

NIT: [I-12031/2/2018-ADMIN](#)

Date: 04.06.2019

NOTICE FOR INVITING TENDER (NIT) FOR PROVIDING CATERING & HOUSEKEEPING SERVICES AT IICA CAMPUS, MANESAR AT IICA, PLOT NOS. P-6, 7, 8, SECTOR – 5, IMT MANESAR, DISTT GURGAON (HARYANA).

E- Tenders are invited under Two-Bid system from reputed agencies for the above said services for a period of one year, which can be extended further based on the performance and requirements. Other detailed information regarding terms and conditions of the contract along with tender form can be downloaded from the CPPP at eprocure.gov.in as well as the official website of IICA (www.iica.nic.in). The tender documents can be downloaded from IICA's website www.iica.nic.in.

2. Last date/ time for submission of e-tender(s) is 01.07.2019 latest by 3.00 PM. Tenderers should sign at the bottom space of all pages of tender document. The e-tenders received after the above said scheduled date and time will not be considered. No tender by post/fax/ e-mail will be entertained. The tender bid shall be opened at IICA, Manesar on 02.07.2019 at 3.00PM in e procurement.

3. The tenders are being invited through e-procurement module of Central Public Procurement Portal- CPPP (e-procure.gov.in) under two bid system i.e. **Technical Bid** and **Financial Bid**. Tenderers are requested to apprise themselves of the provisions of e-procurement system and submit their respective bids through e-procurement systems at www.eprocure.gov.in.

4. The technical bids shall be opened first and evaluated by the Evaluation Committee. At the second stage, financial bids of only the technically qualified bidders will be opened at a later date. Last date of submission of Technical and Financial Bids along with the essential documents is 01.07.2019.

5. IICA reserves the right to reject any or all of the tenders in part or full without assigning any reason(s) and may also extend the deadline for submission of tenders.

Sd/-
(Anil Kumar)
Administrative Officer

Scope of Work for providing Catering Services

1. The services of catering and house-keeping will be provided in the premises of IICA located at Plot No. 6,7&8, Sector – 5, IMT Manesar, Gurugram (Haryana) – 122051 divided into administrative block, residential block and hostel block.
2. Contractor will be provided free electricity, water (except drinking water), gas connection with empty cylinders by IICA. Cost of refilling of cylinders will be borne by the Contractor. Two gas banks of ten cylinders each are provided by IICA.
3. Furniture and kitchen equipment in proper working condition will be provided by IICA. However, Contractor will be responsible to maintain the equipments and any cost towards maintenance of such equipments will be borne by the contractor.
4. All three meals, including snacks will be required to be served in buffet unless otherwise specified by IICA for silver service along with portable RO water on the day of training programme(s) or as instructed by IICA. The Contractor shall ensure requisite quantity and efficient service in dining hall/ cafeteria. In case of poor quality of food items, a penalty of Rs. 1,000/- shall be imposed by the IICA on every occasion. The menu will be pre-decided in consultation with IICA as per **Annexure-II. The name of food items will be displayed and the veg and non-vegetarian items shall be served separately.**

The contractor will ensure that hot food is served to the participants. In this connection, fuel, if any shall be arranged by the contractor from his own expenditure. In case of any complaint from the participant, a penalty of Rs. 1,000/- shall be imposed by the IICA.

5. Contractor will be required to provide branded quality four sachets of dairy whitener and sugar, two tea bags and coffee sachet along with small packet of biscuit. The tea kit is to be placed in a tray with cups/ saucer consisting of tea, coffee, biscuits, milk and sugar/ sugar free pills for diabetics in sachets with stirrer.
6. Serving of branded quality packed drinking water to the participants and faculty(s) in the lecture rooms will be the part of service. Contractor will be required to arrange for potable RO drinking water jars and scratch proof plastic glasses for service. However, water dispensers shall be provided by IICA in lecture rooms and dining hall.
7. Tea, Coffee and cold drinks along with cookies as decided by IICA are to be served to the trainees and faculty during the training programmes as per the requirement of the programme. Provision for sugar free tea/coffee/cold drinks shall also be made by the Contractor as per the requirement.
8. Service of aerated drinks, hot beverages, snacks, etc. will be made available to the trainees & faculty at approved rates in IICA campus on individual payment basis/ office billing basis as the case may be. Contractor shall maintain sufficient stock of the required items and provide services. In the alternative, vending machine may also be provided.
9. The Contractor shall also have to maintain and provide Canteen services to the IICA staff including project staff & floating visitors on approved rates, menu and quantity. The Canteen service will include breakfast, lunch, dinner, tea & coffee, aerated drinks, snacks, etc. as per **Annexure-II (Menu-3 (i)).**
10. The Contractor shall serve special breakfast/ lunch/ dinner/ forenoon tea/ afternoon tea, evening snacks etc. as per the requirements conveyed by IICA. Extra / special items, if any, to be provided in the special menu will be decided by IICA in consultation with the Contractor. For special and isolated cases of VIP catering, menu and rates will be mutually decided after negotiation with the contractor. The contractor will provide additional items as required by IICA and the payment will be made by the IICA.
11. The Contractor shall follow different menus and shall seek instructions from designated Mess Committee by IICA regarding specific items to be served in the menu for an event. The designated

Mess Committee may modify menu on different days to suit the needs of the trainees and IICA. The detailed menu so prepared shall normally be valid for the week. No change can be made in the menu by the Contractor without written approval. Violation of these instructions shall automatically result in 5% deduction from the bill for that event, subject to a minimum of Rs.1000/- (Rupees one thousand only) - per occasion.

12. The Contractor shall provide good quality 2 ply napkins during service of meals. For special events, Contractor shall provide cloth napkins (serviettes) as per directions of IICA without any extra charges. A suggestion register will be maintained in the hostel dining hall and cafeteria of the Institute for registering suggestions of the trainees and faculty with regard to all/any aspect of the food including services provided by the contractor and the contractor shall take appropriate remedial steps in this regard under intimation to IICA. Feedback will be taken on the IT System every day. In case of adverse feedback, a warning letter will be given by the IICA to the contractor. In the second instance, IICA will impose a penalty of minimum Rs.1, 000/-.
13. Contractor must submit, on demand, a certificate and proof of freshness and for service quality of non-veg. items from the concerned authorities. The Members of the designated Mess Committee shall accompany with the contractor to purchase the items. The IICA Campus comprises of Safal outlet, therefore, contractor will give preference to purchase the vegetable items from there.
14. Contractor shall buy, at his own cost, good quality raw materials e.g., meat, fish, poultry and eggs, grocery, vegetables & fruits, etc. for preparation of all meals. (Use of beef and pork is prohibited). . The Members of the designated Mess Committee shall accompany with the contractor to purchase the items.
15. The contractor shall provide a declaration of Halal Meat for non-vegetarian items for foreign participants or as per need of IICA. In case of suppression of fact or wrong declaration thereof, the contract shall be liable to be terminated with appropriate penalty as decided by IICA at that time. Besides, above, an appropriate action may also be taken by IICA under the law.
16. Arrangements, provision for food, provision and maintenance of crockery, cutlery etc. will be the sole responsibility of the contractor. For special occasion, VIP Buffet ware Set-up shall be arranged by the contractor
17. Contractor will be responsible to maintain cleanliness, upkeep and hygiene of crockery, cutlery, glassware, furniture and Canteen. Dirty & used crockery, cutlery & glassware will be taken care during the service & afterwards. Proper services will be provided by the Contractor. The food production, pantry, steward dishwashing and pot-washing areas are to be kept free from insects / rodents. For this, proper pest control is to be done and to be carried- out periodically by the contractor which may be reviewed by IICA at any point of time. IICA's Representatives may at any point of time inspect the catering area / quality of items without any notice. The standard of cleanliness would be as per FSAI. The camera(s) will be installed in the kitchen area by the IICA and the live broadcasting thereof shall be telecasted at dining area(s) and/or at suitable places/desktops.
18. A full time Manager to be deployed at IICA, who must possess qualification of B.Sc. H&HA. The Manager shall be required to stay at IICA site on regular basis. Besides, there should be one supervisor for housekeeping services and catering services respectively, possessing certificate in the relevant area. There should also be Front Office persons, possessing Diploma in Front Office. The Essence of awarding contract is that the other staff must be humble and courteous. The staff should be medically fit and the contractor should obtain certificates from Govt. Hospitals /AMA as notified by IICA. They need to be medically examined at each interval of six months and fitness certificate must be submitted to IICA. The Contractor should immediately withdraw staff with any contagious disease from deployment.
19. Room service facility shall be provided by the contractor in case of guests staying in Retreat and Resort. The catering supervisor shall be responsible to take the order of guests staying in Retreat and Resort. The Manager and Supervisor shall ensure that quality and efficient room services shall

