



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3859086
Dated/दिनांक : 22-08-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-09-2023 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-09-2023 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Corporate Affairs
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Indian Institute Of Corporate Affairs (iica)
Office Name/कार्यालय का नाम	Manesar
Total Quantity/कुल मात्रा	1
Item Category/मद केटेगरी	CATERING, HOUSEKEEPING AND HOSPITALITY SERVICES (Q3)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	400 Lakh (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Bidder Turnover, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (Requested in ATC), Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days

Bid Details/बिड विवरण

Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Required/वित्तीय दस्तावेज की आवश्यकता है।	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	Bank of India
EMD Amount/ईएमडी राशि	500000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	48

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Administrative Officer
Indian Institute of Corporate Affairs (IICA), Ministry of Corporate Affairs, Plot No. P-6-7-8 Sector - 5, IMT Manesar, Gurugram, Haryana - 122052
(Debarun Kalita)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

Reserved for Make In India products

Reserved for Make In India products	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Bid reserved for Make In India products: : Procurement under this bid is reserved for purchase from Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. However, eligible micro and small enterprises will be allowed to participate. The minimum local content to qualify as a class 1 local supplier is denoted in the bid document. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Financial Bid Proforma - [1692701610.xlsx](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
01-09-2023 12:00:00	Indian Institute of Corporate Affairs Ministry of Corporate Affairs Government of India Plot No. P-6-7-8, Sector 5, IMT manesar District - Gurugram Haryana, PIN 122052

CATERING, HOUSEKEEPING AND HOSPITALITY SERVICES (1 set)

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

Technical Specifications/तकनीकी विशिष्टियाँ

Buyer Specification

Document/क्रेता विशिष्टि दस्तावेज़

[Download](#)

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी and/ तथा Quantity/मात्र

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोटिंग अधिकारी	Address/पता	Quantity/मात्र	Delivery Days/डिलीवरी के दिन
1	Kulvir Singh Lal	122052, Indian Institute of Corporate Affairs Ministry of Corporate Affairs Government of India, Plot No. 6,7 and 8, Sector 5, IMT, Manesar	1	15

Buyer added Bid Specific Additional Scope of Work

S.No.क्र.सं.	Document Title	Description	Applicable/रिवर्स प्रभार के अनुसार जीएसटी i.r.o. Items
1	Scope of Work for Catering, Housekeeping and Hospitality View	Rendering and providing services for the service functions and requirements of Catering and Hospitality for program trainees etc. and the housekeeping in the designated areas in the campus of Indian Institute of Corporate Affairs	CATERING, HOUSEKEEPING AND HOSPITALITY SERVICES(1)

The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**1. Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

4. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

5. **Generic**

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

6. **Generic**

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

7. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

8. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

9. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

10. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

11. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and

Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

12. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई

का आधार होगा।

---Thank You/धन्यवाद---



NOTICE INVITING TENDER (NIT)

FOR

**PROVIDING CATERING, HOUSEKEEPING AND
HOSPITALITY SERVICES**

AT

**INDIAN INSTITUTE OF CORPORATE AFFAIRS
MINISTRY OF CORPORATE AFFAIRS
GOVERNMENT OF INDIA**

NIT NO. I-12031/2/2018-ADMIN

F. No. I-12031/2/2018-ADMIN

Indian Institute of Corporate Affairs / भारतीय कारपोरेट कार्य संस्थान
Ministry of Corporate Affairs / कॉर्पोरेट कार्य मंत्रालय
Government of India / भारत सरकार

Plot No. 6, 7 & 8, Sector - 5 / प्लॉट नं. ६, ७, और ८, सेक्टर-५
IMT, Manesar, Dist. - Gurgaon / आई .एम. टी., मानेसर, जिला - गुड़गाँव
Haryana/ हरियाणा
PIN - 122052 / पिन-१२२०५२

Dated: 21st August 2023

NIT No. I-12031/2/2018-ADMIN

Sub: Notice inviting Tender (NIT) for providing “Catering, Housekeeping & Hospitality Services at Indian Institute of Corporate Affairs (IICA), Ministry of Corporate Affairs, Government of India - **Reg.**

Indian Institute of Corporate Affairs (IICA), under Ministry of Corporate Affairs, Govt. of India, invites competitive and responsive bids **under two bid system (Technical & Financial Bid)** from interested, eligible and reputed agencies (firms/companies/LLPs) for the above said services for a period of three years, extendable on year to year basis, based on the performance, requirements and need, as per requirement and features/specifications as entailed in the “Scope of Work” defined in this NIT document. Other detailed information regarding terms and conditions of the contract along with tender form can be downloaded from the GeM at gem.gov.in as well as the official website of IICA (www.iica.nic.in) under “EOI/NIT/TENDERS” section on the home page (<https://iica.nic.in/tender.aspx>).

2. The complete detail regarding scope of work, eligibility conditions, evaluation process, and format for submission of technical and financial bids etc. is mentioned in this NIT document.

3. **Proposals must be received not later than time and date mentioned and on the GeM platform.** Proposals that are received after the deadline or not through GeM will not be considered and no request for acceptance shall be entertained whatsoever.

4. Bidder (contractor) will be selected under **Lowest Cost Based Selection Criteria (L1)** and procedures described in this NIT.

5. Director General, IICA reserves the right to amend any of the terms and conditions contained in this tender document, before the closure of the tender, or reject any or all the

bids without giving any notice or assigning any reason thereof. The decision of the Director General, IICA in this regard will be final and binding.

6. All the prospective bidders are requested to read and understand the terms and conditions of the contract as detailed in this NIT document before submitting their bids, as no change or alteration of the terms and conditions is permissible once the bid is accepted by this office.

7. Interested Bidders are advised to study all instructions, forms, terms, requirements and other information in the NIT documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the NIT document with full understanding of its terms, conditions & implications. The response to this NIT should be full and complete in all respects. Failure to furnish all information required by the NIT documents or submission of a proposal not substantially responsive to the NIT documents in every respect will be at the bidder's risk and may result in rejection of its proposal. Any conditional bid, or bid for only part of the requirement will be rejected. However, before rejection, the bidder would be given an opportunity, before the scrutiny of technical bid to waive off the condition, and accept the bidding conditions and service requirement in toto. However, the bidder in such a case would not be allowed to change his financial bid, and the financial bid submitted initially would be deemed to be for the unconditional bid covering all service requirements.

8. The technical bids shall be opened first and evaluated by the Tender Evaluation Committee (TEC). At the second stage, financial bids of only the technically qualified bidders will be opened.

9. Director General, IICA reserves the right to reject any or all of the tenders in part or full without assigning any reason(s).

10. The pre-bid meeting shall be held as per the schedule indicated on the GeM portal

11. **Last date/ time for submission of e-tender(s) is as indicated on the GeM. The bid shall be opened on the GeM platform online on the deadline as indicated.**

12. The bids received after the above said scheduled date and time will not be considered. No tender by post/fax/e-mail will be entertained. Bids, if any, received outside GeM shall stand as summarily and outright rejected without any further consideration whatsoever.

13. The tenders are being invited through Government e-Marketplace (GeM) platform (<https://gem.gov.in/>) under two bid system i.e. **Technical Bid** and **Financial Bid**. Bidders are requested to apprise themselves of the provisions of bid submission process and system of the GeM platform and submit their respective bids through GeM at <https://gem.gov.in>.

14. 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.

Sd/-

(D. Kalita)

Tender Inviting Authority (TIA)
Indian Institute of Corporate Affairs
Ministry of Corporate Affairs, Government of India
Tel: 0124-2640174 | e-mail: debarun.kalita@gov.in

DISCLAIMER

The information contained in this Request for Proposal document (NIT) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this NIT and all other terms and conditions subject to which such information is provided.

This NIT is not an Agreement and is neither an offer nor an invitation by the Purchaser to the Bidders or any other person. The purpose of this NIT is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information contained in this NIT has been provided to the best of knowledge and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive. Specifically, the information regarding business processes provided in this NIT is based on the interim decisions taken by the Indian Institute of Corporate Affairs (IICA) and is expected to undergo changes in future. This NIT includes statements which reflect various assumptions and assessments arrived at by IICA in relation to the project. Information provided in this NIT is on a wide range of matters, some of which depends on the interpretation of law. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

While reasonable care has been taken in providing information in this NIT, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this NIT. Further, the Bidders are advised to conduct their own analysis of the information contained in this NIT, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to IICA and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this NIT.

The information contained in this NIT is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of IICA. Neither IICA nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this NIT.

IICA, its employees and advisors make no representation or warranty and shall have no liability of any nature to any person including any Bidder or Vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this NIT.

