

**Indian Institute of Tropical Meteorology**

**Dr. Homi Bhabha Road, Pashan, Pune 411 008**

**Contents for Canteen**

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Date of issue of tender documents	:	<b>02/12/2011 to 02/01/2012 1200 hrs</b>
Last date of receipt of Tender at IITM, Pune	:	<b>02/01/2012 at 1230 hrs</b>
Opening of Tenders (Technical Bids only)	:	<b>02/01/2012 at 1500 hrs</b>

**Note: (1) The Technical & Commercial Bid should be submitted in two separate sealed Envelopes.**

**Super subscribing “Envelope-I TECHNICAL BID” & “Envelope-II COMMERCIAL BID”**

**(2)The technical bid should not contain any cost related aspects. The costing should only be quoted in Commercial bid as per the format and terms & conditions of the tender.**

To

The Director  
IITM

**Subject : Tender for Catering and Management Services at IITM Canteen, Pune.**

Dear Sir,

In response to your tender inviting notice for the above mentioned contract, I/We, a Company/Partnership/Sole Proprietor submit the tender with following particulars.

Srl No	Description	Particulars
1.	Constitution & Nature of Firm (state whether sole proprietor/partnership firm/limited company)	
2.	Year of Establishment	
3.	Registration Number under applicable act with a copy of registration certificate	
4.	Registered Postal Address	
5.	Telephone No. Fax No. Mobile No.	
6.	Address of Branches	
7.	Name and address of Directors, in case of Company Name and address of Sole proprietor Name and address of partners in case of partnership firm	
8.	(a) Name of Bankers & branch with full address (b) Style of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate.	
9.	PF Code allotted by PF Commissioner with photo copy of certificate.	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the IITM, Pune. I/We, the undersigned hereby offer for providing qualified staff as indicated in the Tender Document to CATERING AND MANAGEMENT SERVICES strictly in accordance with the terms and conditions as indicated by you in the said documents.

I/We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the Government of India from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum wages act. All payments under the Workmen Compensation Act, etc. Shall be borne and payable by me/us. I/We will

always keep the IITM indemnified of any claim/damages that IITM have to pay with respect to the service and the deputation of any workers to the IITM.

The IITM reserves the right to reject any or all the TENDERS or accept them in part or to reject the lowest quotations without assigning any reasons. IITM further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

I/We further pay and have enclosed Earnest Money amounting to **Rs. 30,000/-** (Rs. Thirty Thousand only) in the form of Demand Draft/Pay Order drawn in favour of Director IITM payable at Pune along with the Technical bid which will remain with IITM upto final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be refunded only against the submission of Security Deposit @ 10% of the contract value.

Thanking you,

Yours faithfully,

(Name)

Signature

Signed as proprietor/partner/Director who holds power of Attorney on behalf of firm

Name of firm

Address

Copy of the Power of Attorney to be submitted which will be compared with the original in case the tender is awarded.

## TENDER DOCUMENT

Sub : TENDERS FOR CATERING AND MANAGEMENT SERVICES AT IITM Canteen, PUNE

### **ENVELOPE -1 : TECHNICAL BID (In separate sealed Cover-I super scribed as Technical bid)**

Name of work : Contract for Catering and Management Services at IITM Guest House, Pune

#### CONTENTS AND ELIGIBILITY CRITERIA

Technical bid of Tender Document :

1. The Tender/Bidder shall have at least **5 years** experience in these fields and shall submit the self attested copies of the following documents along with the tender documents.
  - a) PF Registration with PF code number
  - b) ESI Registration
  - c) Valid Licence issued in respect of previous employers by Regional Labour Commissioner (i.e. Govt. of India / Maharashtra)
  - d) Details of works of similar nature carried out in Central/State Govt. bodies/ department/PSUs/Autonomous bodies/industries/factories/or other similar organisation in the last 3 years ending on 31 March.
  - e) Copies of balance sheet and profit and loss A/c of previous three financial years ending 31 March 2011 duly certified by CA.
  - f) List of Arbitration cases (if any).
  - g) Copies of certificates/allotment letter of Service Tax and PAN / TAN Number.
  - h) Details of managerial, supervisory and other staff.
  - j) Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at IITM, Pune.
  - k) Copy of Last income tax return.
2. Certificates provided for the work detailed in 1 d) above shall clearly indicate the scope and nature of work undertaken and the value of various components of work as executed, in order to confirm conformity to the defined similar works.
3. The scope of work under this contract is given in Annexure-I.
4. Tenderer/bidder shall submit details of organisations, where they have undertaken such similar services as per Annex-II.
5. Tenderer/bidder shall submit details as per Annexe-III {Check list} along with Technical Bid.
6. General Terms and conditions of the Contract to be fulfilled by the Tenderer/Bidder are given in Annexe-IV and the bidder shall submit it with technical Bid duly signed on each page in lieu of agreeing to them.
7. The bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
8. The bidder should have an office in Maharashtra.
9. There should be no case pending with the police against the proprietor/firm/partner or the company (Agency). The firm should give such an undertaking with their bid.
10. The bidder shall pay Bid Security (EMD) of Rs.30,000/- (Rupees Thirty thousand only) along with the technical bid in the form of DD/Bank Guarantee in favour of The Director, IITM, Pune payable at Pune. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security without interest shall be returned to the unsuccessful bidders after finalisation of contract.
11. The EMD deposited by successful agency will be refunded only after submission of Security deposit. If he wants to get adjusted the amount of EMD towards the Security deposit, then he has to deposit the difference amount. If the successful bidder

fails to furnish the issue of letter of award of work, his bid security shall be forfeited unless time extension has been granted by IITM.

12. The bid shall be valid and open for acceptance of the Competent Authority of IITM for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.

13. An agreement shall be signed with the successful bidder as per specimen enclosed.

14. Counter Terms & Conditions will not be accepted as also any additions/deletions or change in our format will not be allowed.

15. All entries in the tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections, if any, should be attested with signature by the bidder.

16. The sealed tender should be dropped in the Tender Box kept in the Administration section of IITM.

17. Tenders received late (including postal delay)/in open condition/without EMD/not meeting the tender condition/incomplete in any respect are liable to be rejected/accepted. Discretion will rest with the IITM authorities.

18. Bidders are advised to study carefully the tender documents and the conditions before quoting their bid. All the pages of the tender form should be signed by the bidder as a token of acceptance.

19. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words, only will be taken as authentic and no further clarification will be sought from the bidder.

20. No firm shall be permitted to tender for work in the IITM in which any of their near relatives is an employee connected with the award and execution of the contract. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the IITM or in the State or Central Government. Any violation of this condition which comes to the Notice of IITM after the contract is awarded will entitle IITM to treat the contractors as having committed a breach of contract and to exercise all the rights and remedies available to IITM on account thereof.

21. The Earnest Money is liable for forfeiture in the event of: (a) Withdrawal of offer during the validity period of the offer, (b) Non-acceptance of orders when placed, or (c) Non-confirmation of acceptance of orders within the stipulated time after placement of offer, (d) Any unilateral revision made by the bidder during the validity period of the offer.

22. The Service Tax, if any, paid by the contractor for this contract will be reimbursed upon production of proof of payment along with monthly bills.

The agency shall submit wage payment sheet in respect of employees working in the Institute along with receipt of PF and ESI contribution of each employee by name. Attendance sheet shall be submitted to the institute at beginning of every month.

