



**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 Training Hostel & Guest House**

**Tender Document for Providing  
"CATERING & HOUSEKEEPING SERVICES"**

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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 \_\_/04/2022

प्रमुख, सीएसआईआर- मा०सं०वि०के०, गाज़ियाबाद की ओर से कैटरिंग तथा हाऊसकीपिंग एजेंसियां जो मानव संसाधन विकास केंद्र, गाज़ियाबाद में स्थित परिसर में कैटरिंग तथा हाऊसकीपिंग सेवाएँ एक वर्ष के लिए उपलब्ध कराने में सक्षम हो, से दो बिड सिस्टम (तकनीकी एवं वित्तीय बिड-BOQ) के तहत ई-निविदा आमंत्रित की जाती है। प्रमुख CSIR-HRDC के विवेकानुसार यह निविदा अगले एक वर्ष के लिए संतोषजनक सेवा के आधार पर विस्तारित की जा सकती है।

केंद्र में कैटरिंग और हाऊसकीपिंग सेवाएं प्रदान करने के लिए एजेंसियों / फर्मों के पास ईएसआई अधिनियम 1948 और ईपीएफ अधिनियम 1952 सहित प्रासंगिक विधियों के तहत पंजीकरण और लाइसेंस होना अनिवार्य है। जो ठेकेदार बड़े सरकारी संस्थानों / कॉरपोरेट प्रतिष्ठानों के गेस्ट हाउस / प्रशिक्षण छात्रावासों में कैटरिंग और हाऊसकीपिंग दोनों सेवाओं को प्रदान करने का अनुभव रखते हो तथा पिछले तीन वर्षों की अवधि में जिनका औसत टर्नओवर कम से कम 14.70 लाख हो। कैटरिंग सेवाओं में सुबह और शाम की चाय, नाश्ता, दोपहर और रात का भोजन प्रदान करने का अनुभव भी हो। इस अनुभव में फर्म का पिछले तीन वर्षों के दौरान एक समान कार्य कम से कम रु 39.20 लाख के मूल्य का होना चाहिए या दो कार्यों में प्रत्येक कार्य कम से कम रु 24.50 लाख मूल्य का होना चाहिए या तीन कार्यों में प्रत्येक कार्य कम से कम रु 19.60 लाख मूल्य का होना चाहिए वे एजेंसियां आवेदन कर सकती हैं। इस अनुबंध के तहत कार्य का अनुमानित मूल्य लगभग रु 49.00 लाख होगा। 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/e procure/app> और सीएसआईआर-मा०सं०वि०के० की वेबसाइट [www.csirhrdc.res.in](http://www.csirhrdc.res.in) पर उपलब्ध है।

1.	कार्य का अनुमानित मूल्य	रु 49.00 /- लाख प्रति वर्ष
2.	सीपीपी पोर्टल पर प्रकाशन की तिथि	13/04/2022
3.	टेंडर डॉक्युमेंट का मूल्य	शून्य
4.	ई टेंडर डाउन लोड करने की प्रारंभिक तिथि व समय <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a>	13/04/2022 at 1700 hrs
5.	ई टेंडर सबमिशन करने की प्रारंभिक तिथि व समय	14/04/2022 at 1000 hrs
6.	ई टेंडर डाउन लोड / सबमिशन करने की अंतिम तिथि व समय	05/05/2022 at 1100 hrs
7.	तकनीकी बिड खोलने की तिथि व समय	06/05/2022 at 1130 hrs
8.	बयाना राशि/ ई एम डी (MSME/Star up को नियमानुसार ईएमडी हेतु छूट रहेगी)	रु 98000/- ऑनलाइन माध्यम से अंतिम तिथि तक CSIR-HRDC के बैंक खाते में जमा करें जिसका विवरण अनुलग्नक - XVI में उपलब्ध है।

सूचना- सभी 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।

वरिष्ठ 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: \_\_/04/2022

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

**Please Read all terms & conditions of tender before filing it online.**

e-Tenders are invited online under Two-Bid system [Technical Bid (Part-I unpriced) & Financial Bid (Part-II priced i.e. BOQ)] by Head, CSIR-HRDC from the full time catering & housekeeping service providers possessing valid registration and license under the relevant statutes including the ESI Act 1948 and EPF Act 1952 for providing Catering and Housekeeping Services in the Centre for a period of one year which can be extended for another one year on the satisfactory performance at the discretion of Head, CSIR-HRDC. The contractors having a work 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 persons. The experience during last three years include average turnover of 14.70 Lakhs and one similar completed work should be of a value of at least Rs.39.20 lakhs OR two similar completed works should be of a value of at least Rs. 24.50 lakhs each only OR three similar completed works should be of a value of at least Rs. 19.60 lakhs each during last three years need to apply. The estimated value of work under this Contract would be approximately Rs. 49.00 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](http://www.csirhrdc.res.in).

1.	Estimated cost of the work	Rs. 49.00 Lakhs Per Annum
2.	NIT publishing date on CPP Portal	13/04/2022
3.	Cost of the Tender Document	Nil
4.	Tender Document downloading start date & time on <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>	13/04/2022 at 1700 Hrs.
5.	Tender submission start date & time	14/04/2022 at 1000 Hrs.
6.	Tender Document downloading / submission end date & time	05/05/2022 at 1100 Hrs.
7.	Technical Bid opening date & time	06/05/2022 at 1130 Hrs.
8.	EMD  ( MSME/ Start up will be exempted from EMD as per rule)	Rs.98000/- may be deposited in CSIR-HRDC Bank account through online transfer before closing date. The Bank details have been provided in Annexure – XVI.

Note - All 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.

Senior Controller of Administration



**CSIR-HUMAN RESOURCE DEVELOPMENT CENTRE**  
**(Council of Scientific & Industrial Research)**  
Sector- 19, Central Govt. Enclave, Kamla Nehru Nagar,  
**Ghaziabad- 201 002 (U.P.), India**  
Telefax: 0120-2789274, Ph.: 0120-2789882,  
E-mail: [coa@csirhrdc.res.in](mailto:coa@csirhrdc.res.in), [head@csirhrdc.res.in](mailto:head@csirhrdc.res.in)

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

**Date: 13/04/2022**

**SCHEDULE OF TENDER**

**A. BASIC DETAILS:**

1	Tender No.	<b>No.4-31(2)/2015-Gen</b>
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	Online (Please See Bank Details at Annexure-XVI)

**B. WORK ITEM DETAILS:**

1.	Work/Item title	Providing these services at Guest House, Training Hostel and Office Cafeterias in the campus of CSIR-HRDC, Ghaziabad (UP)
2.	Work/Item Description	Providing Catering and housekeeping services
3.	Pre qualification Details	The Site Manager/Supervisor is to be deployed by the Contractor should be <u>graduate with minimum 3 years of work experience in the field of catering and housekeeping.</u> The 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 & Office Cafeteria
6.	Contract Type	Tender
7.	Tender value (Estimated)	Rs. 49.00 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.	Bid Evaluation Methodology	Section - I

13.	Financial Bid Format	Annexure - IX
14.	Compliance Report	Annexure - VIII
15.	Bid Opening Place	CSIR-Human Resource Development Centre, Kamla Nehru Nagar, Ghaziabad
16.	Tender class	As per tender document
17.	Inviting Officer Name	Head, CSIR-Human Resource Development Centre, Kamla Nehru Nagar, Ghaziabad - 201002
18.	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	NA
6.	Tender form charges payable at	NA
EMD Fee Details		
1.	EMD fee	Rs. 98000/- (Ninety Eight Thousand only) Payment Through Online (Please See Bank Details at Annexure - XVI)
2.	EMD Exemption allowed (Yes/No)	Yes, As per orders from CSIR & Govt. of India

D. CRITICAL DATES AND TIME:

		Date (DD/MM/YYYY)	Time
1.	Publication Date	13/04/2022	
2.	Bid Document Download Start date and time	13/04/2022	1700 Hrs.
3.	Bid Submission Start date and time	14/04/2022	1000 Hrs.
4.	Bid Document Download/ Bid Submission End Date and time	05/05/2022	1100 Hrs.
5.	Technical Bid Opening Date	06/05/2022	1130 Hrs.
Address of Communication		Head, CSIR-Human Resource Development Centre, Sector – 19, Central Govt. Enclave, Kamla Nehru Nagar, Ghaziabad-201002 Email: <a href="mailto:head@csirhrdc.res.in">head@csirhrdc.res.in</a> 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](http://www.csirhrdc.res.in).

