

**TENDER DOCUMENT**

**FOR**

**Housekeeping & Catering Services**

**NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION  
(NITS)  
BUREAU OF INDIAN STANDARDS  
A-20, 21, INSTITUTIONAL AREA  
SECTOR 62  
NOIDA 201307**

**Tel: 0120-2402204 FAX: 2402202/3**  
**e-Mail: [nits@bis.org.in](mailto:nits@bis.org.in) Web: [www.bis.org.in](http://www.bis.org.in)**

**Price: Rs 500.00**

(Those who download the tender document from  
Website should enclose a DD for Rs 500.00  
towards cost of tender)

**NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION  
(NITS)**

**BUREAU OF INDIAN STANDARDS**

**A-20, 21, INSTITUTIONAL AREA**

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NIT No. TI/G- 50: 4

Date: 31 Oct 2012

**TENDER NOTICE  
FOR  
Housekeeping & Catering Services**

**NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION** invites sealed tenders under **two-bid** system from reputed and experienced agencies for providing Housekeeping and Catering Services at the above address.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Housekeeping and Catering Services" and should **reach NITS before 1300 hrs on or before 26 Nov 2012**. The technical bids shall be opened on the same day at 1400 hrs at NITS.

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from NITS on any working day between 0930 and 1700 hrs on payment of Rs 500.00 only (by demand draft or cash) or can be downloaded from BIS website. Those who download the tender document from website should enclose an additional DD for Rs 500.00 along with their tender bid in the Cover-I "Technical Bid. The bid security (EMD) of Rs 50,000.00/- (Rupees Fifty Thousand only) should be paid by Demand Draft in favour of **BUREAU OF INDIAN STANDARDS** payable at Delhi/Noida and shall be placed in Cover I with Technical Bid.

Any future clarification and/or corrigendum(s) shall be communicated through tender section on the BIS website [www.bis.org.in](http://www.bis.org.in)

HEAD (NITS)

**TENDER DOCUMENT****BUREAU OF INDIAN STANDARDS****QUOTATION FOR PROVIDING HOUSEKEEPING AND CATERING SERVICES TO  
NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION, NOIDA****TECHNICAL BID**(In separate sealed Cover-I superscribed as **Technical Bid**)

1.Name & Address of the Tenderer Organization/ Agency with phone number, fax number, e-mail etc	
2.Name and designation of contact person with telephone/mobile number etc	
3. Experience in the work of providing Housekeeping and catering Services (separately for housekeeping and catering services). Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 3 years along with a certificate from the agency where the job was carried out.	In following format

Sl.No.	Name of Organization With complete address and telephone numbers to whom services provided	Period From To	Contracted Amount (Rs per month)	Reason for Termination
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4. Organizational details :  a) Set-up of your Organization, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service: b) Is the establishment registered with the Government; please give details with document/evidence. c) Do you have labour licence. Please provide details and attach a copy. d) Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in NITS.	
4. Are you covered by the labour Legislations, such as, ESI, EPF, Gratuity Act etc.	

5. Please give EPF No: ESI Code: Gratuity Act Regn. No:	
6. Are you governed by minimum wages rules of the Govt of UP. If yes, please give details.	
7. Please attach copy of last return of Income Tax	
8. Please attach balance sheet of the company, duly certified by Chartered Accountant for last 3 years.	
9. PAN No. (Please attach copy)	
10. Vat No. (Please attach copy)	
11. Trade Licence No. (Please attach copy)	
12. Service Tax Registration No. (Please attach copy)	
13. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document.	
14. Power of Attorney/authorization for signing the bid documents	
15. Please submit an undertaking that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner.	
16. Details of the DD/Pay Order of Rs 50,000.00 towards EMD and a DD for Rs 500/- in case tender document is downloaded from BIS website.  DD/PO No. Date: Drawn on:	

**Declaration by the Tenderer :**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

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

**2. Terms & Conditions (each page must be signed and sealed)**

**3. Financial Bid.**

**(Signature of Tenderer with seal)**

**Name:**

**Seal:**

**Address :**

**Phone No (O) :**

**FINANCIAL BID**

(In sealed Cover-II super scribed "Financial Bid")

**F-1 HOUSE KEEPING SERVICES**

<b>S No</b>	<b>Description</b>	<b>Hour s of Duty</b>	<b>No. Of Personnel</b>	<b>Rates Per person per month in Rs excluding Service Tax*</b>	<b>Total</b>
1	Manager	8	1		
2	Receptionist (Female)	8	1		
3	Supervisor-cum-storekeeper	8	2 (one from 0600 hrs to 1400hrs and other from 1400hrs to 2200 hrs)		
4	Office Boys	8	2 (Gen shift)		
5	Service Boys (helpers, safai personnel etc)	8	6 (five from 0600 hrs to 1400hrs and one from 1400hrs to 2200 hrs)		
6	Room boys / Bell Boys	8	3 (One in each shift)		
7	Driver	8	1		
8	Plumber	4	½ day daily		
9	Total				
10	Service Tax				
11	Miscellaneous Cost including cost of materials (Laundry of linen, towels, dry cleaning of sofas, mosquito repellents, liquid and spray, providing soap/liquid soap & shampoo in bathrooms/toilets, disposable glasses/ paper plates etc. liquid disinfectant (Phenyl), floor cleaner and all other materials and services as per tender document of approved quality) to			On monthly basis	

	meet all requirements as per terms and conditions				
12	Additional Manpower (for any miscellaneous works)  - Unskilled - Semi-skilled - Skilled	Daily basis	As and when required by NITS		
	<b>Grand Total of F1 (S.No. 9 to 11) Amount Rs</b>				

\*Break-up of the rate for each of the above item should be provided along with the copy of the Govt Order on Minimum Wages to facilitate revision of rate whenever minimum wages are revised by the Govt.

**Declaration by the Tenderer :**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by NITS.  
ii) There would be no increase in rates during the Contract period except for provision made under the terms and conditions.