- be provided to the guests. In case of any complaint/deficiency against the contractor, a penalty of Rs. 1,000/- shall be imposed by IICA and in case of repetition, the same would be increased.
20. The workforce deployed should be adequate to provide highest standards of quality and services. In case of any complaint/deficiency against the contractor from the participant(s), a penalty of Rs. 1,000/- shall be imposed by the IICA. The penalty may be increased in case of repetition.
 21. The Contractor shall deploy sufficient number of trained cooks - having knowledge of preparation of various North Indian, South Indian, Continental and Chinese dishes. Waiters, cleaning staff, dish washers, head waiters and supervisors will ensure complaint free service. In addition, sufficient number of safaiwalas / cleaning staff shall be engaged for the hostel and canteen in the Residential and office campus exclusively for cleaning. The cleaning timings shall be fixed in such a way so that it does not hamper the food service. Sufficient number of waiters shall be provided for smooth and efficient service. At least one Supervisor should be engaged for all events in dining hall(s) in the hostels and in the cafeteria in the Institute. In case of any complaint/deficiency against the contractor from the participant(s), a penalty of Rs. 1,000/- shall be imposed by the IICA. The penalty may be increased in case of repetition.
 22. The raw material, semi-cooked and cooked food shall be held/kept under total hygienic conditions by the Contractor as per food laws. LPG will be used as cooking fuel and shall not be substituted with any other fuel viz. wood/coal, except for tandoor. Coal can only be used for tandoor after approval with the designated Mess Committee in the designated area only. Dry and wet wastes will be kept in separate dustbins.
 23. Floors, walls, doors, windows, ceilings, ceiling fans, electrical fixtures and furniture in the dining halls, kitchens, hand-wash area and the cafeteria and tea lounges in the Institute building shall be maintained spotlessly clean by the Contractor. Failure to keep these in spotless condition shall be dealt with by imposition of a penalty of Rs.1, 000/- per occasion.
 24. The wash basin areas tend to get dirty frequently during meal times. The Contractor should ensure special care at these times including cleaning and drying at intervals of every fifteen minutes or less to ensure clean and clear washbasins and surrounding areas.
 25. Utensils shall be cleaned using hot water and proper liquid detergents and finally washed in quality antiseptic liquid.
 26. Contractor shall not use cracked, chipped and stained crockery. The Contractor shall replace all chipped, cracked, stained and broken crockery items immediately at his own cost. If chipped, cracked, stained crockery is found in use, it will attract a penalty of Rs.1, 000/- per occasion.
 27. The Contractor should ensure that all the Electric Kettles provided in the hostel rooms are maintained in clean and working condition at all times.
 28. It will be the responsibility of the contractor to arrange for the disposal of waste material/ garbage of the hostel area, 1-BHK, retreat area and kitchens at his cost on regular intervals. Disposal of kitchen waste will be used for the compost machine. Dry and wet wastes will be kept in separate dustbins.
 29. Financial losses and other damages caused to IICA on account of the bad quality of food served are liable to be penalised and suitable recoveries as decided by IICA shall be made on this account. The designated officials of IICA are entitled to inspect the premises at any time to ensure bona-fide use, to check hygiene and cleanliness and to check quality of the ingredients used and the food quality.
 30. IICA reserves the right to test / have tested from certified agency, at any time at its cost, the raw materials used for breakfast/ lunch/ dinner/ tea/coffee etc. The foodstuff prepared for serving shall be subject to the approval of IICA authorities and their decision in this regard shall be final and binding on the Contractor.
 31. Minimum guarantee of 2250 plates (aggregate) shall be given by the IICA to the vendor over a period of three months.
 32. Surprise checks can be carried out by any designated IICA official(s) during any of the services for which no extra charge will be levied/ billed for exercising quality control. Observations of such checks will be duly intimated to the contractor, which shall be binding upon him/her for

compliance In case of any complaint/deficiency against the contractor, a penalty of Rs. 1,000/- shall be imposed by IICA and in case of repetition, the same would be increased. Surprise check would be undertaken, including food testing.

33. The items used for preparation are subject to verification at any time without notice by IICA or by its authorised committee, and any recommendations made will be final and binding on the Contractor.
34. Non-compliance of any of the above provisions may result in the termination of the contract.
35. Apart from the penalties mentioned in the foregoing pages, a flat penalty of Rs.1, 000/- per occasion will be imposed by IICA authority / authorized committee for breach of contract for not maintaining the quality/quantity/service/non conforming to rules as per agreement which may be in addition to disallowing payment for items of inferior quality served or for items not served at all. IICA will be free to feed the Guests in case of non-supply/short supply, at the cost of the Contractor and the expenditure thereof will be borne by the Contractor besides a penalty of Rs.1, 000/- per occasion.
36. No criminal complaint/case should be pending against any of the staff deployed at IICA premises. A police verification certificate in this regard shall be provided by the contractor at no cost to IICA.

Scope of Work for providing House-Keeping Services

1. The Institute has developed excellent residential facility for the visiting guests, faculty & trainees. These facilities are spread over three blocks in its sprawling campus with captivating ambience. The residential facility comprises of 100+ rooms accommodation spread over Trainees' Hostel Blocks, 1-BHK Block and Retreat area.
2. Each room is air-conditioned and fully furnished with linen & furniture and is having other accessories like TV set with DTH connection, Intercom connection, Geysers, etc.
3. The kitchens are well equipped equally matched by quality furniture in dining halls.
4. Other facilities available in the campus include WI-Fi facility in Hostel Blocks, a modern Gymnasium, Recreational amenity like badminton court, table tennis, volleyball & cricket, indoor games - chess, carom, etc.
5. The Trainee's Hostels, 1-BHK Block and Retreat block will cater to the visitors comprising trainees, faculty members & guests from different PSUs/ Govt. departments (both public & private). The services shall comprise both lodging & boarding facilities, housekeeping, front office-reception and reservation (completing all formalities of arrival and departure) of all Guests/Participants, etc.