Senior Controller of Administration  
CSIR-HRDC, Ghaziabad

**SECTION - I**

**"BID EVALUATION METHODOLOGY"**

<b>Technical Eligibility Criteria for Bidders</b>	
<b>S. No.</b>	<b>Details</b>
1.	Bid Security (EMD) of Rs. 98,000/- (Ninety Eight Thousand only) To be paid online (Bank details attached at Annexure – XVI). It will be 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.	Copy of the PAN card issued by the Income Tax Department
4.	Valid Employee Provident Fund Registration Certificate.
5.	Valid ESIC Registration Certificate.
6.	Valid registration under Contract Labour.
7.	Valid GST Registration Certificate.
8.	Copies of registration certificate (s) to run Catering & Housekeeping services from concerned Govt. authorities.
9.	Proof of experience / Testimonials from the Organisations where the tenderer has successfully provided/ completed catering & housekeeping services during the last three years. The proof of one similar completed work of minimum value of Rs. 39.20 lakh OR two similar completed work of minimum value of Rs. 24.50 lakh each OR three similar works of minimum value of Rs. 19.60 lakh each. MSME/ Start-up will be exempted as per Govt. rules.
10	Proof of average annual turnover of Rs. 14.70 Lakhs during last three financial years (2019-20, 2020-21, 2021-22) i.e. turnover certificate/ balance sheet duly certified by the Chartered Accountant.
11	Compliance Report as per attached Annexure – VIII.
12	If seeking exemption of EMD, turnover and experience etc. under MSME / NSIC / Start-up then exemption certificate should be enclosed. The exemption will be applicable as per rule.
13	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](http://www.csir.res.in)). Human Resource Development Centre (CSIR-HRDC) at Ghaziabad (refer website: [www.csirhrdc.res.in](http://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 **1 years** from the date of commencement of work after award of work. The contract may be 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>

## **2.2 Pre-bid conference:**

The pre-bid meeting will be held at CSIR-HRDC on the date and time if 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 IX 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 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 / qualified technically 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 / technically disqualified Tenderers/bidders as decided by TEC will not be opened.

#### **6.0 Earnest Money Deposit:**

- 6.1 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 – “VIII”.
- 7.2. Tenderer should also submit the agency profile and details as in the Annexure – “V”.

**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 / qualified technically by the office.
- 8.5. Finally, financial bids of only technically qualified and responsive bidders will be evaluated (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 “**CPP Portal / e-mail / Registered Post / Speed Post**” that his bid has been accepted. This letter (hereafter and in the condition of contract called the “Award Letter”) shall prescribe the amount or rates which CSIR-HRDC will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
- 8.9 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.

**9.0 Acceptance of Tender:**

9.1 CSIR-HRDC is not bound to accept the lowest tender. CSIR-HRDC also reserves the right to award the work to more than one Contractor depending upon urgency and requirement.

9.2 CSIR-HRDC reserves the rights to accept one or more Tenders in part or in full or reject any or all Tenders in part or full without assigning any reasons thereof.

9.3 CSIR-HRDC reserves the right to disqualify such Tenderers who have a record of not meeting the contractual obligations against earlier contracts entered into with CSIR, or with any central or state government agencies.

10.0 The tenderer shall within 15 days of receipt of the award letter or letter of intent, give his acceptance in performance security format for conformity on Annexure – “X” provided with the tender document.

**11.0 Performance Security:**

The successful Tenderer shall be required to furnish a performance security of Rs.1,47,000/- (**Rs. One Lakh Forty Seven 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 – “X”.

**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.

**SECTION - II**

**"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.

<b>Penalty Table</b>		
In the event of unsatisfactory services / Lapses / Faults, the contractor shall be liable to Penalty / compensation as mentioned below:-		
<b>S. No.</b>	<b>Lapses / Faults by Contractor</b>	<b>Penalty Imposed</b>
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 XI) 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 during three training programmes, the punitive action will be	Termination of Contract.

	initiated by CSIR-HRDC.	
<ol style="list-style-type: none"> <li>1. The penalty will be increasing at each successive breach of contract / lapses for the respective category.</li> <li>2. In case of deficient catering or housekeeping services at guest house, the reporting of deficient services need to be done by In-charge guest house as per the format given at Annexure XIV. The penalty / deduction will be decided by Head, CSIR-HRDC on the recommendations of the hospitality management committee.</li> <li>3. In case of deficient catering services during the training programme, the reporting of deficient services need to be done by training coordinator as per the format given at Annexure XV. The penalty / deduction will be decided by Head, CSIR-HRDC on the recommendations of the hospitality management committee.</li> </ol>		

#### 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 one year from the date of award of work 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 and terms and conditions.

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.

**12.0 Insolvency:**

In the event of the contractor/firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the insolvency Act made against them or in the case of a company the passing of any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified, the Head, CSIR-HRDC, Ghaziabad, shall have the power of terminate the contract without previous notice.



**SECTION - III**

**" SCOPE OF WORK AND SPECIAL CONDITIONS OF CONTRACT"**

**Requirements of Catering, Housekeeping & Laundry Services for  
Guest House, Trainee Hostel & Office Cafeteria**

The requirement comprises of three categories of services:

- A. Housekeeping of Guest House, Trainee Hostel & Office Cafeterias**
- B. Catering Services at Guest House, Trainee Hostel & Office Cafeterias**
- C. Laundry Services for Guest House, Trainee Hostel & Office Campus**

**CONDITIONS OF WORK:**

- a. Efficiency, promptness, quality of food, quality service, good behavior and politeness of the agency and its staff are the essence of the contract. The agency is required to supervise the operations at all working hours and deputed manager or supervisor shall personally supervise operations in the kitchen and dining area.
- b. The agency shall engage fully trained and adequately experienced staff and arrange to provide requisite training to them as and when required and as per the direction of the Centre.
- c. All the personnel deployed by the contractor should be professional and well-behaved.
- d. The service personnel should be able to communicate with the users in English / Hindi.
- e. The agency will try it's best to save energy by using latest technology in catering, and housekeeping service areas.
- f. Contractor shall ensure cleanliness of the entire CSIR-HRDC Guest House & Hostel areas/ surrounding areas at all times.
- g. The contractor shall comply with all norms stipulated by the Centre such as Gate Passes, Checking, Maintenance of Cleanliness, and Discipline & Decency at and around work site, Safety Precautions and Safety Regulations
- h. Contractor will be provided free electricity and water in the Guest House, kitchen and in the office premises.
- i. PNG connection has been provided by CSIR-HRDC. The cost of PNG (post consumption bills) will be borne by the Contractor. The late payment charges/ other penalties are also to be borne by the Contractor in case of delay in PNG bill payment. The PNG Bill Payment of minimum charges during no vendor period (if any) will be paid by CSIR-HRDC.
- j. Contractor will be provided with furniture and kitchen equipment in proper working order by CSIR-HRDC.
- k. 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.
- l. 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. Any temporary authorisation for entry to person(s) will be given by CSIR-HRDC in writing.
- m. 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.
  - n. The Guest House and Trainee's Hostels will cater to the visitors comprising trainees, faculty members & guests from different CSIR labs and also from Non-CSIR sector. 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 in the tender. If something is not covered in SOP, the instructions provided by in-charge guest house will be final.
  - o. Whenever required during the training programs, additional manpower shall be deployed by the Contractor at his own cost to provide to smoothly provide catering and housekeeping services at high standard quality to the satisfaction of the CSIR-HRDC authorities. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service.
  - p. If at any time, it is felt that the kitchen 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.
  - q. The Contractor shall be liable for any willful loss or damage caused to CSIR-HRDC property.
  - r. The Contractor shall arrange for proper cleaning and upkeep of furniture under his charge / custody in the Residential and Office Campuses.
  - s. The tentative requirement of the quantity has been provided for the purpose of estimated cost of tender however the payment will be made as per the actual quantity consumed.

**A. Housekeeping of Guest House, Trainee Hostel & Office Cafeterias:**

**1. RECEPTION-CUM-FRONT OFFICE (GUEST HOUSE)**

To attend to phone calls, receiving messages, interacting with Participants/ Guests and CSIR-HRDC Officers, co-ordinate room allocation, bookings, check-in and check-out of guests, collect payments/ obtain signatures of guests as required, maintain proper accounting and submit the same periodically to CSIR-HRDC Officials as per the decided norms/rules of operation.