SECTION - 1

Scope of Work for providing Catering, Hospitality and Housekeeping Services

A. Catering Services

1. The services of catering will have to be provided in the premises of IICA located at Plot No. P-6-7-8, Sector - 5, IMT Manesar, Gurugram (Haryana) - 122052 divided into administrative block, residential block and hostel block.
2. Contractor will be provided free electricity, water (except drinking water).
3. Furniture (chairs, tables etc.) and kitchen equipment will be provided by IICA. However, Contractor will be responsible to maintain the kitchen equipments and any cost towards maintenance of such equipments will be borne by the contractor.
4. The vendor is expected to supply bed tea (in the rooms), breakfast (in cafeteria/ dining area/ foyer), morning tea (near classrooms), Lunch (in cafeteria/ dining area/ foyer/executive dining area/Board Room dining area etc.), afternoon tea (near classrooms), evening snacks (in cafeteria/ dining area/ foyer) and dinner (in cafeteria/ dining area/ foyer). In addition, visitors at the Guest House (the Retreat) may have to be served in their rooms itself, but no room service is involved in hostels (Hostel Block/1 BHK Block functioning as hostels). The vendor may also have to provide tea/ snacks for meetings at IICA, for which payment will be made by IICA, if official, and by the requisition party itself, if personal. In case of latter the vendor shall be paid directly by the requisitioning party for such services, and IICA would not be liable for any payment on their behalf. The vendor may also have to supply food occasionally to residents staying in the official campus accommodations, but the same is not part of this bid, and the vendor shall be paid directly by the residents for such services, and IICA would not be liable for any payment on their behalf.
5. All three meals, morning/ afternoon tea and evening snacks will be required to be served in buffet layout unless otherwise specified by IICA for silver/special 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/ foyer/ location of silver/special service. In case of poor quality of food items, a penalty of INR 2,000/- 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 vegetarian and non-vegetarian items shall be served separately. In addition the vendor may also have to supply items on special occasions as given in Annexure III, for which rates are not being asked for now, but would be decided at the time of supply/requirement and shall be on 20% below/less than the lowest rates for a particular dish/food item from amongst designated local restaurants(to be decided by IICA) or the lowest rate (without surge pricing, packaging etc.) for that particular dish/food items from amongst food**

joints/restaurants listed on the popular food delivery apps such a swiggy, zomato etc.

6. 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 INR 2,000/- shall be imposed by the IICA.
7. For bed tea in hostels (including 1BHK hostels) contractor will be required to provide everyday 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 (tray/ cup/ saucer will be provided by IICA) consisting of tea, coffee, biscuits, milk and sugar/ sugar free pills for diabetics in sachets with stirrer. For bed Tea in the Guest House (Retreat), silver/special service will be provided. Further visitors in Retreat may also have to be served tea/ refreshments in the room as per requirement. However, such occasions are normally rare.
8. 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 disposal glasses for service. However, water dispensers shall be provided by IICA in lecture rooms and dining hall which will have to be refilled by the vendor as per requirement.
9. 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.
10. 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.
11. The Contractor shall also have to maintain and provide Canteen services to the IICA staff (including outsourced staff) and staff of other offices on the Campus, 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-2 (i))**. The payment for the same will be made directly by the person/ office demanding these services, and IICA would not be liable for any payment on this account.
12. 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.

13. The Contractor shall follow different and diverse menus and shall seek instructions from designated Mess Committees constituted 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 INR 2,000/- (Rupees two thousand only) - per occasion. However, while suggesting the Menu, the Mess committee is expected to restrict itself to items whose costs are not extremely prohibitive, or items whose costs are not beyond the costs expected for items as laid down in Annexure(s).
14. 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.
15. Feedback on services may be taken by IICA Administration on the IT System every day or at such periodicity as Administration may decide or at random. 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 INR 2,000/-.
16. 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 have the right to accompany the contractor to purchase the items, if they desire to do so.
17. Contractor must submit, on demand, a certificate and proof of freshness and for service quality of non-veg. and other items from the concerned authorities.
18. The contractor shall provide a declaration of Halal Meat for non-vegetarian items for specified 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.
19. Arrangements, provision for food, provision and maintenance of crockery, cutlery etc. will be the sole responsibility of the contractor.
20. For special occasion, VIP Buffet ware Set-up shall be arranged by the contractor
21. 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.

22. The food production, pantry, steward dishwashing and pot-washing areas are to be kept free from insects / rodents/ lizards/other extraneous objects. For this, proper pest control is to be done and to be carried- out on monthly basis 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 FSSAI. IICA is at liberty to install camera(s) in the kitchen area and the live broadcasting thereof shall be telecast at dining area(s) and/or at suitable places/desktops.
23. Room service facility shall be provided by the contractor in case of guests staying in Retreat. The catering supervisor shall be responsible to take the order of guests staying in Retreat. 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 INR 2,000/- shall be imposed by IICA and in case of repetition, the same would be increased.
24. 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.
25. 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 INR 2,000/- per occasion.
26. 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.
27. Utensils shall be cleaned using hot water and proper liquid detergents and finally washed in quality antiseptic liquid.
28. The provisioning and arrangements of all items of crockery, cutlery, kitchen ware, kitchen equipment etc. will be as specified below:

Sl. #	Event/Location	Provisioned by
1	Crockery required in the programmes/event, Canteen	Vendor
2	Utensils required in the programmes/event, Canteen	Vendor
3	Cutlery required in the programmes/event, Canteen	Vendor
4	Crockery (Glass, Cup, Saucer & Tea spoon) use in the rooms/suites of Trainee Hostel, 1BHK Hostel segment & Retreat (excluding rooms earmarked as residence of Director ICLS Academy)	IICA
5	Kitchen Equipment (Cold Fridge, Gas Range, Gas bank	IICA

	with vacant commercial Cylinder, Potato Peeler, 2 Fridge, 4 Banberry with Steel table etc.)	
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Any other items of crockery, cutlery, and kitchenware not specified in above table, but required, is to be arranged and provided by contractor at its own cost.

29. 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 INR 2,000/- per occasion.
30. The Contractor should ensure that all the Electric Kettles provided in the hostel rooms are maintained in clean and working condition at all times.
31. 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.
32. 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.
33. 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.
34. **The average number of persons per day who availed Menu 1 (i) or Menu 1 (ii) in last five years are as follows:**
 - 2018-2019: Menu 1(i) – 49 & Menu 1 (ii) – 18
 - 2019-2020: Menu 1(i) – 49 & Menu 1 (ii) – 23
 - 2020-2021: Menu 1(i) – 67 & Menu 1 (ii) – 25 (****lockdown year**)
 - 2021 – 2022: Menu 1(i) – 53 & Menu 1 (ii) – 19 (****lockdown year**)
 - 2022 – 2023: Menu 1(i) – 81 & Menu 1 (ii) – 36

(With the business of IICA growing since 2022-23, the numbers who might avail of the above menu may be higher in future. Further, there are other Menu lists in Annexure, apart from above two, which are regularly in demand)

These are just indicative figures of likely business which vendor may have to do, but is neither a minimum guarantee nor an upper limit, and is being provided just to enable the bidders to get an idea while deciding the bid. The vendor will have to provide services irrespective of the number of trainees/ guests who are staying at any point of time.

35. 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 INR 2,000/- shall be imposed by IICA and in case of repetition, the same would be increased. Surprise check would be undertaken, including food testing.
36. 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.
37. Non-compliance of any of the above provisions may result in the termination of the contract.
38. Apart from the penalties mentioned in the foregoing pages, a flat penalty of INR 5,000/- 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/ defective supply, at the cost of the Contractor and the expenditure thereof will be borne by the Contractor besides a penalty of INR 2,000/- per occasion.
39. **Manager:**
- i. Contractor shall depute and deploy one full time Manager at the campus of IICA, who shall be overall site in-charge on behalf of the contractor for managing, performing, running the operations and functions, including catering, housekeeping and hospitality, on behalf of the contractor as required and necessary to provide, render and deliver the contracted services as part of the awarded contract to the contractor.
 - ii. The Manager must have qualification of at least Bachelor of Science in Hospitality and Hotel Administration (B.Sc. H&HA) from government recognized university/institute/college.
 - iii. The Manager must possess minimum 10 years of proven experience in the field of hospitality, housekeeping and catering with minimum 4 years verified experience of operating, managing and running catering and housekeeping services in any training institute of repute in India.
 - iv. The Manager shall be responsible for the conduct and behaviour of all staff under his charge that are deployed and deputed by the contractor as part of the contracted services.
 - v. The Manager shall act as the “Single Point of Contact (SPOC)” for all aspects of contracted services i.e. Catering, Housekeeping & Hospitality and shall work under directions of the Administrative Officer/Chief Administrative Officer and in coordination with the Hostel Warden, Staff Supervisor, Executive Engineer, IT department Staff etc. for their respective areas.

- vi. The Manager shall not leave the IICA Campus without official approval of the competent authority at IICA and without his reliever being deputed by the contractor.
- vii. The Manger shall be deployed only with the approval of the competent authority at IICA.
- viii. The Manager shall be required to stay at IICA site on regular basis (24 x 7 x 365) and shall be provided with rent, electricity and water (not drinking) free accommodation, on sharing basis, within the IICA campus, as suitable and decided by the competent authority at IICA.

40. Catering Supervisor:

Contractor shall depute and ploy one supervisor for catering services, having diploma in catering services from a government recognized university/institute/college and possessing minimum 3 years of experience in catering management in a private or government campus.

41.