**(Signature of Tenderer with seal)**

**Name:**

**Seal:**

**Address :**

**Phone No (O) :**

**Date:**

## F-2 CATERING SERVICES

### Rates for Food Items

Sl. No.	Items (as per details given in Menu*)	Rate.#	Approximate units in a year(number can increase or decrease on actual basis)	Total
1.	Bed Tea		75x3x10= 2250	
2.	Breakfast		75x3x10= 2250	
3.	Mid Session Tea/ Coffee with Cookies		75x3x20= 4500	
4.	Mid Session Tea /coffee with Cookies & Snacks		75x3x20= 4500	
5.	Evening Tea with snacks		75x3x10= 2250	
6.	Lunch		75x3x20= 4500	
7.	Dinner (Non Veg)		75x3x10= 2250	
8.	High-Tea		12x1x50=600	
9.	VIP Lunch/ Dinner		2x1x50=100	
10.	Any other, pl. specify			
11.	<b>Total of F2 (1 to 9)</b>			

# The rates shall include the cost of manpower (including trained chef and catering staff), materials including tea kit, canteen services, fuel, cooking equipment, utensils, and crockery etc. No other charges will be paid. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.

**Grand Total of F1 + F2 = Rs.....(in words)**

**Declaration by the Tenderer :**

This is to certify that I/We, before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by NITS.  
ii) There would be no increase in rates during the Contract period.

\* Refer to Menu Items

**(Signature of Tenderer with seal)**

**Name:**

**Seal:**

**Address :**

**Phone No (O) :**

**Date:**



(To be made on Rs 100.00 Non-Judicial Stamp Paper)

**DRAFT AGREEMENT**

This agreement is made on \_\_\_\_\_ day of \_\_\_\_\_ Two thousand \_\_\_\_\_ between NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION (BUREAU OF INDIAN STANDARDS), NOIDA, as one part, hereinafter called 'NITS' and M/s \_\_\_\_\_, having its registered office at \_\_\_\_\_ hereinafter called the 'Agency' for providing House keeping and Catering services on the other part.

WHEREAS the NITS is desirous to engage the Agency for providing House keeping and Catering Services for NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION at NOIDA on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, insurance etc relating to House keeping and Catering Services personnel deployed in NITS. The NITS shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at NITS. The NITS shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving two months notice on either side.
5. In case of non-compliance with the contract, the Bureau reserves its right to:
  - a) Cancel/revoke the contract; and/or
  - b) Impose penalty upto 10% of the total annual value of contract.
6. Security deposit equal to 10% of the Annual contract value (refundable without interest after three months of termination of contract) in the form of Pay Order/Demand Draft or Bank Guarantee shall be furnished at the time of signing of the Agreement.
7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in NITS.
8. The House keeping and Catering Services personnel deployed by the Agency will not claim to become the employees of NITS (BIS) and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in NITS.
9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Govt.

10. The Agency agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.

11. Decision of BIS in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the Agency.

12. In case of any dispute between the Agency and NITS, NITS shall have the right to decide. However, all matters of jurisdiction shall be at the High Court at Allahabad.

THIS AGREEMENT will take effect from \_\_\_\_\_ day of \_\_\_\_\_  
Two thousand \_\_\_\_\_ and shall be valid for one year.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their Seal in Noida in the presence of the witness:

NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION  
BUREAU OF INDIAN STANDARDS

Witness:      1.  
                    2.

AGENCY

Witness:      1.  
                    2.

## **ANNEX IV**

### **TERMS & CONDITIONS OF CONTRACT**

(Annexure to Agreement)

#### **A. Information relating to submission of Bids**

1. Tenders are invited for providing Housekeeping and Catering services as mentioned in this document in the office of NITS located at NOIDA from the agencies that fulfil the criteria given below.
2. The period of contract under the scope of work shall be for 12 months, which can be further extended by mutual agreement on yearly basis up to 36 months depending on performance of the Agency and at discretion of NITS.
3. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from NITS on any working day between 0930 h and 1700 h on payment of non refundable charges of Rs 500/- only or can be downloaded from BIS website. Those who download the tender document from Website should enclose a DD for Rs 500/- along with their bid in the Cover-I containing Technical Bid.
4. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing “Technical Bid” and sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover superscribed “Tender for Housekeeping and Catering services” to reach NITS before 1500 h on or before - 05 June 2009. The technical bids shall be opened on the same day at 1600 h at NITS in presence of the bidders or their authorized representatives who choose to remain present.
5. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. The bidder shall pay Bid Security (EMD) of Rs 50,000.00 (Rupees Fifty thousand only) along with the technical bid by Demand Draft in favour of “BUREAU OF INDIAN STANDARDS” drawn on any Nationalized Bank/Scheduled Bank and payable at NOIDA/NEW DELHI. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage.
8. The bid security (EMD) shall be returned to the unsuccessful bidders after finalisation of contract without any interest.
9. As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of demand draft in favour of “BUREAU OF INDIAN STANDARDS” drawn on any Nationalized Bank/Scheduled Bank and payable at NOIDA/NEW DELHI.
10. The EMD deposited by successful agency will be adjusted towards Security deposit as mentioned above. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work or does not comply with other requirements for start of the contract, his bid security (EMD) shall be forfeited unless time extension has been granted by NITS.
11. The bid shall be valid and open for acceptance of the Competent Authority of NITS for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.

12. To assist in the analysis, evaluation and computation of the bids, the NITS may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
13. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by NITS shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.
14. The quoted rates shall not be less than the minimum wages of Govt of Uttar Pradesh and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution etc, bonus, insurance, leave salary and any other applicable statutory contribution.
15. NITS shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labour Commissioner of UP above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.
16. NITS reserves the right to accept or reject any or all bids without assigning any reasons. NITS also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
17. Financial bids of only those agencies will be opened who qualify in the Technical bids.
18. The tender document is not transferable under any circumstances.
19. Lowest Bidder will be taken on the basis of cumulative total of F1 + F2 quoted by the bidder in Financial Bids.
20. Any changes wrt this tender will be notified through website (Tender Section in [www.bis.org.in](http://www.bis.org.in) ).
21. All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, attending pre bid meeting, submitting the bids personally, subsequent processing etc shall be borne by the bidder. NITS will not be responsible / liable for the same regardless of the outcome of the tendering process.

