

NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION
BUREAU OF INDIAN STANDARDS
A-20-21, INSTITUTIONAL AREA, SECTOR – 62, NOIDA – 201 301
Telephone: 0120-2402204, 4670229, FAX: 0120-2402202, Email: nits@bis.org.in

Our Ref: TI/G-50:4

Date: 18-11-2008

Subject: Notice inviting Limited Tender for Contract of Hospitality Services at NITS, Noida

M/s
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Dear Sir(s),

Sealed quotations in **two bid system** for the subject work are invited from eligible Contractor(s) by the National Institute of Training for Standardization (NITS), A 20-21, Institutional Area, Sector 62, NOIDA up to **1600 h** on or before **15 December 2008**. A copy of the tender document is enclosed. The same is to be submitted in two separate sealed cover and clearly identified as to Envelope no. 1 and Envelope No. 2, addressed to “Asstt. Director (Admn. & Finance)” at the above-mentioned address. Both the sealed envelopes along with requisite **EMD** shall be contained in a large envelope super scribed **Tender for Hospitality Services**.

Nature of The Work	Tenure
Hospitality Services (Housekeeping & Catering Services) for Hostel	24 Months extendable to 36 months

Both the documents to be filled in and submitted by the contractor, i.e., Envelope No. 1 - Technical Bid (Annex –I) and Envelope No. 2 - Price Bid (Annex –II) are enclosed herewith.

The Technical Bids shall be opened on next working day of the closing/last day of submission of tenders at **1600 h**. Representatives of the contractors may be present at the time of opening of the tender, if interested. Price Bids of only successful contractors, qualifying in the Technical Bid, shall be opened. The date and time of opening of price bids shall be intimated to all the successful contractors over telephone.

Thanking you.

Yours faithfully,

Asstt. Director (Admn. & Finance)

NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION

Bureau of Indian Standards (BIS), the National Standards Body of India, has been providing various services to the Industry through its activities of Standardization, Product Certification, Management Systems Certification and Training. For meeting the training needs of the Manufacturing and Services Sectors and the Government, BIS has set up a National Institute of Training for Standardization (NITS) at NOIDA.

NITS' building was constructed in 2003. Its facilities and equipments are of the best quality and needs to be maintained in a befitting manner.

The interested Contractors are advised to go through the Scope of Work and survey the site of work so as to be familiarized with site conditions and assess the quantum of work before quoting the rates or may obtain information about the subject work from the Asstt. Director (Admn. & Finance) of NITS, Noida on any working day during office hours.

The Scope of Work includes

- a) House Keeping, Upkeep, Maintenance for Hostel block of NITS premises, including Cafeteria and Kitchen.
- b) Catering services in the hostel block and Administrative block

Type of Work

Hospitality (Housekeeping and Catering) Services

At

**National Institute of Training and Standardization (NITS)
A-20&21, Institutional Area, Sector- 62, NOIDA - 201 301**

General Requirements of the Contract to be fulfilled by the Contractor are given at Page 3

Scope of Work for Hospitality Services

- a) House Keeping including Maintenance (Page 7)
- b) Catering Services (Page 13)

Technical Requirements are given at Annex – I (page 23)

General Requirements

1. The Contractor firm must follow the essential provisions of various labour and industrial laws including provisions of Contract Labour (regulations and Abolition) Act, 1970 such as Minimum wages cum allowances, compensation, Provident fund, Bonus, Gratuity, ESI etc.
2. Canvassing, in any form, shall entail disqualification/rejection of tender/bid.
3. NITS reserves the right thereto, without assigning any reason, to accept or reject any or all tenders in whole or in part.
4. **Validity of Offer:** Offer shall remain valid for 90 days from date of opening of tender.
5. **Earnest money Deposit (EMD):** EMD of Rs. 50,000.00 in the form of crossed Demand Draft, drawn in favour of Bureau of Indian Standards, payable at New Delhi/Noida.
6. In case of successful Contractor to which the contract shall be awarded, EMD of Rs. 50,000.00 deposited by him shall be adjusted against the performance Security deposit to be deposited by him while signing the Agreement. The EMD of the unsuccessful / rejected Contractors shall be refunded to them after the finalization and award of the contract.
7. No interest shall be paid on EMD.
8. **Performance Security Deposit:** 10% of the contract value to be deposited in the form of crossed Demand Draft drawn in favour of Bureau of Indian Standards, payable at New Delhi/Noida (from the successful contractor selected for award of the contract).
9. **Period of Contract:** An agreement shall be entered for two years initially, which may be extended, if services are found satisfactory.
10. Successful contractor shall be required to sign the contract agreement given in this tender within a period of 30 days of receipt by him of notification of award of work.
11. NITS (BIS) reserve the right to cancel the contract if the instructions are not properly followed.
12. If the services rendered by the successful contractor (Contractor) or performance of the persons deployed by the successful contractor (Contractor) are not found to be satisfactory by NITS, then NITS reserves the right to terminate the contract by giving **30 days notice without assigning any reason.**
13. In the event of dispute, the decision of the Head, NITS (BIS) shall be final and binding.
14. The successful contractor shall be responsible for all other LABOUR LAWS as applicable and also shall be responsible for their compliance.
15. The contractor shall include minimum wages as per Minimum Wages Act including prevalent DA, contribution of the Employer towards EPF, ESI, etc. The DA rates shall be subject to revision as notified by the Government from time to time. The contractor shall pay to his staff not less than the minimum wages including prevalent DA, before

10th of every month and deposit Contribution of the Employer towards PF, EPF, ESI, etc., with the concerned authorities and provide proof thereof to NITS along with the bill.