- i. 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 INR 2,000/- shall be imposed by the IICA. The penalty may be increased in case of repetition.
- ii. The Contractor shall deploy sufficient number of trained and qualified cooks (having diploma/certificate in cooking from government recognized university/institute/college and possessing a minimum of 5 years of certified experience of cooking in a commercial eatery, restaurant, catering establishment etc.) - having knowledge of preparation of various North Indian, South Indian, Continental, Mughlai, Chinese dishes. Waiters, cleaning staff, dish washers, head waiters and supervisors will ensure complaint free service. In addition, sufficient number of safaiwala(s)/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 INR 2,000/- shall be imposed by the IICA. The penalty may be increased in case of repetition.
- iii. All staff deployed by the contractor (Waiters, cleaning staff, dish washers, head waiters etc.) for delivery of the catering services must be all with minimum of 1.5 years of proven and verified work experience in their respective assigned roles.
- iv. The vendor will have to maintain a manpower strength of at least 19 (including cook, kitchen helpers, service boys/servers, dishwashers etc. but excluding the positions of Manager, Catering Supervisor) persons any time on the campus (at least from 7 am to 9 pm, and to a lesser extent

during rest of the day) to maintain smooth catering services without hitch. This count of minimum manpower, as indicated is based on requirement pattern presently. In case of any delay in service on any day, the vendor should make immediate arrangements for augmenting manpower, failing which he will be liable for penalty of INR 5,000/- per day, for each day of such deficiency. Further, if any deficiency in service quality and work output of the contractor is observed by Administration, IICA on account of shortage of manpower or if the Administration, IICA is convinced and satisfied that the count of deployed manpower is less and hampering work/service output and quality, then the contractor may be required to depute and deploy such counts of additional manpower, as may be deemed appropriate/specified, as per Administration , IICA's written instruction, but at no additional/extra cost.

- v. All staff deputed and deployed, as part of the contracted catering services must be humble and courteous.
 - vi. All catering service staff must be have certificate of verification of antecedents form jurisdictional police station and must be medically fit and the contractor should obtain certificates from Govt. Hospitals 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.
 - vii. All the staff being utilized by the vendor would be subject to various provisions related to hygiene, The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and any other relevant statutory provisions.
 - viii. No criminal complaint/case should be pending against any of the staff deployed at IICA premises.
 - ix. Wage based manpower, if employed by the contractor for providing and rendering of the contracted services of catering, shall be the sole responsibility of the contractor for payment of wages, as per applicable monthly minimum Nigam wage rates and other statutory requirements (Including DA, ESI,PF,ELDI, PF Admin Charge and relieving charges if applicable, exclusive of GST) for catering manpower , as per applicable skill and district tier/category, as fixed vide orders issued from time to time by Haryana Kaushal Nigam, duly abiding by and complying with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Registration & Abolition) Act 1970, EPF, ESI etc. with regard to the personnel engaged by the contractor for providing the tendered services.
42. No in campus residence shall be provided to any staff deployed and deputed by the contractor, except the manager, who shall be provided with rent free accommodation (with fixed charge of INR 2,000/- per month towards electricity and water to be deducted from the monthly housekeeping & hospitality bill as

raised by contractor) within the IICA campus, as suitable and decided by the competent authority at IICA.

B. Hospitality & House-Keeping Services

1. The services of hospitality and housekeeping will have to be provided in the campus of IICA located at Plot No. P-6-7-8, Sector - 5, IMT Manesar, Gurugram (Haryana) - 122052
2. The campus is divided into administrative block, residential/housing block and hostel block.
3. The House keeping services will have to be provided for entire IICA campus, except for the administrative block, for which separate vendor has been engaged. As far as residential blocks are concerned, this contract does not cover housekeeping inside the individual residences, for which the individual allottee themselves would be responsible, but the outside areas of the residential block forms part of the scope of housekeeping. Hospitality services would be applicable to administrative Block also.
4. 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, 1-BHK Tower and Retreat Block (Guest House). Each room is air-conditioned and fully furnished with linen & furniture and is having other accessories like TV set with DTH connection, Geysers, etc. 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 Tower 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, hospitality, front office-reception and reservation (completing all formalities of arrival and departure) of all Guests/Participants, etc.
6. **A detail of the service scope for the services of housekeeping particularly in terms of work description and area (not exhaustive) is tabulated below:**

Sl . #	Block	Tower	Description of Work/Service	Area to covered
1	Trainee	Trainee Hostel	<u>Trainees' Hostels and surrounding area</u> including consumable tea kit, toilet kit, cleaning, sanitation, janitorial service, laundry service, linen cleaning, upholstery	<ul style="list-style-type: none">• 66 furnished rooms, of the total available 72 rooms, eight rooms on each floor (1st to 3rd & 5th to 9th Floors) and two rooms in 4th floor. (Not including 6 rooms on 4th Floor at

			cleaning, furnishing cleaning etc. of all rooms in the hostel and upkeep of surroundings, lift lobby, lift insides, FHC insides, hostel common areas, hostel staircases up to 9th floor including façade glass, surrounding parking lot, veranda, common toilet, dining area, reception area, kitchen, warden's office, rooftop and surrounding pathways. (Consists of 9 floors + 1 ground floor)	<p>disposal of other offices of Ministry)</p> <ul style="list-style-type: none"> • Ground floor (all areas). • Common area of all floors • <i>Tea kit and toilet kit are not to be provided to 6 rooms allocated to CRC/CSC/other offices.</i>
2	Housing	1 BHK	<p><u>The hostel component/segment of the 1-BHK Tower (20 flats)</u></p> <p>including consumable tea kit, toilet kit, cleaning, sanitation, janitorial service, laundry service, linen cleaning, upholstery cleaning, furnishing cleaning etc. of all 20 flats and upkeep of surroundings, lift lobby, lift insides, FHC insides, tower common areas (all floors), 1 BHK Tower staircases up to 8th floor, surrounding</p>	<ul style="list-style-type: none"> • Hostel component of 1-BHK Tower comprising of the 20 flats as earmarked for stay of trainees of IICA's training programs. • Common area of all floors • <i>But, shall not include the interior of flats allotted as housing/accommodation to officers/faculty/staff of IICA and other MCA offices. However, common areas covered by these will also have to be provided housekeeping</i>

			parking lot, stilt parking area, veranda, common toilet, tool room, rooftop and surrounding pathways. (Consists of 8 floors + 1 stilt parking).	<i>services.</i>
3	Housing	2&3 BHK	<u>2&3 BHK Tower</u> including, cleaning, janitorial service, etc. and upkeep of surroundings, lift lobby, lift insides, FHC insides, tower common areas (all floors), 2&3 BHK Tower staircases up to 5th floor, surrounding parking lot, stilt parking area, veranda, LT Panel Room (GF), Store Room (GF), rooftop and surrounding pathways. (Consists of 5 floors + 1 stilt parking)	<ul style="list-style-type: none"> • Ground floor (all areas). • Common area of all floors • <i>But, shall not include the interiors of flats allotted as housing/accommodation to officers/faculty/staff of IICA and other MCA offices.</i>
4	Retreat	Retreat	<u>Retreat block and surrounding areas</u> including, cleaning, janitorial service, etc. and upkeep of surroundings, lift lobby, lift insides, FHC insides, block common areas (all floors), staircases up to rooftop, surrounding parking lot, veranda, rooftop	<ul style="list-style-type: none"> • 9 Rooms (including 3 suites, and excluding residence of Director, ICLS Academy) including common areas, Reception area, staircase, Rooftop, Gymnasium, Medical clinic, side rooms to reception area and rooms. If the permanently occupied rooms are

			and surrounding pathways. (Consists of two floors: Ground & 1st)	vacated (3 in number), same also will be added in the scope of work. <ul style="list-style-type: none"> • Ground floor (all areas). • Common area of all floors
5	Housing	DG Residence	DG residence (Two floors) including, cleaning, janitorial service, etc. and upkeep of surroundings, FHC insides, block common areas (all floors), staircases up to rooftop, parking lot, veranda, rooftop and surrounding pathways.	Complete including rooftop (excluding consumable tea kit, toilet kit)
6	Retreat	Retreat	Canteen (Jhatpat) including, cleaning, janitorial service, etc. and upkeep of surroundings, lift lobby, lift insides, FHC insides, block common areas (all floors), staircases up to rooftop, surrounding parking lot, veranda, rooftop and surrounding pathways.	<ul style="list-style-type: none"> • 1 Dining Hall (located in ground floor of Retreat Block) with seating capacity of 50 persons (approx.). • Attached kitchen area • Attached storage area • Attached set of washroom/toilet/ etc.
7	Retreat	Retreat	Gymnasium including, cleaning, janitorial service, etc. and upkeep of surrounding areas	Entire area. (located in 1st Floor of Retreat Block)

7. Room service facility (as part of silver/special service) shall be provided by the contractor in case of guests staying in Retreat. The hospitality supervisor shall be responsible for arranging and facilitating the provisioning of all requisite room services of guests staying in Retreat. The contractor shall also provide facility of room services on demand basis. 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 INR 10,000/- shall be imposed by IICA and in case of repetition, the same would be increased, subject to maximum of INR 1 Lakh.
8. 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).
9. 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. Contractor 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 INR 10,000/- shall be imposed by IICA against the contractor. In case of repetition, the penalty amount would be increased, subject to maximum penalty of INR 1 Lakh.
10. 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, DG residence, canteen will be done and checklist thereof will flash/and be maintained on daily basis by the contractor.
11. The Manager of contractor will output chart/report for housekeeping and catering on daily basis in a digital format to IICA.
12. MIS report from time to time shall also be provided by the contractor to IICA in the prescribed format decided by IICA.
13. The contractor shall be responsible and bear the cost of housekeeping cleaning aids and agents, equipment and other consumables required for housekeeping services.

