order will stand automatically cancelled.

49. The contractor must employ adult labour only. Employment of child labour shall lead to the termination of the Contract.
50. The contractor has to pay their workers minimum wages with all statutory benefits like EPF, ESIC, and Bonus as per the notification issued by Labour Commissioner, Ministry of Labour, Govt. of India.
51. The persons so provided by the agency under this contract will not be the employee of the NIASM and there will be no employer-employee relationship between the NIASM and the persons so engaged by the contractor in the aforesaid services.
52. A copy of PAN Card of Contractor should be enclosed along with the quotation and without the same; the quotation will be not be entertained and will be rejected.
53. An agreement on Non Judicial Stamp Paper of Rs 100/- may be furnished within 15 days of the issue of work order.
54. Any clarification the undersigned may be contacted.
55. The right to accept or reject any or all quotations without assigning any reason is reserved by the Director, ICAR- National Institute of Abiotic Stress Management, Malegaon (Khurd), Baramati.
56. **Experience: Firm should have experience of atleast one year of housekeeping and catering services in Government / Semi Government Organisation.**
57. **Firm should produce certificate of satisfactory performance from the organization where it has worked.**
58. **Person required: Minimum 6 persons would be required as per details given below:**
 - **Housekeeping: Minimum two persons**
 - **Catering Services: 1cook, 1helper to cook and 1 to serve food (waiter)**
 - **Caretaker : 1 caretaker**

Online Bid Submission Details

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in Two Covers as explained below:-

COVER - I (Following documents to be provided as PDF file)			
Sl. No.	Documents	Content	File types
1		Scan copy of Sales Tax/VAT Registration/ Service Tax/PAN	.PDF
2		Scan copy of Tender Fee and Earnest Money Deposit by way of Demand Draft	.PDF
3		Scan copy of certificate for EMD exemption, if claiming.	.PDF
4		Scan copy of registration of firm	.PDF
5		Scan copy of experience certificate of Govt./Semi Govt organisation and copy of certificate of satisfactory performance	.PDF
6		Scan copy of ITR	.PDF
7		Scan copy of EPFO/ESIC registration	.PDF
8		Scan copy of duly filled in checklist	.PDF
COVER - II			
1	Financial Bid	Price bid (BOQ) to be filled in Excel format	.XLS

All the documents and BOQ has to be digitally signed by the bidder.

I/c. Senior Administrative Officer

The details of the Guest House at ICAR-NIASM, Malegaon (Khurd), Baramati are given below.

Sr. No.	Particulars	Details
1	Plinth area of Guest House	1235 m ²
2	Number of rooms	18 no. (regular/simple)+ 3 no. (VIP)= Total 21rooms
3	Size of simple room:	3.23m x 3.5m
4	Size of VIP room	3.23m x 3.5m (living room) + 3.23m x 3.5m (bedroom)
5	Provisions in rooms	All the rooms have attached toilets i.e. bath and latrine. Rooms are provided with customized furniture such as bed, wardrobe, chair, table, study table, etc.
6	Conference hall	8.0m x 10.27m provided with conference tables and chairs
7	Kitchen	6.5m x 9.08m with provision of kitchen trolleys
8	Dining area	8.0m x 10.27m with provision of Dinning tables
9	Common areas	Passages at ground and first floors, staircases, reception, porch at front side and 1 common toilet
10	External/ surrounding area	Porch, parking areas and planters

Checklist

Sl. No	Particular	
1	Name of the firm/Individual	
2	Age:	
3	Address	
4	Nationality:	
5	Identity Proof:	
6	Residential Proof:	
7	Telephone No./Mobile No.:	
8	Experience in housekeeping service (Govt./Semi Govt.) of at least 3 years with proof/ and certificate of satisfactory performance	
9	Experience in catering service (Govt./Semi Govt. at least 3 years with proof/and certificate of satisfactory performance	

Annexure-II

**Charges for food Items listed below will be decided by NIASM committee
with the selected contractor**

Sr. No.	Item	Charge (Rs.)
1	Readymade Tea	
2	Coffee/ Tea from tea bagwith	
3	Breakfast (Bread-Butter/ Jam 4 pieces; 1 Egg Omlet with 4 toasts ;Poha; Upama; Idly (2 pieces), Paratha (1 piece)	
4	Lunch/ Dinner (Chapati, Rice, 1 vegetable, Dal, Salad)	
5	Lunch/ Dinner (Chapati, Rice, 2 vegetables, Dal, curd, Salad, papad and pickle)	
6	Sweets (GulabJamun, Rasgula, etc.) Ice- creams/ cold drinks, Lassi, etc.	

Annexure-III

Price Bid

As per BOQ at uploaded on CPP portal