- 1.1 When the guest checks-in, the Contractor/ Contractor's staff shall immediately
  - 1.1.1 Attend to him, receive him, and allot the room specified by the designated officer of CSIR-HRDC in his/ her name. CSIR-HRDC will reserve the rooms and intimate the Contractor's Representative through email/telephone by the designated officer. **The contractor shall neither allot rooms on his own, for any reason nor disclose information relating to availability status to the guests.**
  - 1.1.2 Verify the identity of the guest and get the guest's name entered in the Guest Register to be provided by CSIR-HRDC.
  - 1.1.3 Accompany the guest to his/ her room carrying his/ her baggage to his room, leave him/her in the room, look for comforts, keep fresh water etc.
  - 1.1.4 When the guest checks-out, bills for boarding and lodging whenever required are to be paid by the guest as and when applicable.
  - 1.1.5 **The Contractor shall not collect payment from trainees and Faculty for whom CSIR-HRDC would bear the expenditure for standard foods as bills are submitted by Contractor.**
  - 1.1.6 **At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets of the CSIR-HRDC. A quick check to be carried out before the guest leaves the Hostel.**
  - 1.1.7 **At the time of guest moving out of the Hostel or checking out, the related keys should be collected.**
  - 1.1.8 To ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, the contractor shall immediately inform CSIR-HRDC officials.
  - 1.1.9 The Contractor's persons shall not seek any tips or favor from the guests for the services rendered.
- 1.2 During stay, the guest's miscellaneous needs like laundry, medical first aid etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. However, where these services are to be rendered at the cost of CSIR-HRDC, the same will be intimated to the Contractor by the CSIR-HRDC officials.

## 2. SCOPE OF HOUSEKEEPING WORK:

To render all housekeeping services at high standards which include all rooms, dining halls, cafeteria, kitchen, reception office room, reception area, toilets, terrace, roof top, water tanks, front open area, green belt, pathway and all other areas in the Guest House & Trainee Hostel campus which may not be specified here,.

- 2.1 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.
- 2.2 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.	Name of Location	Description of Area
1.	Guest House	10 Rooms along with 2 attached meeting room have

	Block and surroundings	vitrified tile flooring, Reception & Lounge with vitrified tile flooring; Staircase; and other common areas, cooking Area, Wash-up Area, etc.
2.	Trainees' Hostels and surrounding	Two building blocks of 20 rooms each (total 40 Rooms) having vitrified tile flooring; Building Blocks are interconnected through a pathway covered with canopy, staircases, and common areas
3.	Office Campus - Kitchens and Cafeterias	2 Kitchens & 2 Dining Halls with seating capacity of 60 persons (approx.)
4.	Guest House Campus - Kitchens and Dining Halls	1 Kitchens & 1 Dining Halls with seating capacity of 45 persons (approx.)
5.	Reception Area	1
6.	Lounge (GF & FF)	2
7.	Dining Hall	3
8.	Kitchen	3
9.	No. of Rooms	49
10	No. of Single Beds	98
11	Reception Office Room in Guest House	1
12	Store Rooms (FF)	1
13	Linen Sore	1
14	Common Toilets	2
15	Laundry Washing Area	1
16	Gym Area	1

<b><u>Minimum Man Power to be Deployed for Housekeeping Services</u></b>				
<b>S. No.</b>	<b>Work / Designation</b>	<b>No. of Persons</b>	<b>Housekeeping/ Catering Category</b>	<b>Categories</b>
1.	<b>Site Manager / Supervisor:</b> Reception Duty + Overall supervision (Graduate with	1	House Keeping	Graduate

	minimum 3 years of work experience)			
2.	<b>Reception Desk Attendant:</b> Reception Duty (Graduate)	2	House Keeping	Graduate
3.	<b>Service Person</b> <b>Housekeeping</b>	2	House Keeping	Unskilled
4.	<b>Cleaning Staff</b>	2	House Keeping	Unskilled

**The contractor is advised to visit the Guest House and Hostel facility before submitting his tender.**

- 2.3 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, room heaters etc.
- 2.4 The kitchens are well equipped with state-of-the-art equipment equally matched by high quality furniture in the dining halls.
- 2.5 Other facilities available in the campus include internet Connection with WI-Fi facility in Hostel Blocks, a modern Gymnasium, Recreational amenity like Badminton court, volleyball & cricket, indoor games - chess, carom, etc.

#### **B. CATERING SERVICES:**

It comprises of three categories:

- Catering services for trainees & faculty at GH dining hall, training halls, Hindon Cafeteria.
- Catering services for guests house where guests visiting on booking basis.
- Catering services for officials at Yamuna cafeteria & room service in office campus.
- For tentative quantity of catering services requirements please refer the BOQ.
- To render all Food and Beverage services at high standards.
- To render additional services like High Tea, Special Dinner etc. as may be required by CSIR-HRDC.
- Residential and Office campus of CSIR-HRDC which includes Trainees' Hostels, Guest Rooms, Dining Halls, Cafeterias and pantries located in both the campuses.
- Providing sachets each of branded quality dairy whitener, sugar, tea bag/coffee in occupied rooms of guest house/trainee hostels.
- A Three wheeled cycle rickshaw required to carry food items in the campus to be provided & maintained by Contractor

#### **KITCHEN EQUIPMENT:**

- Arrangement and provision as well as maintenance of crockery, cutlery etc will be the sole responsibility of the contractor.
- 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.
- In case of meals served in rooms, thali will be covered with cling wraps and aluminum foil to be used for packing rotis / chapatis.
- The Kitchen Equipment will be provided at the kitchens are as follows:

Chapatti Bhatti cum Puffer, Chapatti collection table, Clean dish table with shelf, Conveyor Toaster, Cooking range-2 burners, Dish landing Table, Refrigerator 420 Litre - LG (Two Doors Vertical), Dosa Plates (1200X600X850), Food Display Counter (Cold), Food display counter (Hot), Food service counter, Fruit Juice Extractors (Manual), Microwave oven, Pulverizer, Induction Cook Top, Chafing Dishes, Hot Milk & Water Dispenser, Mobile bins (for storage of wheat flour, rice and pulses ), Pickup Counter with under shelf, Stock Pot stove, Storage Racks, Support work table for stock Pot stove Table with one sink, Trolley, Under counter refrigeration with pick up, Under shelf to fit under slabs, Wall mounted shelves, Water table with stand etc.

- The remaining utensils and kitchen equipment are to be provided by the contractor.
- PNG supply is available at all the points in kitchen of guest house and cafeterias. The bhattis, dosa bhatti and Chapatti Bhatti cum Puffers are installed at the required points. The cost of cooking fuel i.e. PNG bill to be paid by contractor directly to IGL against their raised bills and receipt of PNG bill payment to be submitted to In-charge guest house. The late payment charges / penalty if any will also be borne by contractor.

### 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

### Catering Services for Office Staff & Visitors:

1. Services from the cafeteria of the Centre for CSIR-HRDC staff / CSIR-CBRI / AcSIR staff / Visitors 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. 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.

### Hygiene:

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

**Cleanliness:**

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.
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.
3. Due cleaning of all table linen / table cloth with transparent table cover will be the responsibility of the Contractor and fresh table linen will be used each day.
4. Cleaning material of good quality shall be used by the Contractor at his own cost.
5. Utensils shall be cleaned using hot water and proper liquid detergents and finally washed in quality antiseptic liquid.
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.
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.

<b>CROCKERY TO BE PROVIDED BY CONTRACTOR</b>				
<b>S. No.</b>	<b>Items Required</b>	<b>Quantity for Guest House Dining Hall</b>	<b>Quantity for Café Hindon Dining Hall</b>	<b>Quantity for Café Yamuna Dining Hall</b>
1.	Full Plate	50	50	25
2.	Quarter Plate	50	50	25
3.	Soup Bowl & Spoon	50	50	-
4.	Fork & Spoon	50	50	25
5.	Tumbler	50	50	25

6.	Steel Bowl (Small)	200	200	100
7.	Small Spoon for Sweet Dish	50	50	25
8.	Tea Cup & Saucer	50	50	50

<b><u>Minimum Man Power to be deployed for Catering Services</u></b>				
	<b>Cook/Chef</b>	1	Catering	Skilled
	<b>Kitchen Helper</b>	1	Catering	Unskilled
	<b>Service Persons Catering:</b>	2	Catering	Unskilled

**C. SCOPE OF LAUNDRY SERVICES:**

1. To render all laundry services at high standards for Guest House & Hostel Linen items.
2. To render all laundry services to guests as per requests on payment by guests, at the approved rates.
3. To render all laundry services (Towels, Fabric Chairs, Sofa, Carpet etc.) at office campus as requested by officials at the approved rates.
4. Proper upkeep and maintenance of all linen items of the guest house i.e. woolen blankets, bed sheets, towels, pillow covers, table cloths, napkins, curtains etc. shall be ensured. Regularly used items like bed sheets towels, pillow covers should be changed as and when required.
5. The Laundry services involve the following:-  
Dry cleaning of Woolen Blankets, Sofa sets, Fabric Chairs, Carpet, Curtains, etc.  
Washing & ironing of regularly used items like - bed sheets, towels, pillow covers, table clothes etc.
6. Only branded quality detergents and cleaning materials should be used for laundry services and all cleaning services.
7. 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.
8. For tentative quantity of laundry services requirements please refer the BOQ.
9. Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of curtains, blankets etc., are to be carried on periodically and also on need basis. Payment towards the same will be made as per the rate contract.
10. The contractor shall charge from the trainees/ guests for washing and ironing of



trainees/ guest's clothes only at approved rates.