16. The successful contractor shall submit the bill every month with all the relevant copies of payments to the concerned authorities like EPF, ESI etc.

17. TDS and/or any other tax, as applicable from time to time shall be recovered by NITS from the bills submitted by the Contractor.

18. The successful contractor shall abide by the regulations / requirements and strictly follow the rules existing at NITS. The security staff of NITS shall have the right to check, search or interrogate any personnel while entering / leaving the NITS premises for the purpose of security. The Contractor's Staff shall have the responsibility to take care of the equipments being maintained by them and the property of BIS.

19. Personnel –

- i. The successful contractor shall provide trained, disciplined, polite and courteous personnel. They shall behave courteously with all the personnel in NITS and shall not enter into any unlawful activities in the premises.
- ii. List of personnel deployed by the contractor & their details (age, present address, permanent address along with the photograph) is to be submitted to the NITS. Any change in the list is to be intimated to the NITS for prior approval.
- iii. The character and antecedents reports through local police authorities in respect of the personnel deployed shall be provided to NITS by the successful Contractor after the award of the contract as and when necessary.
- iv. The successful contractor shall be responsible for any loss/damage to the materials caused by his staff deployed for duty.
- v. The successful contractor shall be wholly responsible for theft, burglary, fire or any other mischief / unwarranted activity done by his staff.
- vi. An officer shall be identified for interaction with NITS by the contractor. This officer shall visit regularly (atleast once a week) NITS, (BIS) to take a feedback.
- vii. Successful Contractor shall employ the minimum required staff as given in Price BID Document . Dress code for the worker to be provided by the contractor shall be decided in consultation with NITS.
- viii. The contractor shall ensure that all personnel engaged by him are medically fit and a medical certificate shall be furnished. On the advice of NITS, the contractor shall arrange for medical examination of the personnel at contractor's cost. On such examination, if any of the staff of the contractor is found medically not suitable for employment under this contract, the contractor shall have to replace such employee(s). The contractor shall be responsible for any compensation to such employee.

- ix. NITS reserve the right to verify bonafides of successful contractor's staff and shall be justified in asking for their replacement. The decision of the NITS in this regard shall be final and binding.
 - x. The contractor shall ensure replacement of the personnel in providing services, on the request of NITS (BIS) if not found satisfactory, promptly.
 - xi. If additional manpower is required by the NITS, the same shall be provided by the Contractor on the same terms and conditions.
 - xii. The successful contractor shall ensure that good and clean uniforms with badges and photo identity cards are used by the personnel deployed at the time of duty.
 - xiii. Daily attendance of each staff shall be maintained by the successful contractor. Attendance records shall be produced before the Department for checking every day.
 - xiv. In the event of personnel being on leave/absent the contractor shall ensure suitable alternate arrangements to make up such that number of staff present should not be less than minimum number of declared staff in the financial bid.
 - xv. The contractor shall provide the required insurance for his personnel.
 - xvi. Any claim arising on account of damage, compensation or expenses payable in consequences of any accident or injury sustained by workman of successful contractor or any other person, whether in the employment of the successful contractor or not; while in or upon the said Works or site of the same, the NITS shall not be bound to entertain any claim or such claim brought under the Workman's Compensation Act.
 - xvii. The Contractor shall also provide a First-Aid Box for the personnel deployed and to be maintained by the contractor at all times during the period of the Contract.
20. Price bids of contractors, who do not fulfill the above requirements, shall not be opened.

21. Penalty Clause:

- a. The successful contractor if failed to provide the services or discontinue the services before the expiry of the contract, the contractor shall be liable for the penalty as decided by the Bureau, in addition to forfeiture of security amount deposited with Bureau.
- b. If the successful contractor fails to maintain declared and required number of qualified manpower, the contractor shall be liable to pay penalty to NITS at double the notified rates in force for the category of personnel concerned.
- c. The contractor shall ensure that none of his worker/supervisor stays back in the hostel rooms or any other place in the NITS premises when not on duty. In the event of noticing such an incident a penalty of Rs.10, 000/- will be

imposed. However, provision for a change room will be provided by NITS for employees on duty.

- d. Any complaint by NITS if not attended within prescribed time shall have a penalty of Rs. 1000/- for each complaint to the contractor.

22. **Arbitration Clause:** In the event of any dispute or difference relating to the provisions of the contract, the same shall be settled amicably through mutual discussions, or shall be referred to the sole arbitrator appointed by the Head (NITS).

23. The court at Noida (Gautam Budh Nagar) alone shall have the jurisdiction in any matter arising out of or relating to or touching this agreement

24. **Details of Annexes –**

- a) Daily Checklist Form – Hostel - Annex-A.
- b) Food Menu - Annex B.
- c) Daily Checklist Form – Cafeteria – Annex C.
- d) Proforma for Hygiene Audit – Annex D.
- e) Technical Bid Proforma – Annex I
- f) Price Bid Proforma – Annex II
- g) The agreement (Performa) is given in Annex-III.

