



CENTRAL INSTITUTE FOR RURAL ELECTRIFICATION
of
RURAL ELECTRIFICATION CORPORATION LIMITED
(A Government of India Enterprise)

Shivarampally, NPA Post, Near Aram Ghar 'X' Road, Hyderabad - 500 052.

Phones: 040-29805987, 64616376, Hostel: 29807252

Fax No: 040-29805986; E-mail: cire.rec@gmail.com

CIN - L40101DL1969GOI005095

NOTICE INVITING E-TENDER (NIT)

CIRE invites E- Tenders from experienced, competent and reputed contractors for providing catering services & Housekeeping for National/ International training participants at our Hostel at Central Institute for Rural Electrification, NPA Post, Sivarampally, Hyderabad-50052.

TITLE	PROVIDING OF CATERING SERVICES & HOUSEKEEPING AT CIRE HOSTEL
NIT NO. / DATE	CIRE/Admin/catering/2015-16/01/ 02-May-16
EMD	Rs. 25,000.00
LAST DATE FOR SUBMISSION OF Online TENDER AND VENUE for EMD	<i>Last Date for Online Submission: 25-May-2016 by 15:00 hrs</i> Venue for EMD hardcopy submission: CIRE of REC, Shivarampally, NPA Post, Hyderabad – 500052 on or before <i>25-May-2016 by 15:00 hrs</i>
DATE OF OPENING OF TENDER AND VENUE	<i>26-May-16 at 16:00 hrs</i> Venue for opening of eTender: CIRE of REC, Shivarampally, NPA Post, Hyderabad - 500 052

Note: All bidders may please note that the bids completed in all aspects **should be submitted online (only) at www.tenderwizard.com**. Tender document can be downloaded from the website **www.tenderwizard.com/REC** or from e-tender link given in REC Website, viz, **<http://www.recindia.gov.in>**

Handwritten signature and initials: MP, Bk

CENTRAL INSTITUTE FOR RURAL ELECTRIFICATION::HYDERABAD

**E-TENDER FOR PROVIDING OF CATERING SERVICES &
HOUSEKEEPING AT CIRE HOSTEL PREMISES AT
SHIVARAMPALLY, HYDERABAD**

Tender No. CIRE/Admin/Catering/2016-17/01/

04-Apr-2016

Time schedule of various e-tender related events:

Date of Issue of bids : **02-May-2016**
Last Date & Time for bid Submission : **25-May-16** upto 15:00 Hrs
Eligibility Check and **Technical** Bids Opening Date & Time : **25-May-16** at 16:00 Hrs
Total value of the tender for a period of 6 month estimated : Rs. 22,00,000/
EMD (to be submitted in hardcopy on or before **25-May-16** at 15:00 Hrs): **Rs. 25,000/- (Rs. Twenty Five thousand only)**

The submission and opening of bids will be through e-tendering process at **www.tenderwizard.com**. Tender document can be downloaded from the website **www.tenderwizard.com/REC** or from e-tender link given in REC Website, viz, **http://www.recindia.gov.in**

Note:

- A. To participate in the E-Bid submission, the bidder has to register itself with REC through Tender wizard website given above .It is mandatory for the bidders to have user ID & password for E Bid Submission. For this purpose, the bidder has to register itself with REC through Tenderwizard website given above. Please also note that the bidder has to obtain digital signature token for applying in the tender. In this connection, vendor may also obtain the same from Tenderwizard.

Steps to be followed for the registration process

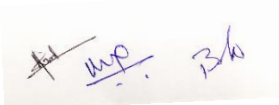
1. Go to website <http://www.tenderwizard.com/REC>
2. Click the link ' Register Me'
3. Enter the detail about the bidder as per format.
4. Click 'Create Profile'
5. Bidder will get confirmation with Login-id and Password

- B. Steps for application for Digital Signature from TenderWizard:

- i. Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided.
- ii. In case of assistance please contact the person under “contact us”. For Assistance in Hyderabad, the bidder may please also contact **Mr Praveen-07658971318./Mr. Vijay-07207042074**
- iii. The Bidders are advised to obtain digital signature (Level 3) and register themselves at www.tenderwizard.com/REC in advance

- C. To aid bidders, the detailed bidder manual on submission of E-Bid can be downloaded from <http://www.tenderwizard.com/REC>.

- D. Please note that CIRE/REC in no way shall be responsible if the bidder fails to apply due to non-possession of Digital Signature & non registration.

Handwritten signature and initials in blue ink, including the letters 'MP' and 'Bh'.

NOTICE INVITING E- TENDER

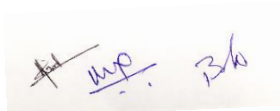
Rural Electrification Corporation Ltd. (REC) is a Navratna Central Public Sector Enterprise under Ministry of Power. The Corporation having registered office in New Delhi has its presence all over the country through a network of 21 offices (5 - Zonal Offices, 13 - Project Offices, 02-Sub-Offices, one *training institute*). The full details about REC can be seen from the Corporation's web-site <http://www.recindia.nic.in>.

The Central Institute for Rural Electrification (CIRE OF REC) is the training institute of Rural Electrification Corporation Limited, which is located at Shivarampally, Hyderabad. The institute is having 14 acre campus within which has a hostel for to national/international participants attending raining programme. CIRE requires national/international participants to be provided catering services from bed tea to dinner on daily at CIRE hostel premises as well as housekeeping of rooms, reception management. CIRE intends to call e-tenders for providing catering services & housekeeping **for six month extendable upto one & half more year.**

The interested parties are required to submit their e bid for catering services as per annexures online only. The documents to be submitted must be duly signed by the authorized signatory of the bidder.

Bidders are requested to go through the **Tender Information, Eligibility Criteria, Terms & Conditions & Scope of the work & Specific Conditions** along with annexures mentioned in this tender document. The tender document contains

- A. General Information**
- B. Elegibility Criteria**
- C. Terms & Conditions**
- D. Scope of the work & Specific Conditions**
- E. Annexure List & Annexures as referred.**



A. General Information

CIRE invites sealed tenders from experienced, competent and reputed contractors for providing catering and housekeeping services at Central Institute for Rural Electrification, NPA Post, Sivarampally, Hyderabad-50052.

The tender documents can be downloaded from the website of REC limited at www.recindia.com. Each tender set comprises

Part A - Technical Bid and

Part B - Commercial Bid.

1. In the first stage of evaluation process, only **Technical Bid (Part-A)** of the bids will be opened on **26th May, 2016 at 4:00 pm at CIRE**. **Evaluation of Technical Bid:** The Technical Bids will be evaluated for *credentials, experience, capability based on documents submitted in technical bid, physical inspection of their establishment, physical inspection of their clients' site, obtain feedback on their past performance from their clients*. Those bidders satisfying the technical requirements as determined by CIRE and accepting the terms and conditions of these documents shall be short-listed. The decision in this regard will be at the sole discretion of CIRE. **The annexure-1A, 1B & 1C is to be filled by bidder** for technical Evaluation Purpose.
2. Under the second stage of evaluation process, only the **Commercial Bid (Part-B)** of only those bidders, who have been short-listed earlier in first stage will be opened. **The bidders who have been short-listed will be intimated regarding date and time of the opening of the commercial bid.**
3. **Evaluation of Commercial Bid:**

❖ The charges for catering services shall be on per head per day basis for the participants/guests staying for an entire day. Where participants/guest stays for only a part of the day or only avails catering services, the catering charges shall be on per head per meal basis

❖ The evaluation will be **based on SCHEDULE OF RATES TO BE QUOTED FOR CATERING SERVICES & Housekeeping (i.e. Annexure-III A) only**. However, the vendor will be required to provide additional items as and when required. **It mandatory for bidder to bid for additional items (Annexure-III B) otherwise bidder will be liable to accept CIRE rate on the items.**

❖ The evaluation of financial bid will be on the basis of catering & housekeeping rate. The Housekeeping rate is to be quoted is to be Occupied as well as Non occupied Rooms. **The occupied means single occupancy or Double Occupancy**. In this purpose, in order to find L1, the standard assumptions (as per last year) will be taken for evaluation as shown in **Annexure-III C**

- ◆ Total Man days of hostel participants
- ◆ Total Programme days

Handwritten signature and initials: MP, Bk

◆ Average Annual Occupancy Ratio

- ❖ The above inputs (mandays, Occupancy etc) only for evaluation purpose and not intended for payments as payment will be on the basis of actual with minimum 15 participants during less no of participants as mentioned in sl 4 below.