## **B. Eligibility criteria for Tendering**

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.
2. The tenderer shall have experience of providing Housekeeping and Catering service for last 3 years ending 31<sup>st</sup> march 2012.
3. Having successfully completed 3 similar works costing not less than Rs 8 lacs per year (with individual component of Housekeeping and Catering separately costing minimum Rs 3 lac) in the last three years.

**Or**

Having successfully completed 2 similar works costing not less than Rs 10 lacs per year (with individual component of Housekeeping and Catering separately costing minimum Rs 4 lac) in the last three years.

**Or**

Having successfully completed 1 similar work costing not less than Rs 16 lacs per year (with individual component of Housekeeping and Catering separately costing minimum Rs 6 lac) in the last three years.

4. Average Financial Turnover during the last 3 years, ending 31<sup>st</sup> march 2012 should be at least Rs 16 lac per year. Documentary evidence to be provided duly attested by CA.

5. The bidder should have an office in proximity of NOIDA.
6. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency).
7. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
  - a) PF Registration
  - b) ESI Registration
  - c) Service Tax Registration
  - d) Valid License, issued by Regional Labour Commissioner, Govt of India

### **C. Scope of Work**

Providing Housekeeping and Catering Services at National Institute of Training for Standardization, A-20-21, Institutional Area, Sector 62, NOIDA 201307

#### **C-1 Scope of House Keeping Services and related terms & conditions**

The Agency shall provide House Keeping, Upkeep, Maintenance of NITS premises, including Administrative Block, Hostel, Residential Flats, Cafeteria, Kitchen, corridors, staircases, open areas and terraces as per details given below.

1. In and around Administrative building, Residential flats (4 in number), NITS Hostel and Open Area not covered under Horticulture
  - a) All areas of the Administrative building. Conference Room, VIP Lounge, Computer lab, Library, Auditorium, Faculty Rooms (07 ) etc. which are currently not in regular use are to be cleaned and maintained as and when desired by NITS.
  - b) 4 nos Residential Flats (currently 1 no. occupied by CORE)
  - c) All areas of Hostel Building (includes 45 rooms, Recreation room, Cafeteria, kitchen etc (Gym and Health Club – proposal stage)
  - d) Corridor areas, Stair cases and Terrace area of Administrative building, Residential Flats and NITS Hostel
  - e) Roof Top Water Tanks and Water Storage Tanks (Underground)
  - f) Pantry and separate kitchen for faculty room (not in use at present)
  - g) DG set area
  - h) Stores, Washing Room, Computer room etc
  - i) All Open areas, pavements, Pucca areas in NITS campus
  - j) Water bodies, in and around water fountains etc.
  - k) All areas surrounding the boundary wall of NITS including footpath on the front side, outside NITS Campus.

### **2. Cleanliness**

- a) The Agency shall ensure 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 building covering floor, ceiling, side balconies, corridors, stair cases and terrace in all the buildings on a regular basis.
- b) The Agency shall arrange to wipe the glass panels, doors & windows from inside & outside, window pans/glass door panels, including Cafeteria and Kitchen inside and outside to ensure marks free appearance.
- c) Cleaning of the entire area of NITS premises including kitchen, cafeteria, dining hall, stores, pantry rooms, the areas where the catering services provided in the Administrative building shall be the responsibility of the Agency. Cleaning shall be done with approved material manually or by using Mechanized equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc.
- d) Furniture, fixtures, exhaust fans, ceiling fans etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc so that they appear always clean and dust free.
- e) The Agency shall ensure cleaning/wiping on regular basis to ensure dust free and clean environment.
- f) The Agency 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 Agency shall clean the terrace of the building on weekly basis.
- h) The Agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a month to avoid accumulation of dust.
- i) The Agency shall ensure cleaning and wiping the toilets daily and the washbasins at least thrice a day (in the morning and after every break in the training program) to ensure neat and dry environment. The Agency shall not use any type of acid to clean the toilets. However, the Agency shall use reputed brand cleaner approved by NITS for wiping steel pipes/water taps etc.
- j) The Agency shall also arrange to ensure mopping of the floors in the Corridor regularly or whenever required to provide a dust free (including foot marks free) flooring.
- k) The Agency shall ensure sweeping of the open area to provide neat and clean atmosphere.
- l) The Agency shall arrange to clean the area where water fountain arrangement is made along with flow of water, in such a way that the water flow is smooth, neat and clean, free from dirt and foul smell.

### **3. General Maintenance (includes All areas)**

- a) Proper and regular care and safe maintenance of fittings, fixtures, electronic equipments, furniture and all other items will be the sole responsibility of the Agency.

- b) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced by the Agency or compensated by the Agency at his own cost immediately without any burden on NITS
- c) The Agency shall arrange all type of cleaning/Maintenance equipment and such of those special equipments and apparatus required for maintenance of the premises, open areas, terrace areas etc. at his cost.
- d) All equipment and items handed over to the Agency shall remain at the risk and in the sole charge of the Agency. The Agency 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 Agency and NITS's representative.
- e) The Agency 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/health club (to be developed), terrace, and common open area of the hostel including all allied services to the guests.

#### **4. Quality Maintenance:**

- a) The reputed brands of the items/materials/consumables for use shall be procured with the approval of NITS.
- b) The Agency shall maintain the entire premises including administrative building, dining hall, kitchen, cafeteria, Working place and Pantry rooms in proper and hygienic condition to the satisfaction of NITS.