S. No.	Description of Work	Area to covered /Number of rooms
1.	1-BHK block including consumable tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings, lift lobby and staircases up to 8 th floors, parking lot surroundings, verandah, common toilet and pathways etc. (Consist of 8 floors) For additional rooms, the payment would be made on prorata basis	20 Rooms

2.	Trainees' Hostels and surrounding including consumable tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings, lift lobby and staircases upto 8 th floors, parking lot surroundings, verandah, common toilet and pathways, lift lobby, staircases, dining area, reception area, kitchen, manager's room and surrounding pathways. (Consists of 9 floors)	72 bedrooms, eight rooms on each floor.
3.	Retreat block and surrounding including consumable tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings. (Consists of two floors)	12 Rooms (2 suites) including common areas, Reception area, staircase, Gym, room.
4.	Resort (Two floors)	5 rooms
5	Canteen (Jhatpat) and Gym – Two floors	1 Dining Halls with seating capacity of 50 persons (approx.).

6. Sufficiently experienced personnel in adequate number shall be arranged by the Contractor and deployed to provide all the housekeeping services of a high standard quality to the satisfaction of the IICA authorities. For Housekeeping services at least 1 worker shall be deployed at each floor and one housekeeping supervisor will also be deployed by vendor to oversee their work. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service.
7. The floors of the building areas including rooms, bathrooms and toilets shall be washed, cleaned, and mopped daily with appropriate eco-friendly cleaning aids supported with right kind of equipment and cleaning aids suitable for wooden, PVC, and vitrified tiled floors. Use of disinfectants is a must for bathrooms and toilets. Branded liquid soap in bathrooms and common toilets will be provided by the Contractor. The cleanliness and hygiene of complete area of the buildings shall be maintained. The vendor shall provide eco friendly soap approved by IICA for toilet and bathing, i.e. for shampoo and body wash. Toilet kit to be provided in packed condition consisting disposable bag, W/C band, toilet roll, toothpaste/brush. After every usage by the participants, W/C Band will be changed. IICA will make surprise check through their designated officers/committee(s).
8. Effective cleaning of rooms and bathrooms has to be ensured during the morning shift taking into account the convenience of the occupants. Unoccupied rooms should be aired and dusted every day. The housekeeping would also entail periodic changing of linen, towel toilet kits, tea kits etc. The permanent items such as bed sheets, pillow covers, blankets, towels etc. would be replenished by IICA. Bidder would provide consumables and replenish them whenever required. In case of deficiency of services on the part of contractor or complaints from the guests, a penalty of Rs. 1,000/- shall be imposed by IICA against the contractor. In case of repetition, the penalty amount would be increased.
9. Besides daily cleaning schedules of weekly, fortnightly, monthly, and spring cleaning will also be required to be undertaken under intimation to IICA. The contractor will prepare a list of protocol and daily check's for scheduled housekeeping works. Common toilets and common area cleaning in the 1 BHK, Hostel, retreat, resort, canteen will be done and checklist thereof will flash/and be maintained on daily basis by the contractor. The Manager of contractor will output chart/report for housekeeping and catering on daily basis in a digital format to IICA. MIS report from time to time shall also be provided by the contractor to IICA in the prescribed format decided by IICA.

10. The contractor shall be responsible and bear the cost of housekeeping cleaning aids and agents, equipment and other consumables required for housekeeping services.
11. Vacuum cleaning, shampooing of the upholstery will be the responsibility of the Contractor. Proper branded furniture polish will be used for up-keeping of polished furniture.
12. The services of an educated person with polite and etiquette with communication proficiency both in English and Hindi for Front Office and housekeeping assistant/ agent (FOA) are required round the clock at the cost of the Contractor. The FOA shall look after all assignments related to room allocation, telephone operator, STD facility, collection of all the charges from guests etc. as per the approved rates of IICA. The other house-keeping staff should also be trained and basic code of conduct must be followed by them.
13. The contractor shall also provide facility of room services on demand basis.
14. Complete records regarding guest arrival and departure, cash receipt books issued by IICA shall be maintained by the FOA deployed by the Contractor and can be inspected by authorised representative of IICA at any time. Room charges and other collections will be deposited with the Cashier IICA on daily basis during working hours by the authorised person of the Contractor. Proper record of the receipts and deposits so made to the IICA Cashier shall be maintained by the Agency/Contractor, preferably in digital form. The person managing front desk shall look after the activities as referred herein this Para under the supervision of Manager deputed by the contractor and IICA's authorised officer.
15. The Manager in each shift shall be responsible for allocation of duties to workers, maintenance of accounts of linen items and for interaction with In charge Trainee's Hostel/ 1-BHK/ Retreat for the upkeep of the Trainees' Hostel complex. He/ She should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of In charge Hostel or higher authorities supported with requisite gate pass. The bills will be collected with GST. In case of non-collection of GST bills, the same will be the responsibility of contractor only.
16. Booking/ reservations for the guests will be made only by IICA. The Contractor shall not allow the bookings or stay in the trainees' hostel/ 1-BHK and retreat block of any unauthorized person(s), which may lead to termination of Contract.
17. The deployment chart of the housekeeping persons to clean hostel, 1 BHK, retreat, resort, common area, etc, shall be prepared by the Manager of the Contractor and shared with the IICA in consultation with the authorised officer of IICA. The deployment chart shall be strictly followed. The employees of Contractor, including catering and housekeeping would be required to mark their attendance in adhaar based biometric attendance machine. Brief profile of each employee will also be provided by the contractor to the IICA
18. The employees of contractor shall be deployed as per the deployment duty chart. In case of change of employee, the same shall be informed by the Contractor to IICA. In case of any deviation without information/permission from IICA, a penalty for Rs. 1000/- shall be imposed by IICA. In case of repetition, the penalty amount will be increased.
19. The contractor will also be required to execute a Non-Disclosure Agreement (NDA) with the IICA at the time of award of contract.

17. Criteria for Eligibility

1. Tenderer should have valid GST No. and PAN
2. Should have ESIC and EPF Registration No.
3. Should have a license of FSSAI and should be registered with Shops and Establishments Act.
4. Bidder should have 3 years' experience rendering both catering & housekeeping services for at least 200 persons per month preferably at Institutes of Govt. /corporate establishments/ complexes.

5. Bidder should be involved in catering assignments with total annual aggregate billing of at least Rs. 50 Lakh in various assignments during each of the last three financial years.
6. Bidder should be involved in housekeeping assignments with total annual aggregate billing of at least Rs. 30 Lakh in various assignments during each of the last three financial years.
7. The applicant is required to start their services within one week of award of contract.

18. Criteria for Evaluation of the Bid

A. The bids shall be ranked keeping in view the marks obtained on a scale of 200 marks (100 marks in Technical Bid and 100 marks in Financial Bid) during evaluation of bids. The financial bids of only those successful bidders who obtain minimum 50% points i.e. 50/100 in Technical evaluation will be opened for further evaluation.

B. Selection of the tender shall be on the basis of obtaining highest marks in combination of Technical Bid and Financial Bid. The work will be awarded to the bidder/tenderer who obtains the highest marks in combination of Technical and Financial Bids. In case of tie, contract awardee will be decided on the basis of marks at Sl. No.3 of Table below i.e. Performance of works (Quality) based on report/assessment by the Food Tasting committee/ presentation.