1. The agency should provide proper uniform duly approved by IITM with Identity Card and Name Card to be displayed to its staff members. a brief bio-data to be submitted for every individual employee by the contractor with photograph.
2. The premises with fittings and fixtures, furniture, vessels, crockery, cutlery, electrical and mechanical appliances provided to the agency for running of the guest house shall be property of IITM. The agency shall have no right on any of these and shall place them back at the disposal of the IITM, when demanded.
3. The agency shall be responsible for the safe custody and proper use of appliances, furniture, fittings etc. of IITM entrusted to caterer. Any damage caused to the properties by the negligent operation or by omission/commission of the agency should immediately be brought to the notice of IITM for the entire loss, failing which the cost of furniture/fittings etc. will be recovered from his security deposit and/or from other dues payable to him by the IITM or will be otherwise recovered as per law.
4. The agency will have to maintain permanent records of crockery, cutlery, appliances, furniture, fittings etc. supplied to him by the IITM. At the end of each month and also at the end of the contract period, he will prepare the list of all the items retained by him and show them separately as in good condition, repairable, irreparable and missing and make them

available for the purpose of joint verification by the representatives of IITM and the agency. Cost of missing or damaged items may be recovered from the agency from time to time, from the pending bills and/or other dues.

5. Except employees of the agency working at night, no other employees of the contractor will be allowed to be in the Institute's premises during night time or to use it for his residential purposes and to move about in prohibited areas unless otherwise approved.

Declaration by the Tenderer :

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.

Encls : 1 DD/Pay Order No \_\_\_\_\_

2. Terms and conditions (each page must be signed and stamped with the seal)
3. Financial Bid

(Signature of Tenderer with seal)

Name :

Seal :

Address :

Phone No(O)

Date :

Note : Submission of all the documents mentioned above along with declaration is mandatory. Non submission of any of the documents above will render the bid to be rejected.

**SCOPE OF WORK****1. Catering & Management Services of Canteen at IITM, Pune:**

IITM Canteen has dining area which can accommodate around 60 persons at a time.

The Canteen will be kept open for services from Monday to Sunday as per timings mentioned.

**Firms / Contractors responsibility:**

- 1) Managing the entire activity of the IITM Canteen by providing services of breakfast, lunch / dinner, tea/coffee and snacks to the employees of the Institute.
- 2) Providing working lunch for official meetings at locations specified by IITM.
- 3) Providing special lunches / dinners for occasions such as Seminars / Symposia / Conferences etc.
- 4) Generally Indian food would be served but on occasions as per requirement, the agency should be able to provide South Indian food, Chinese food and continental food also.

The Institute organises various international programmes every year, foreign participants have to be provided continental food

- 1) Procurement of raw materials and ingredients for preparation of the food.

To arrange the cooking fuel, utensils and other materials required for serving.

All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the contractor.

Crockery shall be of "Bone-China" clay of quality manufacturers. Cutlery shall be of a very good quality.

Contractor should be equipped to provide catering to approx. 400 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintained.

- 1) Engagement of proper qualified / skilled manpower.
- 2) To fulfil the statutory requirements in respect of the persons engaged for catering service.

To obtain feedback from employees availing of services on a daily basis and providing monthly report on service feedback to IITM Canteen Incharge and or competent authority.

The agency will maintain a register to indicate name of programme, and number of participants taking breakfast, lunch and dinner.

All the consumable should be of ISI / reputed brand.

Only Iodised Salt shall be used. Refined groundnut or sunflower oil to be used.

Beside above activities, need to maintain cleanliness, are the essence of the contract / services.

Manager	Cook	Waiter	Helper

**Note : Before quoting the rates, the Contractors should inspect the office premise of IITM for estimation and should note that all consumable for House Keeping and other related works on monthly basis. The house keeping materials and consumables such as hard brooms, mops, cob web removal brooms, dusters, buckets, scrubbers, liquid soap, disinfectant, toilet cleaner, acids, toilet papers, odonil, hard wipe napkins, phenyl, naphthalene, liquid soap near the basin etc. should be provided by the firm. All cleaning staff will be provided push cart having all necessary equipment and supplies to be provided by the firm.**

All the rates quoted are firm and inclusive of all labour, equipments, tools and tackles, appliances and any other expenses that agency may incur in execution of the job.

The agency shall make his own arrangement of transportation of his employees, all consumables, materials like vegetables, ration and other items, fuels like cooking gas etc. at his own cost.

The Canteen premise must look neat and clean at every time and the contractor has to undertake all such jobs/activities required to maintain the Canteen premises neat and clean whether such activities are elaborated hereunder or not.

In the event of findings the office premise dirty or some heaps of garbage are noticed lying here and there, penalty maximum up to 20% of the total amount of monthly bill will be imposed for the concerned month. Non-performers would be removed and replaced by competent manpower within two working days by the contractor. The decision of IITM on this is final and binding on the firm.

The burning of dry/wet leaves waste material is not permitted in the campus.

All disputes arising from the workers in respect of salaries, wages or any other matters connected with their service conditions will rest with agency. The Institute will be free from all encumbrances whether from the Government or any other sources, including claims as per Workmen Compensation Act.

The agency should ensure the safety of their workers during the course of work. If any workers of the agency is hurt or injured and met with any serious calamity/accident etc. the payment of compensation to the workers will rest with the agency and Institute will be free from all the encumbrances whatsoever.

Staff deployed by the agency should be medically fit and should not be less than 18 years of age. All the staffs should be well trained, polite, and well mannered. They should be told about the nature of the job and dealing with respected scientists and Institute guests etc.

List of persons deployed by the agency for the subject work mentioning qualifications, experience, residential address shall be submitted to Institute. In case of any revision, the same shall be informed to from time to time.

Institute reserves the right to ask the agency to remove particular person(s) from site with immediate effect if in the opinion of Institute his behavior/performance is not up to the mark and/or found indulging in unlawful activities. The agency shall immediately comply with such instructions.

- a) Daily Operations. Must be completed before 09:30 AM daily.
  - (i) Brooming, cleaning of floors, sweeping and washing of corridors and staircases.
  - (ii) Sweeping and mopping of canteen hall.
  - (iii) Dusting and cleaning of furniture, including tables, chairs, side tables, racks and doors, paper trays and other installations.
  - (iv) Sweeping of floors, mopping of floors daily.
  - (v) Dusting of doors, windows, cleaning of wash-basin and mirror, cleaning of toilet seats/urinals (with sanitary and water) twice a day.
  - (vi) Sweeping of open space and removal of garbage there from.
  - (vii) Complete cleaning with soft brooms.
  - (viii) Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided & directed by the IITM).
  - (ix) Sweeping of open area.
  - (x) Emptying of dustbins.
  - (xi) Dumping of garbage daily outside and away from IITM premises at suitable dumping area to be arranged by the contractor.

The agency will undertake cleaning of chairs, tables, curtains, cushion, pest, rodent control spray once in a week.

Cleaning of side lawn and approach road.

a) WEEKLY OPERATIONS :

- (i) Cleaning of floors, walls and windows panes.
- (ii) Washing and wiping/mopping of floors, thorough cleaning of toilets with suitable cleaning agents.
- (iii) Wiping and cleaning of fixtures, fittings.
- (iv) Brooming and sprinkling in open areas.
- (v) Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner.
- (vi) Dusting of doors, dusting of room coolers, air conditioners.
- (vii) Cleaning and dusting both sides of doors, glazed doors, door frames, fixed glazed panels, venetian blinds with liquid glass/metal cleaner.
- (viii) Cleaning and dusting of entire electrical fixtures, ceiling fans, brackets fans, exhaust fans, pedestal and table fans, light fixtures etc. using agent colin, cleaning compounds etc.

b) MONTHLY OPERATIONS :

- (i) Dusting of ceiling fans, tube lights, fixtures and furniture's and steel almirahs, thorough cleaning of window panes. Venetian blinds and wall scrubbing and washing of rooms, floors, cleaning of duct ways outside the toilets, wiping/mopping of furniture, special cleaning of sanitary/electrical fire fighting/building hardware etc. fitting/fixture, door windows,. Thorough checking and cleaning of sewer and drainage system as and when they occur, other misc. cleaning work etc.
- (ii) Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, roads, and sewers etc. with in IITM premises, preventive maintenance of the same, other misc. cleaning work.
  - a. Sweeping, mopping, dry cleaning & wet cleaning of all the halls has to be maintained as per the contract terms and condition.
  - b. Canteen chairs have to be shampoo cleaning once in two months.