#### **5. Operation**

- a) The Agency shall ensure cleaning of the rooms in the administrative building, adjoining roads, pavements, footpath, lawns, area inside and outside the boundary wall by 08.45 a.m. daily. The Agency shall also be ready to clean the rooms prior to 08.45 a.m. on any day, if required by NITS.
- b) The Agency shall provide the services for upkeep and maintenance round the clock. The Agency for the purpose may schedule deployment of personnel on flexi time/shift basis in consultation with NITS.
- c) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.
- d) The Agency shall nominate one of its employees/senior representatives as authorized representative for regular interaction with NITS for smooth operation and implementation of the contract.
- e) The Agency shall arrange housekeeping services throughout the day till such time any training programme comes to an end. For this purpose Agency shall deploy sufficient number of workers in consultation with NITS, by rescheduling their deployment if necessary.

**f) Disposal of Waste/garbage**

- i) The Agency shall ensure disposal of the collected waste on a daily basis. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the NITS premises. It shall be the responsibility of the Agency to segregate and dispose off 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.
- ii) 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, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition.
- iii) The Agency shall use big size black coloured plastic carry bags to carry the garbage/dust/waste material in a trolley for disposal purpose.
- iv) The Agency shall arrange trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorised Municipal dumping yard/ground etc at its own cost.
- v) The Agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in the open area in a polythene bag for disposal.

**6. Inspection -**

- a) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of NITS as given in **Appendix I & Appendix II** respectively to be submitted to NITS as prescribed.
- b) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of Hostel as given in **Appendix III** respectively to be submitted to NITS as prescribed.
- c) NITS will check the upkeep and maintenance on a regular basis. Check list for the purpose will be maintained by the Agency, which shall be submitted to the NITS as prescribed.
- d) The Agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.
- e) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.

**7. Maintenance of Administrative Building:**

- i) The Agency shall ensure that all the office rooms, training halls and service areas properly cleaned and dusted by 8.45 am daily.
- ii) The Agency shall spray room fresheners of the approved quality by 8.45 am in the training halls and in the office rooms and subsequently as required during the day.
- iii) The Agency shall provide following services in each training room, Auditorium/Conference Room etc whenever programs are conducted in the same:
  - a) The training room shall be readied on the previous evening by 1600 hrs and shown to the coordinating officer and his approval obtained.



- b) To clean and arrange the class rooms, chairs and Table in order as advised by Training Coordinator in every session and before/after the program.
- c) To replenish the bowl containing peppermint/polo/sweets placed on the tables of Guests.
- d) To clean the class room and make arrangements for the next days programme.
- e) The class room service boys shall be dressed properly as per dress code prescribed and shall behave in a courteous and polite manner.
- f) The class room service boy shall distribute/collect papers/documents to the participants/officer(s) concerned as instructed by the Training Coordinator.

**Note :** Above items from 7 i) to iii) are also applicable to those areas/conference rooms where programs may be organized occasionally.

## **8. Reception Services in Administrative Block**

- a) The Agency shall manage reception by deploying a receptionist who is at least graduate, shall be computer proficient with good command on English & Hindi.
- b) The Receptionist shall guide the guest to their desired destinations and coordinate with them, act as telephone operator, provide information related to training programmes and perform all other jobs assigned by NITS.
- c) The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered by NITS and such complaints shall be taken note of and acted upon immediately. All Complaints made by the Guests/visitors must be brought to the notice of NITS along with details of actions taken.

## **9. Reception Service in Hostel Block**

- a) Reception service in the hostel shall be operated by the Agency through the Supervisors.
- b) The Agency shall operate telephone facility in the Reception on chargeable basis (cash) 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 Agency on this account.
- c) The Agency 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 payment.
- d) The Agency shall place a set of newspaper (2 English, 2 Hindi) at the Reception
- e) The Agency shall provide a Welcome kit, containing the following, in each room, to be placed in a presentable manner in the room at the time of check-in:
  - i) Welcome Letter
  - ii) Details about Delhi/NOIDA with places of interest
  - iii) Rate list for Taxi Charges including directory of near by Taxi Service providers as given by NITS

- iv) Telephone/Intercom Nos. details
  - v) Details of services and facilities available
- f) The Kit will be supplied by the NITS to the Agency. It is the responsibility of the Agency to collect the same from NITS.
  - g) The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered by the Agency and such complaints shall be taken note of and acted upon immediately, All Complaints made by the Guests/visitors must be brought to the notice of NITS along with details of actions taken.

## **12. Material for Administrative Building**

- a) The Agency shall provide the following toiletries on regular basis as per consumption in the toilets/ wash rooms etc
  - i) Liquid Soap including the container
  - ii) Paper Napkins/Towels
  - iii) Naphthalene Balls
  - iv) Air Fresheners in wash basins and Toilets
  - v) Toilet Paper Rolls
- b) The Agency shall arrange to procure the consumable items/materials of best quality for providing house keeping, upkeep and maintenance services as approved by NITS.
- c) The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The Agency 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.
- d) The Agency 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 bin/dumping yard.
- e) Agency 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 NITS at his own cost.

## **13. Provision of Potable Drinking Water**

- a) The Agency shall also ensure that potable drinking water requirement of all working in NITS premises including participants is met throughout the day, during the programmes and during their stay in NITS campus.
- b) Collection & distribution of water from the source to various consumption points is the responsibility of the Agency.
- c) It shall be the responsibility of the Agency to arrange potable drinking water as follows:
  - i) In the class rooms at reasonable intervals during Training Programmes
  - ii) In the Office rooms for NITS employees every two hours in summer and every four hours in winter.