C. (i) Criteria for evaluation of the technical bid/performance of contractors for pre- eligibility

Sl. No.	Attributes	Evaluation
1.	Average financial strength for catering services during the last three financial years on the basis of turnover of the company/firm. Min Rs.50-80 lakh Rs.81 lakh to Rs. 1 crore Rs. 1.01 crore to Rs. 1.10 crore Rs. 1.11 crore to Rs.1.20 Rs.1.21 crore to Rs. .30 crore Rs. 1.31 crore to Rs.1.40 crore Rs. 1.41 crore to Rs.1.50 crore Rs. 1.51 crore above Please attach relevant documents	(25 Marks) 10 15 18 20 22 23 24 25
2.	Average financial strength for housekeeping services during the last three financial years on the basis of turnover of the company/firm. Minimum turn over should be Rs. 30 Lakh. Min Rs.30 Lakh Rs. 31 Lakh to Rs.50 Lakh/year	(25 Marks) 10 15

	Rs. 51 Lakh to Rs. 70 Lakh	20
	Rs. 71 Lakh to Rs. 80 Lakh	22
	Rs. 81 Lakh to Rs.90 Lakh	23
	Rs. 91 Lakh to Rs.1 crore	24
	Rs. 1 crore above	25
	(please attach relevant documents)	
3.	Performance of works (Quality) based on report/assessment by the visiting committee/ presentation (Quality of food, Hygiene, cleanliness, feedback from the client, service quality, efficiency in handling cash transactions)	(30 Marks)
	(i) Excellent	
	(ii) Very Good	30
	(iii) Good	25
	(iv) Fair	20
	(v) Poor	10
		0
4.	Personnel and Establishment (list of personnel actually deployed as various site with their EPF no.	(20 Marks)
	(i) Min. 30/per month	10
	(ii) 30 to 50 / per month	12
	(iii) 51 to 70 / per month	14
	(iv) 71 to 90 / per month	16
	(v) 91 to 110 / per month	18
	(vi) Above 110 / per month	20

(ii) For the purpose of Sl. No. 3 of the above table, the bidders would be required to prepare the food at IICA's site and serve the same before the Food Tasting Committee as per the lunch Menu-1(ii), which is described at page 28 of this tender document. The Committee would assess the quality of food, service, hygiene, etc. and accordingly, award the number to each bidder.

(iii) The bidder(s) would ensure to fill the Annexure-A and it would be mandatory that the staff indicated in Annexure shall prepare the food at IICA site during food tasting. It shall further be ensured by the bidder that same team would be deployed by them during the contract period, if awarded.

Financial bid evaluation:-

A. The financial bids of only those successful bidders will be opened who obtain minimum 50 points i.e. 50/100 in Technical evaluation.

Criteria for evaluation of the financial bid of the tenderer/bidder

The Financial Bids will be evaluated as per the evaluation criteria mentioned below (Total 100 points):

The bidder with lowest financial bid (L1) will be awarded 100% score.

The Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder = $\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\} \%$

19. Documents to be submitted along with the Bid

1. Technical Bid –

Copy of following documents is to be submitted along with application in the format provided at **Annexure – I**

- a) Pay order/DD for Rs. 3, 00,000/- drawn in favour of Indian Institute of Corporate Affairs valid for 90 days.
- b) One self-attested recent passport size photograph of the authorized person of the firm/agency, with name, designation, and address and office telephone numbers.
- c) PAN card issued by the income tax department
- d) Income-tax return of last 3 financial years
- e) GST registration certificate.
- f) Employee Provident Fund Registration number and ESIC Registration No.
- g) Licence No. under Contract Labour (R&A) Act, 1970.
- h) Licence to run catering & housekeeping services from concerned Govt. authorities.
- i) Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers.
- j) Proof of annual turnover, duly certified by a Chartered Accountant.
- k) Authority letter for signing of the document on behalf of firm.
- l) A certificate regarding non-relationship with IICA employees as per given draft at **Annexure III** in the tender form.
- m) Registration with FSSAI

20. Financial Bid –

- a) The financial bid should be submitted showing the rates and the total tender amount for catering & housekeeping services both in words and figures. In the event of any contradiction between the two, the rates quoted in words shall be considered for evaluation and same shall be binding upon the tenderer.
- b) The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies. IICA holds no liability to increase the rates after their acceptance due to any reason whatsoever.

- c) Tenderer signing the tender should clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be copies of the document authorising the signatory to sign the tender on behalf of tenderer should be attached with the tender.
- d) There should not be any overwriting/corrections in the tender.
- e) Format of Financial Bid is provided at **Annexure-II**

General Guidelines –

1. Submission of Tender:

The e-tenders will be submitted under **two bid system i.e. Technical Bid and Financial Bid**. The interested Agencies are advised to submit their technical bids and financial bids through e-procurement systems at www.eprocure.gov.in in the prescribed formats i.e. **Annexure-I** and **Annexure-II**. The technical bids shall be opened first and evaluated by the Evaluation Committee. At the second stage, financial bids of only the technically qualified bidders will be opened at a later date. Last date of submission of Technical and Financial Bids along with the essential documents is 01.07.2019.

2. One bid per bidder:

Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners is a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

3. Modification

At any time prior to the date for submission of Tenders, IICA may for any reason, modify the Tender documents by amendment. The amendment will be published on IICA's website www.iica.in.

4. Earnest Money Deposit:

Each tender must be accompanied with an Earnest Money (EMD) in the form of a demand draft only drawn on any nationalised / scheduled bank in favour of Indian Institute of Corporate Affairs, payable at Manesar. At the back of the demand draft, the name of the tenderer should be clearly written with the caption "Providing Catering & Housekeeping Services at IICA, Manesar" and shall be sent to IICA, Manesar address.

The earnest money will be forfeited:

- a) If the tenderer withdraws his tender during the period of tender validity.
- b) If in the case of the successful tenderer, the tenderer fails to:
 - i) Sign the contract or to furnish performance security in accordance with General terms and conditions of contract.
 - ii) Comply with all the terms and conditions of the agreement.
 - iii) Comply with the rules and regulations set forth by Govt. such as PF, ESI etc. The Contractor will submit a proof of deposit of ESI & PF in respect of workers engaged by him, to IICA being principal employer.

Return/refund of EMD to the unsuccessful/non-responsive Tenderer(s) will be made normally within 30 days after the successful award of tender. No interest shall be payable on it under any circumstances.

5. Statutory Compliances:

- a) The monthly minimum wages rates shall not be less than the DC, Gurgaon rates.
- b) The contractor shall comply with all statutory compliances, including PF, ESI, levies and taxes, Contract Labour Act, Minimum Wages Act and other law for the time being in force. The bill should be supported with deposit Challan/ Receipts for EPF, ESI, and GST etc. for the previous month.
- c) GST shall be subject to revision as notified by GOI from time to time.

6. Validity and Evaluation:

- a) The tender shall be valid for a period of at least three months from the date of opening of the tender.
- b) Incomplete, conditional tenders and fax/e-mail/telegraphic tenders are liable to be rejected.
- c) Tenders are not transferable under any circumstances.
- d) Evaluation will be done as per the Selection Process.