SCOPE OF WORK – HOSPITALITY SERVICES AT NITS HOSTEL

House Keeping Services

1. The contractor shall provide house keeping, upkeep, and maintenance services under this contract in general for the following buildings/area :-
 - a) 02 VIP Suites (to be developed)
 - b) 45 Participant Rooms
 - c) 07 Faculty Rooms (located in Administrative Building)
 - d) Reception area
 - e) Open area in and around hostel (as defined by NITS)
 - f) Corridors and Staircases
 - g) Recreation Room
 - h) Gym/Health Club (to be developed)
 - i) Store Room, Washing Room, Servant Room, computer room etc.
 - j) Terrace
2. The Contractor shall provide house keeping and maintenance services in the Hostel viz., managing the reception, check-in and check-out formalities, cleanliness, upkeep and maintenance of hostel rooms, maintenance of gym, terrace, and common open area of the hostel including all allied services to the guests.
3. The contractor shall provide house keeping and maintenance service which includes minor electrical nature of work throughout NITS by deploying one electrician in each shift (electrician 1). The tools and labour required shall be provided by the contractor. The material required for repair/replacement shall be provided by NITS. Major repair works involved should be reported to NITS.
4. **Drinking Water –**
 - a) The contractor shall also ensure that drinking water requirement of participants is met during the programmes.
 - b) Collection & distribution of water from the source to various consumption points is the responsibility of the contractor.
 - c) It shall be the responsibility of the contractor to arrange drinking water as follows:
 - i. In the class rooms at reasonable intervals during Training Programmes
 - ii. In the Office rooms for NITS employees at least twice a day

5. Cleanliness

- a) Cleaning of the entire area of Hostel premises shall be the responsibility of the contractor. Cleaning shall be done with approved material manually or by using Mechanized equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc.
- b) Furniture, fixtures, exhaust fans, ceiling fans etc. to be cleaned daily or as necessary in such a manner that these items should not leave scratch marks.
- c) The contractor shall ensure cleaning/wiping is carried out throughout the day in order to ensure dust free, clean environment.
- d) The contractor shall display a yellow board showing 'CAUTION-WET FLOOR' while cleaning wet floors.
- e) Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises for easy collection and disposal; so that the dust bins are maintained neat, clean and in a hygienic condition.
- f) The contractor shall ensure that the floors and carpet area are cleaned and polished with suitable cleaning material on a regular basis or as and when required as informed by NITS. In no case acid will be used for cleaning purposes.
- g) The contractor is required to do cleaning work including sweeping of floor, wet floor, cleaning and dusting of wall, doors and windows from inside and outside, ceiling, staircase, dusting of Venetian blinds, cleaning of tables, chairs and cupboards, removing cobweb in Hostel building covering floor, ceiling, side balconies, stair cases and terrace in the building as per direction of NITS.
- h) The toilets are to be cleaned daily. The contractor shall not use any type of acid to clean the toilets. However, the contractor shall use reputed brand cleaner for wiping steel pipes/water taps etc.
- i) The contractor shall arrange trolleys, etc. for carriage of materials like garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to Municipal dumping yard.

6. Maintenance

- a) **Electrical Maintenance** – One electrician (Electrician 1) is to be provided round the clock on three shift basis along with necessary tools and equipments for smooth operation of all electrical fittings and General Electrical maintenance through out the NITS campus. He is also responsible for operation of Diesel Gen Sets.
- b) Any damage and/or loss caused to any equipment/fittings, etc. either by the contractor himself or by any of his employees shall be repaired/replaced by the contractor at his cost immediately.
- c) The contractor shall arrange *for* such of those special equipments and apparatus required for maintenance of the premises, including the terrace area.

- d) All equipment and items handed over to the contractor shall remain at the risk and in the sole charge of the contractor. The contractor shall be responsible for any loss or damage thereto, arising from any cause other than the accepted risks and shall deliver in its proper condition at the time of expiry of the agreement. An inventory of these items will be made out and signed by the contractor and NITS's representative.
- e) Proper and regular *care* and *safe* maintenance of fittings, fixtures, electronic equipments, furniture and all other items will be the sole responsibility of the contractor.
- f) The contractor shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The contractor shall also provide to workers required number of gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning.
- g) Contractor shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing house keeping and maintenance services in the hostel rooms and premises at his own cost.

7. Quality Maintenance:

- a) The contractor shall maintain the premises in proper and hygienic condition to the satisfaction of NITS.
- b) The contractor shall arrange to procure only the reputed brands of the consumable items/materials for providing house keeping, upkeep and maintenance services as approved by NITS. The contractor shall utilize the items and replenish the same once an item(s) is consumed.

8. Inspection

- a) NITS will check the upkeep and maintenance on a regular basis. Check list for the purpose will be provided to the Contractor, which shall be submitted to the NITS.
- b) The contractor shall allow Labour Inspector for inspection and shall abide by all laws applicable.
- c) The contractor shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of Hostel as given in **Annex A** respectively to be submitted to NITS as and when required.