## **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.

### **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 of BOQ provided in the tender document. The rates for all items and services are to be quoted in Financial Bid (priced) BOQ in Excel file only. Incomplete or partial financial bids (Excel file BOQ) 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" basis in excel file BOQ of Financial Bid (Part – II priced) separately for each item as per format shown in Annexure – "IX". The rate should include cost of all raw material and inputs including fuel. Some of the Kitchen equipment used for cooking shall be provided by CSIR-HRDC as per attached list Annexure – "III". 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 Annexure – "IX" to be served shall be for average 30 trainees & faculty each day for approximately 100 days in a year. Total number of special functions/programmes for which High Tea-1/ High Tea-2 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 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 – “IX” 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. PNG connection has been provided by CSIR-HRDC. The cost of PNG (post consumption bills) will be borne by the Contractor. Contractor will be provided with furniture and kitchen equipment (list of equipment at Annexure – “III”) in proper working order by CSIR-HRDC. The Proposed list of Kitchen Equipment and their respective maintenance responsibilities are detailed in Annexure – “III”). 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 food stuff 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:

- Services from the cafeteria of the Centre for CSIR-HRDC staff / AcSIR staff / Visitors 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.
- Any service requested (excluding above) by CSIR-HRDC from the contractor the following minimum time will be allowed for appropriate arrangement for that service.
- 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.

9. Fennel with sugar cubes (mishri dana) should be provided after every major meal.
10. Cling wraps will cover all Salad and Raitas.
11. Thali will be covered with cling wraps and aluminum foil will be used for packing rotis / chapatis in case of meals served in rooms.

Services	Minimum Preparation Time Allowed
High Tea / Tea with Snacks for Trainees/Staff	2 Hours
Special Menu for Lunch / Dinner (Trainees)	4 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 – “I”. (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 XI 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 / table cloth with transparent table cover 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 & experienced cook having knowledge of preparation of various dishes of North & South India as well as Continental and Chinese dishes, service persons for cafeterias & dining halls, kitchen helper, housekeeping/cleaning staff, along with reception desk attendant and site manager/ supervisor to ensure complaint free service. In addition, sufficient number of cleaning staff shall be engaged for the hostel and office cafeteria/dining halls to ensure satisfactory services. 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 as and when necessary during any event. At least one Supervisor should be present during all events in dining hall(s) in the hostels and in the cafeteria of the Centre.

The minimum manpower requirement given in tender is indicative at any point of time, however if need arises, sufficient manpower shall be deputed by the contractor to provide smooth and quality services to CSIR-HRDC without charging additional cost.

Note:

1. 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.
2. The details of uniform for the staff as mentioned in the annexure – II of this document need to be

adhered by the contractor.

3. The qualification of the site manager/ supervisor should be graduate with 3 years of experience in catering and housekeeping services.
4. The qualification of the reception desk attendant should be minimum graduate.

#### A. Housekeeping and Laundry Services

##### a. Housekeeping Services

- 2.6 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.
- 2.7 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 along with 2 attached meeting rooms, Reception & Lounge with vitrified tile flooring; Staircase; and other common areas, 1 Dining Hall with seating capacity of 45 Persons (approx.), Kitchen/cooking Area, Wash-up Area, etc.
2.	Trainees' Hostels and surrounding	Two building blocks of 20 rooms each (total 40 Rooms) having vitrified tile flooring; Building Blocks are interconnected through a pathway covered with canopy, staircases, and common areas
3.	Gym Area	5 Rooms - including common area
4.	Office Campus - Kitchens and Cafeterias	2 Kitchens & 2 Dining Halls with seating capacity of 60 persons (approx.)

- 2.8 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, room heaters etc.
- 2.9 The kitchens are well equipped with state-of-the-art equipment equally matched by high quality furniture in the dining halls.
- 2.10 Other facilities available in the campus include internet Connection with WI-Fi facility in Hostel Blocks, a modern Gymnasium, Recreational amenity like Badminton court, volleyball & cricket, indoor games - chess, carom, etc.
- 2.11 The Guest House and Trainee's Hostels will cater to the visitors comprising trainees, faculty members & guests from different CSIR labs and also from Non-CSIR sector. 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 XII. If something is not covered in SOP, the instructions provided by in-charge guest house will be final.

- 2.12 During the past one year (pre COVID 19), 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 trainees the regular Guests also check in, thus the housekeeping and front desk office services will be required round the year for fairly good volume of work.
- 2.13 Sufficiently experienced personnel in housekeeping and catering services in adequate number shall be arranged by the Contractor and deploy the **workforce** to provide all the these services of a high standard quality to the satisfaction of the CSIR-HRDC authorities. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service.
- 2.14 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 in all occupied rooms and branded liquid soap for hand wash 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.
- 2.15 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 also be aired and dusted every day.
- 2.16 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.
- 2.17 The Housekeeping staff will be present in the premises and carry out duties as assigned by competent authorities.
- 2.18 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 housekeeping cleaning aids and agents is annexed at Annexure – "IV".
- 2.19 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.
- 2.20 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 with communication proficiency both in English and Hindi for Front Office and housekeeping assistant/ agent (FOA) are required round the clock (24x7). The persons deployed at the reception desk of guest house should have skills of handling the 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. The room charges are to be collected from the guest through POS terminal (digital payment) which are directly deposited in CSIR-HRDC bank account. Proper record of the receipts shall be maintained by the Agency/Contractor.
- 1.4 The site Manager/supervisor 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.

**B. 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 site Manager/ supervisor for the overall control/supervision of the services and co-ordination with CSIR-HRDC. The Catering and Housekeeping Site Manager/Supervisor deployed by the Contractor should be Graduate with minimum 3 years of work experience in catering and housekeeping.
  - 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) and mobile numbers 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 site Manager/supervisor, Reception Desk Attendant/Receptionist; service persons; Cooks; Waiters; kitchen helpers; housekeepers; 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 photo identity cards issued by the Contractor 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 – 'II'), 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/site Manager shall report daily 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/site 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 EMD/performance security along with termination of contract.
- 1.14 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. CSIR-HRDC may recover the cost either from bill or from the bank guarantee. Alternatively the contractor may provide replacement by purchasing the new item of the same make and specification.
- 1.15 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.

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 charges. This will be payable by the Contractor irrespective of occupancy status of the hostels and guest house and is recoverable from the monthly bill.

**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 – “III”) 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 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 during training programmes, bills 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 dining 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, GST 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.

<b>ANNEXURE- I</b>		
<b>Accepted Brands &amp; Quality of Products</b>		
<b>S.No</b>	<b>Item</b>	<b>Suggested Brand(s) *</b>
(a)	Sauce (tomato/chilly)	Maggi/ Kissan / Tops / Dr. Bectors or equivalent
(b)	Jam/Marmalade	Kissan/Tops/Smith & Johns/ Dr.Bectr's/ Druk/ HPMC/Safal or equivalent
®	Packed Juices	Tropicana/Real/Duke/ Safal or equivalent
(d)	Bread	Britannia/Bakeman's / Harvest/English Oven or
®	Refined oil	Safola/ Sundrop/Vital/Nature Fresh or equivalent
(f)	Mustard Oil	P Mark / Nature Fresh / Dhara / Fortune or equivalent
(g)	Butter or butter chiplets	Amul/Parag/Verka/Mother dairy or equivalent
(h)	Milk	Parag/Mother Dairy/Amul (Toned) or equivalent
(i)	Cornflakes / wheat puffs / Oats	Kellogg's / Mohan's / Champion/ Sunfeast or equivalent
(j)	Pickle or pickle chiplets	Nafed/ Bedakar / Safal / Priya / Druk/Tops or
(k)	Basmati Rice	Dawat/ Lal quila / India Gate/ Kohinoor/Patanjali or
(l)	Potato	Pahari / Desi (Rudrapur – Good Quality or equivalent)
(m)	Atta/Maida/Besan	Ahar/ Aashirwad / Rajdhani / Nature Fresh or
(n)	Biscuits	Parle / Good Day / Britannia / Sunfeast / McVities or equivalent
(o)	Salt (Iodized)	Tata/Annapurna/Captain cook/Catch or equivalent
(p)	Tea (Bags/sachet)	Taj Mahal/Tata Tetley/Nestle/Twig or equivalent
(q)	Dairy Whitener	Everyday/Nestle/Amul or equivalent
®	Sugar Pouches	Dhampur (sachets), Daurala / Hindustan / Mawana or
(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)
Note: In above case equivalent brand of materials may be provided in all the categories.		