7. Acceptance of Tender:

- a) IICA may disqualify such tenderer who have a record of not meeting the contractual obligations against earlier contracts entered into with IICA, or with any central or state government agencies.
- b) The tenderer shall within 15 days of receipt of the award letter or letter of intent, give his acceptance.
- c) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence and will result in the rejection of bid, in addition to other punitive measures.
- d) In case of incomplete documents/information or any non-compliance, the IICA reserves rights to reject the bid(s) out rightly.

8. Performance Guarantee:

The successful Tenderer shall be required to furnish a performance security of Rs.7, 50,000/- (Rupees seven Lakh fifty thousand only) within fifteen days after receipt of Award Letter in the form of a Bank Guarantee from a nationalised / scheduled bank in favour of 'Indian Institute of Corporate Affairs' and valid for a period of 15 months from the date of execution of agreement of contract. Copy of the same is provided at Annexure-IV.

9. Signing of contract:

The successful Tenderer shall present himself for signing the contract within two Weeks after receipt of Award Letter from IICA. Commencement of catering and house-keeping services shall be made by the Contractor in accordance with the time schedule specified in the Work Order issued by IICA.

10. Relationship with Employees:

IICA will debar parties from tendering having relatives working in IICA and/or any other unit of IICA. A declaration in this regard is required to be submitted by the selected bidder.

NB: A person shall be deemed to be a relative of another if, (a) they are members of a Hindu undivided family; or (b) they are husband and wife, or (c) the one is related to the other in the following manner; father, mother (including step mother), son (including step son), son's son's son, son's son's wife, son's daughter, son's daughter's son, wife, daughter's daughter, daughter's daughter's husband, brother (including step brother), brother's wife, sister (including step sister), sister's husband.

11. Blacklisting / criminal case :

The tenderer shall submit a certificate on the letter head of the company/firm that they have never been blacklisted/ banned/ delisted by any of the Govt. Deptt./ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertakings, Banks etc. Also a certificate shall be provided that no criminal case is pending against the firm's/company's proprietor/partners/ directors.

12. Payment of Wages by the Tenderer and payment of bill:

The payment of wages or other dues shall be paid by the tenderer/contractor to its worker before 7th of the following month in advance, which shall be then claimed by them from IICA every month. Tenderer shall not delay/stop payment of wages/salary of their worker in case of delay in payment from IICA.

13. Indemnification:

The Contractor/tenderer shall indemnify and hold IICA harmless in respect of any claim arising out of the contractor's/tenderer's or its staff member's negligent or unlawful performance during the contractual period.

14. Insurance of the manpower of Tenderer/Contractor:

The Contractor, shall, at his expense, take appropriate insurance to cover all risk take appropriate insurance to cover all risks, damages or injuries, including related claims, which might occur to any person, including a third party, and arising out of, or connected with the tenderer/contractor or its staff member's performance during the contractual period.

15. Delays in performance and liquidation of damages:

Start of services shall be made by the Contractor in accordance with the time schedule specified in the work order. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date, IICA may cancel the work order and / or recover liquidated damage charges on actuals in making alternative arrangements along with penalty of Rs.1000.00 per day for the delay period.

The cancellation of the work order shall be at the risk and responsibility of the Contractor and IICA reserves the right to award the work at the risk and cost of the defaulting Contractor.

16. Penalty:

(i) In case of breach of any conditions of the contract and for all types of losses caused by the Contractor, IICA shall make deductions as deemed suitable or as specified in the contract, from the bills preferred by the Contractor.

(ii) Any sum of money due or payable to the Contractor/Tenderer, including the performance security refundable to him under the contract, will be apportioned by IICA, against any amount of loss caused/penalty imposed on the contractor/tenderer, which the tenderer/contractor may owe to IICA during contractual period.

(iii) If at later date, it is found that the documents and certificates submitted by the Tenderer/Contractor are forged or have been manipulated, the work order issued by IICA to the tenderer/contractor shall be cancelled and security deposit shall be forfeited without any claim whatsoever on IICA and the tenderer/ contractor is liable for action as appropriate under the extant laws.

17. Compliance of applicable Laws

The Contractor will be liable to comply with all the applicable labour laws and in no circumstances, IICA can be held liable for any kind of loss, injury or death of any of the staff deployed by the Contractor. The Contractor shall be responsible to take all precautions to ensure the safety of all the equipment, persons, public & private property in accordance with statutory obligations.

18. Dispute Resolution:

In the event of any dispute or difference between the organisations relating to or arising out of this MoU, both parties shall use their best efforts to settle their disputes or differences amicably by

mutual discussions, negotiations, mediation or conciliation. Failing this the dispute will be referred to an arbitrator to be decided mutually by both the parties. The arbitration proceedings will be conducted in accordance with the Indian Arbitration and Conciliation Act, 1996 and the venue of arbitration will be Delhi. The decision of the arbitrator will be final and binding on both the parties.

19. Force Majeure:

Neither Contractor nor IICA shall be liable for any delay, default or failure under this agreement if such delays, defaults or failures arose as a direct consequence of recognized force majeure.

20. Termination:

The contract may be terminated at any point of time on account of unsatisfactory services upon review of performance by the Competent Authority at IICA. The unsatisfactory service shall mean and include non-compliance and non fulfilment of any of the contractual obligations by the tenderer/contractor or poor performance or violation of any of the terms and conditions of the tender/contract and failure on its part to correct and discrepancies/ short comings, brought to its notice in writing by CAO, IICA

The agreement may also be terminated earlier by giving one month's written notice by IICA and three months' notice by contractor without assigning any reason and the decision of Competent Authority shall be binding on the contractor. No claim for compensation of loss of revenue due to such decision shall be entertained.

Suggested brands & quality of the products

S. No	Item	Suggested Brand(s) *
(a)	Sauce (tomato/chilly) in bottle	Kissan / Heinz / Delmonte
(b)	Jam/Marmalade (5 gram sachet)	Kissan/ SIL/ Delmonte
(c)	Canned Juices	Tropicana/Real/Delmonte
(d)	Bread (Brown and multigrain only)	Britannia/Bakeman's / Harvest
(e)	Refined oil (Rice Bran or Sunflower only)	Fortune/ Nature Fresh
(f)	Yellow Mustard Oil	Agrola /Nature Fresh/Fortune/ Patanjali
(g)	Butter or butter chiplets (5 gram sachet)	Amul/Mother dairy
(h)	Milk	Mother Dairy/Amul/DMS (Single Toned)
(i)	Cornflakes / wheat puffs and Chocó flavor in disposable jar	Kellogg / Bagrry's/ Patanjali
(j)	Pickle	MTR/ Mother Recipe's
(k)	Rice (Basmati only)	Dawat/ Lalquila / India Gate/ Kohinoor/ Fortune (not less than dubar)
(l)	Potato	Pahari / Desi (Rudrapur – Good Quality)
(m)	Atta/Maida/Besan	Aashirwad/ Rajdhani
(n)	Biscuits	Sunfeast / Britannia
(o)	Salt (Iodized)	Tata/Annapurna/Aashirwad
(p)	Tea (Bags/sachet)	TajMahal/Tata Tetley/Nestle
(q)	Dairy Whitener	Everyday
(r)	Sugar (Regular and Demarara both)	Dhampur (sachets), Daurala / Mawana/ Uttam/ Trust
	Sugar free pills	Sugar free natura or equivalent brand
(s)	Pulses	Good quality
(t)	Spices	MDH/ Everest/ Catch/ Patanjali
(u)	Fruits & Vegetables	Seasonal fresh quality
(v)	Ice-cream	Mother dairy/Kwality / Amul
(w)	Meat products	Fresh good quality

* or equivalent known brand of same quality as decided by IICA.