14. 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.
15. Booking/ reservations for the guests will be made only by IICA. The Contractor shall not allow the bookings or stay in the hostel/ 1-BHK and retreat block of any unauthorized person(s), which may lead to termination of Contract.
16. A suggestion/feedback 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 hospitality and housekeeping 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 as per periodicity decided by IICA authorities. 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 INR 20,000/-.
17. The contractor will also be required to execute a Non-Disclosure Agreement (NDA) with the IICA at the time of award of contract.
18. 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 as well as any other associated area 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 INR 5,000/- per occasion.
19. Contractor has to compulsorily provide at its own cost all requisite and necessary machines, tools, power tools, utilities, equipment that are generally used for execution of cleaning services as standard practice for cleaning services as well as cleaning agents of good quality and grade and in such quantities etc. as shall be required for the cleaning services or as decided by the buyer.
20. A suitable place shall be identified to serve as the "Store Room" for all the cleaning agents/items/material and cleaning tools.
21. 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 INR 5,000/- shall be imposed by IICA and in case of repetition, the same would be increased.
22. Apart from the penalties mentioned in the foregoing pages, a flat penalty of INR 20,000/- 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 services of inferior quality or for no service at all.
23. **Manager:** The Manager, as already referred to in item A.39 of Section 1 shall act as the single point of command for all affairs in relation to the execution of the said services and shall also be responsible for proper stock keeping, inventory and daily issuance of all cleaning agents/items/material and cleaning tools

required for the housekeeping, cleaning and sanitation services. The Manager shall act as the “Single Point of Contact (SPOC)” with the Contractor for matters related to cleaning agents/items/material and cleaning tools and execution of cleaning services. The Manager shall be responsible for allocation of duties to workers, maintenance of accounts of linen items and for coordination with Hostel Warden 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 Hostel Warden 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.

24. Housekeeping & Hospitality Supervisor:

- i. The contractor shall deploy and depute one supervisor for housekeeping and hospitality services, possessing government recognized diploma in the in the field of housekeeping/hospitality and related field and possessing minimum of 3 years of net experience of looking after housekeeping and hospitality aspects and management of operations in a hostels/guesthouse of a training institute in India.
- ii. The Housekeeping & Hospitality Supervisor shall be solely responsible for safe custody of all items in the designated Store Room.
- iii. For purpose of effective monitoring, supervision and proper execution of the housekeeping, cleaning and sanitation services, all the manpower responsible for the respective designated areas shall report to the Housekeeping & Hospitality Supervisor, who shall be responsible for daily monitoring of the work carried out by each of the cleaning staff in the Hostel, 1 BHK, 2-3 BHK, DG Residence, Retreat and other areas in the campus.
- iv. The Housekeeping & Hospitality Supervisor in turn shall report to the Manager on a daily basis and submit a summary of the works carried out by each of the cleaning/sanitation/housekeeping staff for their individual designated areas as well as the gang work, at the end of the day. The Housekeeping & Hospitality Supervisor shall also report to the Manager all other aspects and purposes in connection with the execution of the housekeeping, cleaning and sanitation services.

25. Front Office Assistant (FOA):

- i. The contractor shall deploy & depute suitable staff for Front Office Assistant (FOA) position over three shifts, possessing Diploma in Front Office management, issued by any government recognized institute/college/university, who will man the front office (reception in ground floor Hostel Block) on 8 hour shift basis (shifts to be rotational).
- ii. The FOA shall be a person who is polite, etiquette and with communication proficiency both in English and Hindi, the same being the essence for the role of FOA

- iii. The services of the position of FOA shall be required round the clock at the cost of the Contractor.
- iv. 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.
- v. The FOA shall be responsible for managing, maintaining and update of complete records regarding guest arrival and departure, cash receipt books issued by IICA which shall be inspected by authorised representative of IICA at any time.
- vi. The FOA shall also be responsible for maintaining the first aid kit provided by IICA at the reception as well as essential and necessary OTC medicines/others as may be handed by the Medical Consultant, IICA for issue to the trainees/residents/students/other, on the directions/prescription of the Medical Consultant, IICA. The FOA shall be responsible for carrying out of any other OTC/basic medical care on guidance and supervision of the Medical Consultant, IICA.
- vii. Room charges and other collections done and made by the FOA, will be deposited with the Hostel Warden, IICA on daily basis during working hours by the FOA. Proper record of the receipts and deposits so made to the IICA Cashier shall be maintained by the Agency/Contractor, preferably in digital form.
- viii. The FOA shall look after the activities as referred here in this Para under the supervision of the Housekeeping & Hospitality Supervisor and overall supervision of the Manager and Hostel Warden.

26. Housekeeping & Hospitality Staff:

- i. The housekeeping/hospitality manpower (deployed by the contractor) shall look after all aspects and facets of cleaning, sanitation, housekeeping and other such related and associated activities, as per the work chart devised and assigned to them from time to time and work under the supervision of the Housekeeping & Hospitality Supervisor and the overall supervision of the Manager.
- ii. Sufficiently experienced personnel in adequate number shall be arranged by the Contractor and deployed to provide all the housekeeping & hospitality services of a high standard quality to the satisfaction of the IICA authorities. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service. In case of any delay/ deficiency in service on any day, the vendor should make immediate arrangements for augmenting manpower, failing which he will be liable for penalty of INR 5,000/- per day, for each day of such deficiency.
- iii. The contractor shall deploy everyday such count/number of manpower for housekeeping and hospitality services (apart from Manager, Supervisors & FOA) as may be required for satisfactory and smooth execution of housekeeping and hospitality services for the indicated areas

in the Trainee Block (Trainee Hostel & 1 BHK Tower), Housing Block (1 BHK Tower, 2&3 BHK Tower & DG Residence), Retreat Block etc. However, the minimum number of manpower to be combined deployed for housekeeping and hospitality service function, on any given day shall be 20 (including saifaiwalas, cleaners etc. but not including the positions of Manger, Supervisor, FOA). This count of minimum manpower, as indicated is based on requirement pattern presently. Further, if any deficiency in service quality and work output of the contractor is observed by Administration, IICA on account of shortage of manpower or if the Administration, IICA is convinced and satisfied that the count of deployed manpower is less and hampering work/service output and quality, then the contractor may be required to depute and deploy such counts of additional manpower, as may be deemed appropriate/specified, as per Administration , IICA's written instruction, but at no additional/extra cost.

- iv. **Wage based manpower**, if employed by the contractor for providing and rendering of the contracted services of housekeeping & hospitality, shall be the sole responsibility of the contractor for payment of wages, as per applicable monthly minimum Nigam wage rates and other statutory requirements (Including DA, ESI,PF,ELDI, PF Admin Charge and relieving charges if applicable, exclusive of GST) for housekeeping/hospitality manpower , as per applicable skill and district tier/category, as fixed vide orders issued from time to time by Haryana Kaushal Nigam, duly abiding by and complying with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Registration & Abolition) Act 1970, EPF, ESI etc. with regard to the personnel engaged by the contractor for providing the tendered services.
- v. All the staff being utilized by the vendor would be subject to various provisions related to hygiene, The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and any other relevant statutory provisions.
- vi. All staff deployed by the contractor (Cleaners, Sanitation Attendant, Sweepers, Janitorial staff, service staff, housekeepers etc.) for delivery of the housekeeping & hospitality services must be all with minimum of 1.5 years of proven and verified work experience in their respective assigned roles.
- vii. All staff deputed and deployed, as part of the contracted catering services must be humble and courteous.
- viii. All housekeeping & hospitality service staff must be have certificate of verification of antecedents form jurisdictional police station. 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.

- ix. All housekeeping & hospitality service staff must be medically fit and the contractor should obtain certificates from Govt. Hospitals 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.
 - x. No in campus residence shall be provided to any staff deployed and deputed by the contractor, except the manager
27. The deployment chart of the housekeeping persons to clean hostel, 1 BHK, retreat, DG Residence, 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 hospitality and housekeeping would be required to mark their attendance in Aadhaar based biometric attendance machine. Brief profile of each employee will also be provided by the contractor to the IICA.
28. The Contractor shall deploy sufficient number of cleaning staff for the services and supervisors will ensure complaint free service at all times. In addition, sufficient number of safaiwalas/cleaning staff shall be engaged for comprehensive and complete cleaning of the exteriors, roads, surrounding areas of the Hostel Block, 1 BHK Block, 2-3 BHK Block, DG Residence and Retreat as well as any other area as may be required or directed by the IICA authorities from time to time. The cleaning timings shall be fixed in such a way so that it does not hamper the food service.
29. 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 INR 2,000/- shall be imposed by IICA. In case of repetition, the penalty amount will be increased.
30. In case of any complaint from the participant, a penalty of INR 2,000/- shall be imposed by the IICA.
31. Violation of any instructions shall automatically result in 5% deduction from the bill for that event, subject to a minimum of INR 20,000/- (Rupees Twenty thousand only) - per occasion.
32. Non-compliance of any of the above provisions may result in the termination of the contract.
33. The detailed scope of the areas to be covered along with the cleaning activity to be carried out is entailed below, for reference and implementation by all the cleaning staff deployed by the contractor. The scope entailed below as well as aforementioned is broad based and shall include and imply any and all such type of hospitality and housekeeping services as may be deemed required by the authorities/officers at IICA or is part of standard best practices as well as any SOPs as may be defined from time to time with the intent to improve and enhance the overall stay experience of the trainees/students/officers/probationers/others:

i. **AREA COVERED**

Sl. #	Area Type	Description
1	Indoor Area	Rooms/Flats/Suites, Corridor, Balconies, Veranda, porch, Halls, Medical Rooms, Service Rooms, Staircase, Store Rooms, Kitchens, , Laundry Rooms, Recreation Room, Common Room, Sitting Areas, Cafeteria, Dining Hall, Mess etc.
2	High Intensive Area	Washrooms, Entrance Lobbies/Receptions, Dining Areas, Lounges, Common Rooms, Common Areas, Lift lobbies, foyer etc.
3	Outdoor Area	Parking Lot, Roads, Pavements, surrounding areas, roadside kerbs, areas near boundary walls etc.
4	Exterior of the Building	Only up to adjacent road/ adjacent building/ wall around the building.

ii. **CLEANING ACTIVITY DETAIL**

a. **Common Areas (Entrance Lobbies/ Reception/others)**

- a) Wiping of the glass doors on all the entrances.
- b) Cleaning the entire common area at a convenient time without hindering the occupants' movement which includes Sweeping, Mopping, Scrubbing, buffing etc.
- c) Periodical wiping of the entire side walls - Marble / Granite / Tiles/ Wooden Panels.
- d) Periodical dusting or vacuuming and wiping of all fixtures and furniture in all the entrance lobbies
- e) Keep the signage clean and visually clear.
- f) Sweeping and smooth brushing of the lift floors - removal of all dirt etc. throughout the day.
- g) Dusting and Wiping of all the lift doors and insides
- h) Collection of all waste material and its disposal as per instructions of the Buyer Department.
- i) Cleaning of rugs and carpets on floors with vacuum cleaner
- j) Cleaning of water cooler tanks, Air conditioning grills and space underneath water cooler
- k) Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions and other furniture, panelling etc.