#### 14. Room Services in Hostel

- a) The Agency shall provide round the clock service in the Hostel rooms and premises to the guests.
- b) The Agency 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). All linen shall be washed with clean water and soaps/ detergents, neatly packed and stored so that the linen are clean and soft. Required linen shall be provided by NITS and maintained by the Agency.
- c) The Agency will also ensure that the linen is changed as and when requested by the guest(s).
- d) The Agency shall arrange to refill the drinking water Jugs placed in the rooms as per requirement and as and when requested by the guests.
- e) The Agency shall provide the following toiletries daily in the toilet/Room for each Guest(s):-
  - Toilet Kit (Soap, Comb, Oil and Shampoo Sachets)
  - Mosquito Repellent of approved quality
  - Laundry Bag
  - One English Newspaper
- f) The Agency shall place on a daily basis on a tray in the room the following for enabling the Guests to prepare *Tea/Coffee etc.* :-
  - i) 2 Tea bags
  - ii) 2 *Coffee* sachets
  - iii) 4 Sugar sachets
  - iv) 4 Milk sachets
  - v) 2 Sugar free Sachet (as per requirement)
  - vi) 2 sachets of biscuits (salty and sweet) containing 4 each
- g) The Agency shall provide two glass tumblers which are hygienically cleaned and wrapped, in the rooms.
- h) The Agency shall spray room fresheners at regular intervals or as requested by the guest.
- i) The Agency shall arrange for dry cleaning of blankets and washing of curtains once in three months or earlier based on need or on advice of NITS. The Agency shall also ensure cleaning/shampoo washing of sofa sets/chairs once in 6 months or earlier.

#### 13. Recreation Room

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

## **C– 2 Catering services in NITS premises and related terms & conditions**

The Agency shall provide Catering Services in NITS premises, including Administrative Block, Hostel, Cafeteria Dining hall, Hostel rooms as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services.

### **Scope of Catering Services at NITS**

- 1 The Agency 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	75	3	20
2.	Unscheduled VIP programmes	2	1	Appx 50
3.	Hi Tea	12	1	Appx 50

Note: The above figures are indicative and may change.

- 2 **Special Events Arrangements** - NITS may arrange special events, some times at short notice, besides regular training activities in which the Agency may be required to provide additional services.

### **3 Catering Service**

a) The Agency shall provide regular catering service to the guests/ participants in the dining hall or NITS premises as per the following Menu/courses (details as per **Appendix IV**):

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

b) For any special events, 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.

c) The Agency shall provide varieties in Menu/Cuisine in consultation with NITS and shall get the weekly menu approved from authorized officer of NITS.

d) Agency shall provide adequate approved crockery and cutlery and table cloth, mats etc. of superior quality in the kitchen and dining halls.

- e) The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service. The Agency shall provide trained manpower services both in the dining hall and Administrative building (class rooms, conference rooms, VIP Lounge and Auditorium). However, sufficient manpower shall be deployed depending upon the number of programmes/events in progress on a day to day basis. The Agency may use the pantry rooms available in the Administrative building for the purpose.
- f) Serving of potable drinking water from the source to the dispensers and water coolers placed at all locations in NITS shall be the responsibility of the Agency.
- g) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
- h) The Agency shall arrange for such of those special equipments and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his own cost

#### 4 Personal Hygiene:

- a) The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check ups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of tobacco/zarda/gutka etc, spitting is strictly prohibited.

#### 5 Quality Maintenance:

- a) The Agency shall be equipped to undertake Hygiene audit as per **Appendix V** on daily basis and report submitted to NITS. NITS will also undertake independent hygiene and quality audits as and when deemed necessary.
- b) The eatables served by the Agency to the Guests/NITS employees shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- c) Non-vegetarian dishes shall be made from 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. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- d) Vegetarian and Non Vegetarian dished shall be prepared and served separately.
- e) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

#### 6 Operation

- a) 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 07.00 p.m.
Dinner	- 08.30 p.m. to 09.30 p.m.

- b)** The Agency, however, shall be required to adjust/change the above timings as and when required depending upon the progress of the training programme(s). It shall be ensured that tea/coffee are served steaming hot.
- c)** The Cafeteria shall remain open on all days when any programme is scheduled or Guests are staying in the hostel rooms.
- d)** The Agency 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.

## **7 Inspection:**

- a)** NITS will check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.
- b)** The Agency shall allow the food inspector/ NITS Officer to inspect the foods items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all laws applicable.
- c)** The Agency shall submit in the prescribed format on a daily basis a checklist for the maintenance of Catering Services as given in **Appendix VI**.
- d)** 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.

## **8 Maintenance of Cafeteria/Dining Hall**

- a)** The Agency 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 the Agency.
- b)** Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.
- c)** 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.

## **9 Service during the Training**

- a)** Arrange for Tea and Coffee with snacks and cookies (2 types) at the assigned place during mid-session breaks.
- b)** The Agency shall place hot Tea/Coffee Dispenser (to be provided by Agency) along with service boys to serve tea and coffee in front of all the Training Halls to the participants during the mid-session breaks.
- c)** The Agency shall arrange to serve tea and coffee and water in the training halls, as and when required.

### **C-3 Provisioning of Certain Services on Payment basis**

- a) The Agency shall provide regular canteen service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates to the NITS employees and other Outside agencies personnel in the NITS premises at their work place as per requirement.
- b) The Agency shall provide consumables like Biscuits/Snacks /Cold drinks/ Juice/Tea/Coffee etc to guests on payment basis as approved by NITS whenever requested.
- c) The Agency shall provide other toiletries/cosmetic items of reputed brands approved by NITS to the guest(s) on payment basis, whenever requested.
- d) The Agency, on request from the Guest(s) or from NITS, shall arrange taxi on call basis from the approved service provider as per the rates finalized by NITS. The charges for the same shall be displayed after the approval by NITS and shall be borne by the Guests.
- e) The Agency may also arrange Masonry, Carpentry, minor electrical services and minor painting/whitewashing works or any other miscellaneous works/services on cost basis with due approval of NITS.
- f) The Agency shall provide other toiletries/cosmetic items of reputed brands to the guest(s) on payment basis, whenever requested.
- g) The Agency shall arrange for Laundry/Dry Cleaning/Shoe Shine facility for the Guests on payment basis, to be borne by the guests. The NITS approved charges for the same shall be displayed.
- h) NITS shall not be responsible for any amounts due to the Agency arising out of supply of any of the above service or material including foodstuffs supplied by him to any guests/unauthorised persons/ individuals.