4. The contractor shall arrange for cooking & services of food on daily basis for any number of participants depending upon the attendance/occasion as decided by CIRE from time to time. Usually the training programmes are conducted throughout the year, but the number of participants may vary from time to time and CIRE does not guarantee any minimum number of participants. *A situation could arise where no training is conducted during a particular month.* Notwithstanding this, the contractor's catering Services shall be available throughout the year without any break. For the above reason, CIRE shall pay the charges to the contractor *for a minimum of 15 participants for providing catering services to the trainee participants, if number of participants is less than 15 during the Programme days.* However, the same shall be not applicable for Lunch, Snacks and Tea as these are being provided to Faculty and Staff of the Institute on daily basis.

5. Before submitting the bid, the intending bidder shall visit the site and familiarize himself /herself thoroughly with the site conditions, scope of work, terms and conditions of the tender. Non-familiarity with the site conditions will not be considered a reason for not carrying out the work in strict conformity with specifications.

6. E-Tenders not submitted as per the guidelines stated above, are liable for rejection. CIRE's decision in this regard will be final.

7. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.

8. E- Tenders received after the prescribed time and date will not be considered.

9. No deviations / conditions will be stipulated by the contractor in both technical and commercial bids. **Conditional E- tenders will not be accepted and will be summarily rejected.**

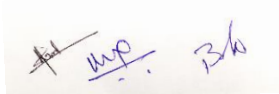
10. E Tender bids would remain valid for acceptance for 60 days from the date of opening E-Tender - Catering Services or till the date of finalization of tender, whichever is earlier.

11. Falsification/suppression of information shall lead to disqualification of the bidder / cancellation of contract even after award of work during the currency of the contract.

12. Bidder shall ensure submission of complete information / documents at the first instance itself. CIRE reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information / documents are liable for rejection.

13. CIRE reserves the right to reject any or all of the tenders received without assigning any reason thereof.

14. For any clarifications, the interested vendor may visit to CIRE Office.

Handwritten signature and initials in blue ink, including the letters 'MP' and 'Bh'.

□ ELIGIBILITY CRITERIA

1. Bidder should be a professional **with a minimum of 3 years experience** in providing in-house catering (i.e., Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, etc.) to training institutions, banks, corporate sector, etc. The time period of 3 years shall be reckoned as on 01/04/2016.
2. Minimum annual turnover of bidder should be Rs. 50 lakhs during last three financial years (i.e. 2012-13, 2013-14 & 2014-15) supported by documentary proof/audited or CA certified statement of accounts.
3. Bidder should have successfully completed similar job/ services (inhouse catering services) in training institutions, banks, financial institutions, corporate sector in public/private sector, guests houses, hotels during **last 3 years** ending on April 2016 and should be either of the following:-
 - i. Three similar completed jobs/ services costing not less than Rs.20 lakh each
OR
 - ii. Two similar completed jobs/ services costing not less than Rs. 30 lakh each
OR
 - iii. One similar completed jobs/ services costing not less than Rs. 50 lakh
4. Bidder should have among its clients, training institutes / centers established by Power sector institutions or corporate in public/private sector, for whom they have been providing both catering services of similar nature. Names and addresses of such clients along with details regarding nature, amount and period of the contracts should be furnished along with Technical Bid (Part-A). International catering experience, if any, will be preferable. Certificates from the clients regarding the quality and duration of service rendered during the last three years shall also be furnished in the prescribed format given in **Annexure-IA, 1B & 1C.**
5. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.
6. Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
7. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
8. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
9. If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including CIRE, then CIRE reserves the right to reject the bids submitted by such bidders.
10. **The bidder should be based at Hyderabad or have a representative establishment at Hyderabad.**

Handwritten initials and signature: MP, Bb

11. Bidder should have applicable registrations with statutory authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, TIN, VAT, CST, Service Tax, etc. The copies of certificates of registration should be enclosed.
12. The bidders shall submit documentary evidence in support of the above eligibility criteria.

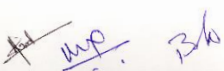
Handwritten signature and initials

TERMS AND CONDITIONS

1. The tenure of the Contract will be for 2 years. Initially, the contract will be awarded for 6 months and if services are found satisfactory, the contract will be continued on half yearly basis for a total period of 2 years.
2. CIRE will have option to terminate the contract if the contractor commits the breach of any of the conditions confined in this contract and fails to render the services to the satisfaction of CIRE after giving notice of one month expressing its intention to terminate the contract.
3. Bidder shall deposit **Rs.25,000/-** (Rupees twenty Five thousand only) by means of a Demand Draft from scheduled bank drawn in favour of “**Central Institute for Rural Electrification**” payable at Hyderabad as Earnest Money Deposit (EMD). The EMD to be submitted in HARD COPY only.
4. EMD of the unsuccessful bidder will be returned after finalization of the tender. The EMD of successful bidder shall be retained and adjusted towards security deposit. The EMD shall not bear any interest.
5. The offer of contract issued to the successful bidder would need to be accepted within 7 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.
6. The successful bidder will be required to deposit a further sum of **Rs.100,000/-** within 7 days from the date of acceptance of offer towards security deposit for due performance of the contract. The total security deposit of **Rs.100,000/-** shall be refundable after expiry/termination of the contract. The contract order shall automatically become null & void and EMD will stand forfeited on the contracting firm failing to deposit the amount as above. However, CIRE reserves the right to revive the contract order, if circumstances warrant. The security deposit shall not bear any interest.
7. On payment of the security deposit, the contracting firm will be required to enter into an Agreement/Contract on stamp paper of appropriate value in the form to be approved by CIRE containing inter-alia all the terms and conditions of the contract.
8. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority.
9. The contractor shall provide Catering services as specified in “**Scope of work and specific conditions for catering**”.
10. The Catering services for the participants/guest faculty shall be provided on all days during the contract period (Participants means whoever attending the training programmes, Guest faculty means who are invited externally to handle the sessions & other guest staying at CIRE Hostel). **Tea, Snacks and lunch services shall also be provided to the members of the staff/ guest of the institute on daily basis.** (Staff means who are employed at CIRE either as Faculty / Admin staff). In addition, breakfast / dinner and snacks also shall be provided to staff, if required. Failure to provide the service shall attract penalty. The amount of penalty would be decided by CIRE on each occasion and shall be final.

[Handwritten initials and signature]

11. Usually the training programmes are conducted throughout the year, but the number of participants may vary from time to time and CIRE does not guarantee any minimum number of participants. A situation could arise where no training is conducted during a particular month. Notwithstanding this, the contractor's catering services shall be available throughout the year without any break for the Faculty and Staff of the Institute.
12. **CIRE shall pay the charges to the contractor for a minimum of 15 participants for providing catering services to the trainee participants irrespective of number of participants attending the programme during the Programme days only for the Breakfast and Dinner, as Lunch, Snacks and Tea are being provided to Faculty and Staff of the Institute on daily basis.**
13. The contractor shall provide adequate number of competent and well-trained staff for cooking, cleaning, dining and room services.
14. Minimum number of staff including expert Chef, shall be maintained at any point of time sufficient to manage the activities of the training centre at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor. The catering staff is to be identified separately and not allotted sundry duties elsewhere in the premises.
15. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
16. No advance shall be paid. Bills for catering services may be raised by the contractor on a fortnightly basis and the same shall be settled within one month from the date of submission of the bills, provided the same are in order.
17. Applicable taxes will be deducted at source at the time of settlement of bills.
18. The contractor shall comply with the municipal and other regulations relating to preparation and sale of food stuffs, beverages and refreshment and shall obtain the necessary licenses and permits at his/her own cost.
19. In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the contractor's end only.
20. The contractor should maintain the registers for his employees viz., Muster Roll, Register of Wages, Register of Fines, Register of Deductions for Damage or Loss, Register of Overtime, Wage Slips etc. as required by Labour Laws.
21. It will be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
22. Residential accommodation shall not be provided by CIRE to the workmen of the contractor. However, CIRE will allow a few workmen of the contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, should not cause any disturbance to normal functioning of the CIRE.
23. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of CIRE for any purpose other than those expressly provided in the contract. It shall be open

Handwritten signature and initials in blue ink, including the letters 'MP' and 'Bh'.

to officials of CIRE to inspect the hostel and kitchen.