A special care has to be taken for screen cleaning by using specialized / required chemicals.

Cleaning of storm water drains, road side gulleys and other open drains, R.W. pipes, balconies, extended slabs/ sills by sweeping, dusting and using water detergent, chemicals and soap etc. of approved quality.

Cleaning of compounds etc

Cleaning of rain water pipes and under water tanks and as and when required during rainy seasons.

The agency has to carry out a herbal pest control treatment once/twice (as per the requirement) in three months.

## **1. Scope of the Work**

Indian Institute of Tropical Meteorology (IITM), Pune, an autonomous organization under Ministry of Earth Sciences, Govt. of India located in Pashan would like to avail the services of reputed Catering Agencies / Contractors to run the canteen on 24 X 7 basis.

Contractor may be required to serve about 100 breakfast, 100 lunches and 50-70 dinners on an average per day.

The morning evening tea, coffee/beverages are required to be served to about 400 members and snacks to about 100 members two times in a working day. The contractor's main responsibility is to (1) arrange skilled limited manpower (Canteen Supervisor, Cooks and Boys), (2) purchase required materials / ingredients for preparing food, (3) purchase required material for cleaning utensils / floor areas / kitchen / dining hall, etc, (3) prepare & serve the food and (4) maintain the canteen.

## **2. Proof of the Documents**

a) Contractor is required to submit the necessary documents as proof of Statutory Registrations viz., Registration from Central / State Labour Authorities, ESI, EPF, Service Tax, PAN, etc

b) Demand Draft for Rs. 30,000/- (rupees thirty thousand only) drawn in favour of Director, IITM payable at Pune is to be submitted towards EMD. Contractor may please note that the offers will not be considered for further evaluation in case they fail to submit the above documents and EMD.

c) Bank guarantee of Rs. 2,00,000/- drawn on nationalized bank is required to be submitted by successful bidders to the Institute for providing best services as per standard norms. The said Bank Guarantee of Rs. 2,00,000/- is likely to be forfeited if the Institute management observes that the services rendered are not upto the mark and standard one and In spite of instruction of the authorities the proprietor fails to adhere the same.

## **3. Facilities Provided by IITM**

IITM provides the following facilities to the successful contractor in running the canteen.

Space

Electricity

Furniture

Drinking Water & Water for other purposes

Kitchen equipment

Plates, Glasses, Spoons, Cutlery, Crockery & Utensils

LP Gas Connection (**Contractor is responsible to fill-in the empty cylinders as and when required**)

Exhaust Fans

Pesto Flash/Fly Removers

Refrigerator / Deep freezer

Aqua Guard/Water purifier

Skilled / Unskilled Manpower (Optional) (See no. 11)

**ENVELOPE -2: Commercial Bid (In separate sealed Cover-II super scribed as Commercial Bid)**

**4. Price Bid Format- Format for Commercial Bid**

Contractor is requested to submit their price bid for the following tentative menu in the format provided

Weekday	Breakfast	Unit Rate (Rs)	Lunch / Dinner	Unit Rate (Rs)
Monday to Saturday	i)Puri – 3 Nos (200 gms) with Aloo Kurma <b>OR</b> ii) Plain Dosa with Sambar and Chutney – 1 No. <b>OR</b> iii) Vada (2 Nos.) with Sambar, Chutney <b>OR</b> iv) Utappam with Chutney <b>OR</b> v) Idly – 2 Nos. (250 gms.) with Sambar and Chutney <b>OR</b> vi) Tomato Rice – 300 grms. <b>OR</b> Vii. Poha (150gms) <b>OR</b> x. Bread and Omlette <b>OR</b> xi. butter and bread toast <b>OR</b> xii. Veg sandwich with sauce – 4 pieces  (Any two of the above items to be served as decided by IITM.)		Rice, Dal, Mixed Vegdry , Veg with curry, Pickle, , Chapati / pulka 3 Nos., Papad and Banana / Sweet, Curd (100 ml) Raita / Salad, Chatni	
	i. Misal with 2 small breads (Pav)  OR ii. Pao Bhaji			
Sunday	Upma – 250 gms with chutney		Pulav, Dal, Veg. curry, non-veg, Chapati / Pulka – 3 nos., Chutni, curd, Banana/seasonal fruit, papad, pickle	

## Beverages

S.No.	Description of Item	Unit Rate (Rs.)
01	Tea 100ml (with and without sugar option)	
02	Coffee-100ml (with and without sugar option)	
03	Lemon Tea-100ml	
04	Butter Milk (200 ml)	
05	Milk with Bournvita	
06	Soft Drinks	

## Other/Misc

S.No.	Description of Item	Unit Rate (Rs.)
01	Egg Omlet	
02	Extra Curry	
03	Fore noon (~ 11 am) and afternoon (~ 4pm)- snacks ( Onion pakoda/ cullet/sabudanavada/Alu vada/Veg burger/Mini Pizza/Spring roll/Medu Vada/Samosa/Kachori/Khammand/Shakarpara/etc), Quote per piece or per plate cost) Pakora/Cutlet/Aloo Chips/Masala Vada etc.	

**NOTE :- Above Rates should be inclusive of all applicable Taxes.**

## 5. Contractual Terms & Conditions

1. Canteen should be managed and operated by the contractor under the supervision of the officials /Committee of IITM.
2. The Contractor shall comply with all the provisions as required under the appropriate acts of Government and also statutory requirements as applicable.
3. The Successful Contractor will have to deposit a sum of **Rs.2,00,000/-** (Rupees Two lakhs only) towards SECURITY DEPOSIT by way of Demand Draft or Bank Guarantee. No interest will be paid

on the Security Deposit. However, the amount of Security Deposit will be refunded within one month after successful completion of the period of the contract.

4. The contract will be initially for a period of 12 months commencing from the date of award of contract. IITM reserves the right to terminate the contract at anytime with one month notice and also to extend the duration of contract for further period on mutually agreed terms and conditions.
5. Complete attendance details with muster rolls as per the Labour Act. Proof of payment of Wages for the previous month as per the Central or State Minimum Wages/Labour Act (whichever is higher) Contractor may please note that the salary to the staff deployed is to be made as per the act on or before 7<sup>th</sup> of every month . No complain should be received from worker to the IITM.
6. The contractor should provide us the more economical rates for our consideration keeping in view the facilities provided by IITM and tentative menu for lunch, dinner, breakfast, etc mentioned.
7. Any other items which is suggested to be included in the menu at a mutually agreed basis.
8. It is better that a coupon system is made so that person can buy them in advance to be used in canteen.

## **6. General Terms & Conditions**

- a) Offers will be opened either in presence of Tenderers or their representatives.
- b) The canteen will be used predominantly by officers, officials of IITM, Research fellow, project assistant, contractors, and their labourers as well as visitors, but will not be opened for general public.
- c) The IITM reserves the right to accept any tender from among the tenders received or to reject any or all the tenders so received without assigning any reasons thereof.
- d) **CONDITIONAL TENDER WILL NOT BE ACCEPTED AND WILL BE REJECTED OUTRIGHT.**
- e) If any of the conditions of Tendering are not fulfilled, such Tender/Tenders will be summarily rejected our right and objections raised in this regards will neither be entertained nor tenable at law being pre-conditions.