9. The contractor shall prepare and submit a physical verification of items in a prescribed format every quarter.

10. The contractor shall inform in writing one of his employee as authorized representative to execute this contract to NITS to enable easy communication.

11. Reception Services

- a) The contractor shall manage Reception by deploying such personnel who is qualified, round the clock on a three shift basis. Such Receptionist(s) shall be computer proficient with good command on English & Hindi.
- b) The main responsibility of the Receptionist is to assign/allot rooms to the guest, and coordinate with them for all their needs ensuring ultimate guest satisfaction.
- c) The receptionist shall allot the rooms to the guest(s) as per NITS's policy and as per instructions from NITS.
- d) Bell Boy - The contractor is required to provide assistance services round the clock on a three shift basis to all the guests. The services include carrying the bags/baggage of the guests from Gate/Reception/Administrative building to the allotted room and at the time of checking in/out, without any further request for payment.
- e) The contractor shall operate STD facility in the Reception on chargeable basis for the guest. The charges for the same shall be displayed after the approval by NITS. NITS will not entertain any responsibility/loss/damage of the contractor on this account.
- f) The contractor, on request from the Guest(s), shall arrange taxi on call basis as per the rates finalized by NITS, charges to be borne by the Guests. The charges for the same shall be displayed after the approval by NITS.
- g) The contractor shall place a set of newspaper (4 English, 3 Hindi) at the Reception.
- h) The contractor shall provide a Welcome kit, containing the following, to each participant in a room, to be placed in a presentable manner in the room at the time of check-in:
 - i) Training bag/kit
 - ii) Welcome Letter
 - iii) Details about the program
 - iv) Details about Delhi/NOIDA
 - v) Rate list for Taxi Charges
 - vi) Telephone/Intercom Nos. details
- i) The Kit will be supplied by the NITS to the Contractor. It is the responsibility of the contractor to collect the same from NITS and return the unused ones back.
- j) The contractor shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered by the contractor and such complaints shall be taken note of and acted upon immediately, wherever required.
- k) At the time of check-out the contractor shall verify the status of the fixtures, fittings and other items placed in each room. For this purpose a prescribed format of all fixtures, fittings and other items placed in the room will be prepared room-wise and signatures obtained by the guests at the time of check-in and check-out. The contractor shall issue No due certificate to the

guest at the time of vacating the room. Such status report shall be submitted to the NITS.

12. Room Services in Hostel

- a) The contractor shall provide round the clock service in the Hostel rooms and premises to the guests.
- b) The contractor shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s). Toilets cleaned have to be clearly indicated by placing W/C tags on the same.
- c) The contractor is required to change the Linen (Bed sheets, bedcover, pillow cover and towels), on a daily basis of all the rooms occupied. In case rooms are vacant, the linen should be change at least once in three days. All linen need to be washed neatly, packed and stored so that the linen are clean and soft. Required linen shall be provided by NITS.
- d) The contractor will also ensure that the linen is changed as and when requested by the guest(s).
- e) The contractor shall arrange to refill the drinking water Jugs on a daily basis and as and when requested by the guests in the rooms.
- f) The contractor shall provide the following toiletries daily in the toilet/Room for each Guest(s):-
 - Toilet Kit (Bath Soap, Small Soap, Oil and Shampoo Sachets, Shower Cap, Toothpaste & Tooth Brush)
 - Thread & Needle set with buttons
 - Mosquito Repellent
 - Laundry Bag
 - English or Hindi Newspaper
- g) In addition, the contractor shall provide some other essential reputed brand toiletries/cosmetic items to the guest(s) on payment basis, whenever requested.
- h) The contractor shall place on a daily basis on a tray in the room the following for enabling the Guests to prepare *Tea/Coffee* for each guest(s) occupying a room:-
 - i) 2 Tea bags
 - ii) 2 *Coffee* sachets
 - iii) 4 Sugar sachets
 - iv) 4 Milk sachets
 - v) 2 Sugar free Sachet
 - vi) 2 sachets of biscuits (salty and sweet) containing 4 each
- i) The contractor shall cover the glass tumblers which are hygienically cleaned and wrapped in the rooms.

- j) The contractor shall spray room fresheners at regular intervals as required or as requested to ensure pleasant atmosphere.
- k) The contractor shall arrange for laundry/dry cleaning facility for the Guests on payment basis, to be borne by the guests. The approved charges for the same shall be displayed.
- l) The contractor shall arrange for dry cleaning of blankets once in a month and curtains once in 3 months or earlier based on need or on advice of NITS. The contractor shall also ensure cleaning/shampoo washing of sofa sets/chairs once in 3 months or earlier.

13. Health Club/Gym (to be developed) –

- a) The contractor shall deploy one professionally qualified personnel to provide assistance to Guests visiting Gym and shall keep a record of the visitors to the Gym. Timings of the Gym shall be displayed after approval by NITS.
- b) The contractor shall take over the items in the Gym (provided by NITS) and ensure proper handling and maintenance under the supervision of a professionally qualified person deployed by him for the purpose.

14. Recreation – The contractor shall maintain the recreation facilities provided by NITS and also issue and receive back the sports items/articles such as TT balls, racquets, shuttle cocks, etc. to the guests. Required number of such items will be provided by NITS to the contractor.