- l) Cleaning of wall, ceiling for dust, cobwebs etc.
- b. Staircase And Fire Staircase**
 - a) Sweeping of all the staircases and common landings.
 - b) Removal of dust etc. from the skirting top.
 - c) Ensuring signage is clean and visually clear.
 - d) Cleaning of all the fire escape doors
 - e) Cleaning of all the ceilings and walls for dust, cobwebs, etc.
 - f) Thoroughly wipe all door handles, latches, tower bolts, etc.
- c. Pantry/Cafeteria**
 - a) Cleaning of water cooler tanks and space underneath water coolers
 - b) Check & clean water dispenser & vending machines.
 - c) Cleaning of refrigerators, tea/coffee vending machines and furniture if any, in the pantry.
 - d) Cleaning of cobwebs, wax polishing of walls, floor areas etc.
 - e) Maintain hygiene in the pantry all times.
- d. Basement/ Parking Area/ Service Areas**
 - a) Removal of grease and dirt stains from the surfaces.
 - b) Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of.
 - c) Cleaning of the car parking area.
 - d) Cleaning of Substation, HVAC Plant Room, Pump Room, AHU Rooms, Ventilation Rooms and Other Service Rooms without affecting the Operation of the Equipment.
- e. Restrooms/Common Rooms/Lounges**
 - a) Sweeping and mopping of the floor and keeping the floor without stains throughout the day.
 - b) Mopping of all glazed tiles and keeping them clean.
 - c) Washing and mopping of floor areas with detergents.
 - d) Acid cleaning of sanitary wares without damaging their shine/lustre.
 - e) Washing of all the urinals, closets and washbasins with mild soap solution / cleaning solutions.
 - f) Ensuring clean and visually clear mirror throughout the day by periodic cleaning using glass cleaner.

- g) Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
- h) Clean all toilet fixtures and fittings.
- i) Urinals should have disinfectant naphthalene balls at all times.
- j) Clearing of the dustbins in the toilets periodically.
- k) Cleaning of walls, ceiling for dust, cobwebs etc.

f. Surroundings

- a) Removal of all litter, mud, dust, etc. within the periphery of the building as and when felt necessary during the day.
- b) Taking necessary precautions to maintain the entrance to the building clean.
- c) Sweeping of all the roads, parking area and open area etc.

g. Exteriors Of Building

- a) Clean the glass and other structures inside and outside with a suitable approved glass cleaner leaving no streaks behind.
- b) Clean the metal frame – dust as well as use a mild wet mop so that no stains remain on its surface.
- c) Extra care shall be taken of the joints between the glass and the frame so that no dust settles there.
- d) Thorough cleaning and buffing so that surfaces are clean and visually clear.
- e) Keeping the terrace clean of all litter.
- f) Keeping all external signage clean.
- g) Cleaning of external wall & Surroundings

h. General

- a) Sweeping of all the staircases and common landings.
- b) Removal of dust, stains etc. from the skirting top.
- c) Ensuring signage is clean and visually clear.
- d) Cleaning of all the fire escape doors
- e) Wiping and removal of dust, stains etc. of all seats or sofas and under space of seats.
- f) Cleaning of all the ceilings and walls for dust, beehives and cobwebs etc.
- g) Thoroughly wipe all door handles, latches, tower bolts etc.

C. Additional Scope

1. Contractor is required to carry out pest control **at least once in a month**, by a specialized and central government/GNCTD/Haryana government authorized pest control agency dealing with pest control activities in food handling area. Pest control include cockroaches, rats, ants, lizards, insects, flies, mosquitoes, spiders etc. **The areas to be covered are:** as per in the main kitchen in GF main building, cafeteria & associated area in GF main building, cold storage room in GF main building, store room in GF main building, foyer area (behind auditorium) in GF main building, canteen and attached kitchen and associated area in GF Retreat block, kitchen in GF Trainee Hostel, dining hall & attached/associated (store room, linen room etc.) area in GF trainee hostel work area and associated drainage system of the respective kitchen and dining areas.
2. The contractor will be liable to submit "Food Quality Report" to IICA on a quarterly basis from an FSSAI authorized agency/lab which will certify and validate that hygienic, fresh (non stale) and quality food is being served in IICA. Any medical/health issues arising out of consumption of food prepared and served by the contractor, and concretely established of having resulted on account of negligence on part of the contractor, shall warrant appropriate action, as per applicable and extant rules/guidelines/laws of the government and further any expenses incurred on account of treatment shall be borne by contractor fully.
3. The contractor shall not offer catering services to non IICA offices in the campus without explicit written approval and permission of the CAO, IICA. In the event of any such request received the contractor shall be liable to seek prior written permission from the CAO, IICA in case of preparation of food items for other offices housed in IICA for organizing any kind of residential events/programmes. In such cases, while the billing and payment will be directly done by those offices, the caterer will have to pay 10% of billing amount to IICA towards fixed costs and cost towards equipment use, which shall be adjusted in the next bill payable to the vendor.
4. In case the food prepared by the contractor needs to be served outside the IICA campus for any kind of event/program being organized the permission and approval in written of the CAO, IICA needs to be sought in advance.
5. The contractor shall raise and submit all bills in respect of its offered services of catering, housekeeping and hospitality for all programmes, events, trainings etc. directly to the CAO, IICA and not to any other office/unit of IICA, for any event/program organized, whatsoever.
6. Change in personnel/staff deployed and deputed against any position/service function, as part of the contract by the contractor, other than ones originally deployed (whose profiles have been submitted along with bid and who have been approved by IICA on initial contract award), shall be strictly and only with prior written approval and permission of the CAO,

IICA and subject to submission of requisite and applicable qualification, experience documents as applicable for the position/service function and antecedent, character verification by police authorities and medical fitness certificate from government hospital. However, even in case of emergency replacement/ addition of personnel, the CAO, IICA must be informed immediately, and in any case, not later than 24 hours of such replacement.

7. The contractor has to ensure that with the deployment of any employee, the deployment letter needs to be submitted to IICA.
8. The contractor shall mandatorily issue valid ID cards to all personnel deployed and deputed in the IICA Campus as part of its contract and all such personnel shall mandatorily wear the same at all times while in the campus for duty. Entry into the IICA campus for all contract personnel/staff shall be solely and exclusively on the production of the contractor issued ID card, at the Gate No. 1 or any other campus entry points.
9. Facilities of IICA Campus Wi-Fi shall not be allowed for access to any contractor staff/personnel.
10. The manpower to be deputed in the positions sanctioned shall be assigned the task as per the job role assigned to him. No additional charges shall be entrusted to any other individual hired on some other post.
11. **In case any staff decides to go as planned leave, the caterer shall inform IICA in advance about his leave and shall provide a substitute so that the work is not affected during the absence of the staff. Also person who has applied for leave shall be allowed to proceed on leave only where the substitute joins as his replacement.**
12. It shall be the responsibility of the contractor that behavior, conduct, attitude etc. of all its deployed and deputed manpower including manager, supervisors, FOA etc. shall be of the standard and grade as is expected of such manpower working in the hospitality and hotel industry.
13. Contractor shall strictly ensure that no manpower is diverted for duties/works, other than such, as emanates and translates based on the scope of work defined herein this document.
14. Facilities of the campus for recreation, sports, fitness, audio visual, digital entertainment are not permitted for use and access by any of the staff of the contractor, whatsoever.
15. Contractor shall ensure that appropriate manpower/staff only attends to duties in rooms where female students/learners/trainees/guest/faculty/officers/staff/etc. are lodged, whether in the trainee hostel or hostel segment of 1 BHK tower or Retreat Block.
16. Contractor shall ensure that all deployed and deputed staff for its catering, housekeeping & hospitality services are fluent in Hindi (spoken).
17. The scope of this contract being purely a service contract, the contractor shall ensure that issues pertaining to statutory compliance aspects of its wage based manpower, if any, are not submitted or flagged to IICA.

18. Contractor, shall ensure proper and validated handover and takeover of all inventory items (non fixture) inter alia linen (bed sheets, blankets, quilts, pillows, towels etc.), cutlery/kitchenware/utensils (if any), which are assets of IICA, in the presence of authorized official of IICA administration department, duly documented, recorded and in a written manner, signed and stamped, clearly indicating state and count in a tabulated statement format. The same shall be required to be handed over intact in terms of state and count at the end of its contract period back to IICA administration department and any loss, breakage, damage, spoil, missing etc. will have to be made good in terms of value as decided by CAO, IICA.