24. The contractor shall be responsible for taking adequate care of all equipment, utensils, etc. He should bring to the notice of CIRE, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the contractor at his/her cost.
25. The contractor or his authorized representative has to attend review meeting every month or as and when required, for discussion, evaluation of performance of the contract, and compliance to statutory issues, etc.
26. In the event, any damage is caused to the movable or immovable property of the CIRE or its client or to the property of the employees of CIRE, the CIRE reserves the right to compute the damage in terms of money and to deduct the money from the bill of the contractor or from the amount payable to the contractor by the institute and the remaining amount, if any, by way of civil damages.
27. The contractor agrees not to use the Trademark and or trade name of CIRE or letterhead of CIRE nor will the contractor hold himself as an agent of CIRE, the relationship between the contractor and CIRE being a principal-to-principal basis.
28. The contractor shall not use the CIRE's address on his letterhead/stationery for Purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on CIRE's premises.
29. To ensure effective implementation of this contract, the Director or an authorized official of CIRE shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement the decision of the Additional Director, CIRE shall be final and binding on the contractor.
30. Contractor's Employees
 - i) The employees engaged by the contractor shall be of trained and experienced people having good health, character, well behaved; obedient and skillful in their tasks. They should be conversant with English and Hindi.
 - ii) The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos, etc.
 - iii) The Contractor shall ensure that they observe cleanliness and are properly dressed in clean uniform with identity cards during their hours of service.
 - iv) The Contractor should take all precautionary measures to ensure the safety of the workmen employed by the contractor and CIRE shall not be responsible in case of any eventuality.
 - v) The contractor shall take prior permission from the authorized official before deploying the employee at CIRE. However, CIRE reserves the right to reject any particular workmen/staff placed/employed by Contractor under the contract with CIRE without

Handwritten initials: MP, Bk

assigning any reason.

- vi) The Contractor shall furnish a detailed duty chart of the employees employed by him at the beginning of every month and keep informed CIRE of any changes made in them from time to time. The duty chart for the month should give the specific names of the employees and respective duties they are required to attend to. Also, Contractor should submit the list of employees with the changes effected if any on first day of every month.
- vii) The Contractor shall remove any employee who in the opinion of CIRE is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify CIRE against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them. The workmen/employees engaged by the Contractor shall not have any right/claim over the facilities enjoyed by CIRE staff, participant's, etc.
- viii) CIRE shall arrange for medical check-up of the canteen personnel if considered necessary by CIRE and the Contractor shall withdraw any person who is found medically not fit for the job and arrange for an appropriate substitute. The cost if any incurred by CIRE in this regard would need to be borne by the Contractor.
- ix) It is clearly understood that the contractor's employees shall not have any employee-employer or master-servant relationship with CIRE.
- x) The Contractor shall ensure that none of his personnel on duty is inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty/CIRE premises.
- xi) In case of theft of any material/cash takes place from the occupant's room on account of the negligence on the part of the employees employed by the Contractor-, the Contractor would be liable for such lapse and the amount, if any, would be recovered from the Contractor while settling the bill.

31. Failure to Exercise CIRE's rights

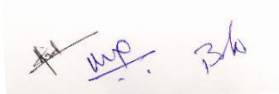
Any omission on the part of CIRE at any time to exercise any of its rights under the terms of the catering arrangements shall in no way impair or affect the validity of the terms and the rights of CIRE to enforce its rights at any time subsequently.

32. Tenancy Rights

Nothing herein contained shall be construed to create any tenancy in Contractor's favour of the Canteen block and premises and CIRE may of its mere motion effect the termination of this catering arrangement, re-enter and retake and absolutely retain possession of the canteen block. .

33. Licences and Registrations

- (i) The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the



concerned Labour Department for running the establishment. CIRE shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.

(ii) The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour/Government of India (ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The Contractor shall indemnify the principal employer (CIRE) against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.

(iii) The Contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate licence from concerned labour department is obtained. It shall be the responsibility of the Contractor for furnishing necessary statutory information / documents in proof of the above whenever called for by CIRE.

In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the Contractor's end only.

34. Disputes Resolution

All questions, disputes and / or difference arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning or effect or the terms herein, shall be referred to the sole arbitration of CIRE or to the sole arbitration of the Officer who for the time being is entrusted whether or not in addition to other functions, with the functions of CIRE by whatever designation shall offer may be called hereinafter referred to as the said Officer and if CIRE or the said Officer is unable or unwilling to act, the sole arbitration of some other person appointed by CIRE or the said Officer and willing to act as such arbitrator. The Contractor has no objection to any such appointment to the effect that the arbitrator so appointed is CIRE's own Officer or that he was a part to the contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer he had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator so appointed shall be final and binding.

I/We have read the above terms and conditions and are acceptable to me/us.

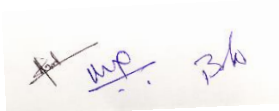
Signature of the authorized person:

Name of the signatory (.....)

(in block capital letters) :

Status of the signatory i.e. proprietor/partner :

Date:



CATERING & HOUSEKEEPING - SCOPE OF WORK AND SPECIFIC CONDITIONS

The scope of work and specific conditions of Catering & General housekeeping is shown separately as follows

A. CATERING- SCOPE OF WORK AND SPECIFIC CONDITIONS :

During the contract period, the contractor shall be responsible for the following:

- i) Complete catering services to the national/International participants and guest faculty of CIRE as per **Annexure – II A** on programme days.
- ii) Catering services to CIRE employees, and guests as per general items mentioned **Annexure – II B** on all days. The detail items & rates will be mutually decided by contractor & employees.
- iii) The timing of catering service is mentioned in Sl No 14 (Page16-17). The catering scope includes **mineral water is to be supplied by the vendor for drinking of participants in their rooms and also in the dining hall** and 500 ml mineral water bottle (like Aquafina, Bisleri, Bibo etc) per participant per day in class.
- iv) Providing snacks and tea/coffee services to the participants, office staff, guests and guest faculty during office hours at all times and outside office hours and on holidays, if so required.
- v) Providing special catering services within the premises / campus of CIRE on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions.
- vi) CIRE may decide to have additional vegetarian / non-vegetarian buffet lunch, or dinner or high tea during the Programme days, the additional charges leviable by the Contractor for such special buffet (either lunch or dinner or high tea) will be agreed to by mutual discussions / agreed rates / quoted rates in the contract.
- vii) A single rate shall be quoted for catering services on per head per day basis for national and international participants/guests staying for an entire day. Where participants/guest stays for only a part of the day avails catering services, the catering charges shall be on per head per meal basis.
- viii) CIRE is proposed to organize student courses in the campus. The scope of catering will also include providing working lunch & Morning + Evening Tea has to be served to the students on reasonable payment basis from students.
- ix) For the above purpose the Contractor will be permitted to use and occupy as under:

The Canteen Block consists of main dining hall, kitchen, the store rooms attached to the kitchen, dormitory, the receiving area, etc.