<b><u>Annexure – II</u></b>		
<b><u>Proposed set of Uniforms for deployed Staff</u></b>		
<i>(To be arranged and provided by the Contractor)</i>		
<b>S. No.</b>	<b>Work / Designation</b>	<b>Dress Details</b>
5.	<b>Site Manager / Supervisor:</b>	Sky Blue shirt & Dark Black Coat + Dark Black pant
6.	<b>Reception Desk Attendant:</b>	White shirt & Dark Black Coat + Dark Black pant
7.	<b>Service Persons (Dining Hall &amp; Cafeterias):</b>	White shirt & Dark Black Coat + Dark Black pant & Cap (White)
8.	<b>Cook/Chef</b>	Chef's Pant & Coat, Apron & Cap (White)
9.	<b>Housekeeping / Cleaning Staff:</b>	Red T-Shirt, Dark Black Pant & Cap (Red)
<p><b>NOTE:</b></p> <ol style="list-style-type: none"> <li>1. <b>Black shoes for all uniformed staff.</b></li> <li>2. <b>Photo Identity Cards (Issued by Contractor).</b></li> <li>3. <b>Clean and smart outfit along with regular shaving for all the staff.</b></li> <li>4. <b>The service persons / waiters with trimmed nails must wear name badges.</b></li> </ol>		

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

<b>S. No.</b>	<b>Equipment details</b>	<b>Quantity</b>	<b>Office Responsibility</b>	<b>Contractor's Responsibility</b>
1.	Chapatti Bhathi cum Puffer	02	Overall maintenance including - burner replacement etc.	Cleaning, maintenance and replacement of PVC Supply line, knob, etc.
2.	Chapatti collection table	01	Complete maintenance	-
3.	Clean dish table with shelf	01	Complete maintenance	-
4.	Conveyor Toaster	01	Complete maintenance	-
5.	Cooking range-2 burners (HP) (1500x600x850)	03	Complete maintenance including -Burner replacement, cleaning, etc	Cleaning, maintenance and replacement of PVC Supply line, knob, etc.
6.	Dish landing Table	01	Complete maintenance	-
7.	Refrigerator 420 Litre - LG (Two Doors Vertical)	01	Complete maintenance including - Compressor, Gas Refilling etc.	-
8.	Dosa Plates (1200X600X850)	01	Overall maintenance	Cleaning, maintenance and replacement of PVC Supply line, knob, etc.
9.	Food Display Counter (Cold)	01	Overall maintenance including - Compressor, Gas Refilling and like	-
10.	Food display counter (Hot)	01	Overall maintenance including - Compressor, Gas Refilling, element replacement and like	-
11.	Food service counter	01	Complete maintenance	--
12.	Fruit Juice Extractors (Manual)	01	Complete maintenance	-
13.	Microwave oven	01	Overall maintenance	-
14.	Pulverizer	01	-	Complete maintenance
15.	Induction Cook Top	14	-	Complete maintenance
16.	Chafing Dishes	14	-	Complete maintenance
17.	Hot Milk & Water Dispenser	02	-	Complete maintenance



18.	Mobile bins (for storage of wheat flour, rice and pulses )	03	-	Complete maintenance
19.	Pickup Counter with under shelf (600X600X650)	02	Complete maintenance	-
20.	Stock Pot stove (S/Steel-single Burner(600X600X600)	01	-	Overall maintenance including -Burner replacement, cleaning and knob etc.
21.	Salamander (Toaster)	01	Overall maintenance including - element replacement etc.	-
22.	Stock Pot	02	Complete maintenance	-
23.	Storage Racks	03	Complete maintenance	-
24.	Support work table for stock Pot stove	01	Complete maintenance	-
25.	Table with one sink (1200X800X850)	01	Complete maintenance	-
26.	Three sink unit	01	Complete maintenance	-
27.	Trolley	02	Complete maintenance	-
28.	Under counter refrigeration with pick up	01	Complete maintenance including - Compressor, Gas Refilling	-
29.	Under shelf to fit under slabs (1500X1600X700)	02	Complete maintenance	-
30.	Wall mounted shelves (1200X800X300)	02	Complete maintenance	-
31.	Water table with stand (900X600X850)	01	Complete maintenance	-
32.	Working tables with two under shelves (900X600X850)	02	Complete maintenance	-
33.	Working table with 1 U/S	01	Complete maintenance	-
34.	Working table with single U/S three sides covered	02	Complete maintenance	-
35.	Deep Freezer	01	Complete maintenance	-

**NOTE:** PNG supply is available at all the points in kitchen of guest house and cafeterias. The bhattis, dosa bhathi and Chapatti Bhathi cum Puffers are installed at the required points. The cost of cooking fuel i.e. PNG bill to be paid by contractor directly to IGL against their raised bills and receipt of PNG bill payment to be submitted to In-charge guest house. The late payment charges / penalty if any will also be borne by contractor.

**ANNEXURE-IV****Proposed list of Housekeeping Cleaning Aids & Agents**

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

<p>4.</p>	<p><b>CLEANERS / SANITIZERS / DISINFECTANTS / REPELANTS</b></p> <ul style="list-style-type: none"> <li>a. Harpic/Domex/Sanifresh</li> <li>b. Liquid Organic Cleaners (LOC)</li> <li>c. Vim Liquids</li> <li>d. Collin Glass Cleaners</li> <li>e. Dettol/Savalon</li> <li>f. Odonil</li> <li>g. Urinal Cubes (Eco Cubes)</li> <li>h. Hit Sprays (Both Mosquito &amp; Cockroach)</li> </ul>
<p><b>Note:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. The contractor will do projections for stock requirements and arrange &amp; provide the material which is required for actual usage during the month.</li> <li>3. Non-functional / non-serviceable cleaning aids, equipment must be replaced as and when needed.</li> <li>4. Regular pest control should be arranged and carried out by the Contractor t his own cost.</li> <li>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.</li> </ol>	

<b><u>ANNEXURE- V</u></b>	
<b><u>TENDERER'S PROFILE</u></b>	
	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 & Phone 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 Phone 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./ Online Transaction details : 3. Date of DD issue/ Online Payment: 4. Name of DD issuing Bank/ Paying Bank:
12.	Authorisation / Power of Attorney
13.	Any other information
<b><u>Declaration by the bidder</u></b>	
<p><b>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.</b></p>	
Signature of the tenderer	

**TENDER AGREEMENT**

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

To

The Head,

CSIR-HRDC, Ghaziabad

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

\_\_\_\_\_ Name of Work: Catering and Housekeeping  
work at Guest House & Trainee’s Hostel Management Services at \_\_\_\_\_  
\_\_\_\_\_ .

Sir, I/We understand the nature and quantum of work to be carried out and read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 90 (Ninety) days from the date fixed for opening the Part I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our “Earnest Money Deposit” submitted along with the tender to Director, will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the , general conditions of the contract as amended from time to time and to carry out the work according to the drawings, specifications and special conditions of the contract laid down by .