Proposed set of Uniforms for deployed Staff

(To be arranged and provided by the Contractor)

1. **Manager** - White shirt+ Grey pants +Deep Blue Tie
2. **Housekeeping and Catering Supervisor:** White shirt+ Grey pants
3. **Front desk Assistant/Agent:** White shirt+ Grey pants
4. **Room Boys:** White shirt+ Grey pants
5. **Kitchen Staff:**
 - a) **Chef** – Chef's Pant & Coat, Apron &Cap
 - b) **Support Staff** - White Pant & Coat, Apron &Cap
6. **Housekeeping cleaning staff:** Deep blue uniform.

NB:

1. Black shoes for all uniformed staff.
2. Company's logo on uniform and name plate to be provided along with Photo Identity Cards (duly verified by IICA official).
3. Clean and smart outfit along with regular shaving for all the staff.

Proposed List of Housekeeping Material

1. CLEANING AIDS(MANUAL):

- a. Soft Brooms
- b. Hard Brooms
- c. Brushes (Hard &Soft)
- d. Floor Scrubbers
- e. Handle Brush (soft)
- f. Window ledge Brush
- g. Long Brush(Handle)
- h. W.C.Brush
- i. Curtain Brush
- j. Venetian Blind Brush(Soft)
- k. Cob Web Brushes
- l. Ladders (4 ft, 6 ft& 8ft)

2. CLEANING AIDS (MECHANICAL)

- a. Floor Scrubber and shampooing machine
- b. Vacuum Cleaner

3. MOP, SCRUBBERS & DUSTERS

- a. Squeezers with Long Handles
- b. Window Cleaners
- c. Mops (Different sizes)
- d. Day Mops with Long Handles
- e. Check Dusters
- f. Glass Cloths
- g. Yellow Dusters
- h. Old Wiping Sheets
- i. Rags

4. CLEANERS / SANITIZERS / DISINFECTANTS /REPLANTS

- a. Harpic/Domex/Sanifresh
- b. Liquid Organic Cleaners(LOC)
- c. Vim Liquids
- d. Collin Glass Cleaners
- e. Dettol/Savalon
- f. Odonil and air freshener
- g. Urinal Cubes (EcoCubes)
- h. Hit Sprays (Both Mosquito &Cockroach)

Note:

1. Eco-friendly and water conserving cleaning materials will be permitted for use with prior inspection and confirmation by IICA / In charge Hostel.
2. The contractor will do projections for stock requirements and arrange & provide the material which is required for actual usage during the month.
3. Non-functional / non-serviceable cleaning aids, equipment must be replaced as and when needed.
4. Regular pest control should be arranged and carried out by the Contractor.
5. Disposal bags for garbage will be used. However, segregation of biodegradable, recycle garbage will be taken care of by the Contractor. Disposal of these garbage in the municipal bins will be the responsibility of the Contractor.

Section - 3

Annexure- I

CHECK LIST FOR TECHNICAL BID

(To be submitted through e-procurement module of Central Public Procurement Portal-CPPP
(eprocure.gov.in))

Affix duly attested
P.P size, recent
photograph of the
authorised
representative of the
prospective bidder

Sl. No.	Documents asked for	Page no. at which document is placed
1	Name of Tendering Agency (Attach Certificate of Registration)	
2	Name of Proprietor/ Director of Agency	
3	Full Address of Registered Office	
4	Telephone No. : Mob. No. FAX No. : E-Mail Address :	
5	Full address of Operating/ Branch Office	
6	Banker of the Agency with Full Address (Attach certified copy of latest bank statement of three months) Details of Overdraft obtained from bank during last 3 years	
7	PAN/GIR No. (Attach attested copy)	
8	PAN Details of Authorised Representative (Attach attested copy)	
9	E.P.F. Registration No.	

	(Attach attested copy)	
10	E.S.I. Registration No.	
11	GST Registration certificate	
12	FSSAI Registration certificate	
13	Licence No. under Contract Labour (R&A) Act, 1970	
14	Licence to run catering & housekeeping services from concerned Govt. authorities.	
15	Given details of gross income of the Agency as per IT Returns for the years 2015-16 : 2016-17 : 2017-18 :	
16.	Details of Earnest Money Deposit (DD/ PO No.& Date) Drawn on Bank. Bank branch address	
17	Annual turnover for catering for the last three financial years, duly certified by a Fellow Chartered Accountant. 2015- 16 2016-17 2017-18	
18	Annual turnover for Housekeeping for the financial years, duly certified by a Fellow Chartered Accountant. 2015-16 2016-17 2017-18	
19	Experience documents for catering for last three years, showing the value of contract along with satisfactory performance certificates from the concerned employers	

20	Experience documents for Housekeeping for the last three years, showing the value of contract along with satisfactory performance certificates from the concerned employers	
21	List of personnel actually deployed at various sites during the last three years (enclosed PF/ESI showing their name)	
22	Proof of satisfactory execution of similar works for the last three financial years as specified in the Eligibility Criteria.	
23	Additional information, if any (Attach separate sheet, if required)	
24	Authority letter for signing of the document on behalf of firm.	
25	A certificate regarding non-relationship with IICA employees as per given draft at Annexure 'III 'in the tender form.	
26	Undertaking stating the firm is not blacklisted by any Central/ State/ Local Authorities, PSBs, PSUs etc.	
27	Undertaking stating that no criminal case is pending against the Proprietor, any of the Partners, Directors, Key Managerial Persons etc.	
28	Additional information, if any (Attach separate sheet, if required)	

Signature of authorized person

Date:

Full Name: _____

Place:

Seal: _____

Declaration

1. I. _____ Son/ Daughter/ Wife of Shri..... Proprietor /Director/Authorised signatory of the Agency, mentioned above, is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood the "Scope of work and General instructions for the Tenderers", the "terms and conditions" to this tender notice, all the terms and conditions of the tender and undertake to abide by them;

3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ we are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person.

Date:

Full Name: _____

Place:

Seal: _____

FINANCIAL BID-A**Note:**

1. Column 'B' (Unit rate) to be filled by the bidders.
2. Please ensure that there is no overwriting or cutting. In case of overwriting or cuttings IICA will be free to use its discretion in interpreting the figures.
3. Any calculation mistake(s) on the part of the bidder, while filling the data, will be dealt as per relevant rules followed in IICA for such cases.
4. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies.