SECTION - 2

A. Eligibility Criteria

1. Bidder should have valid GST No. and PAN
2. Bidder should have ESIC and EPF Registration No.
3. Bidder should have a valid license of FSSAI and should be registered with Shops and Establishments Act or incorporated under the Companies Act 1956/2013 or LLP Act i.e. bidder should be firm (single proprietorship/partnership) or company or LLP
4. Bidder should have minimum 5 years of proven and verified experience of rendering catering, housekeeping & hospitality services in a campus environment for at least 200 persons on the average every day at training Institutes/colleges/universities of Central Govt. /State Government/UT Administration/PSU(s) or any reputed private university/college recognized by UGC/AICTE with minimum student base of 2000 (in case of private institution).
5. Bidder should meet both the following criteria:
 - i. Catering assignments with total annual aggregate billing of at least INR 120 Lakh in various assignments during any two of the last five financial years i.e. FY 2017-18, 2018-19, 2019-20, 2020-21, 2021-22.
 - ii. Bidder should be involved in housekeeping assignments with total annual aggregate billing of at least INR 50 Lakh in various assignments any two of the last five financial years i.e. FY 2017-18, 2018-19, 2019-20, 2020-21, 2021-22.
6. The applicant is required to start their services within one week of award of contract.

B. Bid Evaluation Methodology

1. The overall methodology for selection of responsive and suitable bidder shall be the Least Cost System (LCS) method i.e. the bidder with the lowest/least (L1) price quote/financial bid from amongst the technically qualified bidders.
2. The technical evaluation of the submitted bids shall be carried out as per the evaluation scoring scheme defined in 3(i) below with all such bids **evaluated and obtaining technical scores of 75 marks and above overall, and with at least 25 marks in Parameters of "Presentation", shall be considered "technically qualified" and shall be eligible to have their financial bids opened.**
3. **Technical Bid Evaluation Scoring Scheme:**
 - i. The technical proposal shall be evaluated on the basis of parameters mentioned below:

(Proposal obtaining an overall score of 75 or more marks and with at least 25 marks in Parameters of "Presentation", will be declared as technically qualified proposal for opening of their financial bids):

Sl. No.	Attributes	Evaluation
1.	<p><i>Average financial strength for catering services during the highest two of the last five financial years on the basis of turnover of the company/firm/LLP.</i></p> <p>INR 1.2 Crore to INR 1.4 Crore</p> <p>> INR 1.4 Crore to INR 1.6 Crore</p> <p>> INR 1.6 Crore to INR 1.8 Crore</p> <p>> INR 1.8 Crore to INR 2.0 Crore</p> <p>> INR 2.0 Crore to INR 2.2 Crore</p> <p>> INR 2.2 Crore to 2.4 Crore</p> <p>> INR 2.4 Crore</p> <p><u>(Bidder to attach relevant substantiating documents)</u></p>	<p>(30 Marks)</p> <p>12</p> <p>15</p> <p>18</p> <p>21</p> <p>24</p> <p>27</p> <p>30</p>
2.	<p><i>Average financial strength for housekeeping & hospitality services during the highest two of the last five financial years on the basis of turnover of the company/firm. Minimum turn over should be INR 50 Lakh.</i></p> <p>INR 50 Lakh to INR Rs 70 Lakh</p> <p>> INR 70 Lakh to INR 90 Lakh</p> <p>> INR 90 Lakh to INR 1.10 Crore</p> <p>> INR 1.10 Crore to INR 1.30 Crore</p> <p>> INR 1.30 Crore to INR 1.50 Crore</p> <p>> INR 1.50 Crore</p> <p><u>(Bidder to attach relevant substantiating documents)</u></p>	<p>(20 Marks)</p> <p>05</p> <p>08</p> <p>11</p> <p>14</p> <p>17</p> <p>20</p>
3.	<p><i>Presentation by bidder on proposal to meet the tendered requirement in terms of plan for fulfilling the requirements of catering, hospitality etc.</i></p>	<p>(30 Marks)</p>

4.	<i>Personnel and Establishment (list of personnel actually deployed at various sites with their EPF no.</i>	(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. The bidder(s) would ensure to fill the **Annexure-A** and it would be mandatory that the staff indicated in Annexure and proposed to be deployed for the positions of Manager (on site), catering supervisor, housekeeping & hospitality supervisor and FOA shall be present in person during the presentation, along with copies of their educational qualifications as prescribed in the tender document, under scope of work section. The proposed manpower to be deployed against the said positions shall each further require making an oral presentation/interaction with the committee, if required. The presentation shall be video graphed by IICA, if required. **It shall be ensured by the bidder that same individuals would be deployed by them during the contract period, if awarded.**

4. Financial bid evaluation criteria:

- i. The financial bids of only those technically qualified bidders will be opened who has obtained **a minimum overall score of 75** as per the technical evaluation scoring scheme defined above and has further obtained at least 25 marks in Parameters of "Presentation".
- ii. **Formula for evaluation of the financial:**
The Financial Bids will be evaluated as per the evaluation criteria mentioned below (Total 100 points):

L1 technically qualified bidder would be the one whose rates comes out as lowest as per the evaluation formula defined and stated below:

Financial Bid = INR {(X1)(R1) + (X2)(R2) + (W3) + (X4) (R4)} + {Hospitality & Housekeeping charges}

- i. Where value of "X1" = **2250**
ii. Where value of "X2" = **970**
iii. Where value of "X4" = **63**

- iv. Where value of “W3” is the weighted sum of expected consumption in Canteen per month (Jhatpat) as calculated for Menu 2 (i)
- v. Where value of “R1, R2, R4 = Respective rates as per financial bid for Menus 1(i), 1 (ii) and 2 (ii) respectively.
- vi. Where Hospitality & housekeeping charges = fixed rate quoted for monthly charges for housekeeping & hospitality (**as per Financial Bid -B**).

In case of tie in the L1 rates, the contract shall be awarded to that L1 bidder, who has quoted the lowest for R1, and if it is still equal, then it shall be given to the bidder which has quoted the lowest R2. If the bids are still equal, then the L1 bidder quoting the lowest “Hospitality & Housekeeping charges” shall be the selected bidder. If the bids still remain equal, then the bidder with higher technical score will be selected.

C. 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) EMD (scanned).
- 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 5 financial years (FY 2017-18, 2018-19, 2019-20, 2020-21, 2021-22).
- 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 (FSSAI/GNCTD/Government of Haryana).
- i) Proof of experiences of last five financial years (FY 2017-18, 2018-19, 2019-20, 2020-21, 2021-22) 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 IV** in the tender form.
- m) Registration with FSSAI.

2. Financial Bid:

- a) The financial bid should be submitted showing the rates and the total tender amount for tendered 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 Bidder.
- 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) Bidder 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 Bidder 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**.

SECTION - 3

General Guidelines:

1. Submission of Tender:

The bid will be submitted under **two bid system i.e. Technical Bid and Financial Bid on the GeM platform**. The interested Agencies are advised to submit their technical bids and financial bids in the prescribed format 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. **The bid, submitted by the bidder shall be duly ink signed by authorized signatory and stamped with official company seal, on each page of the submitted bids.**

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. However, at least three days will be given for submission of bid from the date of any such substantive change.

4. Earnest Money Deposit (EMD) / Bid Security:

- i. Bidders shall be required to furnish and submit "Earnest Money Deposit (EMD) / Bid Security" along with their bids/proposals for the value of INR 5,00,000/- in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's, Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form. The bid security shall remain valid for a period of forty-five days beyond the final bid validity period. The bidder shall submit a scanned copy (PDF format) of the EMD/Bid Security along with its technical bid, under appropriate section on the GeM platform and the original physical copy of the same shall be submitted vide India speed post/private courier/by hand, placed in a sealed envelope, duly and appropriately superscribed and addressed to the "Administrative Officer-I&II, Indian Institute of Corporate Affairs, Ministry of Corporate Affairs, Government of India, Plot No. 6-7-8, Sector-5, IMT Manesar, District - Gurugram, Haryana, PIN - 122052" so as to reach not later than 5 PM of the date of bid submission deadline (as stated on the GeM platform).

- ii. However, Bidders, who are Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department or Start-up as recognized by Department for Promotion of Industry and Internal Trade (DPIIT) are exempted from furnishing of EMD/BS.
- iii. Bid securities of the unsuccessful bidders should be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

5. Statutory Compliances:

- i. The monthly minimum wages rates shall not be less than the Government of Haryana prescribed and applicable “Nigam Wages” rates, as per the position, district category and wage level.
- ii. 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.
- iii. GST shall be subject to revision as notified by Government of India from time to time.

6. Validity and Evaluation:

- i. The bid shall be **valid for a period of at least six months (180 calendar days)** from the date of last date/ deadline for submission of bid.
- ii. Incomplete, conditional tenders and fax/e-mail/telegraphic tenders are liable to be rejected.
- iii. Tenders are not transferable under any circumstances.
- iv. Evaluation will be done as per the Selection Process.

7. Acceptance of Tender:

- i. IICA may disqualify such Bidder who have been blacklisted or have a record of not meeting the contractual obligations against earlier contracts entered into with IICA, or with any central or state government agencies.
- ii. The Bidder shall within 3 days of receipt of the award letter or letter of intent, give his acceptance.
- iii. 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.
- iv. In case of incomplete documents/information or any non-compliance, the IICA reserves rights to reject the bid(s) out rightly.