### **D Terms & Conditions common to House Keeping and Catering**

- 1. The Agency will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stocks, books, periodicals, vehicles lying in NITS premises, etc. The cost of missing items / shortages of stocks / materials etc. will be deducted from the monthly payments / any others sum / deposit due to the Agency's.
- 2. The Agency will maintain its gadgets & equipments, etc. in good working conditions with all safety measures at its own cost and expenses. The Annual maintenance Charges of the equipments/gadgets, etc owned by the NITS will be borne by the NITS. However, the Agency will be responsible for its proper upkeep and regular maintenance.
- 3. The Agency shall devote his full attention to the work of house keeping and catering and shall discharge its obligations under the agreement most diligently and honestly.
- 4. The Agency shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes etc. to its employees, as required under law. and as per NITS's instructions at his own cost and expenses. All personnel of the Agency will wear the same in clean condition while on duty. NITS shall not pay any extra charges to the Agency against these items.
- 5. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with NITS.

6. Desired level of cleanliness in the entire complex of the NITS will be maintained and for this all materials / instruments / tools etc. will be provided by the agency. The supervisor of the Agency will attend to complaints on urgent basis round the clock.
7. Instruments, etc to be provided in sufficient quantity (as decided by NITS) by the Agency may include the following:
  - a. Glass Cleaners
  - b. Vacuum Cleaner etc.
  - c. Washing Machine
  - d. Polishing Machine
  - e. Brasso/ Silvo/ Polishing Material etc.
  - f. Kit for plumbing operations
8. Specialized maintenance of all hostel rooms and bathrooms along with furniture, fixtures, mattresses, pillows, blankets, bathroom/ hostel room/office room/class room, linen, bathroom fittings, buckets, sanitary wares, brackets etc. will be ensured.
9. Beds in the rooms will be maintained with Bedcovers. Towels and bedroom linen will be changed on alternate days or earlier as may be decided by the NITS. The Agency at its own cost will arrange washing of all linens, curtains including dry cleaning of blankets etc. wherever provided. Washing of Linen includes washing of Curtains, Bed sheets, Bed Covers, Pillow Covers, Towels, Sofa Covers etc. wherever provided. Blankets will be provided with inner sheets in all the rooms.
10. Provision of the following services and specialized staff will be ensured
  - a. Service boys to ensure upkeep of office/classroom/hostel rooms/ library/reception counter/store room/lobby etc. Provision for adequate manpower for prompt cleaning of class rooms during every session of course and at the end when the program is over.
  - b. Plumber (with license).
  - c. Skilled, semiskilled and unskilled staff wherever required
  - d. Provision of daily, weekly and monthly services as given below

#### **DAILY SERVICES**

- i) Removals of waste material from open areas and/or other areas not covered under horticulture.
- ii) Sweeping and wiping of all floors, dusting and vacuuming of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- iii) Vacuum cleaning/washing of carpets wherever provided at the NITS.
- iv) Filling water in desert/room/water coolers etc. wherever provided.
- v) Upkeep of office/classroom/hostel/hostel rooms/catering areas/library/reception counter/store/lobby etc.

#### **WEEKLY SERVICES**

- i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- ii) Removal of cobwebs, dusts, termites, insects, pests etc.
- iii) Windows sponging and cleaning.
- iv) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
- v) Cleaning of dustbins and buckets with detergents.
- vi) Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.



- vii) Detergent cleaning of sanitary wares.
  - viii) Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc.
  - ix) Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
  - x) To spray Finit/Baygon etc in hostel rooms, class rooms, office rooms, auditorium, conference hall, dining room etc. to keep all such areas insects free. This may also be required daily in hostel. The Agency will provide the Finit pump or Baygon spray and the spraying material.
  - xi) Shampooing/Spraying/Disinfecting all carpets.
  - xii) Specialised cleaning of computers, peripherals, hardware, telephones, workstations and other sophisticated equipments as per direction of the Head NITS.
11. The agency shall ensure that staff deployed are trained in House Keeping / catering services, bear good conduct and physically fit and healthy for the work and not more than 50 years of age. The agency will get their antecedents, character and conduct verified.
  12. The skilled, semiskilled and/or unskilled persons deployed by the agency shall be of sound physical & mental health and should not be under the influence of any drug or liquor during duty and have full knowledge & experience to competently complete the job assigned to them.
  13. The agency shall deploy adequate trained manpower in all facets of Housekeeping and Catering work. The Agency shall provide necessary undertaking and documentary evidence in this regard.

#### **E. Terms and conditions**

1. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to NITS, whatsoever it may be.
2. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the NITS from time to time.
3. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from time to time.
4. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus. Gratuity, ESI etc. relating to personnel deployed by it at NITS or for any accident caused to them and the NITS shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the NITS for whatever reason. The

Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re-enactments/amendments/modifications

1. The Payment of Wages Act 1936
  2. The Employees Provident Fund Act, 1952
  3. The Factory Act, 1948
  4. The Contract Labour (Regulation) Act, 1970
  5. The Payment of Bonus Act, 1965
  6. The Payment of Gratuity Act, 1972
  7. The Employees State Insurance Act, 1948
  8. The Employment of Children Act, 1938
  9. The Motor Vehicle Act, 1988
  10. Minimum Wages Act, 1948
- 
5. The security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF of workers engaged during contract period or after submitting the individual EPF account details to be certified by Provident fund commissioner's office, submission of receipts of payment of service tax (month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.
  6. In case of any change of constitution of the agency, the rights of NITS should not suffer.
  7. All personnel engaged under this contract by the Agency shall be employees of Agency. NITS shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in NITS or elsewhere.
  8. The Agency shall maintain all records/registers as required to be maintained by him under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of NITS as and when required.
  9. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the NITS against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the NITS indemnified against all the claims and liabilities.
  10. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of NITS, they shall work under directives and guidance of Head, NITS and will be answerable to NITS. This will, however, not diminish in any way, the agency's responsibility under contract to the NITS.
  11. A senior level representative of the Agency shall visit NITS premises at least once-a-week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the NITS officer dealing with services under the contract for mutual feed back regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the NITS.

12. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the NITS at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by NITS for any reason specified or otherwise, shall be effected promptly without any additional cost to the NITS. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with NITS.
13. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the NITS/Govt. of India/any State/or any Union Territory.
14. The Agency shall maintain good standard of services as indicated. The performance of the agency will be reviewed on monthly basis and in case the services are not found up to the mark the Agency's contract will be terminated even before the expiry of contract period by giving one month's notice.
15. NITS reserves the right to reduce or increase the manpower for housekeeping, if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.
16. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for NITS it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the NITS.
17. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the NITS due to negligence of personnel in performing his/ her duty and /or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by NITS shall be recovered from the Agency's monthly bill or from his security. In such matters, where required, the agency will investigate and submit a report to NITS and maintain liaison with the police. FIR will be lodged by NITS, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
18. In case NITS is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be born by the Agency or recovered from the due amounts payable to the agency and/or from the security deposit held by NITS.
19. The agency shall ensure that all staff appointed by them is fully loyal-to and assist the NITS during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of the NITS.
20. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments there of, Authorized officer of NITS shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of NITS shall be final in regard to all matters arising under this clause.
21. In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.

22. The agency shall arrange to maintain at the Administrative block and Hostel Block the daily shift-wise attendance record of the personnel deployed by it showing their arrival and departure time. The Agency shall submit to NITS an attested photocopy of the attendance record and enclose the same with the monthly bill.
23. The NITS shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable except as under the contract.
24. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
25. No request for making advance payment on any ground shall be entertained.
26. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
27. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government.
28. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
29. During the course of the contract period, the agency shall deposit service tax at prevailing rates as per GOI norms.
30. In case of non compliance/non-performance of the services according the terms of the contract, the NITS shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
31. The decision of NITS in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
32. In case of failure of the Agency in fulfilling the contract, the competent authority of NITS may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his men and materials within two days or date specified by NITS. NITS shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.
33. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the NITS reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the NITS.
34. The Agency shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the NITS reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to the NITS from amount payable to him or otherwise.
35. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
36. An agreement shall be signed with the successful bidder as per specimen enclosed.
37. In case the Agency or any of his employees fails to fulfil his/ their obligations for any day or for any number of days to the satisfaction of the NITS for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the NITS per day for the entire numbers of such days and the NITS shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Agency.
38. If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the NITS shall be liable to recover any amount towards penalty or

losses as decided by the authorized officer and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.

39. The Authorised officer/Committee of NITS shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
40. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to NITS.
41. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the NITS premises when not on duty. In the event of noticing such an incident a penalty of Rs.5,000/- will be imposed. However, provision for a change room/rest room will be provided by NITS for employees on duty. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Agency.
42. Any complaint by NITS if not attended within prescribed time may attract a penalty of Rs. 500/- for each complaint to the Agency as decided by NITS.
43. In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by Sole Arbitrator to be appointed by the Director General, Bureau of Indian Standards. The provisions of Arbitration and Conciliation Act, 1996 shall be applicable.
44. In case of any dispute between the Agency and NITS, NITS shall have the right to decide. However, all matters of jurisdiction shall be at the High Court at Allahabad.

**Appendix- I**  
**(Clause 6 of C-1 of Annex-IV)**

**DAILY CHECKLIST FORM- ADMINISTRATIVE BUILDING**

Date: .....

	Issue	Observation		Remarks
1.	Material received are branded ones and stored properly	Yes	No	
2.	All areas cleaned and no areas left out	Yes	No	
3.	Building readied timely	Yes	No	
4.	Workers are found in uniform	Yes	No	
5.	Dusting of tables, chairs, furniture done	Yes	No	
6.	Glass panes/windows/doors cleaned	Yes	No	
7.	Floors are hygienically cleaned	Yes	No	
8.	Toilets hygienically cleaned	Yes	No	
9.	Replenished naphthaline balls, odonil, soap cakes in toilets	Yes	No	
10.	Garbage/ waste cleared from dust bins	Yes	No	
11.	Garbage/waste collected disposed-off in poly. bags	Yes	No	
12.	Stair case/Veranda cleaned with surf – weekly	Yes	No	
13.	Tables, chairs etc. moved and swept – weekly	Yes	No	
14.	De-pesting is done once in a week	Yes	No	
15.	Toilet paper rolls/liquid soap available	Yes	No	
16.	Terrace cleaned – monthly	Yes	No	
17.	Drainage system is functioning properly. No leakage/overflow observed	Yes	No	
18.	Any other item	Yes	No	
19.	Any other item	Yes	No	

Overall Housekeeping and Maintenance  
Of Administrative Building:

Satisfactory/Not satisfactory

Name and Signature of Agency

**Appendix II**  
**(Clause 6 of C-1 of Annex-IV)**

**DAILY CHECKLIST FORM- OPEN AREA**

	<b>Issue</b>	<b>Observation</b>		<b>Remarks</b>
1.	Sweeping/ cleaning of Roads inside the premises	Yes	No	
2.	Sweeping/ cleaning open areas inside the boundary wall	Yes	No	
3.	Garbage collected and properly covered for disposal	Yes	No	
4.	Disposal done properly	Yes	No	
5.	Drainage system functioning properly- No overflows anywhere	Yes	No	
6.	Parking area in front of building cleaned	Yes	No	
7.	Security cabin cleaned	Yes	No	
8.	Papers/polythene bags/waste materials removed	Yes	No	
9.	DG Set area cleaned	Yes	No	
10.	Garages	Yes	No	
11.	Footpath Outside NITS campus on front side	Yes	No	
12.	Any other item	Yes	No	

Overall Housekeeping and Maintenance of Open Area: Satisfactory/Not satisfactory

Name and Signature of Agency

**Appendix III**  
**(Clause 6 of C-1 of Annex-IV)**

**DAILY CHECKLIST FORM- HOSTEL**

Date: .....