A sum of Rs. .... is hereby forwarded as Earnest Money in the form of Demand Draft /Bank's Pay Order drawn in favour of from a Scheduled bank. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

- a) I /We do not execute the contract documents immediately after getting information from
- b) b) I / We do not commence the work within 15 days after issue of the letter/contract to that effect. Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer(s) with Stamp

Address: \_\_\_\_\_

\_\_\_\_\_

<b><u>ANNEXURE- VII</u></b>				
<b><u>CHECK LIST FOR TECHNICAL BID</u></b>				
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. 98,000/- (Ninety Eight Thousand only) To be paid online (Bank details attached at Annexure – XVI). It will be 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.	Copy of the PAN card issued by the Income Tax Department			
4.	Valid Employee Provident Fund Registration Certificate.			
5.	Valid ESIC Registration Certificate.			
6.	Valid registration under Contract Labour.			
7.	Valid GST Registration Certificate.			
8.	Copies of registration certificate (s) to run Catering & Housekeeping services from concerned Govt. authorities.			
9.	Proof of experience / Testimonials from the Organisations where the tenderer has successfully provided/ completed catering & housekeeping services during the last three years. The proof of one similar completed work of minimum value of Rs. 39.20 lakh OR two similar completed work of minimum value of Rs. 24.50 lakh each OR three similar works of minimum value of Rs. 19.60 lakh each. MSME/ Start-up will be exempted as per Govt. rules.			
10.	Proof of average annual turnover of Rs. 14.70 Lakhs during last three financial years (2019-20, 2020-21, 2021-22) i.e. turnover certificate/ balance sheet duly certified by the Chartered Accountant.			
11.	Compliance Report as per attached Annexure – VIII.			
12.	If seeking exemption of EMD, turnover and experience etc. under MSME / NSIC / Start-up then exemption certificate should be enclosed. The exemption will be applicable as per rule.			
13.	Authority letter for signing of the Tender on behalf of firm.			

**ANNEXURE- VIII**

**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./ online transaction details ..... Dated ..... Drawn on Bank/  
paid through Bank ..... 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- IX****FORMAT OF FINANCIAL BID (Part – II PRICED i.e. BOQ)****Note:**

1. The quantity mentioned in column of table below are tentative (per year data) and based on previous to previous years' data and may vary during the actual execution of the contract due to COVID19 etc.
2. The quantity shown in the tables are for financial comparison only however payments will be done on actual basis.
3. Basic rate in figures are to be entered by the bidder in the excel file only not in this word file.
4. In case of erroneous entry of rates, CSIR-HRDC will be free to use its discretion in interpreting the figures.
5. Any 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.

Validate		Print		Help		Item Rate BoQ	
Tender Inviting Authority: Head CSIR-HRDC Ghaziabad							
Name of Work: Catering and Housekeeping Services at Guest House & Trainee Hostel							
Contract No: 4-31(2)/2015-Gen							
Name of the Bidder/ Bidding Firm / Company :							
<b><u>PRICE SCHEDULE</u></b>							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )							
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words

1.0	<p><b>Catering Services:</b>  <b>Note:</b> The catering contract will be treated as job contract. The rates to be quoted below for catering services must include cost of material, cost of cooking fuel, service charges, cost of deployed manpower, cost of Uniforms for staff etc.. The trained &amp; experienced cooks to be deployed by the contractor having knowledge of preparation of various dishes of North &amp; South India as well as Continental and Chinese dishes. The work during training days may require more manpower in comparison to non-training days and no extra cost will be paid for it. The sufficient manpower to be deployed by the contractor for providing services smoothly. Labour law compliances are to be ensured by the contractor.</p> <p><b>Service Note:</b>  The services for the function / occasion will be silver service (table service) for VVIPs and buffet service for the participants.  The services of tea, refreshment &amp; lunch etc at Yamuna Cafeteria/ room service for CSIR-HRDC staff members, AcSIR staff members and visitors are to be managed by the contractor. The meals are to be provided on rotation basis. Guests coming on booking basis at CSIR-HRDC guest house are also to be provided all meals, bed tea, forenoon &amp; afternoon tea etc..</p>						
1.01	<p>Bed Tea  Tea/Coffee, dairy whitener Sachets with sugar  Sachets/Pouches, Marie biscuits (2 Nos.)</p>	8469.000	Nos	0.00		0.00	INR Zero Only
1.02	<p>Breakfast  a) Breads all type (White, Brown and Multigrain)  b) Butter (20 gms.) – Branded  c) Jam (20 gms.) – Branded  d) Cornflakes/Wheat flakes with double toned milk (200 ml.)  e) Two boiled eggs/Omlet (for non-veg)  f) Tea &amp; coffee (separate)  g) Mixed Fresh Fruits  h) 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.</p>	7118.000	Nos	0.00		0.00	INR Zero Only
1.03	<p>Forenoon / Afternoon Tea  Cup of Tea / Coffee with sweet &amp; salti cookies / biscuits  (Muskan / Madhrama/ Jugal/ Good day / Britannia / Mcvities)</p>	13909.00 0	Nos	0.00		0.00	INR Zero Only
1.04	<p>Choice of Fruit Juice / Lassi in Tetra Pack (200 ml)  as and when ordered  (Real/Tropicana/Minute maid/Natural/Frooti/ Amul/ Mother Dairy etc.)</p>	3730.000	Nos	0.00		0.00	INR Zero Only

1.05	Lunch / Dinner (Veg.) a) Choice of Cream or Clear Soups; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam etc b) Choice of one Seasonal vegetable ( gravy or dry); Mixed/Aloo Parwal/Zeera Aloo/Bhindi Masala/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian etc c) Choice of one Paneer dish; Kadhai/Matar/Palak/sahi/Masala/Chilli/Malai Kofta etc d) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/ Masoor/Chana-Urad/Dal Makhani/Sambhar etc e) Choice of Bread or Rotis; Missi/Naan/Tandoori/Fulka/Tawa Roti/ Puri etc f) Choice of one Rice; Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried etc g) Choice of one Curd/raita; Dahi Bhalla/Plain curd/Boondi/Cucumber/Mint / Lauki/MixFruit/Pine AppleRaita etc h) Choice of one Salads: Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed etc 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 etc j) Papad, achar, chutney	7118.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.06	Non-Veg. Lunch / Dinner {Lunch / Dinner (Veg.) + 1 Mutton Dish/ 1 Chicken Dish/ 1 Fish Dish} * a) Choice of Cream or Clear Soups; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam etc b) Choice of one Seasonal vegetable ( gravy or dry); Mixed/Aloo Parwal/Zeera Aloo/Bhindi Masal/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian etc c) Choice of one Paneer dish; Kadhai/Muttor/Palak/sahi/Masala/Chilli/Malai Kofta etc d) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/ Masoor/Chana-Urad/Dal Makhani/Sambhar etc e) Choice of Bread or Rotis; Missi/Nan/Tandoori/Fulka/Tawa Roti etc 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 etc h) Choice of one Salads: Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed etc 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 etc j) Papad, achar (Branded Chiplet), chutney k) Choice of one Dishes Mutton/ Chicken/ Fish	7025.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.07	Evening Tea (a) Choices of one snack to be made from:- i. Veg. pakora assorted, ii. Paneer pakora, iii. Samosa, iv. Bread Sandwich / Cheese Sandwich, v. Bread Pakora, vi. Spring roll, vii. French fries. viii. Momos ix. Boiled Chana / Mattar Chat x. Fruit Chat xi Sprouted Moong/Chana Chat (b) Tea /Coffee	8412.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.08	Additional sweet dish / Dessert	100.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.09	Additional Steamed Mix Veg. Dish / Whole Pulses (Choley or Razma)	100.000	Nos	0.00		<b>0.00</b>	INR Zero Only

*Tender: Catering & Housekeeping – 2022 CSIR-HRDC, Ghaziabad*

1.10	Full Plate of Chowmein/Noodles/Maggi	200.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.11	Additional Non-Veg dish (chicken)	100.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.12	Additional Non-Veg dish (Fish)	100.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.13	Additional Non-Veg dish (Mutton)	100.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.14	Veg Sandwich of two slices	200.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.15	Full Cream Boiled Sweet Milk – 200 ml	200.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.16	Two bread slices with two egg omelet	200.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.17	Two roasted bread slices with butter & jam	200.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.18	HIGH TEA – 1 1. Choice of snacks – Samosa / Veg sandwich – 1Piece or Dhokla/Khandvi/Veg. Rolls- 2 Pieces or Mixed Pakora etc. – 4 Pieces 2. Choice of cookies/biscuits- Sweet – 1Piece & salted – 1Piece (Brands ) 3. Choice of Roasted nuts – Cashew / Almonds / Pista etc – 8 Pieces 4. Choice of Indian Sweets – Burfi / Gulabjamun / Chhena / pastry etc – 1Piece 5. Tea/Lemon Tea / Coffee etc. – 1 cup (Note: High tea service will be arranged by the Contractor at place of events as per schedule intimated in advance by CSIR-HRDC. The service for the function / occasion will be silver service (Table Service) for VVIPs and buffet service for the participants.)	1115.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.19	HIGH TEA – 2 1. Choice of snacks – Samosa / Veg sandwich – 1Piece or Dhokla/Khandvi/Veg. Rolls- 2 Pieces or Mixed Pakora etc. – 4 Pieces 2. Choice of Sweets – Burfi /pastry – 1Piece 3. Potato Chips / Cookies / Toffees 4. Tea/Lemon Tea/Coffee etc. – 1 cup	1223.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.20	TO BE SERVED AT YAMUNA OFFICE CAFETERIA OR GUEST HOUSE Non-Veg Thali - 1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 4 5. Curd/Raita/ Salad – 100 gram 6. One Chicken/ Mutton/ Fish Curry Dish – 150 gram 7. Chutney/Pickle	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.21	TO BE SERVED AT YAMUNA OFFICE CAFETERIA OR GUEST HOUSE Veg Thali - 1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 4 5. Curd/Raita/ Salad – 100 gram 6. Chutney/Pickle	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only