1. Gas

CIRE shall provide commercial LPG gas connection and the Contractor shall arrange for regular supply of commercial LPG gas refills at his own cost and pay directly to the gas dealer. The Contractor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of gas.

2. Electrical Lights and Fans

The Canteen Block is fitted with various types of kitchen equipments, lights, fans, exhaust system, geysers and air-conditioners etc. These electrical fittings and equipments should be handled in a proper manner and should be cleaned regularly by the contractor.

3. Furniture and Fixtures

All the furniture, fixtures, equipment and articles as mentioned in **Annexure-C** as per inventory separately prepared and all other furniture, fixtures, equipment and articles bought or made available by CIRE in or to the kitchen and dining block shall remain to be the exclusive property of Institute and shall on termination/expiry of this contract be handed over by the Contractor to CIRE in the same order and condition in which they are at the beginning of the contract, except reasonable wear and tear.

4. Damage to other articles in the premises

The Contractor shall be responsible for any damage to the canteen block of the building under the Contractor's occupation and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of CIRE, caused due to negligence or carelessness or any fault on Contractor's part or that of its Manager or Workmen or Agent and the Contractor shall be liable to pay to CIRE such amount in respect of such damage as may be assessed by CIRE officials.

5. Crockery, Cutlery and Cooking utensils etc.

i) The Contractor shall be provided with crockery, cutlery, table linen & frills, cooking utensils and other articles that are necessary and required for providing catering services. The Contractor shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. The Contractor shall maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to CIRE by 10th of every month, which shall be checked by the authorized official of CIRE.

ii) The breakage should be kept to a reasonable level. If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery, the Contractor shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any items, missing shall be recovered from the Contractor in full. **If breakage takes place on account of normal and regular usage, 25% of the original cost of the items shall be recovered from the Contractor**

6. Kitchen Equipment

Adequate care to be taken to keep the kitchen equipment in good condition. The list of kitchen equipment items will be provided at the time of awarding the contract. The cooking range, oven and other kitchen equipment should be cleaned on a daily basis and kept clear of any spillage of food and oil. Any repairs, if required for, should be brought to the notice of the authorized official of the CIRE immediately.

7. Electricity

The charges for electricity consumed for lights, fans and other electrical appliances in the Hostel Block will be borne by CIRE but proper steps shall be taken by Contractor to ensure that the fans, lights and other electrical appliances are used with due economy and are switched off when not required or are used only to minimum extent necessary so as to avoid wasteful consumption of electricity. CIRE reserves the right/option to levy penalty on the contractor in case of wastage of electricity.

8. Water Supply

The water required for running the Canteen and maintaining the Canteen Block shall be supplied by CIRE. **However, the mineral water is to be supplied by the vendor for drinking of participants in their rooms, Classroom (one 500 ml mineral bottle) and also in the dining hall.** The Contractor shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the canteen. Leaking taps shall be brought to the notice of CIRE well in time to repair the same. In case of water shortage/ no supply from the water board, the Contractor shall co-operate with CIRE for regulated supply by CIRE. The Contractor shall abide by such instructions, as may be imposed or as may be issued by the appropriate Government, Civic authorities and officials of CIRE or any other person authorised by CIRE in consumption of water. CIRE reserves the right/option to levy penalty on the contractor in case of wastage of water.

9. Maintenance of Canteen Block

The Contractor shall keep the 'Hostel Block' as well as the adjoining space around the canteen block in a clean and tidy condition and use branded detergent to clean and mop the canteen block. The dining tables and the service tables have to be maintained in a clean and neat manner. The Contractor shall not permit the canteen block or any portion thereof to be used for residential purposes by any of its employees. It shall be open to any official of CIRE authorized in this behalf to inspect the canteen block or any portion thereof at any time.

10. Personal Supervision

It will be the Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed and a competent and qualified person shall be appointed as Manager whose name should be informed to CIRE and who shall remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant with Hindi, English and Telugu.

11. Standard of Catering

a) Standards of Catering

(i) The quality of articles of food and provisions should be of good standard as specified in **Annexure-II C**. CIRE's officials will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.

(ii) A high standard of catering shall be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the guests, guest faculty, participants and staff members. Rating of the service should be maintained at very good and above at all times. The Contractor shall take steps to improve the service in case 40% of the participants have rated as "below very good" for the food served in a programme.

(iii) In case the food served by the contractor rated below "very good" by 50% of the participants, CIRE shall levy penalty charges from the contractor. The amount of penalty would be 1 - 3% of the food bill of the programme on each occasion and shall be final and binding on the contractor.

(iv) The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government

authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and CIRE will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, CIRE may initiate further stringent action, as he may deem fit.

(v) The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties of the amount to be determined by CIRE. The Contractor shall be bound by the decision of CIRE.

(vi) Utensils, cups, saucers, flasks, crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.

(vii) The Caterer should ensure that the entire catering premises are kept hygienic and clean. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.

b) Provisions of Fruit, Vegetables and other cooking inputs

- (i) The Contractor shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract.
- (ii) It shall be the responsibility of the Contractor to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by CIRE. The security of such material shall be the sole responsibility of the Contractor
- (iii) The quality of food and provisions shall be of good standard as specified in **Annexure-II C**. CIRE shall have authority to inspect such articles of food and provisions and shall have full powers to order discontinuance of use of such articles of food and provision which are found to be not meeting the standard set out in the contract and on grounds of hygiene. Suitable refrigerator shall be provided by CIRE for storing of perishables. It shall be the responsibility of the Contractor to store the material in an appropriate and hygienic manner.
- (iv) Raw food stuffs such as vegetable, milk, fish, mutton, chicken, eggs, fruit etc. shall be fresh and of good quality as per CIRE's approval and if found not to be fresh, it shall be rejected and the Contractor shall replace the same with fresh products from the source approved by.
- (v) **There shall be no re-chauffing i.e.** left over food of one meal shall not be served at the next meal.
- (vi) Reuse of burnt oil is strictly prohibited. Oil, once used will not be reused.

12. Complaints and improvements

The Contractor shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, guest faculty and staff either directly to him or through its Manager.

13. Utensils for cooking Non-vegetarian food

The Contractor shall ensure that cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use

of separate utensils etc. shall be ensured for Vegetarian and Non Vegetarian dishes.

14. Service Timings

The timings for serving the Participants / Staff / Guest Faculty / guest shall be as under		
The Service Category	Description	Timings
Tea	Bed Tea (to be served in the Hostel Room)	06:00 am-07:00 am
	Classroom Tea - Morning (to be served at the classroom/Office)	11:15am-11:30am
	Classroom Tea - Afternoon (to be served at the classroom/Office)	15:45 hr -16:00 hr
	Tea with Snacks – for participants (to be served at the Hostel)	17:30 hr -18:00 hr
Dining hall Services	Breakfast	8:00 am - 9:30 am
	Lunch	1:00 pm - 2:30 pm
	Snacks	5:30 pm - 6:00 pm
	Dinner	8:00 pm - 10:00 pm

The above timings could be generally observed. However, there could be exceptional circumstances warranting catering service before or beyond the above timing to which the Contractor should provide. The Contractor shall supply and serve wholesome and hygienic meals and snack in accordance with the menu as stated in **Annexure-II A and Annexure-II-B** and at the rates as agreed in the contract. Normally the service is a buffet service, however at times on instructions service as per specifications are to be provided i.e. sit-down service, banquet or any other form. The service of all food items should be "UNLIMITED" as per the requirement of the participants/guests from the spread available.

15. Preparation of the Menu

The menu for each day's breakfast, lunch, evening snacks and dinner shall be drawn up with due regard to the seasonal requirements, needs and varying tastes of the participants coming to CIRE from different parts of the country on a weekly basis in advance by the Contractor or its Manager and approved by the authorized official designated by CIRE for this purpose. The duly signed menu shall be enclosed with the bills at the time of submitting the same for payment.