Sl. No.	Issue	Observation		Remarks
1.	Supervisor/Receptionist and Room boys 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 (2 Hindi & 2 English) 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 provided in the room	Yes	No	
8.	Status of fixtures and fittings ascertained- In order	Yes	No	
9.	Linen (bed sheets, towels, etc.) provided fresh/Changed as per stipulated frequency	Yes	No	
10.	Room boys presented themselves and behaved properly	Yes	No	
11.	House keeping service of Hostel Block done	Yes	No	
12.	Check-in/Check-out formalities done in a pleasing manner	Yes	No	
13.	Feed back forms duly filled in handed over	Yes	No	
14.	No due certificate issued to guest by supervisor	Yes	No	
15.	Any other item	Yes	No	
16.	Complaints, if any	Yes	No	

Overall Housekeeping and Maintenance  
of Hostel Building:

Satisfactory/Not satisfactory

Name and Signature  
of representative of  
Agency



**Appendix IV  
(Clause 3 of C-2 of Annex-IV)**

**FOOD MENU**

**BED TEA/COFFEE**

Tea/Coffee (as per request)

**BREAKFAST**

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

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

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

**LUNCH/DINNER**

1. **Soup -** Cream of Tomato/ Sweet Corn Soup/ Veg Soup/ Tamatar Dhania ka  
Shorba
2. **Salads -** Two types of Salads including Green Salad

**Main Course**

3. **One Non- Veg -** Boneless Chicken/Chicken Curry/Kebab/Murg Tikka 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** -Mix Veg / Kofta /Bhindi/ Cabbage/Cauliflower/ boiled Vegetables)/ Dum Aloo/ baby corn

**6. One Dal** - Yellow Dal Tadka/ Dal Makhani/Rajma/ Chane/ Sambar-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 (Mint-Coriander)**

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

### **VIP LUNCH / DINNER**

**1. Soup (Two)-** Cream of Chicken/Chicken noodle Soup and Cream of Tomato/Sweet Corn/ 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/Sprout salad/ Onion rings in Vinegar

### **Main Course**

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

**4** Vegetable whole wheat sandwich or Paneer tikka sandwich

**5** Three Vegetable- Boiled vegetable/Mix Vegetable & any two out of Mutter paneer/ Malai Palak/ Mattar Mashroom Navrattan Korma/ Bhindi do pyaza/ Kofta curry/ Cauliflower/Sarson-Ka-Sag etc

**6** Yellow Dal Tadka/Dal Makhani/Rajmah/Channe

**7** Steamed Rice/ Navarattan Pulao/ Zeera Rice/ Veg Pulao

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

- 9 Plain/Butter Naan/Rotti/ Parantha/Tawa Roti/Missi/Makki Roti etc plus additional items as desired by NITS
- 10 Achaar+ Papad+Chutney
- 11 **Dessert (Two)** -Rasmlai/GulabJamun/Moong Dal Halwa/Gajjar Halwa/ Custard with Jelly/Malpua with Rabri/ Rasgolla/ Date Panacakes/ Pastry/Vanilia Ice Cream with Hot Chocolate Sauce/Butter Scotch

**High-Tea**

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

**Note: The Agency should be ready to provide additional or replace the above dishes with South Indian or Chinese dishes as and when desired by NITS**

**Appendix V**  
**(Clause 5 of C-2 of Annex-IV)**

**PROFORMA FOR HYGIENE AUDIT**

(I)	<b>Quality testing at receiving point (where the raw food/consumable is received/procured)</b>			
	1	FIFO principle is applied (first in - first out)	Yes	No
(II)	<b>Food Preparation</b>			
	2	Food indexing- the menus are being decided to ensure food variety	Yes	No
(III)	<b>Food Safety</b>			
	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)	<b>Kitchen/Pantry Hygiene</b>			
	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)	<b>Condition of Equipment in Food Preparation</b>			
	11	Work worthy	Yes	No
	12	Clean	Yes	No
	13	Safe to handle	Yes	No
(VI)	<b>Food Handler's Health</b>			
	14	Health check up done or not	Yes	No
	15	Nail are cut clean and healthy	Yes	No
	16	Head gears/caps are worn	Yes	No
	17	Gloves are worn	Yes	No
	18	Smoking, eating or chewing of tobacco, zarda,gutka etc spitting, are strictly prohibited – Prohibition observed or not	Yes	No
(VII)	<b>Hygiene of Eating Place</b>			
	19	Floor is hygienically clean	Yes	No
	20	Walls are dust/damp free	Yes	No
	21	Furniture is regularly cleaned	Yes	No
(VIII)	<b>Food Quality</b>			
	22	Palatability is tasted by the Company's Representative	Yes	No
(IX)	<b>General</b>			
	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: Satisfactory/Not satisfactory

Name and Signature of Agency

**Appendix VI**  
**(Clause 7 of C-2 of Annex-IV)**  
**DAILY CHECKLIST FORM – CAFETERIA**

Date:.....

Sl. No.	Issue	Observation		Remarks
		Yes	No	
	Raw material received are branded ones and stored properly			
	Food prepared properly and stored properly under Hygienic conditions			
	Prepared items covered properly			
	Utensils are properly cleaned			
	Floors are hygienically cleaned			
	Kitchen staff are in uniform			
	Service Boys are in uniform and wearing gloves and caps			
	Potable Drinking water arrangements neatly done			
	Utensil washing area is properly maintained			
	Dining hall and Tables in cafeteria properly cleaned and dressed up			
	All items as per Menu provided			
	Serving tables covered with white clothe with coloured frills			
	All items in orderly manner and are in a presentable manner			
	Fingernails trimmed and clean			
	Bathing daily			
	Storage area/ fridge is clean			
	Exhaust system is working			
	Garbage disposal done regularly			
	Drainage system is functioning			
	Flies present in Kitchen and Dining Area			
	Fly Catcher working satisfactorily			
	Insect or Spiderweb seen in Kitchen and Dining Area			
	Any Other Observation			

Overall Maintenance of Cafeteria:

Satisfactory/Not satisfactory

Name and Signature of Agency