MENU-1 (i)

S. No.	VEG MENU (Buffet)	Unit rate
	A	B
1.	<p>Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains including demerara sugar (in sugar dredger), Marie biscuits (Small Packet)</p> <p>(Bed tea tray with cups, tea spoon, sachets, sugar dredger and thermos flask to be placed in the room at the time of evening service and used ones to be removed in the morning.) For diabetic patient, sugar free will be provide</p>	
2.	<p>Breakfast</p> <p>a) Breads (Brown/ multigrain both) b) Butter c) Jam d) Cornflakes with double toned milk e) Fresh fruits f) Two boiled eggs/Omlette/ Choice of one vegetarian item as mentioned below:- South/North Indian items - viz. Idly, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments g) Tea & coffee(separate)</p>	
3.	<p>Forenoon tea (Morning Tea) Tea / Coffee cup with cookies/biscuits (To be served during Training sessions)</p>	

5.	<p>Lunch</p> <ul style="list-style-type: none"> a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item (with one Paneer dish) c) Dal d) Choice of Bread e) Choice of Rice / Pulao /Biryani f) Choice of Curd/raita g) Choice of Salads: Any one:- (Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar,chutney i) Sweet(Dessert) <p>Choice in each course is to be changed on each day of service with prior approval of the designated Mess Committee. In house sweets will be preferred.</p>	
6.	<p>Afternoon tea</p> <p>Tea / Coffee with biscuits/cookies To be served during Training sessions</p>	
7.	<p>Evening Tea</p> <p>Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Bread Pakora, Spring roll, French fries, Tea /Coffee (To be served during Training sessions)</p>	
8.	<p>Dinner</p> <ul style="list-style-type: none"> a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item (with one Paneer dish) c) Dal d) Choice of Bread e) Choice of Rice / Pulao /Biryani f) Choice of Curd/raita g) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar,chutney i) Sweet (Dessert)/Fresh seasonal fruits 	
TOTAL For Menu-1(i)		
Total in words:		

MENU-1 (ii)

S. No.	NON VEG. MENU	Unit rate
	A	B
1.	<p>Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger), Marie biscuits (Small Packet) as per details given at Bed tea tray with cups, tea spoon, sachets, sugar dredger and thermos flask to be placed in the room at the time of evening service and used ones to be removed in the morning. Sugar free for diabetics</p>	
2.	<p>Breakfast a) Breads (Brown / multigrain) b) Butter (15gms.) c) Jam (20gms.) d) Cornflakes with double toned milk e) Fresh fruits f) Two boiled eggs/Omlette/ Choice of one vegetarian item as mentioned below:- South /North Indian items - viz. Idly, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments g) Tea & coffee(separate)</p>	
3.	<p>Forenoon tea (Morning Tea) Tea / Coffee cup with cookies/biscuits To be served during Training sessions</p>	

5.	<p>Lunch</p> <ul style="list-style-type: none"> a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item (with one Paneer dish) c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Choice of Rice / Pulao /Biryani g) Choice of Curd/raita h) Choice of Salads: Any one (green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar,chutney j) Sweet(Dessert) <p>Choice in each course is to be changed on each day of service with prior approval of designated Mess Committee. In house sweets will be preferred.</p>	
6.	<p>Afternoon tea</p> <p>Tea / Coffee with biscuits/cookies</p> <p>To be served during Training sessions</p>	
7.	<p>Evening Tea</p> <p>(a) Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Bread Pakora, Spring roll, French fries, Tea /Coffee</p> <p>(To be served during Training sessions)</p>	
8.	<p>Dinner</p> <ul style="list-style-type: none"> a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item (with one Paneer dish) c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Rice / Pulao /Biryani g) Curd/raita h) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar,chutney j) Sweet (Dessert)/ Fresh seasonal fruits 	
TOTAL For Menu-1(ii)		
Total in words:		

MENU-2 (i)
HIGHTEA*

S. No.	Item	Unit rate
	A	B
1.	<p>High Tea</p> <ul style="list-style-type: none"> -Veg sandwiches -Choice of snacks-Dhokla/Samosa/Veg. Rolls/Mixed Pakora -Choice of cookies/biscuits- Sweet & salted, wafers - Choice of nuts - Cashew/Almonds -Choice of Indian Sweets pastry/fruit cakes and <p style="text-align: center;">Tea and Coffee</p>	
	<p><u>ADDITIONAL SNACKS</u></p> <p>Non Veg. Snacks: Chicken Tikka, Seek Kabab, Chilly Chicken.</p>	
TOTAL (FOR MENU 2)		
Total in words :		

High tea service will be arranged by the Contractor at place of events as per schedule intimated in advance or in case of emergency by IICA. The service for the function / occasion will be silver service for VVIPs and buffet service for the participants.

MENU-2 (ii)

S. No.	Item	Unit rate
	A	B
ADDITIONAL SNACKS:		
1.	Non Veg. Snacks: 1. Chicken Tikka 2. Seek Kabab 3. Chilly Chicken 4. Fish Pakora/ Fish Tikka	
2.	Veg. Snacks 1. Paneer Tikka 2. Chilly Paneer 3. Veg. Spring Roll (4 Pcs) 4. Haryali Kabab 5. Veg. Cutlet	

***Normally for Course/Seminar/Workshop inaugurations/important functions.**

MENU – 3(i)

FOR JHATPAT (CANTEEN) for IICA's employees

S.No	A	B
1.	Special Thali a) Dal -1 b) Sabzi-1 c) Boiled Rice -200 gm d) Chapati – 3 e) Salad/Chutney f) Papad g) Curd and Sweet h) One non veg. dish (chicken)	
2.	Regular Thali a) Dal -1 b) Sabzi-1 c) Boiled Rice -200 gm d) Chapati – 3 e) Salad/Chutney	
3.	Mini Meal a) Kadhi Chawal/ Rajmah +Zeera Rice 200 gm b) Chole Bhature/ Puri, Bhaji, Methi Aloo, Poori/Alootomato	
D.	Meal 1. Dal -1 2. Chapati - 4 3. Rice – 200 gm	
E.	Meal 1. Rajma / Kadhi 2. Chapati – 4 3. Rice – 200 gm	
F.	Meal 1. Aloo / Poori- 4	
G.	Chole Bhature	

Choice in each course is to be changed on each day of service with prior approval of designated mess committee

Note:

1. Items of Menu will be decided by IICA Designated Mess Committee and there should be sufficient scope for flexibility as and when required.
2. Contractor will provide hot drinking water as per the guests/trainees requirement.
3. Mouth fresheners should be provided after every major meal.
4. Clean wraps will cover all Salad and Raita.

MENU – 3(ii)

<u>Additional optional Items (per person) in buffet for VIP lunch/dinner</u>	<u>Rate (Rs/-)</u>
Fresh Fruit Juice (200 ml) Watermelon, Mix fruit	
Coconut Water (200 ml) - Fresh,	
Mock tail - (200 ml) Kiwi Punch, Orange Delight, etc	
Veg Starter (Harabhara Kebab, Paneer Chilli, Corn Cheese Balls, Peas Samosa, Paneer Pakora, Veg Cutlet, Paneer S/w, etc)	
Veg Starter (Paneer Tikka, Malai Paneer, Stuffed Mushroom, Pahari Paneer)	
Non-Veg Starter (Chicken Cutlet, Chicken Chilli, Corn Chicken Balls, Chicken Pakora, Chicken Fry, Chicken S/w, etc)	
Non-veg Starter (Chicken Tikka, Murgh Malai Tikka, Pahari Chicken, Achari Tikka)	
Non-veg Starter (Fish Fingers, Fish Pakora, Fish Chilli, Fish Koliwada)	
Non-veg Soup (Chicken Clear, Cream of Chicken, Chicken Manchow, Chicken Hot n Sour)	
Exotic Salad / Chaat (Waldorf, Hawaiian, Café Tossed, Papdi Chaat, Aloo Tikki Chaat, Fruit Chaat, etc)	
Veg Dry/Gravy (Bhindi Kurkure, Tawa Subzi, Gobi Araki, Paneer Butter, Paneer Korma, Diwani Handi, Mushroom Masala)	
Non-veg Gravy (Boneless) - Chicken Tikka Masala, Butter Chicken, Murgh Kalimiri, Achari Chicken, Moghlai Chicken, Chicken Kadhai	
Non-veg Gravy (Fish) - Fish Curry, Fish Masala, Lemon Butter Fish, Hariyali Fish Masala	
Non-veg Gravy (Mutton)- Rogan Josh, Mutton Curry, Mutton Masala, Mutton Saag	
Assorted Tawa Roti Basket - Phulka, Tawa Lacha, Tawa Paratha, Trikona Paratha	
Assorted Tandoor Roti Basket - Tandoori Roti, Butter Roti, Plain Naan, Garlic Naan, Missi Roti, Tandoori Lacha	
Regular Dessert - Gulab Jamun, Gajar Halwa, Moong Dal Halwa, Fruit Custard, Jalebi, Imarti, Seviyan Kheer, Phirni	
Exotic Dessert - (Bikanerwaala, Halidram) - Rasmalai, Rasgulla, Basundi, Pastries	
Ice-cream (Mother Dairy, Amul, Vadilal) - Vanilla, Tuti Fruiti, Butterscotch	
Fruit Plate (Banana, Watermelon, Papaya, Pineapple, Apple, Seasonal Fruits)	