8. Performance Guarantee:

- i. Successful Bidder, awarded the empanelment contract shall be required to furnish and submit "Performance Security" for the amount of INR 10,00,000/- in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment in an acceptable form.
- ii. Performance Security shall remain valid for a period of sixty (60) days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations, if any.
- iii. Bid security shall be refunded to the successful bidder on receipt of Performance Security.
- iv. Performance Security money will be forfeited in case of violation of any of the terms and conditions of the tender or if it is found that the items supplied is not up to the mark.
- v. Copy of the same is provided at **Annexure-V**.

9. Signing of contract:

The successful Bidder shall present himself for signing the contract within 5 days after receipt of Award Letter from IICA. Commencement of catering and house-keeping services shall be made by the Contractor within 7 days from the date of issue of AOC Letter or 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 Bidder shall submit a certificate on the letter head of the company/firm that they have never been blacklisted/ banned/ delisted/debarred by any of the Govt. Dept./ 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 Bidder:

The payment of salary/wages or other statutory dues (in respect of wage based manpower/staff, if any), shall be paid by the Bidder/contractor to its worker and shall be sole responsibility of the contractor, being a service contract.

13. Indemnification:

The Contractor/Bidder shall indemnify and hold IICA harmless in respect of any. The Bidder agrees to indemnify and hold harmless IICA, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses , claims (arising out of the contractor's/Bidder's or its staff member's negligent or unlawful performance during the contractual period), damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject.

14. Insurance of the manpower of Bidder/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 Bidder/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 INR 2,000/- 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/Bidder, 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/Bidder, which the Bidder/contractor may owe to IICA during contractual period.
- iii. If at later date, it is found that the documents and certificates submitted by the Bidder/Contractor are forged or have been manipulated, the work order

issued by IICA to the Bidder/contractor shall be cancelled and security deposit shall be forfeited without any claim whatsoever on IICA and the Bidder/ 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 IICA and the contractor, relating to or arising out of the awarded contract and executed contract agreement, 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:

- i. 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 Bidder/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 AO, IICA
- ii. 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.
- iii. The Competent Authority may, at any time, at his option cancel and terminate this contract by written notice stating reasons for such cancellation or termination to the Contractor, in which event the Contractor shall be entitled to payment for the work done up to the time of such cancellation.

- i. The Competent Authority may, at its option, cancel or omit the execution of one or more items of work under this contract, and any part of such item (s) without any compensation whatsoever to the Contractor by giving due notice in writing stating reasons therefore. If at any time after the commencement of the work the Competent Authority shall for any reason whatsoever not require the whole work or part thereof as specified in the tender to be carried out, the Competent Authority shall give notice in writing of the fact to the Contractor who shall have no claim to any payment of compensation whatsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequence of the full amount of the work not having been carried out.

22. BREACH OF CONTRACT

The breach of contract is the failure or refusal to perform it. Any breach of contract by one party to it gives the other party an immediate cause of action and a right to damages as compensation for loss following from the breach of contract. A breach occurs where a party to the contract repudiates or fails to perform one or more of the obligations imposed upon him by the contract. The failure to perform may take place when the time for performance has arrived or even before that. Thus, the "Breach of Contract" mentioned above covers (a) the Anticipatory Breach and (b) the Present Breach.

SECTION - 4

A. Suggested brands & quality of the products

Sl. #	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/
(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
(l)	Potato	Pahari / Desi (Rudrapur - Good
(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/ Nestle/ Amul
(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 or of higher MRP as decided by IICA.

B. Proposed set of Uniforms for deployed Staff

(To be arranged and provided by the Contractor)

1. **Manager** - White shirt + Black pants + Belt + Deep Blue Tie + Name Tag + Formal shoes
2. **Housekeeping & Hospitality Supervisor:** White shirt + Grey pants + Belt + Black Tie + Name Tag + Formal Shoes
3. **Catering Supervisor:** White shirt + Grey pants + Belt + Black Tie + Name Tag + Formal Shoes
4. **Front Office Assistant:** White shirt + Grey pants + Belt + Deep Blue Tie + Name Tag + Formal Shoes
5. **Service Boys:** White shirt + Grey pants + Belt + Black neck bow tie + Hand gloves (white colour) + Cap (black) + Formal Shoes
6. **Kitchen Staff:**
 - a) **Chef** - Chef's Pant & Coat, Apron & Cap (white)
 - b) **Support Staff** - White Pant & Coat, Apron & Cap
7. **Housekeeping cleaning staff:** Deep blue uniform.

Note:

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.*

C. Indicative 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/Savlon
 - 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.*
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 this garbage in the municipal bins will be the responsibility of the Contractor.*

SECTION - 5

Annexure- I

CHECK LIST FOR TECHNICAL BID

(To be submitted through Government e-Marketplace (GeM) platform)

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 5 years	
7	PAN 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 2017-18 : 2018-19 : 2019-20 : 2020-21 : 2021-22 :	
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 Chartered Accountant. 2017-18 : 2018-19 : 2019-20 : 2020-21 : 2021-22 :	
18	Annual turnover for Housekeeping & Hospitality for the financial years, duly certified by a Chartered Accountant. 2017-18 : 2018-19 : 2019-20 : 2020-21 : 2021-22 :	

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

Signature of authorized person

Date:

Full Name: _____

Place:

Seal: _____

Declaration

- 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 Bidders", 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**MENU-1 (i)**

S. No.	VEG MENU (Buffet)	Unit rate (one single value for each row)
1.	<p><u>Bed tea</u> Green Tea, Tea/Coffee, dairy whitener Sachets with sugar grains including demerara sugar (in sugar dredger), Marie biscuits (Small Packet) (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 provided</p>	
2.	<p><u>Breakfast</u> a) Breads (Brown/ multigrain both) b) Butter c) Jam d) Cornflakes/Muesli with 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 (Choice is to be changed on each day of service with prior approval of the designated Mess Committee.) g) Green Tea, Tea & coffee(separate)</p>	
3.	<p><u>Forenoon tea (Morning Tea)</u> Green Tea, Tea / Coffee cup with cookies/biscuits <i>(To be served during Training sessions/ official meetings)</i></p>	

4.	<p><u>Lunch</u></p> <p>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 (Tawa/Tandoor), Puri e) Choice of Rice/Jeera Rice/ Peas Rice/ Pulao /Biryani/Tomato Rice/Fried Rice f) Choice of Curd/Boondi Raita/Mix veg. Raita g) Choice of Salads: Any one:- (Green/Sprouted/Macaroni/Pasta/Tossed/Fried/Russian Salad) h) Papad, achar, chutney i) Sweet(Dessert)</p> <p><i>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.</i></p>	
5.	<p><u>Afternoon tea</u></p> <p>Green Tea, Tea / Coffee with biscuits/cookies <i>To be served during Training sessions</i></p>	
6.	<p><u>Evening Tea</u></p> <p>Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Cheese corn sandwich, Bread Pakora, Spring roll, French fries, Green Tea, Tea /Coffee <i>(To be served during Training sessions)</i></p>	

7.	<p>Dinner</p> <p>a) Choice of Cream or Clear Soups</p> <p>b) Two vegetables (one gravy & one dry item (with one Paneer dish)</p> <p>c) Dal</p> <p>d) Choice of Bread (Tawa/Tandoor), Puri</p> <p>e) Choice of Rice/Jeera Rice/Peas Rice// Pulao /Biryani/ Tomato Rice/ Fried rice</p> <p>f) Choice of Curd/Boondi Raita/Mix veg. Raita</p> <p>g) Choice of one salad from :- Green/Sprouted/Macaroni/Pasta/Tossed/Fried/Russian Salad)</p> <p>h) Papad, achar, chutney (Choice in each course is to be changed on each day of service with prior approval of the designated Mess Committee.)</p> <p>i) Sweet (Dessert)/Fresh seasonal fruits</p>	
TOTAL For Menu-1(i) (R1) (By adding Unit rates from 1 to 7)		
Total in words:		

Note:

1. Unit rate to be quoted by the bidder in INR.
2. Unit rate for each row is to be mandatorily quoted by the bidder and the "cell" against the corresponding meal in a particular row in the menu table is to mandatorily filled.
3. Only one rate should be quoted in each row, breakup within the row for different items in the row need not be given.
4. The unit rate quoted, against any meal in a row in the table will be taken as the rate for the entire meal irrespective of the options of the dishes/food items in item.
5. 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.
6. 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.
7. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies.