- f) In case any deviation is found in the tender document submitted by the tenderer, the tender shall liable to be rejected at any stage of the contract. The tenderer has to indemnify IITM for any loss accrues due to such alteration in the terms and condition of tender document.
- g) The Director, IITM reserves the right to choose, accept or reject any or all requests / offers, in full or part, at any stage, reduce or increase the quantity without assigning any reasons therefore. The quantity/number shown in the document is only indicative. Director, IITM further reserves the right to split the order among more than one tenderer if considered necessary. IITM will not be responsible for any postal losses or delays in submission of documents. The tender documents are non-transferable.
- h) The food shall be prepared as per the norms laid down by the Food and Drug Administration and shall be of the highest standards of hygiene and sanitation.
- i) The canteen shall be kept open for all 365 days of the year.
- j) The Tenderer shall have to register with statutory authorities and obtain license and if contract labour is employed they shall adhere to various provisions contained in Employee Provident Fund Scheme 1952 ad other labour enactment's such as minimum wages Act, ESI etc.

## **7. Other Terms & Conditions**

1. The rates for charges and menu are to be fixed till the completion of the contract and no escalation will be allowed during the contract period.
2. The items required for cleaning utensils and floor area to be brought by the contractor only.
3. The quantity of the given menu items are to be specifically mentioned.
4. Canteen contractor should submit a report on cleanliness in the canteen premises during the 1<sup>st</sup> of week of every month.
5. 'The canteen should not be used for any other purpose without the written permission of Director, IITM'
6. The Canteen equipments will be provided in the working condition in the beginning of the contract only and should be maintained of that level. In case of any brokage or lost, it should be immediately replaced with new one by the contractor. All items should be handed over to IITM back in working condition at the end of the contract. Repairs and suitable replacements are to be carried out by the contractor from time to time.

7. The canteen timings are to be strictly adhered to as follows.

8:00am to 9:30 pm on all working days as well as on holidays  
Breakfast 09:00 to 10:30 am  
Morning Tea Break - 11:00 to 12:00 am  
Lunch 01:00 to 02:30 pm  
Tea 04:00 to 05:00 pm  
Evening Snacks 06:00 to 07:00 pm  
Dinner 08:00 to 09:30 pm

8. IITM will make requests for providing Special Lunch occasionally during the official meetings. The contractor should engage additional manpower on that particular day and ensure no delay for staff service.
9. The fixed daily menu for Lunch and Breakfast to be decided for the following week are to be provided by the contractor and the same to be followed strictly without any deviation.
10. Upon successful awarding of work order, the contractor has to sign an mutually agreeable agreement for operating "On Campus Canteen" at IITM" on Rs.1000/- non-judicial stamp paper before commencement of the work. Performa of agreement is enclosed as Annexure – II.

**Important Note:**

**In addition to the facility marked in serial no.3 (Page No.10), vendor should provide the discounted rates for all items, if IITM provides two (2) nos. of full time skilled workers and three (3) nos.of unskilled worker/labourer. (total five (5) nos.)**

Annexure-II

Details of other organisations where such contracts undertaken during last three years (enclose supporting documents).

Proforma containing details of other organisation where such or similar contracts were undertaken

Sl No	Name & Address of the Organisation contact No	No. of personnel supplied	Period of contract	Whether Govt/Semi Govt/ Autonomous bodies/ PSU/ Industries etc. (Pl. specify)	Amount of contract	Reason for termination (if currently not valid)
1.						
2.						
3.						

This information to be given in "Envelope No. 1 Technical Bid for Annual Contract for Catering and Management Services to IITM Guest House.

## CHECK LIST (TECHNICAL BID)

## SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sl No	Description of requirement	Yes/No	Page No
1.	The firm is registered with the regional labour commissioner (Govt of Maharashtra) under provisions of contract labour Act and its validity date	Yes/No	
2.	Copies of balance sheet and P&L A/c for the last 3 years duly certified by the CA	Yes/No	
3.	Registration certificate of provident fund commissioner enclosed PF registration code allotted by the Regional Provident Fund Commissioner, Govt of NCT of Maharashtra`	Yes/No	
4.	Copy of Registration certificate/allotment letter of service tax number	Yes/No	
5.	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
6.	Registration certificate of ESI enclosed	Yes/No	
7.	Proforma containing details of other organisation where such contracts were/are undertaken (attach supportive documents)	Yes/No	
8.	DD of Rs _____ as EMD	Yes/No	
9.	Price bid proforma completed and sealed in separate envelope	Yes/No	
10.	List of Arbitration cases (if applicable)	Yes/No	
11.	Undertaking of the agency confirming the availability of adequate manpower of requisite qualification and experience for deployment at CL	Yes/No	
12.	Acceptance of terms and conditions attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
13.	Copy of last income tax return	Yes/No	
14.	Undertaking by the bidder to the effect that there is no police case pending against the proprietor/firm/parties relating to previous service contract.	Yes/No	
15.	Office address in NCT of Maharashtra	Yes/No	
16.	At least two currently valid contracts for similar work	Yes/No	

Declaration by the tenderer.

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.

Encl: 1 DD/Pay order No \_\_\_\_\_

2. Terms and conditions(each page must be signed and sealed)

3. Financial bid.

(Signature of Tenderer with seal)

Name:

Seal :

Office Address

Date :

Phone No (O)

Note : Submission of all the documents mentioned above along with declarations, is mandatory. Non submission of any of the information above may render the bid to be rejected.

### **The criterion of selection**

1. IITM reserves the right to accept or reject any or all bids without assigning any reasons.
2. IITM also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices; without bearing any liability or any loss whatsoever it may cause to the bidder in the process.
3. The contractor will demonstrate to IITM the following to be able to qualify for consideration at the stage of technical evaluation.
  - a) At least five years standing in the field.
  - b) Experience of providing such or similar services to the Central/State Govt. Departments/Autonomous bodies/industries etc. during last 5 years desirable.
  - c) At least two currently valid contracts for similar works to offices of Central /State Govt. Department/PSU/Autonomous bodies/industries/ or other similar organisations.
  - d) Submission of EMD and all documents mentioned in check list (Annexure-III)

Note : Without affecting the sanctity of the above criterion, IITM has power to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if, the situation so warrants in the interest of work of IITM.

4. Incomplete tenders would be rejected. Further, the rejection criterion is mentioned in Annexure III [Check list].
5. Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001:2000 in case of same rates. The firms whose services have not been found satisfactory in the past or who have been black listed from this office will not be considered even at the first stage (i.e. their technical bid will not be opened).
6. Selection of the bidder would be made after taking all the relevant factors like past performance, credentials, responsible business practices, competency to execute such contract, credentials of fulfilment of provisions of labour laws with past contracts and above conditions into account together. Lowest rates is not the sole criteria of selection.

Director

IITM, Pune, Maharashtra

The commercial bids will be evaluated on the following formula

1. Canteen

- 100 x Breakfast
- 100 x lunch
- 50 x Dinner
- 200 x Tea
- 50 x Evening snacks
- 100 x Morning snacks

**AGREEMENT**

**THIS AGREEMENT** made on the First day of \_\_\_\_\_ 2011 between the institute represented by **Director, IITM, Pune** of the one part and M/s ----- (hereinafter the "Contractor") of the other part:

**WHERE AS** the institute is desirous that certain services should be provided by the contractor for the services of Catering in IITM campus at –Pune- 411008 and has accepted a bid submitted by the Contractor for providing ----- as mentioned in Work Order No.----- dated-----.