1.22	Breakfast (TO BE SERVED AT YAMUNA OFFICE CAFETERIA OR GUEST HOUSE ) 4 Slices of Bread with Butter, Jam & 200 ml Milk OR Cornflakes/Wheat flakes with double toned 200 ml milk OR 4 Slices of Bread with Two eggs Omlet (for non-veg) OR 4 Idli with 1 Bowl of Sambher, OR Chole with 2 Bhature, OR 2 Stuffed Paranthas with Dahi/Butter and pickle, OR 1 Bowl of Poha with Chutney,  With one cup of Tea / Coffee	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.23	(TO BE SERVED AT YAMUNA OFFICE CAFETERIA OR GUEST HOUSE ) Mini Meal (Choice of one Item) ½ Plate Kadhi-Chawal/ ½ Plate Chhole - Chawal ½ Plate Rajmah-Chawal/ 2 Bhature-Chhole/ 4 Puri with Bhaji/ Sabji/ ½ Plate Dal - Chawal	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.24	One cup of Tea from all Type Tea or Coffee (like Green Tea/ Black Tea/ Lemon Tea/ Milk Tea - Tea Bag OR Ginger Tea / Cardamom Tea / Masala Tea (Boiled) / Black Coffee/ Milk Coffee)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.25	One Pc of Snack Veg. pakora assorted/ Paneer pakora/ Samosa/ Aaloo Bonda/ Bread Sandwich/ Bread Pakora/ Spring roll/ French fries/	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.26	Lemon Water (200 ml)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.27	Sweet - Besan Burfi / Besan Laddu/ Boondi Laddu / Balushahi/Gulab Jamun (50 gm)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.28	Sweet - Sewain Kheer / Rice Kheer/ Ice Cream	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.29	Beverage - Cold Drink / Mixed Juice – 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.30	Beverage - Soup (Tomato/Mix veg/sweet corn etc) - 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.31	Beverage - Tetra Pack of Coconut Water - 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.32	Fresh Fruit Extracted Juice (Water Melon) – 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.33	Fresh Fruit Extracted Juice (Orange/Mausami) – 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.34	Fresh Fruit Extracted Juice (Pomegranate) – 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.35	Fresh Mango / Banana / Cheeku Shake etc. – 200 ml	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.36	Fresh Coconut Water (Natural)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.37	SPECIAL OCCASION ITEMS / MENU Bath Kit for Directors / Director Grade Faculty: Hand Sanitizer Liquid Shower Cap (for Female) Shaving Razor & Shaving Gel (for Male) Tooth Paste Tooth Brush Hair Shampoo Hair Comb Hair Oil Liquid Bath Soap	199.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.38	Namkeen & Cookies Basket for Directors / Director Grade Faculty: Two types of Biscuit packets - 5 Pcs (Bourbon, Monaco) Two types of Namkeen packets - 50 grm (Peanuts, Moong)	199.000	Nos	0.00		<b>0.00</b>	INR Zero Only

	Dal)						
1.39	Refreshment for Directors: (Best Quality Products of Reputed Brands) Toffee – 10 Pcs. Packed lassi salted/Sweet – 200 ml Packed Juice - 200 ml Anjeer barfi – 50 gm Rosted Kaju/Badam/Pista packet – 50 gm Potato Chips/Kurkure/Bingo– 1 Pkt of appx 50 gm Cookies – 2 Pcs.	60.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.40	Fruit Basket for Directors / Director Grade Faculty: To be Served with knife & Plate (Four Types of Fruits) Apple - 1 Pc (Medium Size) Kiwi - 1 Pc (Medium Size) Banana - 1 Pc (Medium Size) Seasonal Fruit 1 Pc (Medium Size) / 100 gm	119.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.41	Special Lunch/ Dinner for Directors: a) Choice of one Cream or Clear Soups; Tomato/Tomato Shorba/Sweet Corn/Veg Clear/Cream of Almond/Hot & Sour / Lemon Coriander/Rasam etc b) Two Veg Starter (Paneer & Potato), two Non-Veg Starter (Chicken & Fish) c)Choice of two Seasonal vegetable ( 1 gravy & 1 dry); Mixed/Aloo Parwal/Zeera Aloo/Bhindi Masala/Baigan Masala/Veg Kofta/Dum Aloo/Veg Munchurian/ Steamed Mixed Veg etc d) Choice of one Paneer dish; Kadhai/Muttor/Palak/sahi/Masala/Chilli/Malai Kofta etc e) Choice of one Dal or whole pulses; Arhar (tuar)/Chhole/Rajma/Kadhi Pakoda/Moong/ Masoor/Chana-Urad/Dal Makhani/Sambhar etc f) Choice of Bread or Rotis; Missi/Nan/Tandoori/Fulka/Tawa Roti etc g) Choice of two Rice; Lemon/Zeera/Coriander/Veg Pulao/Biryani/Fried etc h) Choice of one Curd/raita; Dahi Bhalla/Plain curd/Boondi/Cucumber/Mint / Lauki/MixFruit/Pine AppleRaita etc i) Choice of two Salads: Green/Sprouted/Macroni/Pasta/Tossed/Fried/Mixed etc j) Choice of two Sweet (Dessert); Ras Malai/White Rasogula/Gulab Jamun/Fresh seasonal fruits/Ice Cream/Moong Dal Halwa/Jalebi Ravadi/Rice Kheer/Jave Kheer/Gajar Halwa etc k) Assorted Cold Drink and Juice l) Mixed Fruit Chat m) Choice of one Mutton Dishes n) Choice of one Chicken Dishes o) Papad, achar (Branded), chutney	60.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.42	Packed Refreshment: (From Reputed Brands Like Bikanerwala / Haldiram / Hira Sweets) (For Independence Day or Republic Day Celebration) With Locally Prepared Tea and Coffee • 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	300.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.43	Rose Petals in kg (For Independence Day or Republic Day Celebration)	1.000	kg	0.00		<b>0.00</b>	INR Zero Only
1.44	Mineral Water Bottle (Packed - 1 Litre)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
1.45	Mineral Water Bottle (Packed - 500 ml)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only

2.0	<b>Annual Housekeeping Charges:</b> The Housekeeping contract will be treated as job contract. {The lump sum rates to be quoted for one year must include cost of material for housekeeping, service charges, cost of uniform for deployed staff and minimum wages (as per central govt. / U P govt. / Delhi NCR rates whichever is higher) for minimum seven (7) persons.} [For managing 50 Rooms of Guest House & Trainees' Hostel along with Reception Area, Lounge, Gym Area, 3 Kitchens, 3 Dining Halls each for 60 seats, corridors, open area, Store Rooms and providing Round the clock (24X7) guest house reception services etc. Minimum Manpower Includes; service persons housekeeping (minimum two), cleaning staff (minimum two) and Reception Desk Attendant -Skilled (minimum two) and one site manager/supervisor who have done graduation with minimum 3 years of work experience in the field of catering and housekeeping.] The work during training days may require more manpower in comparison to non-training days and no extra cost will be paid for it. The sufficient manpower to be deployed by the contractor for providing services smoothly. Labour law compliances are to be ensured by the contractor.]	1.000	Year	0.00		<b>0.00</b>	INR Zero Only
<b>3.0</b>	<b>LAUNDRY SERVICES - I</b>						
3.01	Washing & Ironing of Bed sheets	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.02	Washing & Ironing of Bed covers	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.03	Washing & Ironing of Pillow covers	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.04	Washing & Ironing of Bath towels	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.05	Washing & Ironing of Hand towels	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.06	Washing & Ironing of Table Cloth	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.07	Washing & Ironing of Curtains	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.08	Dry-cleaning of Blankets	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.09	Dry-cleaning of Curtains	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.10	Shampooing & Cleaning of Set of 5 Sofa Seats of Fabric	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.11	Shampooing & Cleaning of Set of 5 Sofa Seats of Leatherette	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.12	Shampooing & Cleaning of Fabric chairs	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
3.13	Shampooing & Cleaning of Carpets	1.000	Sqft	0.00		<b>0.00</b>	INR Zero Only
<b>4.00</b>	<b>LAUNDRY SERVICES - II (Payable directly by Trainees and Guests)</b>						
4.01	Trousers / Jeans	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.02	Shirt	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.03	Woolen Coat	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.04	Woolen Pant	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.05	Cardigan / Sweaters	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.06	Kurta & Pajama	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.07	Woolen Suit	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.08	Ladies suit	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only