MENU-1 (ii)

S. No.	NON VEG. MENU	Unit rate (one single value for each row)
1.	<p><u>Bed tea</u> Green 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><u>Breakfast</u> a) Breads (Brown / multigrain) b) Butter (15gms.) c) Jam (20gms.) d) Cornflakes/Muesli with 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 (Choice to be changed on each day of service with prior approval of the designated Mess Committee.) g) Green Tea, Tea & coffee(separate)</p>	
3.	<p><u>Forenoon tea (Morning Tea)</u> Green Tea, Tea / Coffee cup with cookies/biscuits To be served during Training sessions</p>	

4.	<p>Lunch</p> <p>a) Choice of Cream or Clear Soups</p> <p>b) Two vegetables (one gravy & one dry item (with one Paneer dish))</p> <p>c) One Non-Veg. dish (Mutton*/Chicken**/Fish***)</p> <p>d) Dal</p> <p>e) Choice of Bread (Tawa/Tandoor)/Puri</p> <p>f) Choice of Rice/Jeera Rice/Peas rice/ / Pulao /Biryani/Tomato Rice/Fried Rice</p> <p>g) Choice of Curd/Boondi Raita/ Vegetable Raita</p> <p>h) Choice of Salads: Any one (green/Sprouted/Macaroni/Pasta/Tossed/Fried/Russian salad)</p> <p>i) Papad, achar,chutney</p> <p>j) Sweet(Dessert)</p> <p><i>*Mutton Curry/Mutton keema</i></p> <p><i>**Chicken Curry/Chicken tikka Masala/Butter Chicken/Kadhai chicken</i></p> <p><i>***Fish Curry/Fishy Fry</i></p> <p><i>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.</i></p>	
5.	<p>Afternoon tea</p> <p>Green Tea, Tea / Coffee with biscuits/cookies</p> <p>To be served during Training sessions</p>	

6.	<p>Evening Tea Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Cheese Corn Sandwich, Bread Pakora, Spring roll, French fries, Green Tea, Tea / Coffee</p> <p><i>(To be served during Training sessions)</i></p>	
7.	<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 (Tawa/Tandoor), Puri f) Choice of Rice /Jeera Rice/Peas rice/Pulao/Biryani/Tomato Rice/Fired Rice g) Curd/Boondi Raita/Vegetable Raita h) Choice of one salad from :- Green/Sprouted/Macaroni/Pasta/Tossed/Fried/Russian Salad) i) Papad, achar, chutney j) Sweet (Dessert)/ Fresh seasonal fruits <p><i>(Choice in each course is to be changed on each day of service with prior approval of the designated Mess Committee.)</i></p> <p><i>*Mutton Curry/Mutton keema</i> <i>**Chicken Curry/Chicken tikka Masala</i> <i>***Fish Curry/Fishy Fry</i></p>	
TOTAL For Menu-1(ii) (R2) (Sum of unit rates from 1 to 7 above)		
Total in words:		

Note:

1. Unit rate to be quoted by the bidder in INR.
2. Unit rate for each row is to be mandatorily quoted by the bidder and the “cell” against the corresponding meal in a particular row in the menu table is to mandatorily filled.

3. Only one rate should be quoted in each row, breakup within the row for different items in the row need not be given.
4. The unit rate quoted, against any meal in a row in the table will be taken as the rate for the entire meal irrespective of the options of the dishes/ food items in item.
5. 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.
6. 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.
7. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies.

MENU - 2(i)
FOR CANTEEN (JHATPAT)

Sl.No.	Item Item	Unit Rate (one single value for each row)
1	Special Thali (j1) 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 (j2) a) Dal -1 b) Sabzi-1 c) Boiled Rice -200 gm d) Chapati - 3 e) Salad/Chutney	
3	Mini Meal (j3) a) Kadhi Chawal/ Rajmah +Jeera Rice 200 gm b) Chole Bhature/ Puri, Bhaji, Methi Aloo, Poori/Aloo tomato	

4	Meal (j4) 1. Dal -1 2. Chapati - 4 3. Rice - 200 gm	
5	Meal (j5) 1. Rajmah / Kadhi 2. Chapati - 4 3. Rice - 200 gm	
6	Meal (j6) 1. Aloo / Poori- 4	
7.	Chole Bhature (j7)	

Calculation of bid value W3 for Canteen (Jhatpat) (INR) (W3) = 120*(j1) + 450*(j2) + 150*(j3) + 150*(j4) + 150*(j5) + 120*(j6) + 150*(j7)

Note:

1. Unit rate to be quoted by the bidder in INR.
2. Unit rate for each row is to be mandatorily quoted by the bidder and the "cell" against the corresponding meal in a particular row in the menu table is to mandatorily filled.
3. Only one rate should be quoted in each row, breakup within the row for different items in the row need not be given.
4. The unit rate quoted, against any meal in a row in the table will be taken as the rate for the entire meal irrespective of the options of the dishes/food items in item.
5. 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.
6. 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.
7. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies.

MENU-2 (ii)
HIGH TEA

S. No.	Item	Unit Rate (single value to be quoted)
1.	<p>High Tea</p> <p>-Veg. Sandwiches/Cheese Sandwich/Grill Sandwiches -Choice of snacks-Cutlets/Dhokla/Samosa/Veg. Rolls/Mixed Pakora/Veg. Cutlet/Corn Cheese Balls -Choice of cookies/biscuits- Sweet & salted, wafers - Choice of nuts – Cashew/ Almonds -Choice of Indian Sweets, pastry, fruit cakes and</p> <p>-Green Tea, Lemon Tea, Tea and Coffee</p>	
TOTAL (FOR MENU 2 (ii) (R4):		
Total in words :		

Note :

1. 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/special service for VVIPs/VIPs and buffet service for the participants.
2. Items of Menu will be decided by IICA Designated Mess Committee and there should be sufficient scope for flexibility as and when required.
3. Unit rate in the above row is to be mandatorily quoted by the bidder and the "cell" against the corresponding meal in a particular row in the menu table is to mandatorily filled.
4. Only one rate should be quoted in the above row, breakup within the row for different items in the row need not be given.
5. Contractor will provide hot drinking water as per the guests/trainees requirement.
6. Mouth fresheners should be provided after every major meal.
7. Clean wraps will cover all Salad and Raita.

MENU - 3(i)

Sl. #	Additional optional Items (per person/pax.) in buffet for VIP lunch/dinner
1	Fresh Fruit Juice (200 ml) Watermelon, Mix fruit
2	Coconut Water (200 ml) - Fresh,
3	Mock tail - (200 ml) Kiwi Punch, Orange Delight, etc
4	Veg. Starter (Harabhara Kebab, Paneer Chilli, Corn Cheese Balls, Peas Samosa, Paneer Pakora, Veg. Cutlet, Paneer S/w, etc)
5	Veg. Starter (Paneer Tikka, Chilly Paneer, Veg. Spring Roll, Malai Paneer, Stuffed Mushroom, Pahari Paneer)
6	Non-Veg. Starter (Chicken Cutlet, Chicken Chilli, Corn Chicken Balls, Chicken Pakora, Chicken Fry, Chicken S/w, etc)
7	Non-veg. Starter (Chicken Tikka, Seek Kebab, Chilly Chicken, Murgh Malai Tikka, Pahari Chicken, Achari Tikka)
8	Non-veg. Starter (Fish Fingers, Fish Pakora, Fish Chilli, Fish Koliwada, Fish Pakora, Fish Tikka)
9	Non-veg. Soup (Chicken Clear, Cream of Chicken, Chicken Manchow, Chicken Hot n Sour)
10	Exotic Salad / Chaat (Waldorf, Hawaiian, Café Tossed, Papdi Chaat, Aloo Tikki Chaat, Fruit Chaat, etc)
11	Veg. Dry/Gravy (Bhindi Kurkure, Tawa Sabzi, Gobi Araki, Paneer Butter, Paneer Korma, Diwani Handi, Mushroom Masala)
12	Non-veg. Gravy (Boneless) - Chicken Tikka Masala, Butter Chicken, Murgh Kalimiri, Achari Chicken, Mughlai Chicken, Chicken Kadhai
13	Non-veg. Gravy (Fish) - Fish Curry, Fish Masala, Lemon Butter Fish, Hariyali Fish Masala
14	Non-veg. Gravy (Mutton)- Rogan Josh, Mutton Curry, Mutton Masala, Mutton Saag
15	Assorted Tawa Roti Basket - Phulka, Tawa Lachaa, Tawa Paratha, Trikona Paratha
16	Assorted Tandoor Roti Basket - Tandoori Roti, Butter Roti, Plain Naan, Garlic Naan, Missi Roti, Tandoori Lachaa
17	Regular Dessert - Gulab Jamun, Gajar Halwa, Moong Dal Halwa, Fruit Custard, Jalebi, Imarti, Seviyan Kheer, Phirni
18	Exotic Dessert - (Bikanerwaala, Halidram) - Rasmalai, Rasgulla, Basundi, Pastries
19	Ice-cream (Mother Dairy, Amul, Vadilal) - Vanilla, Tuti Fruti, Butterscotch
20	Fruit Plate (Banana, Watermelon, Papaya, Pineapple, Apple, Seasonal Fruits)

MENU - 3(ii)

ITEMS AVAILABLE AT ALLTIMES

S. No.	Item	Unit rate
	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 :		

Rates should be below the Market rates/ MRP for the same, and can be negotiated during bid finalization

Annexure-A

Sl. No.	Particulars	Qualification	Experience	Aadhaar No.	Mobile No.	Photograph
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 & Hospitality 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					
6	(a) Name of FOA (proposed to be deployed in shift A)					
	(b) Name of FOA (proposed to be deployed in shift A)					
	(a) Name of FOA (proposed to be deployed in shift B)					
	(b) Name of FOA					

	(proposed to be deployed in shift B)					
	(a) Name of FOA (proposed to be deployed in shift C)					
	(b) Name of FOA (proposed to be deployed in shift C)					

****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) HOSPITALITY & HOUSEKEEPING CHARGES

S. No.	Description	Rate per month (INR)
1.	Housekeeping and hospitality services in Trainees' Hostels, 1 BHK Tower (hostel segment/component), DG Residence, Retreat Block etc. as per scope defined	
TOTAL(FOR HOSPITALITY & HOUSEKEEPING SERVICES PER MONTH)		
TOTAL IN WORDS :		

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 Bidder

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) 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.

BIDDERS 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 10,00,000/-** (INR Ten Lakh 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.
3. We undertake to pay to the IICA any money so demanded not withstanding 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.
5. 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_____