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this agreement works and expression shall have the same meaning as in the Terms and Conditions in the above-referred Bidding Document.
2. The Following documents shall be deemed to form and be read and constructed as part this agreement, Viz ,
  - The Form of Bid
  - The General Conditions of Contract;
  - The technical specifications;
  - The special conditions of the contract and
  - Orders awarding the work specifying rates (No. ----- dated-----).
3. In consideration of the payments to be made by the institute to the Contractor as hereinafter mentioned, the Contractor hereby enters into Agreement with the Institute to provide necessary services and to remedy the defects therein in conformity with the provisions of the Bidding Documents.
4. The Institute hereby agree to pay to the contractor in consideration of the provision of the job of rendering - ----- and for taking remedial action for the defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed by the contract.

**IN WITNESS** whereof the parties hereto have caused this agreement to be executed in accordance with their respective laws the day and year first above written.

signed, Sealed and Delivered by the Said.

**In presence of**

**Indian Institute of Tropical Meteorology**

**Dr. Homi Bhabha Road, Pashan, Pune 411 008**

**Contents for Guest House**

9. Scope of the Work
10. Proof of the Documents
11. Facilities provided by IITM
12. Price Bid Format
13. Contractual Terms & Conditions
14. General Terms & Conditions
15. Other Terms & Conditions

Date of issue of tender documents	<b>02/12/2011 to 02/01/2012 1200 hrs</b>
Last date of receipt of Tender at IITM, Pune :	<b>02/01/2012 at 1230 hrs</b>
Opening of Tenders (Technical Bids only) :	<b>02/01/2012 at 1500 hrs</b>

**Note: (1) The Technical & Commercial Bid should be submitted in two separate sealed Envelopes.**

**Super subscribing “Envelope-I TECHNICAL BID” & “Envelope-II COMMERCIAL BID”**

**(2)The technical bid should not contain any cost related aspects. The costing should only be quoted in Commercial bid as per the format and terms & conditions of the tender.**

To

The Director  
IITM

**Subject : Tender for Catering and Management Services at IITM Guest House, Pune.**

Dear Sir,

In response to your tender inviting notice for the above mentioned contract, I/We, a Company/Partnership/Sole Proprietor submit the tender with following particulars.

Srl No	Description	Particulars
1.	Constitution & Nature of Firm (state whether sole proprietor/partnership firm/limited company)	
2.	Year of Establishment	
3.	Registration Number under applicable act with a copy of registration certificate	
4.	Registered Postal Address	
5.	Telephone No. Fax No. Mobile No.	
6.	Address of Branches	
7.	Name and address of Directors, in case of Company Name and address of Sole proprietor Name and address of partners in case of partnership firm	
8.	(a) Name of Bankers & branch with full address (b) Style of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate.	
9.	PF Code allotted by PF Commissioner with photo copy of certificate.	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the IITM, Pune. I/We, the undersigned hereby offer for providing qualified staff as indicated in the Tender Document to CATERING AND MANAGEMENT SERVICES strictly in accordance with the terms and conditions as indicated by you in the said documents.

I/We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the Government of India from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum wages act. All payments under the Workmen Compensation Act, etc. Shall be borne and payable by me/us. I/We will always keep the IITM indemnified of any claim/damages that IITM have to pay with respect to the service and the deputation of any workers to the IITM.

The IITM reserves the right to reject any or all the TENDERS or accept them in part or to reject the lowest quotations without assigning any reasons. IITM further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

I/We further pay and have enclosed Earnest Money amounting to **Rs. 70,000/-** (Rs. Seventy Thousand only) in the form of Demand Draft/Pay Order drawn in favour of Director IITM payable at Pune along with the Technical bid which will remain with IITM upto final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be refunded only against the submission of Security Deposit @ 10% of the contract value.

Thanking you,

Yours faithfully,

(Name)

Signature

Signed as proprietor/partner/Director who holds power of Attorney on behalf of firm

Name of firm

Address

Copy of the Power of Attorney to be submitted which will be compared with the original in case the tender is awarded.

## TENDER DOCUMENT

Sub : TENDERS FOR CATERING AND MANAGEMENT SERVICES AT IITM GUEST HOUSE, PUNE

### **ENVELOPE -1 : TECHNICAL BID (In separate sealed Cover-I super scribed as Technical bid)**

Name of work : Contract for Catering and Management Services at IITM Guest House, Pune

#### CONTENTS AND ELIGIBILITY CRITERIA

Technical bid of Tender Document :

2. The Tender/Bidder shall have at least **5 years** experience in these fields and shall submit the self attested copies of the following documents along with the tender documents.
  - a) PF Registration with PF code number
  - b) ESI Registration
  - c) Valid Licence issued in respect of previous employers by Regional Labour Commissioner (i.e. Govt. of India / Maharashtra)
  - d) Details of works of similar nature carried out in Central/State Govt. bodies/ department/PSUs/Autonomous bodies/industries/factories/or other similar organisation in the last 3 years ending on 31 March.
  - e) Copies of balance sheet and profit and loss A/c of previous three financial years ending 31 March 2011 duly certified by CA.
  - f) List of Arbitration cases (if any).
  - g) Copies of certificates/allotment letter of Service Tax and PAN / TAN Number.
  - h) Details of managerial, supervisory and other staff.
  - j) Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at IITM, Pune.
  - k) Copy of Last income tax return.
2. Certificates provided for the work detailed in 1 d) above shall clearly indicate the scope and nature of work undertaken and the value of various components of work as executed, in order to confirm conformity to the defined similar works.
3. The scope of work under this contract is given in Annexure-I.
4. Tenderer/bidder shall submit details of organisations, where they have undertaken such similar services as per Annex-II.
5. Tenderer/bidder shall submit details as per Annexe-III {Check list} along with Technical Bid.
6. General Terms and conditions of the Contract to be fulfilled by the Tenderer/Bidder are given in Annexe-IV and the bidder shall submit it with technical Bid duly signed on each page in lieu of agreeing to them.
7. The bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
8. The bidder should have an office in Maharashtra.

9. There should be no case pending with the police against the proprietor/firm/partner or the company (Agency). The firm should give such an undertaking with their bid.
10. The bidder shall pay Bid Security (EMD) of Rs.70,000/- along with the technical bid in the form of DD/Bank Guarantee in favour of The Director, IITM, Pune payable at Pune. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security without interest shall be returned to the unsuccessful bidders after finalisation of contract.
11. The EMD deposited by successful agency will be refunded only after submission of Security deposit. If he wants to get adjusted the amount of EMD towards the Security deposit, then he has to deposit the difference amount. If the successful bidder fails to furnish the issue of letter of award of work, his bid security shall be forfeited unless time extension has been granted by IITM.
12. The bid shall be valid and open for acceptance of the Competent Authority of IITM for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.
13. An agreement shall be signed with the successful bidder as per specimen enclosed.
14. Counter Terms & Conditions will not be accepted as also any additions/deletions or change in our format will not be allowed.
15. All entries in the tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections, if any, should be attested with signature by the bidder.
16. The sealed tender should be dropped in the Tender Box kept in the Administration section of IITM.
17. Tenders received late (including postal delay)/in open condition/without EMD/not meeting the tender condition/incomplete in any respect are liable to be rejected/accepted. Discretion will rest with the IITM authorities.
18. Bidders are advised to study carefully the tender documents and the conditions before quoting their bid. All the pages of the tender form should be signed by the bidder as a token of acceptance.
19. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words, only will be taken as authenticate and no further clarification will be sought from the bidder.
20. No firm shall be permitted to tender for work in the IITM in which any of their near relatives is an employee connected with the award and execution of the contract. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the IITM or in the State or Central Government. Any violation of this condition which comes to the Notice of IITM after the contract is awarded will entitle IITM to treat the contractors as having committed a breach of contract and to exercise all the rights and remedies available to IITM on account thereof.
21. The Earnest Money is liable for forfeiture in the event of: (a) Withdrawal of offer during the validity period of the offer, (b) Non-acceptance of orders when placed, or (c) Non-confirmation of acceptance of orders within the stipulated time after placement of offer, (d) Any unilateral revision made by the bidder during the validity period of the offer.
22. The Service Tax, if any, paid by the contractor for this contract will be reimbursed upon production of proof of payment along with monthly bills.