Catering Services

- 1 The Contractor shall provide catering services at NITS premises to the guests.
- 2 The contractor shall provide catering services in the Dining Area and/or administrative building premises for the guests for approximately the following number of training programmes/ events:- .

Sl.No.	Particulars	Estimated no. of programs/per year	Average duration of programme in days	Expected no. of participants per programme
1.	Training Programmes	65	3	20
2.	Unscheduled VIP programmes	2	1	25
3.	Hi Tea	12	1	30

Note: The above figures are indicative. However, it is expected that 80% of the Training programmes and participant as mentioned in S1.No.1 will be conducted during the year.

- 3 **Special Events Arrangements** - NITS may arrange special events besides regular training activities in which the contractor may be asked to provide additional services. For such arrangements, if any, menu may be different or in addition to the normal notified menu, the rates for which shall be mutually decided prior to organizing the event in a short notice.

4 Catering Service

- 4.1 The contractor shall provide regular catering and maintenance service to the guests/ participants in the dining hall or NITS, NOIDA premises as per the following Menu/courses (details as per Annex B):

1. Bed Tea
2. Buffet Breakfast
3. Mid Session Tea (morning & afternoon)
4. Evening Tea
5. Buffet Lunch & Dinner
6. As and when required:
 - a. VIP Lunch/Dinner
 - b. High tea

- 4.1.1 The contractor shall be agreeable to provide varieties in Menu/Cuisine on the request of NITS.

- 4.2 Contractor, in addition however, shall be equipped always to provide catering to approx. 100 persons at one time within a short notice

- 4.3 Contractor shall provide adequate approved crockery and cutlery and table cloth of standard quality in the kitchen and dining halls for providing catering.

- 4.4 The contractor shall deploy chef and catering staff who have Degree or Diploma from reputed Catering Institute. The contractor shall provide trained manpower services in the dining hall and Administrative building (class rooms, conference rooms, VIP Lounge and Auditorium) when the programmes are in progress where

participants are attending such programmes. However, sufficient man-hour services shall be provided depending upon the number of programmes/events in progress on a day to day basis. The contractor may use the pantry rooms available in the Administrative building for the purpose.

4.5 Distribution of water from the source to the dispensers and water coolers placed inside/outside the cafeteria and kitchen is the responsibility of the contractor.

4.6 The waiters/servicing staff shall be well dressed, presentable, well-mannered and trained to do such services. Adequate sets of uniform (minimum 03 sets) shall be provided by the contractor so that they can present themselves neat and clean daily.

5 Cleanliness:

5.1 Cleaning of kitchen, cafeteria, dining hall, stores, pantry rooms, the areas where the catering services provided in the Administrative building and also the equipments used by contractor will be the responsibility of the contractor. Cleaning will be done with approved material manually or by using mechanized equipments like Vacuum cleaners, scrubbing machine and carpet shampooing machine etc.

5.2 The dining hall, kitchen, cafeteria, Working place and Pantry rooms in administrative building of NITS will be maintained properly. Glass panels - doors & windows from inside & outside Cafeteria and Kitchen shall be cleaned regularly.

5.3 The contractor shall provide dust bins (stainless steel) of good quality of required number in Dining Hall, Pantry rooms and in the Administrative building where the catering services are provided.

5.4 Tea leaves, left over food will be collected in proper reuse bins and disposed of immediately. Plastic bags shall be used in all the dust bins in cafeteria for easy collection and disposal; so that the dust bins are maintained neat, clean and in a hygienic condition.

6 Maintenance:

6.1 Proper and regular care for safe maintenance of fittings, fixtures, equipments and furniture will be the responsibility of the contractor.

6.2 Any damage and/or loss caused due to improper or mishandling of furniture, fixtures, electrical and electronic equipment in the cafeteria and/or kitchen either by the contractor himself or by any of his employees shall be made good by the contractor at his own cost immediately.

6.3 All equipment and items handed over to the contractor shall remain at the risk and in the sole charge of the contractor. The contractor shall be responsible for any loss or damage thereto, arising from any cause other than the accepted risks and shall deliver in its proper condition at the time of expiry of the agreement. An inventory of these items will be made out and signed by the contractor and NITS's representative.

6.4 The contractor shall arrange for such of those after special equipments and apparatus if any required for maintenance of the Cafeteria and Kitchen.

7 Quality Maintenance:

- 7.1** The contractor shall be equipped to undertake Hygiene audit as per **Annex D** on a regular basis and report submitted to NITS.
- 7.2** The eatables served by the contractor to the Guests/NITS employees shall be completely hygienic, free from any sort of adulteration, unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies or non-usable liquid. Dishes containing such things shall be rejected.
- 7.3** Non-vegetarian dishes shall be made of fresh and good quality mutton, chicken or Fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. The fish pieces to be served shall have only one bone. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- 7.4** All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cottage cheese etc. shall be of good standard and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

8 Operation

- 8.1** Normally, the timings for providing catering services as per Menu is given below:

Bed Tea in Room	- 06.00 a.m. onwards
Breakfast	- 08.00 a.m. to 09.00 a.m
Mid session Tea/Coffee	- 11.00 a.m. to 11.30 a.m.
Lunch	- 01.00 p.m. to 02.00 p.m.
Mid session Tea/Coffee	- 03.00 p.m. to 03.30 p.m.
Evening Tea and Snacks	- 06.00 p.m. to 7.00 p.m.
Dinner	- 08.30 p.m. to 10.00 p.m.