4.09	Saree with blouse	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.10	Shawl	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.11	Track suit	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.12	Shorts / Bermuda / Skirt / Petticoats'	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.13	Socks / Hankies	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
4.14	Undergarments (set)	1.000	Nos	0.00		<b>0.00</b>	INR Zero Only
<b>Total in Figures</b>					<b>0.0000</b>	<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>					

**\*\* During training programme the Non-vegetarian meal will be served once a day or alternate day or on demand by Training Coordinator / I/C Guest House, 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 I.**



**ANNEXURE-X**

**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

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**(Indicate the name of the Bank)**

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

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

<b>Annexure -XII</b>
<b>Standard Operating Procedure (SOP)</b> <b>For Running Guest House/Trainee Hostel Services</b>
<b>SOP Title: Guest House &amp; Hospitality Services</b>
<b>Objective:</b> Providing Trainee Hostel/Guest House services to the Trainees/Faculties/Guests.
<p><b>Front Office:</b> 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><b>Readiness of guest rooms:</b></p> <ul style="list-style-type: none"><li>(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.</li><li>(ii) The Contractor shall ensure that linen of room(s) during the stay of guests is changed on every alternate day.</li><li>(iii)The Contractor will also ensure that linen is changed as and when requested by the guest(s) if found reasonable and justified.</li><li>(iv) Housekeeping schedule and check list (provided in this SOP) are to be used by the contractor’s staff for ensuring excellent housekeeping &amp; catering services.</li></ul>

**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/online from the guests/institutions.
14. Contractor with the help of In-charge guest house shall ensure availability of cooking fuels PNG/LPG etc. for providing catering services/kitchen services by contractor.
15. It will be responsibility of Contractor to ensure timely payment of PNG bills 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 site manager/supervisor 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 attendant 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 / online payment 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 / visitors 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.

**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			

<b>CSIR-HRDC Guest House</b>		
<b><u>House-Keeping Work Schedule</u></b>		
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 & Unoccupied)	Daily

5.	Guest House Compound (Open Areas)	Daily	
6.	Gym	Daily	
7.	Garbage Bins	Daily	
8.	Door & Window Panes	Fortnightly	
9.	AC, Stabilizer & Room Heater	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	Quarterly	
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, झीरोपय	दीवार घड़ी	आल आऊट रिफिल	फर्श की सफाई	कड़ादान की सफाई	स्नान गह चप्पल	असिंग टेबल व साइड टेबल	टेबल्स, कार्सियाँ व कपड़ा स्टैंड	टैलीफोन, एसी, स्टेब रूमहीटर	वाश बेशिन की सफाई	पानी के टैप व फिटिंग्स	इब्ल सी की सफाई	ट्रिश रोल बकेट मग व स्टूल	शौधा / दर्पण की सफाई	हाथ धोने, नहाने का साबन	तौलिये व बेड कवर	चादर, कंबल, तकिया कवर	केतली एवं थर्मस	पीने का पानी	टी बैग, चीनी व मिल्क पाउडर	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)

<b>ANNEXURE - XIII</b>											
<b><u>FEEDBACK FORM FOR HOSPITALITY SERVICES</u></b>											
Dear Participant,											
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.											
1 = VERY POOR, 2 = POOR, 3 = SUFFICIENT, 4 = AVERAGE, 5 = GOOD, 6 = VERY GOOD, 7 & 8= EXCELLENT, 9 &10= OUTSTANDING											
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 - XIV				
REPORTING OF DEFFICIENT CATERING SERVICES AND/OR HOUSEKEEPING SERVICES				
Housekeeping Bill for the Month:			Year:	
S. No.	Issue	Observation		Recommendation / Remarks
		YES	NO	
<b>Housekeeping Services</b>				
	<b>Guest Room</b>			
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, Geysers, 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.			
	<b>Cleanliness of Kitchen and dining Area.</b>			
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.			
<b>Catering Services</b>				
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:

1. This matter may be referred to Hospitality Management committee for improving catering and / or housekeeping services.
- 2.
- 3.

Name and Signature of I/C Guest House, CSIR-HRDC

**HAED, CSIR-HRDC**



ANNEXURE - XV

**REPORTING OF DEFFICIENT CATERING SERVICES (DURING TRAINING PROGRAM)**

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:

1. This matter may be referred to Hospitality Management committee for improving catering services.
- 2.
- 3.

Name and Signature of Training Coordinator  
(CSIR-HRDC)

**HAED, CSIR-HRDC**

**BANK DETAILS OF CSIR-HRDC GHAZIABAD**

Beneficiary's Name	HRDC Ghaziabad
Bank Name	S.B.I.
Branch Code	07873
Bank Address	Raj Nagar, Ghaziabad
Account No.	30269531421
MICR Code	110002220
IFSC/RTGS Code	SBIN0007873
PAN	AAATC2716R

**THE PRE-CONTRACT INTEGRITY PACT**

PRE-CONTRACT INTEGRITY PACT  
BETWEEN  
**CSIR,** **HRDC** **Ghaziabad**  
AND

-----

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_ day of the \_\_\_\_\_ (month and year) between, on one hand, the President of India, acting through Shri \_\_\_\_\_, designation of the officer, **CSIR, HRDC Ghaziabad**, under DSIR and Ministry of Science and Technology, Government of India (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/S \_\_\_\_\_ represented by Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (name of the Stores/ Equipment/ Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is **CSIR, HRDC Ghaziabad**, under DSIR and Ministry of Science and Technology, Government of India performing its functions on behalf of the Head CSIR-HRDC.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract entered into with a view to:

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this Integrity Pact and agree as follows:

**Commitments of the BUYER**

**1.1.** The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

**1.2.** The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

**1.3.** All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

**2.** In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

**Commitments of BIDDERS**

**3.** The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

**3.1.** The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Buyer, connected directly or indirectly with the bidding process, or to

any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.

**3.2.** The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

**3.3.** BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

**3.4.** BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.

**3.5.** The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / integrator/ authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

**3.6.** The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

**3.7.** The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

**3.8.** The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

**3.9.** The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier.

The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

**3.10.** The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

**3.11.** The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

**3.12.** If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act, 1956.

**3.13.** The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4. Previous Transgression**

**4.1.** The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

**4.2.** The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Earnest Money (Security Deposit)**

**5.1.** While submitting commercial bid, the BIDDER shall deposit an amount \_\_\_\_\_ as specified in the RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of \_\_\_\_\_

(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without

seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument, as stated in RFP.

**5.2.** The Earnest Money / Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

**5.3.** In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

**5.4.** No interest shall be payable by the BUYER to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

**6. Sanctions for Violations**

**6.1.** Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

(i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.



(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

**6.2.** The BUYER will be entitled to take all or any of the actions mentioned at para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860, or Prevention of Corruption Act, 1988, or any other statute enacted for prevention of corruption.

**6.3.** The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **7. Fall**

Clause

**7.1.** The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub system was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

**8. Independent Monitors**

**8.1.** There shall be Independent Monitors (hereinafter referred to as Monitors) appointed by the BUYER for this Pact in consultation with the Central Vigilance Commission.

**8.2.** The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

**8.3.** The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

**8.4.** Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

**8.5.** As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

**8.6.** The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

**8.7.** The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

**8.8.** The Monitor will submit a written report to the **DG CSIR and Secretary DSIR** in the Ministry of Science and Technology, Government of India, within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

**9. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and

shall extend all possible help for the purpose of such examination.

**10. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER

**11. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**12. Validity**

**12.1.** The validity of this Integrity Pact shall be from the date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

**12.2.** Should one or several provisions of this Pact turn out to be invalid, the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**13.** The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_

**BUYER/BIDDER**

**Name of the Officer.**

**Designation Head**

**CSIR-HRDC Ghaziabad, under DSIR and Ministry of Science and Technology, Government of India**

**Witness**

**Witness**

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_ 2. \_\_\_\_\_

---END---