The agency shall submit wage payment sheet in respect of employees working in the Institute along with receipt of PF and ESI contribution of each employee by name. Attendance sheet shall be submitted to the Institute in the beginning of every month.

1. The agency should provide proper uniform duly approved by IITM with Identity Card and Name Card to be displayed to its staff members. A brief bio-data has to be submitted for every individual employee by the contractor with photograph.
2. The premises with fittings and fixtures, furniture, vessels, crockery, cutlery, electrical and mechanical appliances provided to the agency for running of the guest house shall be property of IITM. The agency shall have no right on any of these and shall place them back at the disposal of the IITM, when demanded.
3. The agency shall be responsible for the safe custody and proper use of appliances, furniture, fittings etc. of IITM entrusted to caterer. Any damage caused to the properties by the negligent operation or by omission/commission of the agency should immediately be brought to the notice of IITM for the entire loss, failing which the cost of furniture/fittings etc. will be recovered from his security deposit and/or from other dues payable to him by the IITM or will be otherwise recovered as per law.
4. The agency will have to maintain permanent records of crockery, cutlery, appliances, furniture, fittings etc. supplied to him by the IITM. At the end of each month and also at the end of the contract period, he will prepare the list of all the items retained by him and show them separately as in good condition, repairable, irreparable and missing and make them available for the purpose of joint verification by the representatives of IITM and the agency. Cost of missing or damaged items may be recovered from the agency from time to time, from the pending bills and/or other dues.
5. Except employees of the agency working at night, no other employees of the contractor will be allowed to be in hostel premises during night time or to use it for his residential purposes and to move about in prohibited areas unless otherwise approved.

Declaration by the Tenderer :

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.

Encls : 1 DD/Pay Order No \_\_\_\_\_

2. Terms and conditions (each page must be signed and stamped with the seal)
3. Financial Bid

(Signature of Tenderer with seal)

Name :

Seal :

Address :

Phone No(O)

Date :

Note : Submission of all the documents mentioned above along with declaration is mandatory. Non submission of any of the documents above will render the bid to be rejected.

SCOPE OF WORK

**2. Catering & Management Services of Guest House at IITM, Pune:**

IITM Guest House has dining area which can accommodate around 20 persons at a time. In addition, there is an outdoor catering area which can accommodate 50 persons. Guest House has 11 rooms out of which 10 rooms are AC and 1 room is Non AC. Out of the 10 AC rooms, 1 is VIP room & another 1 is Deluxe room having single bed and 8 AC rooms having double beds. A Non AC room is having single bed only. In addition to this, occasionally four studio apartments ac room located with-in the IITM housing campus (Shishir) are also covered under this services.

The use of guest house is only for the guests approved by the competent authority / Incharge Guest House & their bonafide guests. The Guest House will be kept open for service round the clock from Monday to Sunday.

**Firms / Contractors responsibility:**

- 5) Managing the entire activity of the IITM Guest House by providing services of bed tea, breakfast, lunch / dinner, tea/coffee and snacks to the guest of the guest house.
- 6) Providing working lunch for official meetings at locations specified by IITM.
- 7) Providing special lunches / dinners for occasions such as Seminars / Symposia / Conferences etc.
- 8) Generally Indian food would be served but on occasions as per requirement, the agency should be able to provide South Indian food, Chinese food and continental food also.

The Institute organises various international programmes every year, foreign participants have to be provided continental food

- 2) Procurement of raw materials and ingredients for preparation of the food.

To arrange the cooking fuel, utensils and other materials required for serving.

All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the contractor.

Crockery shall be of “Bone-China” clay of quality manufacturers. Cutlery shall be of a very good quality.

Contractor should be equipped to provide catering to approx. 300 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintained.

- 3) Engagement of proper qualified / skilled manpower.
- 4) To fulfil the statutory requirements in respect of the persons engaged for catering service.

To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to IITM Guest House Incharge and or competent authority.

The agency will maintain a register to indicate name of programme, number of persons staying in the Ghuest House and number of participants taking breakfast, lunch and dinner.

All the consumable should be of ISI / reputed brand.

Only Iodised Salt shall be used. Refined groundnut or sunflower oil to be used.

Beside above activities, need to provide round the clock services & to maintain cleanliness like bedsheet changing, laundry, are the essence of the contract / services.

<b>Receptionist</b>	<b>Room Boy</b>	<b>Cook</b>	<b>Waiter</b>	<b>Helper</b>
<b>2 Nos.</b>	<b>2 Nos.</b>	<b>1 No.</b>	<b>2 Nos.</b>	<b>1 No.</b>

**Note : Before quoting the rates, the Contractors should inspect the office premise of IITM for estimation and should note that all consumable for House Keeping and other related works on monthly basis. The house keeping materials and consumables such as hard brooms, mops, cob web removal brooms, dusters, buckets, scrubbers, liquid soap, disinfectant, toilet cleaner, acids, toilet papers, odonil, hard wipe napkins, phenyl, naphthalene, liquid soap near the basin etc. should be provided by the firm. All cleaning staff will be provided push cart having all necessary equipment and supplies to be provided by the firm.**

All the rates quoted are firm and inclusive of all labour, equipments, tools and tackles, appliances and any other expenses that agency may incur in execution of the job.

The agency shall make his own arrangement of transportation of his employees, all consumables, materials like vegetables, ration and other items, fuels like cooking gas etc. at his own cost.

The agency shall employ the number of staff as per tender failing which, the bidder may after warning be imposed a penalty-equivalent to 1.5 times of the wages for that category of person(s).

The purpose of housekeeping is that the Guest house premise must look neat and clean at every time and the contractor has to undertake all such jobs/activities required to maintain the Guest house premises neat and clean whether such activities are elaborated hereunder or not.

In the event of findings the office premise dirty or some heaps of garbage are noticed lying here and there, penalty maximum up to 20% of the total amount of monthly bill will be imposed for the concerned month. Non-performers would be removed and replaced by competent manpower within two working days by the contractor. The decision of IITM on this is final and binding on the firm.

The burning of dry/wet leaves waste material is not permitted in the campus.

All disputes arising from the workers in respect of salaries, wages or any other matters connected with their service conditions will rest with agency. The Institute will be free from all encumbrances whether from the Government or any other sources, including claims as per Workmen Compensation Act.

The agency should ensure the safety of their workers during the course of work. If any workers of the agency is hurt or injured and met with any serious calamity/accident etc. the payment of compensation to the workers will rest with the agency and Institute will be free from all the encumbrances whatsoever.

Staff deployed by the agency should be medically fit and should not be less than 18 years of age. All the staffs should be well trained, polite, and well mannered. They should be told about the nature of the job and dealing with respected scientists and Institute guests etc.

List of persons deployed by the agency for the subject work mentioning qualifications, experience, residential address shall be submitted to Institute. In case of any revision, the same shall be informed to from time to time.

Institute reserves the right to ask the agency to remove particular person(s) from site with immediate effect if in the opinion of Institute his behavior/performance is not up to the mark and/or found indulging in unlawful activities. The agency shall immediately comply with such instructions.