MENU – 3(iii)

(B) ITEMS AVAILABLE AT ALLTIMES

S. No.	A	B
1.	Tea a) Readymade b) Tea bag service	
2.	Coffee (Readymade)	
3.	Fresh Lime Water	

4.	Veg. sandwiches	
5.	Veg. pakora (50 grams)	
6.	Veg. Rolls / Cake (two)	
7.	Samosa	
8.	Veg. Patties	
9.	Dal Vada / Bread Pakora	
10.	Cold drinks	
11.	Canned Juice(Real/Tropicana/Duke)	
TOTAL (FOR ITEMS AVAILABLE AT ALL TIMES)		
Total in words :		

1. Items of Menu will be decided by the designated Mess Committee and there should be sufficient scope for flexibility as and when required.
2. Contractor will provide hot drinking water as per the guests/trainees requirement.
3. Mouth fresheners should be provided after every major meal.
4. Clean wraps will cover all Salad and Raita.

Mineral water bottles will not be a part of financial comparison.

Indian Institute of Corporate Affairs

Sl. No.	Particulars		Qualification	Experience
1	(a) Name of main Manager (proposed to be deployed)			
	(b) Name of Alternate Manager			
2	(a) Name of Main Cook (proposed to be deployed)			
	(b) Name of Alternate Cook			
3	(a) Name of main Associate Cook (proposed to be deployed)			
	(b) Alternate name of Associate Cook			
4	(a) Name of main Housekeeping Supervisor (proposed to be deployed)			
	(b) Name of alternate Supervisor			
5	(a) Name of main Catering Supervisor (proposed to be deployed)			
	(b) Name of alternate Supervisor			

Note:

- (i) Copies of documents of educational qualification shall be attached with this form.
- (ii) It will be ensured by the bidder that the staff indicated in this Annexure shall be deployed shall meet the required essential qualification.
- (ii) Police verification of each staff/supervisor/manager shall be done by bidder only.

(Signature of Bidder with firms/company seal)

Date:

Place:

FINANCIAL BID – B

(B) HOUSEKEEPINGCHARGES

S. No.	Description	Rate per month (Rs.)	Rate per year (Rs.)
1.	Housekeeping of Trainees' Hostels and surrounding including lift lobby, Staircases, dining area, reception area, kitchen, manager's office, and surrounding pathways etc. 1-BHK block and surrounding including lift lobby, Staircases up to 8 th floors, parking lot and surrounding pathway etc. Retreat block including common area, reception area, staircases, Gym, Mother dairy, medical room and Jhatpat (canteen).		
TOTAL(FOR HOUSEKEEPING SERVICES PER YEAR)			
TOTAL IN WORDS :			

Net bid shall be decided on the basis of "Z" as calculated below plus housekeeping charges per month:-

Catering

a) Total of Menu 1 (i) = "X"

b) Total of Menu 1 (ii) = "Y"

$\frac{X+Y}{2} = Z$ = Rs.

HOUSEKEEPING CHARGES per month Actual = Rs.

Net total = Rs.
(In words _____)

Note:

- L1 shall be decided on the basis of financial bid of Menu 1(i) (X) + Menu 1 (ii) (Y) of Annexure-II divided by 2 = Z plus housekeeping charges = Rs.....
- For deciding L1 the financial bids of Menu 2 (i), 2 (ii), 3(i), 3(ii) and 3 (iii) shall not be not be considered.

- c. **The Selected vendor shall reduce the rate for Menu 2 (i), 2 (ii), 3(i), 3(ii) and 3 (iii) of Annexure-II to the tune of lowest bidder.**

The work will be awarded to the tenderer whose bid has been determined to be technically qualified in terms of clause 18 of Section-1of the tender documents.

Declaration by the bidder

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.

Signature of the tenderer

Participation of near relatives of employees in the tender execution of works in unit

I,.....S/o.....R/o.....
..... hereby certify that none of my relative (s)
as mentioned in Clause No. 13 of Section-2 of the tender document is/are employed in IICA as
per details given in tender document. In case at any stage, if it is found that the information
given by me is false/ incorrect, IICA shall have the absolute right to take any action as deemed
fit without any prior intimation to me.

TENDERERS SIGNATURE
OFFICIAL SEAL OR STAMP

PERFORMANCE GUARANTEE BOND FORM

1. In consideration of Indian Institute of Corporate Affairs (hereinafter) called IICA at Manesar having awarded to M/s (hereinafter called the Contractor) under the terms and conditions of an agreement (hereinafter called the contract), IICA have agreed to accept a deed of guarantee as herein provided for **Rs 7,50,000/-** (Rs. Seven Lakh fifty thousand only) from a scheduled bank towards due performance of the contract by the contractor as per the terms & conditions of the contract.
2. We (Name of the Bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the IICA stating that the amount claimed is due by way of loss or damage caused to or suffered by the IICA by reason of breach by the said Contractor(s) of the terms and conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regard the amount due and payable by the Bank under this guarantee where the decision of the IICA on these counts shall be final and binding on the Bank. However, Bank's Liability under this guarantee shall be restricted to an amount not exceeding Rs.7, 50,000/-.
3. We undertake to pay to the IICA any money so demanded notwithstanding any dispute, or dispute raised by the Contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto Bank's liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.
4. We (Name of the bank)_____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the *said* agreement and that it shall continue to be enforceable till all the dues of the IICA under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till IICA certifies that the terms and conditions of the said Agreement has been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 27 months from the date of agreement, we shall be discharged from all liability under this guarantee thereafter.

We..... (Name of the Bank) further agree with the IICA that the IICA shall have the fullest liberty without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IICA against said Contractor(s) and forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the IICA or any indulgence by the IICA to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s) 1supplier(s).
7. We (Name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the IICA in writing.

Dated the _____ day of _____

For

(Indicate the name of the Bank)

IN WITNESS whereof I/ We of the bank have signed and sealed this Guarantee on the _____ day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of
the _____ Bank.

Signature of authorized Bank official

Name _____
Designation _____
I.D. No. _____
Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-1.

Signature _____
Name _____
Address _____

Witness-2.

Signature _____
Name _____
Address _____