16. Participants leaving during a programme

If during the progress of a programme any participant does not take any of the services for whole day, no charge will be levied by Contractor for the service, provided one full day's (24 hrs.) notice of not availing of the services is given to the Contractor by the authorised official of CIRE.

17. Programme and the day following the end of Programme

On the day previous to the day of commencement of a Programme and on the day following the last day of Programme even though such days, fall within the period of the gap intervening between two Programmes, Contractor shall at the prior instruction from CIRE, keep the canteen open and arrange for catering service to such of the participants as are expected to be present in the hostel on such days

and for such items as partaken of by them and the charges shall be calculated at the rates specified for each of the item as per contract.

18. Sick Participants

If a participant falls ill or is indisposed, they shall be provided with special diet up to the cost of the normal menu, as and so long as, needed by him, without any extra charge in lieu of the normal food supplied in the Canteen. The same shall be served in the room of such participants if so required, also without any extra charge.

19. Miscellaneous

(i) Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside. No outsider should be permitted inside hostel and canteen block. Food should not be served to any outsider, either on payment or free of cost.

(ii) The Contractor shall not be allowed to carry away any material/item out of the campus. Accommodation shall not be provided by CIRE to the staff of the Contractor. However, CIRE shall allow a few workmen of the Contractor to stay in the kitchen premises for early hour duties such as fetching milk, serving of bed tea/coffee etc. Their presence, however, shall not cause any disturbance to normal functioning of CIRE.

(iii) The Contractor shall co-operate with the other Contractors working in the campus. The disposal of leftover foods and other garbage will have to be done on a daily basis by dumping the same in the main garbage bin earmarked by CIRE for the purpose. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside CIRE campus area on daily basis. Leftover food should not be sold or sent out of the campus.

(iv) The authorized representatives of CIRE shall check the quality and quantity of the items supplied and served.

(v) For rendering efficient services to the participant, guest faculty and staff at the time of breakfast, lunch, evening snack and dinner, the Contractor shall always keep and make available sufficient number of staff, which shall also include Chef, Assistant Chefs, Waiters, Dining Hall Helpers, Kitchen Helpers, etc.

(vi) In addition, the Contractor shall keep and make available workmen for providing water and tea to the participants, faculty, guests and office staff during office hours at all times and outside office hours and on holidays, if so, required.

(vii) Persons working in the canteen shall be provided with apron, gloves, headgear, etc., besides uniform.

(viii) Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

(ix) The contractor shall prepare and serve the breakfast/lunch/dinner as per Menu, in a pleasing and presentable manner. White clothes and coloured frill clothes required for covering the serving table and dining tables shall be provided by CIRE. However, the contractor shall arrange for washing and cleaning of these clothes at least once in a month.

(x) The contractor shall deploy adequate staff having relevant experience for the catering to ensure

consistent quality of service. Such staff shall include Chef, Assistant Chefs, Kitchen Helpers, Waiters, Dining Hall helpers, Kitchen/dining cleaning/utensil/crockery washers, etc. The contractor shall provide additional manpower whenever necessary. One of the Cook should be available from breakfast till completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the Contractor. **The minimum staff requirement for catering is enclosed in Annexure-III-D**

B. HOUSEKEEPING- SCOPE OF WORK AND SPECIFIC CONDITIONS

1. The Institute has HOSTEL with modern facilities & amenities and also state-of-the-art gadgets and respective kitchens, dining halls. Some of the single rooms may be converted to double rooms as per requirement from time to time.
2. The contractor is required to provide Housekeeping of CIRE Hostel **which include the rooms, dining halls, corridors, common area/ terrace and surrounding areas on turn key basis**. It is expected that the contractor shall provide all necessary services during the stay of the participants/guests in the guesthouse from the time of arrival till their departure including service of Receptionist, Bell boy etc.
3. The charges for all the services of housekeeping CIRE hostel will include washing of linen, etc., shall be payable on monthly basis.
4. The details of Rooms in CIRE Hostel
 - Total No of Double Room=36
 - No of VIP Suite/Room =2
5. The contractor shall be responsible for:
 - Providing **Laundry services** at Hostel (for items like bedsheet, towel, pillow cover, curtains etc) at their cost. It will not include participants clothings as there are separate washing machines for that purpose.
 - Giving wakeup calls.
 - Keeping the floors, toilets(including the common toilets), etc., in a neat and tidy condition at all times of the day;
 - Undertaking special and spring cleaning as and when required but not less than once in two months or on eve of special occasions;
 - Removing of cobwebs, cleaning of interior and exterior walls, roof top, cleaning of doors and windows, vacuum cleaning of carpets and mopping of floors as and when required but not less than once a week for interior items and roof tops and once in 3 months for exterior walls.
 - Cleaning including scrubbing, sweeping, mopping and dusting in all rooms, all interior portions including toilets, bathrooms using standard chemicals/detergents/sanitary items/phenyl etc., using equipment like vacuum cleaners, scrubbing machines, etc., of his own.
 - Beds to be made daily.
 - Proper upkeep of all furniture and equipment in guest houses.
 - Cleaning of overhead tanks not less than once a quarter in the two guest house.
6. The contractor will ensure proper maintenance of all linen items in the Guest house as follows:
 - Dry cleaning of woolen blankets and window curtains to be done at least once in two months.
 - **Bed sheets, bed covers, pillow covers and blanket covers to be changed once in two days during occupation of participant/guest.**
 - Bath towels and Hand towels to be changed daily during occupation of participant/guest.
 - Fresh linen and towels to be provided when a new occupant occupies the room.
 - The contractor will bear the cost of washing, pressing and dry cleaning of bed linen, towels and woolen blankets etc.,

- Washing, pressing and dry cleaning should be of a standard quality
7. The contractor shall ensure that the rooms are cleaned and freshened usually in the absence of the participants/guests, under the supervision of the housekeeping supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity.
 8. The kitchen i.e. interior walls, roof, gas bank area etc., should be cleaned using required detergents etc., once in two days or as per the instructions of the authorized representative of the Institute.
 9. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.
 10. When an occupant of the room desires to check out, the contractor will have to do a discrete room inventory to ensure that no items are missing and in case any item is missing, he has to report to the Hostel Caretaker/Warden/authorized representative, immediately.
 11. The contractor shall inspect, as a part of the housekeeping and maintenance work, the water supply points, plumbing installations, toilets, electrical light and fan points, tower bolts, locks and keys of the wooden cupboard of the room as also room air conditioners, battery to the wall clock and in the remote control of the TV sets in the Guest house and bring to the notice of the Hostel Manager/Asst. Hostel Manager/authorized representative in the event of any defects/damages so that the same could be attended to immediately.
 12. The contractor shall ensure that the keys are collected back when an occupant leaves the room.
 13. The contractor shall bear the cost of detergents/chemicals/Sanitary items/cleaning powders and bring the equipment like vacuum cleaners and scrubbing machines on his own
 14. The contractor shall ensure that pest control in all rooms, dining hall, stores, kitchen (once in a week) of two guest house etc., is done once in 15 days at his own cost.
 15. The contractor shall ensure that toilet papers, soap, Odonil packets, Naphthalene balls ,candle and matchbox are available in every room at all times.
 16. The contractor shall provide mosquito repellent machines with liquid Repellant/ALLOUT at his own expenses in all the rooms of guesthouses daily.
 17. The contractor shall use room fresheners in all occupied rooms of hostels, Television lounge & recreation room as per requirements.
 18. The contractor shall arrange for a Washer man (Dhobi) for washing & pressing of clothes of the participants, daily. For this purpose, he has to collect the charges fixed by the Institute, directly from the participants;
 19. The contractor shall keep liquid shoe shine machine (black and brown) in each Guest House at his own cost to be used by the participants.
 20. The contractor shall employ an educated, well-behaved, trained and experienced Receptionist for manning the Reception in each of the guest house round the clock, who will attend to all incoming and out going calls. The Receptionist should be proficient in English, Hindi and local languages besides being proficient in computer operation. They may be assigned some office work by CIRE to attend during leisure time
 21. The contractor shall arrange to spread brown papers in the cupboards, drawers of the writing table and the bedside table at his own cost.
 22. The Institute's telephone with STD/ISD facility along with a call monitor is provided at the reception counter for making telephone calls by participants/guests/staff members, as per requirements, only on emergency basis with authorization of Caretaker/Warden/Authorised Representative.
 23. The contractor shall ensure that there is a good ventilation by keeping the doors and windows of the