- 8.2** The contractor, however, shall be required to adjust/change the above timings as and when required depending upon the progress of the training programme(s).
- 8.3** The Cafeteria shall remain open on all days when any programme is scheduled or Guests are staying in the hostel rooms.
- 8.4** The contractor should be prepared to serve for parties in the cafeteria, lawn or other location for which he may be required to have other arrangements like fans, candle burners/gas burners, table ware and thermo ware etc.
- 8.5** Service to NITS Employees – Mid sessions (Tea/Coffee/Snacks) and Lunch shall be provided to NITS employees on demand at subsidized rates as approved by NITS.

9 Disposal of garbage

- 9.1** It shall be the responsibility of the contractor to dispose of garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms / practice by the local Authority, if any. The contractor shall ensure that garbage should never be kept overnight in the premises of NITS.
- 9.2** The contractor shall use big size black plastic carry bags to carry the garbage/dust/waste material in a trolley for disposal purpose.

10 Inspection:

- 10.1** NITS will check grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking.
- 10.2** The contractor shall allow the food inspector/ BIS Officer to inspect the foods items and services, as per prevailing rules and regulations. The contractor shall abide by all laws applicable.
- 10.3** The contractor shall submit in the prescribed format on a daily basis a checklist for the maintenance of Cafeteria as given in **Annex C**.
- 10.4** NITS shall not be responsible for any amounts / due of the contractor arising out of supply of foodstuffs supplied by him to any person /individuals, not authorized by NITS.
- 10.5** In case of dispute regarding the services, quality or the quantity of the food stuff, snacks, tea etc. the decision of NITS will be final and binding.

11 Maintenance of Cafeteria/Dining Hall

- 11.1** The contractor shall prepare and place 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 to be supplied by the Contractor.
- 11.2** Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.
- 11.3** Disposable paper napkins /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.

12 Service during the Training

- 12.1** Arrange for Tea and Coffee with snacks and cookies (2 types) in front of the Training Hall during mid-session breaks.
- 12.2** The Contractor shall place hot Tea/Coffee Dispenser (to be provided by Contractor) along with one attendant to serve tea and coffee in front of all the Training Halls to the participants during the programme(s).
- 12.3** The contractor shall arrange to serve tea and coffee and water in the training halls, as and when required.

- 13** NITS shall not be responsible for any amounts due to the contractor arising out of supply of foodstuffs supplied by him to any unauthorised person/ individuals.

Annex A
(Cl. 8 C of House Keeping)

DAILY CHECKLIST FORM- HOSTEL

Date:

Sl. No.	Issue	Observation		Remarks
1.	Receptionist and Bell boy available round the clock in proper uniform	Yes	No	
2.	Attended to guests immediately by Receptionist and Bell boy	Yes	No	
3.	Set of newspapers (3 Hindi & 4 English in all 7 Nos.) placed in reception	Yes	No	
4.	Welcome kit placed in the room	Yes	No	
5.	Toiletries as per scope of work placed in bath room	Yes	No	
6.	Tea/coffee tray replenished with sachets as per menu	Yes	No	
7.	News paper placed in the room	Yes	No	
8.	Status of fixtures and fittings ascertained	Yes	No	
9.	Linen (bed sheets, towels, etc.) provided fresh	Yes	No	
10.	Room boys on each floor presented themselves and behaved properly	Yes	No	
11.	House keeping service of Hostel Block done	Yes	No	
12.	Complaints, if any, recorded received	Yes	No	
13.	Checking out formalities done in a pleasing manner	Yes	No	
14.	Feed back forms duly filled in handed over	Yes	No	
15.	No due certificate issued to guest by supervisor	Yes	No	
16.	Any other item	Yes	No	

Overall Housekeeping and Maintenance of Administrative Building:

Name and Signature
of representative of
contractor

**Annex B
(Cl. 4.1 of Catering)**

FOOD MENU

BED TEA/COFFEE

Assorted Cookies - Sweet & Salt (2 each)

Tea/Coffee (as per order)

BREAKFAST

1. **Juices -** Fresh/Canned Seasonal Fruit Juice/
Canned Tomato Juice
2. **Breakfast Cereals -** Wheat Flakes
Corn Flakes
Hot / Cold Milk
3. **Morning Bakery -** Plain/Fruit/Chocolate Chip Muffin or Pastry
4. **Fresh cut Fruit Platter -** (Min. two Seasonal fruits)
5. **Eggs to order with -** Boiled/ Omelette
6. **Bread -** Brown / White Toast/ Hash Brown with Butter, Jam and Sauce
7. **Main Course -** Idli/Dosa with Sambhar and Coconut or Tomato Chutney or
Stuffed Paratha and Curd or Aloo Puri or Cholley Bhature
8. **Tea/Coffee**

Mid-Session Tea/Coffee (Morning, Afternoon and Evening)

1. Potato Waffers with Assorted Cookies (Sweet & Salt)
2. Snacks (Paneer Pakora/ Mix Veg. Pakora/ Potato Bonda/ Samosa/ Bread Pakoras/
Dhokla/ Sandwiches)
3. Tea and Coffee