- b) Daily Operations. Must be completed before 09:30 AM daily.
- (xii) Brooming, cleaning of floors, sweeping and washing of corridors and staircases.
  - (xiii) Sweeping and mopping of toilets, bathrooms, urinals twice a day.
  - (xiv) Spraying of ROOM FRESHNER/DEODORANT in toilets and rooms
  - (xv) Dusting and cleaning of furniture, including tables, chairs, side tables, racks and doors, paper trays and other installations.
  - (xvi) Sweeping of floors, mopping of floors daily.
  - (xvii) Dusting of doors, windows, cleaning of wash-basin and mirror, cleaning of toilet seats/urinals (with sanitary and water) twice a day.
  - (xviii) Sweeping of open space and removal of garbage there from.
  - (xix) Complete cleaning with soft brooms.
  - (xx) Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided & directed by the IITM).
  - (xxi) Sweeping of lawns and open area.
  - (xxii) Emptying of dustbins of all rooms/labs/sections.
  - (xxiii) Replenishment of toilet paper, soap, urinal cubes, naphthalene balls/air purifiers {As and when required}.
  - (xxiv) Dumping of garbage daily outside and away from IITM premises at suitable dumping area to be arranged by the contractor.

The agency will undertake vacuum cleaning of carpet, sofa set, curtains, cushion ,providing and key management of the rooms, pest, rodent control spray once in a week.

Cleaning of front lawn and approach road.

c) WEEKLY OPERATIONS :

- (ix) Polishing of floors, cleaning of walls and windows panes.
- (x) Washing and wiping/mopping of floors. Thorough cleaning of toilets with suitable cleaning agents.
- (xi) Wiping and cleaning of fixtures, fittings.
- (xii) Brooming and sprinkling in open areas.
- (xiii) Cleaning of drains.
- (xiv) Dusting of files and file racks and cleaning of walls and windows panes.
- (xv) Polishing of staircase railings, cleaning of Venetian blinds and cobwebs on walls.
- (xvi) Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner.
- (xvii) Dusting of doors, dusting of room coolers, air conditioners, cleaning of water flask and glass tumblers.
- (xviii) Removal of garbage from lab premises, generators pumps house and sub station etc.
- (xix) Cleaning and dusting both sides of doors, glazed doors, door frames, fixed glazed panels, venetion blinds with liquid glass/metal cleaner.
- (xx) Cleaning and dusting of entire electrical fixtures, ceiling fans, brackets fans, exhaust fans, pedestal and table fans, light fixtures etc. using agent colin, cleaning compounds etc.

d) MONTHLY OPERATIONS :

- (iii) Dusting of room coolers, ceiling fans, tube lights, fixtures and furniture's and steel almirahs, thorough cleaning of window panes, window iron grills. Venetian blinds and wall scrubbing and washing of rooms, floors, cleaning of duct ways outside the toilets, wiping/mopping of furniture, arranging of files and loose papers, special cleaning of sanitary/electrical fire fighting/building hardware etc. fitting/fixture, door windows,. Thorough checking and cleaning of sewer and drainage system as and when they occur, other misc, cleaning work etc.

(iv) Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, roads, and sewers etc. with in IITM premises, preventive maintenance of the same, other misc. cleaning work.

- a. Sweeping, mopping, dry cleaning & wet cleaning of all the halls including adjacent eight toilets of the halls has to be maintained as per the contract terms and condition.
- b. Wet Shampoo cleaning of carpet in the hall on quarterly basis. Also shampoo cleaning of Guest house chairs and sofa to be done twice a year.

A special care has to be taken for screen cleaning by using specialized / required chemicals.

Cleaning of storm water drains, road side gulleys and other open drains, R.W. pipes, balconies, extended slabs/ sills by sweeping, dusting and using water detergent, chemicals and soap etc. of approved quality.

Cleaning of carpets thoroughly by vacuum cleaner, brushing carefully along grains, removing stains with stain remover, cleaning compounds etc.

Cleaning of terraces of building, balconies, canopies and rain water pipes and under water tanks and as and when required during rainy seasons.

The agency has to carry out a herbal pest control treatment once/twice (as per the requirement) in three months.

The minimum educational qualification of Receptionist should be 12<sup>th</sup> standard passed.

Annexure-II

Details of other organisations where such contracts undertaken during last three years (enclose supporting documents).

Proforma containing details of other organisation where such or similar contracts were undertaken

Sl No	Name & Address of the Organisation contact No	No. of personnel supplied	Period of contract	Whether Govt/Semi Govt/ Autonomous bodies/ PSU/ Industries etc. (Pl. specify)	Amount of contract	Reason for termination (if currently not valid)
1.						
2.						
3.						

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CHECK LIST (TECHNICAL BID)

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4.	Copy of Registration certificate/allotment letter of service tax number	Yes/No	
5.	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
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15.	Office address in NCT of Maharashtra	Yes/No	
16.	At least two currently valid contracts for similar work	Yes/No	

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3. Financial bid.

(Signature of Tenderer with seal)

Name:

Seal :

Office Address

Date :

Phone No (O)

Note : Submission of all the documents mentioned above along with declarations, is mandatory. Non submission of any of the information above may render the bid to be rejected.

### The criterion of selection

7. IITM reserves the right to accept or reject any or all bids without assigning any reasons.
8. IITM also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices; without bearing any liability or any loss whatsoever it may cause to the bidder in the process.
9. The contractor will demonstrate to IITM the following to be able to qualify for consideration at the stage of technical evaluation.
  - e) At least five years standing in the field.
  - f) Experience of providing such or similar services to the Central/State Govt. Departments/Autonomous bodies/industries etc. during last 5 years desirable.
  - g) At least two currently valid contracts for similar works to offices of Central /State Govt. Department/PSU/Autonomous bodies/industries/ or other similar organisations.
  - h) Submission of EMD and all documents mentioned in check list (Annexure-III)

Note : Without affecting the sanctity of the above criterion, IITM has power to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if, the situation so warrants in the interest of work of IITM.

10. Incomplete tenders would be rejected. Further, the rejection criterion is mentioned in Annexure III [Check list].
11. Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001:2000 in case of same rates. The firms whose services have not been found satisfactory in the past or who have been black listed from this office will not be considered even at the first stage (i.e. their technical bid will not be opened).
12. Selection of the bidder would be made after taking all the relevant factors like past performance, credentials, responsible business practices, competency to execute such contract, credentials of fulfilment of provisions of labour laws with past contracts and above conditions into account together. Lowest rates is not the sole criteria of selection.

Director

IITM, Pune, Maharashtra

**ENVELOPE -2 : Commercial Bid\_ (In separate sealed Cover-II super scribed as Commercial Bid)**

**Sub : ANNUAL CONTRACT FOR HOUSE-KEEPING WORK/SECURITY SERVICES**

**SCHEDULE OF RATES**

Name of the work : Contract for CATERING AND MANAGEMENT SERVICES AT IITM GUEST HOUSE.