- rooms open every day for 30-60 minutes (whether the room is occupied or not) to prevent accumulation of bad odour and suffocation.
24. The contractor shall have to use the detergents/cleaning powder/ chemicals/sanitary items/bath soap/toilet paper etc, as per the instructions given to him from time to time and he has to bear the cost thereof.
 25. The designated manager/Housekeeping supervisor engaged by the contractor should be professionally/technically qualified. The contractor shall furnish the details of their qualifications etc., to the Institute, soon after they are engaged. The Institute reserves the right to require removal of such of the contractor's workers as are found to be unsuitable.
 26. The manager of the contractor should be available round the clock for ensuring proper supervision of maintenance and housekeeping services. **The vendor must ensure receptionist along with bell boys in hostel reception round the clock.** The contractor shall ensure that workers recruited by him are well qualified and experienced and if need be, the contractor shall arrange for a refresher training to them as per requirement. **The minimum staff requirement for housekeeping is enclosed in Annexure-III-D.**
 27. The contractor should ensure that the services of a qualified & experienced Housekeeping Supervisor in Housekeeping department are available for supervision of maintenance and upkeep of rooms in the guesthouses.
 28. CIRE reserves the right to ask the contractor to remove and replace any of the workers for their failure to give quality service and the contractor shall be bound to replace the staff members concerned within a week from the date of such communication.
 29. The contractor shall not allot any of the rooms of the guesthouses without the prior approval of the competent authority. In case if the contractor or any of his workers are found to be occupying any of the rooms in the Guest house, the contractor is liable to pay a penalty of Rs.1000/- per day per room.
 30. All the staff employed by the contractor should be in proper uniform while on duty. The contractor should supply the uniform with colour specifications and pattern approved by CIRE, to the workers at his cost. It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without the uniform, a penalty of Rs.100/- per worker will be imposed and the bill would be proportionately restricted.
 31. It is to be noted that used soap water/chemicals should not be thrown in the nearby green areas as it is harmful for growth of trees/bushes etc.
 32. The institute will provide bed linen and bath towels to the contractor. The contractor shall be responsible for the safety & security of all the items of furniture and fixtures, equipment, locks, buckets, mugs etc. The contractor shall have to hand over all the items provided to him, as indicated elsewhere, to the Institute at the time of termination of the contract.
 33. The Manager/Housekeeping supervisor appointed by the contractor should be present during any repair/maintenance job carried out in the guesthouse rooms.
 34. The contractor should ensure safety of the belongings of the inmates in the Guest house, however, in case of any untoward incidents like theft or loss of any belongings / cash that takes place from the occupant's room due to negligence on the part of the workers employed by the contractor, the contractor would be liable for compensating the loss.

Annexure List

Annexure-I-A	Forwarding Letter	To be submitted on bidder's letterhead,- Scanned to be uploaded online & Original to be produced in hard copy for Technical Evaluation along with EMD
Annexure-I-B	Profile of Bidder: Bidder Basic Information	to be uploaded online & hardcopy to be produced later stage
Annexure-I-C	Profile of Bidder: Bidder Experience	to be uploaded online & hardcopy to be produced later stage
Annexure-II-A	Schedule of the items to be served for participants	Information to bidder for financial bid
Annexure-II-B	Schedule of the items to be served for employees	Information to bidder for financial bid - additional rate
Annexure-II-C	Quality of Material Used	<i>Information to bidder</i>
Annexure-IIIA	SCHEDULE OF RATES TO BE QUOTED FOR CATERING SERVICES	<i>to be uploaded <u>online only</u></i>
Annexure-IIIB	Rates for additional Items	<i>to be uploaded <u>online only</u></i>
Annexure-IIIC	Financial Evaluation matrix	Information to bidder for financial bid
Annexure-IIID	❖ Minimum Staff Requirement of Catering ❖ Minimum Staff Requirement of Housekeeping	Information to bidder for financial bid

Forwarding Letter

(To be submitted on bidder's letterhead,- Scanned to be **uploaded online** & Original to be produced in hard copy for Technical Evaluation along with EMD)

No:

Date:

To

The Additional director,
Central Institute for Rural Electrification Shivarampally,
Hyderabad-500052

Dear Sir,

Sub: Tender for Catering Services

1. This has reference to your tender notice for catering services at CIRE. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/we undertake to offer my/our services in conformity **with scope/nature of work** and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I/We are enclosing following Demand Draft for Rs.25,000/- in favour of "CIRE" payable at Hyderabad towards EMD.
5. I/We agree that our tender remain valid for acceptance by CIRE for a period of 60 days from the date of opening of Part-A of the tender or till the date of finalisation of tender, whichever is earlier.
6. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
7. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to CIRE verifying any or all the information furnished in this document with the concerned authorities, if necessary.
8. I/We understand that CIRE reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

Yours faithfully,

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Profile of Bidder: Bidder Basic Information
(to be uploaded online)

Sl. No	Particulars	To be filled by the bidder
1	Name of the bidder / firm / organization / company	
2	Type of firm/organization (Proprietorship/ Partnership/ Private Ltd etc.	
	(Furnish copies of partnership / memorandum of articles of association etc.)	
3	Name of the proprietor / partners / directors of the firm	
4	Year of Incorporation / registration	
5	Registered address of the firm	
6	Name, designation, telephone nos., email of the contact person / authorized signatory	
7	<i>License for providing catering and housekeeping services (Registration under shops & Estt. Act) obtained (Yes / No)</i>	
8	Trade License from GHMC (Yes / No)	
9	<i>Whether the firm has been in business of catering and housekeeping for at least 5 years (Yes / No)</i>	
10	Annual turnover of the firm for last 3 years (in Rs. lakh)	a) FY 2014-15:=
	(Furnish copies of audited balance sheets and profit & loss account statements)	b) FY 2013-14=
		c) FY 2012-13=
11	Details of Registration (Firm, Company etc)	
	a) Registering Authority	
	b) Date	
	c) Number	

12	Registration Nos. under various Statutory Acts viz. VAT, Service Tax, EPF, ESIC, Labour License (copy of registration certificate to be enclosed)	
	VAT	
	Service Tax	
	PF	
	ESIC	
	Labour License	
	Professional Tax	
	PAN	
	(Copies of income-tax returns for last 3years to be enclosed)	
13	Whether registered / empanelled with any of the Govt., Semi Govt., MES, Govt. Undertaking, Public Sectors etc. as approved vendors and if so, furnish details.	
14	Whether involved in any litigation earlier with any organization? If so, please submit the details.	
15	Any civil suits pending in any of the works executed? If so, furnish details.	
16	Any other information which the bidder feels relevant.	