LUNCH/DINNER

1. **Soup -** Cream of Tomato/ Sweet Corn Soup/ Veg Soup/ Tamatar Dhania ka Shorba
2. **Salads -** Two type of Salads including Green Salad
3. **Main Course -**
 - a) One Non- Veg - Boneless Chicken/Chicken Curry/Kebab/Murg Tika or
Grilled Fish/Fish curry/Fried Fish or Mutton curry / kebabs

4. One Paneer Dish - Shahi Panner/ Matter Paneer/ Malai Kofta/ Kadhai Paneer

5. One Seasonal Vegetable - Dum Aloo/ Kofta/ baby corn/Bhindi Do Pyaza/ Cabbage/ Cauliflower/ boiled Vegetables)

6. One Dal - Yellow Dal Tadka/ Dal Makhani/Rajma/ Chane/ Channa Dal

7. Rice - Steamed Rice/Zeera Rice/ Veg Pulao/ Fried Rice

8. Curd - Plain Curd/Boondi Raita/Mix Raita/ Dahi Bhalla with sonth

9. Breads- Tawa roti/Naan/Pudina Parantha/Tandoori Roti/Lachha Parantha

10. Achaar + Papad + Chutney

11. Desserts - Rasmalai/Gulab Jamun/Moong Dal halwa/Phirni/ Malpua with Rabri/ Rasgolla/ Ice Cream (different flavours)

VIP LUNCH / DINNER

1. Soup (Two)- - Cream of Chicken/Chicken noodle Soup and Cream of Tomato/Sweet Corn/Clear Veg Soup/ Tomato Dhania Ka Shorba

2. Salad (Three Types)- Green Salad and Potato Red Chilli Salad/Cherry Tomatoes & Baby Spinach/Sliced citrus fruits in pickle marinade

Main Course

3. Non Veg. (two)- Grilled Fish with Lemon Butter/Fish Curry / Boneless Chicken/ tandoori chickens/Chicken malai tikka Mutton chatpatta / mutton curry

4. Vegetable whole wheat sandwich or Paneer tikka sandwich

5. Three Vegetable- Boiled vegetable & any two out of Mutter paneer/ Malai Palak/ Mattar Mashroom Navrattan Korma/ Bhindi do pyaza/ Kofta curry

6. Yellow Dal Tadka/Dal Makhani

7 . Steamed Rice/ Navarattan Pulao

8. Plain Curd/Boondi Raita/Vegetable Raita/ Dahi Bhalla

9. Plain Naan/Rotti/Parantha/Tawa Roti

10. Achaar+ Papad+Chutney

11. Dessert (Two) - Rasmlai/GulabJamun/Moong Dal Halwa/Phirni/Malpua with Rabri/ Rasgolla/ Date Panacakes/ Pastry/ Vanilia Ice Cream with Hot Chocolate Sauce/Butter Scotch

Hi-Tea

1. Waffers
2. Paneer Pakora/ Dhokla/ Onion Kachori/Samosa
4. Coconut Cookies/Cheese Straws
5. Rich Plum Cake/Mini Pastry
6. Roasted Cashew Nuts
7. Tea & *Coffee* & Fruit Juice/ Soft Drink

Annex C
(10.3 of Catering)

DAILY CHECKLIST FORM – CAFETERIA

Date:.....

Issue	Observation	Remark
Raw material received are branded ones and stored properly	Yes / No	
Food prepared properly and stored properly under Hygiene conditions	Yes / No	
Prepared items covered properly	Yes / No	
Utensils are properly cleaned	Yes / No	
Floors are hygienically cleaned	Yes / No	
Kitchen staff are in uniform	Yes / No	
Waiters are in uniform and wearing gloves	Yes / No	
Drinking water arrangements neatly done	Yes / No	
Utensil washing area is properly maintained	Yes / No	
Dining hall and Tables in cafeteria properly cleaned and dressed up	Yes / No	
All items as per Menu provided	Yes / No	
Serving tables covered with white clothes with coloured frills	Yes / No	
All items in orderly manner and are in a presentable manner	Yes / No	
Fingernails should be trimmed and clean	Yes / No	
Bathing daily	Yes / No	
Storage area/ fridge is clean	Yes / No	
De-pesting is done once in a week	Yes / No	
Exhaust system is working	Yes / No	
Garbage disposal is done regularly	Yes / No	
Drainage system is functioning	Yes / No	
Flies in Kitchen and Dining Area	Yes/No	
Fly Catcher working satisfactorily	Yes/No	
Insect or Spiderweb in Kitchen and Dining Area	Yes/No	
Any other item		
Any other item		

Overall Maintenance of Cafeteria:

Annex – D
(Cl. 7.1 of Catering)