		<b>a</b>	<b>b</b>	<b>c</b>	<b>d</b>	<b>e</b>	<b>f</b>	<b>g</b>	<b>h</b>
Sl No	Description	No. of persons	Rate/wages per month per person in Rs*	PF*	ESI*	Service Tax	Any other charges	Contractors profit/service charge)	Total
1.	Receptionist								
2.	Cook								
3.	Room Boy								
4.	Waiter								
5.	Helper								

**CATERING SERVICES for IITM/Guest House:**

Sr.no.	DESCRIPTION	Unit Rate in (Rs.)
1	Bed Tea (100 ml)	
	Bed Coffee (100 ml)	
2.	Tea(100 ml) (To be served on table)	
	Coffee (100 ml) (To be served on table)	
3.	Fruit Juice /Fresh Fruits	
4.	<b>Breakfast ( One of the below mentioned item to be served ) (Quot. as Common Rate).</b>	
	a) Milk (200 ml) with Corn Flakes/Born vita <b>(OR)</b>	
	b) Bread (four slices) with Butter or Vegetable Sandwich or Vegetable cutlets <b>(OR)</b>	
	c) Omelette/boiled eggs 2 nos with two slices of bread, <b>(OR)</b>	
	d) Alu Paratha ( Stufe) 2 nos. with 50 gm curd & pickle <b>(OR)</b>	
	e) Idlis – 2 nos with sambar and coconut chatney, <b>(OR)</b>	
	f) Medu Wada- 2 nos with sambar and coconut chatney, <b>(OR)</b>	
	g) Batata Wada- 2 nos with sambar and coconut chatney, <b>(OR)</b>	
	h) Batata Wada 2 nos.& Pav 2 nos. <b>(OR)</b>	
	i) Puri-5 nos with Sabji ( 100 gms) & pickle <b>(OR)</b>	
	j) Poha with Sew ( 150 gm) <b>(OR)</b>	
	k) Upma (150 gm) and green chatney <b>(OR)</b>	
	l) Chole (100gm) Bhatura 2 nos.	
5.	<b>Standard Lunch/Dinner (Thali)</b>	
	Two seasonal vegetables consisting of one dry and one gravy, rice (Dubrar / Basamati), roti,,dal, papad, salad, pickle and curd (100 ml). with sweet (Sewai/ Kheer/ Sheera, ect. ) 75gms. Ect.	
6.	<b>Special Lunch/Dinner</b>	
	<b>A. Vegetarian</b> Soup, one dish of paneer, two dish of seasonal vegetables, green salad, papad,mixed pickle, dal curd, raita, butter roti/paratha/puri, basmati rice/pulao, Icecream or rasgulla (2 nos)/Gulab Jamun (2 nos) or Bengali sweets (2 nos.) ect.	
	<b>B. Non- Vegetarian</b> Soup, Chicken/mutton/fish masala, one dish of paneer, two dish of seasonal vegetable, green salad, papad, mixed pickle, dal, curd or raita, butter roti/paratha/puri, basmati rice/pulao, ice-cream or rasgulla (2 nos)/Gulab Jamun(2 nos) or Bengali sweets (2 nos.) ect.	

**Schedule of Rate (optional) for snacks to be served as and when required**

S.no.	Item	Quantity	Rate
1	Packed biscuit As per given brand		
2	Veg. Sandwich (big) Per pc.		
3	Veg. Cultet 2 pcs.		
4	Veg. Patties Per pcs.		
5	Cheese Patties Per pcs.		
6	Boiled egg 2 egg		
7	Finger chips 1 plate 150gms		
8	Chiken pakora 1 plate (8pcs)		

9	Fish finger 4pcs.		
10	Fish cutlet 1 pc.		
11	Paneer pakora 1plate (6pcs)		
12	Paneer finger		
13	Fish Fry 1pc		
14	Banana (per Piece)		
15	Bread Omlett 2 pcs. (egg and bread)		
16	Veg. Samosa (big) 2 pcs.		
17	Veg. Pakora 6 pcs.		
18	Soft drinks 300 ml. any brand		
19	Fruit juice 200 ml. any brand		
20	Fresh lime 300 ml.		
21	Potato chips (Uncle or Lays) 200 gms.		
22	Pastry pineapple 1 pc.		
23	Pastry black forest 1 pc.		
24	Mineral water (Bisleri, Kinley& Aquafina) 1 ltr.		
25	Mineral water (Bisleri, Kinley& Aquafina) ½ ltr.		
26	Tea 1 cup (100 ml)		
27	Coffee 1 cup (100 ml)		
28	Plain Paratha (single) with curd		
29	Stuffed Paratha (single) with curd or pickle		
30	Coconut water 200 ml.		

#### **BRAND OF MATERIAL TO BE USED / SERVED**

1. Cooking Oil - Saffola/Sunflower/Swekar
2. Masala - MDH/Catch
3. Ice Cream - Mother Dairy / Amul/ Dinshaw/ Kwaliti/Baskin Robin.
4. Salt - Iodised Annapurana / Tata
5. Wheat Flour - Pillsbury/Rajdhani/Ashirwad only.
6. Ghee - Gagan /Rath/ Amul/ Chitale/Gowardhan/Warana.
7. Jam / Sauce - Kisan / Maggie/Mapro
8. Butter Cube - Britannia / Amul (10 gm)
9. Tea Bag - Tata / Taj Mahal / Twinings
10. Coffee - Nescafe/BRU
11. Pickle - Nilons Mothers/Priya
12. Sugar - Mawana/Dhampur
13. Sugercubes - Daurala / Sugar free (Equal/ wipro).
14. Cornflakes - Kelloggs
15. Bread - Harvest / Britannia (Gold)/oven fresh
16. Biscuits - Britannia / Sunfeast/Mother Dairy/Parle.
17. Maida / Suji Besan - Rajdhani/Shakti Bhog
18. Soya Sauce / Vineger / Chilli sauce - Tops
19. Rice (Basmati) - Lalqilla / Davat / Kohinoor/India Gate
20. Sugar Free - Sugar Free (Equal/ wipro)
21. Tooth Pick - Single Pieces (Sache)
22. Dal - Tur/Moong/Chana, ect.
23. Papad – Lijjat/Pravin.
24. Soft Drinks - Pepsi / Coke / Sprite/Slice
25. Potato Chips - Uncle / Lays
26. Room Freshner - Reputed Brand
27. Milk Chitale / Amul / Katraj

Note: For brands of any items not mentioned here and in case of non availability of any of the above particular brands in the market the contractor shall provide the brand alternative as per instruction from the Institute.

1. For Institute guests, the food bills will be signed by Guest House incharge countersigned by the person who has requisitioned.
2. For general guests, the service provider shall ensure the signature of the guests on the food bills before their departure.

**Civil Engineer  
for Director**  
Email: [anupam@tropmet.res.in](mailto:anupam@tropmet.res.in)

The commercial bids will be evaluated on the following formula

1. Guest house

- 20 x Breakfast
- 20 x lunch
- 20 x dinner
- 40 x tea

+ Housekeeping material cost +

Man power Cost

Total

Note:-

1. Please quote separate rates for VIP Lunch and VIP Dinner for vegetarian as well as non – vegetarian.
2. Above Rates Shall be Inclusive of all taxes.

Civil Engineer  
For Director

**AGREEMENT**

**THIS AGREEMENT** made on the First day of \_\_\_\_\_ 2011 between the institute represented by **Director, IITM, Pune** of the one part and M/s ----- (hereinafter the "Contractor") of the other part:

**WHERE AS** the institute is desirous that certain services should be provided by the contractor for the services of Catering in IITM campus at –Pune- 411008 and has accepted a bid submitted by the Contractor for providing ----- as mentioned in Work Order No.----- dated-----.

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

5. In this agreement works and expression shall have the same meaning as in the Terms and Conditions in the above-referred Bidding Document.
6. The Following documents shall be deemed to form and be read and constructed as part this agreement, Viz ,
  - The Form of Bid
  - The General Conditions of Contract;
  - The technical specifications;
  - The special conditions of the contract and
  - Orders awarding the work specifying rates (No. ----- dated-----).
7. In consideration of the payments to be made by the institute to the Contractor as hereinafter mentioned, the Contractor hereby enters into Agreement with the Institute to provide necessary services and to remedy the defects therein in conformity with the provisions of the Bidding Documents.
8. The Institute hereby agree to pay to the contractor in consideration of the provision of the job of rendering - ----- and for taking remedial action for the defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed by the contract.

**IN WITNESS** whereof the parties hereto have caused this agreement to be executed in accordance with their respective laws the day and year first above written.

signed, Sealed and Delivered by the Said.

**In presence of**