Signature and Name of the authorized person of the firm/bidder with office seal)

Name: _____

Profile of Bidder: Bidder Experience*(to be uploaded online)*

A. List of similar works being executed presently by the Bidder

SL No	Name & Address of the organization on for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of the work (please specify whether catering, housekeeping or both) & International Experience if any	No. of rooms maintained	maximum no. of persons catered on single day	Value of the work executed in Rs	Duration of the Contract with commencement and expected date of completion
1						
2						
3						

Note: Copies of the work orders should be enclosed

Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

B) List of similar works already executed/completed by the Bidder during the last 5 years

SL No	Name & Address of the organization on for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of the work (please specify whether catering, housekeeping or both) & International Experience if any	No. of rooms maintained	maximum no. of persons catered on single day	Value of the work executed in Rs	Duration of the Contract with commencement and expected date of completion
1						
2						
3						

(Signature and Name of the authorized person of the firm/bidder with office seal)
Name:

SCHEDULE OF ITEM TO BE SERVED FOR THE NATIONAL/ INTERNATIONAL PARTICIPANTS

I. Breakfast

Sl. No.	For National Participants	For International Participants	Remarks
1.	Milk Bread Sandwich Bread Brown Bread	Brown Bread Sandwich Bread Milk Bread	Any one item
2.	Butter	Cheese Slices Butter	Any one item
3.	Jam/Tomato Sauce	Jam/Tomato Sauce	-
4.	Poori with Aloo curry Plain Paratha with kurma Methi Parota with Curd Chole Bhature	Corn flakes with Milk Wheat flakes with Milk Oats with Milk	Any one item
5.	Masala Dosa Idli Vada Upma Onion Uttapam All the above items with chutney & sambar	Sandwiches (of different varieties with sauces)	Any one item
6.	Boiled Egg Omlet	Omlet Boiled Egg Scrambled Egg	Any one item
7.	Fresh Juices - Apple, Mango, Pineapple, Orange, lemon and Mosambi	Pineapple Juice Mango Juice Orange Juice Apple Juice Mosambi Juice	Any one item
8.	Tea/coffee/milk	Black Tea/Black Coffee/Milk	To be served with Sugar Cubes and tea bags

II. Lunch

Sl. No.	For National Participants	For International Participants	Remarks
1.	Tomato soup Sweet Corn soup Vegetable soup Hot and Sour soup	Chicken soup Cream of Tomato soup Cream of Sweet Corn soup Cream of Vegetable soup Cream of Mushroom soup Hot' N' Sour Veg Soup	Any one item
2.	Pulka/Tandoori Roti/Naan Rumali Roti/Poori	Brown Bread Bread Rolls Buns Sandwich Bread Tandori Roti/Pulka	Any one item
3.	Plain Rice	Plain Rice	-
4.	Vegetable fried rice Jeera rice Vegetable pulav Lemon rice Coconut rice Tamarind rice	Chicken fried rice Chicken Biryani Mutton Biryani Chicken noodles American chopsy noodles Macroni Baked Mutton stroganoff (all the items with less spice)	Any one item
5.	Sambar with drumstick/ onion/ kaddu/brinjal Saboth Moong dal Rajma dal/Dal fry Chana dal	Moong dal Green/Rajma dal Dal Fry/Makhani Dal	Any one item
6.	Bhindi fry/Alu fry/Beans and carrot fry/Gobi 65/ Capsicum Fry/ Veg. Manchuria/Karela Fry	Parsley Potatoes French fries Roast Potatoes Vegetable gold coin Tossed vegetables Crispy Vegetables Tinned Beans	Any one item
7.	Mixed vegetable Kurma/Capsicum with Gobi Curry/ Paneer butter masala/Palakpaneer/ Bhagarabaigan/ Mirchi ka Salan	Boiled Vegetables - Beans, Carrot, Cabbage, Potato, etc.	Any one item

8.	Chicken biryani/ Mutton biryani/ Kadai Chicken/ Butter Chicken/ Mutton Fry/Curry Fish Fry/Curry	Irish Stew Fried fish with tar tare sauce Roast Chicken Roast Mutton American fried chicken Chicken Maryland	Any one item
9.	Green Salad (Tomato, Onion, lemon, kheera& carrot)	Russian salad Kirochi salad Tossed salad Beans sprout salad Chik piece salad Beetroot salad Carrot & Cabbage salad	
10.	Curd/Raita	Curd	-
11.	Rasam	Rasam (non-spicy)	-
12.	Achar mango/lemon/mixed vegetables	Variety of Sauces	
13.	Papad	Chips	-
14.	Ice cream - vanilla/butterscotch /chocolate GulabJamun KadduKheer Milk Semiya Double kameeta	Butterscotch Ice cream Vanilla Ice cream Chocolate Ice cream Strawberry Ice cream Dry fruits Ice cream	Any one item (Ice Creams to be provided in variety)

III. Dinner

Sl. No.	For National Participants	For International Participants	Remarks
1.	Tomato soup Sweet Corn soup Vegetable soup Hot and Sour soup	Sweet Corn Veg soup Cream of mushroom soup Cream of green peas soup Cream of spinach soup Lemon coriander soup	Any one item
2.	Pulka Roti MethiPoori	Brown Bread Bread rolls Buns Pulka/Roti	Any one item
3.	Plain Rice	Plain Rice	-
4.	Sambar with kaddu/ brinjal/ bhindi Moong dal/ Rajma dal/ Dal Fry	Chana dal with Coconut/Moong dal Rajma dal/Dal Butter Fry Makhani Dal	Any one item
5.	Curd rice Tomato rice Lemon rice Tamarind rice	Chicken Chow Chow Mutton Chow Chow Egg fried rice Vegetable fried rice Cashew fried rice Szechwan noodles Pasta with Vegetables Macroni with Chicken	Any one item
6.	Tonda fry/Brinjal fry Alu fry/Cabbage fry Gobi fry/Karela fry	Boiled Vegetables - Beans, Carrot, Cabbage, Potato, etc.	Any one item
7.	Mixed Vegetable kurma Capsicum with alu curry Veg MalaiKoftha DahiKadi	Stir fried vegetables Tossed vegetables Vegetable bullet Cauliflower & Spinach augratine Vegetable Lassangi/ French fries Cripsy Vegetables	Any one item
8.	Chicken Curry Chicken 65 Chicken Fry Mutton Curry Apollo Fish Curry Egg Curry/Fry	Grilled chicken/Fried fish with tar tare sauce Irish stew/Roast chicken Roast Mutton/American Fried chicken Chicken Maryland	Any one item

9.	Green Salad (tomato, onion, lemon, kheera& carrot)	Green salad/ Kirochi Salad/ Tossed salad/ Beans sprout salad/ Chik piece salad/Beetroot salad/ Carrot & cabbage salad	
10.	Curd	Curd	-
11.	Achar - mango/lemon/mixed vegetable	-	-
12.	Papad (Lijjat)	Chips	-
	Banana - 2 nos Papaya - 150 gms Grapes - 100 gms Pineapple - 150 gms Water Melon - 150 gms	Apple/Orange - 1 no. Banana - 2 nos. Grapes - 100 gms Mixed Cut Fruits - 150gms	Any one item

SCHEDULE OF ITEM TO BE SERVED FOR EMPLOYEES AS WORKING LUNCH

SI No	Items	Remarks
1	Pulka/Roti/Poori - 2 nos.	Any one item
2	Plain Rice	One bowl
3	Jeera Rice/Tomato Rice	One bowl
	Lemon Rice/Tamarind Rice/Fried Rice	
4	Toor Dal/Moong dal/Rajma Dal Sambar with drumstick Sambar with onion /Sambar with kaddu Sambar with brinjal/Sambar with bhindi	Any one item
5	Mixed vegetable kurma	Any one item
	Alu and Carrot kurma	
	Capcicum with alu curry	
	Beans and Alu kurma	
	Alu gobi curry/Alu panner curry	
6	Salad items-Tomato, Onion, lemon & Keera	-
6	Curd	-
7	Papad	-
8	Sweet (Double ka Meeta/Gulab Jamun/Milk Semiya)	-