PROFORMA FOR HYGIENE AUDIT

(I)	Quality testing at receiving point (where the raw food/consumable is received/procured)		
	1	FIFO principle is applied (first in - first out)	Yes No
(II)	Food Preparation		
	2	Food indexing- the menus are being decided to ensure food variety	Yes No
(III)	Food Safety		
	3	Is the food prepared properly under hygienic conditions	Yes No
	4	Are the prepared items covered properly	Yes No
	5	Proper cleaning of the utensils	Yes No
(IV)	Kitchen/Pantry Hygiene		
	6	Floors are hygienically clean	Yes No
	7	Walls are dust /damp free	Yes No
	8	Furniture is regularly cleaned	Yes No
	9	Washing area provides hygienic environment	Yes No
	10	Cooking counter is adequately clean	Yes No
(V)	Condition of Equipment in Food Preparation		
	11	Work worthy	Yes No
	12	Clean	Yes No
	13	Safe to handle	Yes No
(VI)	Food Handler's Health		
	14	Health check up done or not	Yes No
	15	Nail are cut clean and healthy	Yes No
	16	Hair are clean and healthy	Yes No
(VII)	Hygiene of Eating Place		
	17	Floor is hygienically clean	Yes No
	18	Walls are dust/damp free	Yes No
	19	Furniture is regularly cleaned	Yes No
(VIII)	Food Quality		
	20	Palatability is tasted by the Company's Representative	Yes No
(IX)	Drinking Water and Sanitation		
	21	Water its hardness / softness studied	Yes No
	22	Depesting is done once in a week	Yes No
	23	Exhaust System is working	Yes No
	24	Garbage disposal is done regularly	Yes No
	25	Drainages system is functioning	Yes No
	26	Washing area provides hygienic environment	Yes No
	27	Service counter(s) are adequately clean	Yes No

Remarks:

Name and Signature
of **contractor**

ENVELOPE 1 – TECHNICAL BID

1. The Contractor shall have atleast 3 years experience in this field and shall submit self-attested copies of the following documents along with the tender documents:
 - a. Documents indicating set up of the firm (partnership / proprietorship / Private Limited / Public Limited / etc.,)
 - b. PF Registration,
 - c. ESI Registration,
 - d. Sales/Service Tax Registration,
 - e. Income Tax Return/ PAN Number
 - f. Details of works of similar nature being carried out in Central/State Govt. Bodies, Public Sector Undertakings, etc., in past three years.
 - g. Proof of financial turnover achieved in last three financial years
 - h. Proof of last income tax return for the assessment year 2007-08.
 - i. List of arbitration cases (if any).
 - j. List/ details of existing prominent customers with their contact details.
 - k. Earnest money Deposit (EMD) of Rs. 50,000.00 in the form of crossed Demand Draft, drawn in favour of Bureau of Indian Standards, payable at New Delhi/Noida.
 - l. Each page of this tender document shall be **duly signed** by the Contractor as token of their acceptance of the Technical and Contractual details, Scope of Work, including all data to be supplied by the Contractor / contractor as specified in the tender document
2. The required documents should be submitted strictly as prescribed. Original documents may be required for verification of the above claims at the time of opening of the technical bids.

ENVELOPE 2 : PRICE BID

HOUSE KEEPING SERVICES

S No	Description	Hours of Duty	No. Of Personnel	Rates (Inclusive of all)	Total
1.	Manager	8	1		
2.	Supervisor/ Receptionist	8	3 (one in each shift)		
3.	Storekeeper	8	1		
4.	Housekeeping boys	8	3 (Gen shift)		
5.	Room boys	8	3 (One in each shift)		
6.	Bell Boy	8	1		
7.	Electrician -1	8	3 (One in each shift)		
	Any other. pl specify				
	Total per month				

Others (if any)

Grand Total (per month including materials) : Rs.

(Rupees in words _____)

Date

SEAL AND SIGNATURE OF THE CONTRACTOR

CATERING SERVICES

Rates for Food

Sl. No.	Item	Rate.
1.	Bed Tea	
2.	breakfast	
3.	Mid Session Tea	
4.	Lunch/ Dinner	
5.	High-Tea	
6.	VIP Lunch/ Dinner	
7.	Any other, pl. specify	

Others (if any)

The rates shall include the cost of manpower, materials and crockery. No other charges will be paid

Date

SEAL AND SIGNATURE OF THE CONTRACTOR

AGREEMENT

This agreement is made on the ----- day of ----- between the National Institute of Training for Standardization of Bureau of Indian Standards, having its office at A-20 & 21, Institutional Area, Sector - 62, Noida (hereinafter called as PARTY OF THE FIRST PART) of the one part and M/s. ----- having its office at -----hereinafter called the Contractor of the other part. That, the party of first part desired to take the services of the second part for providing qualified personnel for the Hospitality Services at its premises.

Now it is hereby agreed by and between the parties hereto as follows:

1. This agreement is valid for the period commencing from _____to _____ both days inclusive.
2. The Contractor shall relieve the Party of the First Part of all worries about the upkeep and performance of Hospitality services works to the satisfaction of Party of the First Part.
3. The Contractor shall render services to Party of the First Part at Noida for its smooth running as may be required from time to time. Detailed description of activities is as follows:

In Witness where of the parties have executed these presents in the day and the year first above written.

Signed and Delivered
for and on behalf of EMPLOYER/NITS

Signed and Delivered
on behalf of CONTRACTOR
(NAME OF CONTRACTOR)

Date: _____

Date: _____

Place: _____

Place: _____

IN PRESENCE OF TWO WITNESSES

1. _____

2. _____

1. _____

2. _____