QUALITY OF THE MATERIALS TO BE USED

SI No	Items	Quality/Sample Brand Remarks
1	RICE	Basmati (Branded), Sona Mussorie (Kurnool)
2	DALS	Tur/Urad/Moong - Best Quality
3	PULSES	Masoor No.1 Kabuli Chana No.1 Fresh Green Peas Frozen Green Peas
4	OIL	Refined Ground / Sunflower
		Postman / Dhara / Godrej / Sundrop/Equivalent Brand
5	ATTA	Wheat fresh Atta
		Pillsbury, Annapurna, Farm Fresh, Ashirvad
6	PICKLES	Priya / MTR
7	PAPAD	Lijjat / Ambika
8	BREAD	Modern / Britannia / Spencer
9	BUTTER	Amul / Vijaya / Britannia
10	JAM	Kissan / Sil
11	SAUCE	Kissan / Maggi
12	MILK	Pasteurised Dairy Whole Milk
13	TEA	Tea bags
		Tajmahal / Lipton / Redlabel
14	COFFEE	Filter, Nescafe, Rich Cafe, Bru
15	BISCUITS	Marie, Nice, Monaco, Good Day, Krackjack, Britannia Cream, Bourbon
16	FRUITS(*)	Banana, Papaya, Grapes, Mango, Chickoo, Orange, Apple, Water Melon, Pomegranate, Custard Apple
17	ICE CREAM	Amul / Kwality walls / Vadilal / Scoop - Cup size
18	CORN FLAKES	"Kellogg's"/"Champion"/"Heritage"/Horlicks
19	OATS	"Champion" / "Quacker" / "Saffola"
20	CHICKEN (*)	Best Quality (Suguna / Vencob)
21	MUTTON (*)	Best Quality
22	FISH (*)	Best Quality
23	MASALA	Sona/Everest/Bedekar/Badshah/any other popular brand but to be got approved by the competent authority

(*) First quality as approved by concerned authority shall be provided.

Note: The Contractor should at all time ensure that he uses the specified brand only and having the latest validity

SCHEDULE OF RATES TO BE QUOTED FOR CATERING SERVICES

(to be filled online)

Sl. No.	Particulars	Rate in Figures
A. Catering		<i>in Rs.</i>
1	<i>Bed Tea/Coffee/Milk with 1 biscuit packets</i> (Sweet/Salt biscuit packet of 50 grams of Branded one)	
2	<i>Class Room Tea/ Coffee/Milk with Bakery Biscuits(of Sweet & Salt Variety)</i>	
3	Class Room Tea (Tea/Coffee/Milk)with Snacks <i>Any one item of the below: Onion Pakkoda with sauce - 75 gms Alu Bajji with sauce - 2 nos Palak Pakoda with sauce - 75 gms Alu Bonda with sauce - 2 nos Veg. Cutlet with sauce - 2 nos</i>	
4	Evening Hostel Tea (Tea/Coffee/Milk)with Snacks <i>Any one item of the below: Onion Pakkoda with sauce - 75 gms Alu Bajji with sauce - 2 nos Palak Pakoda with sauce - 75 gms Alu Bonda with sauce - 2 nos Veg. Cutlet with sauce - 2 nos</i>	
5	Rate for National/International Menu as per Annexure - A	
	I. Break fast	
	II. Lunch	
	III. Dinner	
Total - Everything Inclusive Rate/ Day/Participant (Sl No 1+2+3+4+5)		
B. Houskeeping of 36+2 Double Rooms		<i>in Rs.</i>
6	Rate to be quoted/Day per room- Occupied room (Irrespective of Single/Double Occupancy)	
7	Rate to be quoted/Day per room- Non Occupied room	
8	Taxes Details	

Note: Applicable Taxes, if any for the above may please be indicated separately.

I/We accept to all the Terms & Conditions, Specifications, Guidelines as indicated in the Tender Document including the penalty clause.

(Signature and Name of the
authorized person of the firm/bidder
with office seal)

Name:

RATES FOR ADDITIONAL ITEMS*(to be filled online)*

Quote the rates for the following additional items to be served during Special Dinner/Lunch occasionally as extra in addition to regular lunch/dinner.

SI No	Additional Items	Rate/Item in Rs
1	High Tea- Tea with Pastry/Plum Cakes/Kaju burfi Potato Chips - 15 gms Kaju Fry - 15 gms Samosa/Kachori/Dal Vada/Urad Dal Vada Tea/ Coffee/Milk	
2	Extra One Non veg-Egg maincourse item	
3	Extra One Nonveg -Chicken maincourse Item	
4	Extra One Non Veg- Mutton maincourse Item	
5	Extra One Vegetarian- maincourseItem	
6	Rate for Employee Lunch as per annexure-IIB	
7	Fruit Punch	
8	Veg Spring Roll	
9	Hara Bara Kabab	
10	Fish Finger	
11	Kosambari Salad	
12	Romali Roti	
13	Tanduri Chicken	
14	Soup (Tamato, sweet corn or Veg Clear)	
15	Rasmalai	
16	Pan Peta	

CIRE shall pay applicable Service Tax and VAT to the contractor on the above rates.

Note: Rates quoted for Additional Items (Annexure-III-B) shall not be considered for evaluation of Price Bid. However, it mandatory for bidder to bid for additional items otherwise bidder will be liable to accept CIRE rate on the items.

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Financial Evaluation Matrix

(It is only strictly for bid Evaluation not for payment as payment is based on actual occupancy)

Bid Quoted by Vendor		
S. No.	Particulars	Rate in Figures
A. Catering		<i>in Rs.</i>
1	<i>Bed Tea/Coffee/Milk with 1 biscuit packets(Sweet/ Salt biscuit packet of 50 grams of Branded one)</i>	a
2	<i>Class Room Tea/ Coffee/Milk with Bakery Biscuits(of Sweet & Salt Variety)</i>	b
3	Class Room Tea (Tea/Coffee/Milk)with Snacks <i>Any one item of the below: Onion Pakkoda with sauce - 75 gms Alu Bajji with sauce - 2 nos Palak Pakoda with sauce - 75 gms Alu Bonda with sauce - 2 nos Veg. Cutlet with sauce - 2 nos</i>	c
4	Evening Hostel Tea (Tea/Coffee/Milk)with Snacks <i>Any one item of the below: Onion Pakkoda with sauce - 75 gms Alu Bajji with sauce - 2 nos Palak Pakoda with sauce - 75 gms Alu Bonda with sauce - 2 nos Veg. Cutlet with sauce - 2 nos</i>	d
5	Rate for National/International Menu as per Annexure - A	e (=x+y+z)
	I. Break fast	x
	II. Lunch	y
	III. Dinner	z
Total - Everything Inclusive Rate/ Day/Participant (Sl No 1+2+3+4+5)		f (=a+b+c+d+e)
B. Houskeeping		
6	Rate to be quoted/Day per room- Occupied room (Irrespective of Sinle/Double Occupancy)	g
7	Rate to be quoted/Day per room- Non Occupied room	h

Evaluation Matrix

1	No of rooms in CIRE (Double Room)	38
2	Total Capacity of Accommodation Single Room/Double Room	38/76
3	Total Hostel Full Stay Capacity in Man Days	27740
Evaluation Other Data (Based on Experience)		
4	Total Man days of hostel participants (for evaluation purpose M=14000) <i>for evaluation purpose only</i>	M=14000
5	Total Programme days	M/10
6	Average Annual Occupancy Ratio (Occupancy Considered is double for evaluation purpose only)	M/27740
7	Catering Annual Value	J=M*f
8	Houskeeping Annual Value for Occupied	K=(M/2)* g
9	Houskeeping Annual Value for Non occupied	L=((27740-M)/2)*h
10	Total Quoted value is	J+K+L

The value of L1 Bidder will be choosen as oer Sl NO 9 i.e total Quoted Value

Minimum Staff Requirement

❖ Minimum Staff Requirement of Catering

Sl No	The work Area of Person	Minimum Required No
1	Head cook	1
2	Assistants to Head Cook	1
3	Helpers	1
4	Pot washers	2
5	Store keeper	1
6	Store Assistant	1
7	Masalaji	1
8	Continental cook	1
9	Other	1
Total		10

❖ Minimum Staff Requirement of Housekeeping

Sl No	The work Area of Person	Minimum Required No
1	Receptionist	3
2	Housekeeping Staff	3
3	Housekeeping Supervisor	1
4	Bell Boy	3