

**GOVERNMENT OF ASSAM
DIRECTORATE OF TRAINING
ASSAM ADMINISTRATIVE STAFF COLLEGE
KHANAPARA: GUWAHATI - 22**

NOTICE INVITING TENDER

No. AASC (A/E) 12/2013/2017/Pt-III/46

Dated: 05/01/2018

Sealed tenders in a two- bid system, i.e. (i) **Technical Bid** and (ii) **Financial Bid** affixed with non-refundable court fee stamps of Rs 8.25/- (Rupees eight and paisa twenty five only) are invited from experienced firms/parties/private limited agencies for providing ***Cleaning and Housekeeping and Catering Services*** in (A) ***Hostel of Assam Administrative Staff College (AASC)*** and (B) ***Civil Services Officers' Institute, Assam (CSOIA)*** of Assam Administrative Staff College (AASC), Jawaharnagar, Khanapara, Guwahati – 781022.

Interested tenderers may submit a written request on their company's letter head indicating the tender number and work description for issue of tender documents which should be addressed to the Administrative Officer, Assam Administrative Staff College, Jawaharnagar, Khanapara - 22. Tenders can also be downloaded from the AASC website, www.aasc.assam.gov.in. In all cases, tenders must be accompanied by the receipt of Rs 1000/- (Rupees one thousand only), which is non-refundable and is to be paid in cash / Demand Draft in favour of 'the Director, Assam Administrative Staff College Society'.

The sale of tender documents will start on **9th January, 2018** from 10.00 a.m. and close at 2p.m. of **20th January, 2018** and the last date of submission is **24th January, 2018**, up to 2p.m and the technical bid will be opened on the same day at 3p.m. in the presence of tenderers or their authorized representatives of the firms. Tenders received after the stipulated date and time are liable to be rejected.

The Director of Training, Assam Administrative Staff College, Guwahati reserves the right to accept or reject any or all tenders without assigning any reasons thereof. Assam Administrative Staff College, Guwahati neither binds itself to accept the lowest rate of tender nor does it undertake to assign reasons for the decision taken.

**Sd/-
Director of Training
Assam Administrative Staff College**

COMMON TERMS AND CONDITIONS AND THE GOVERNMENT NORMS

1. For convenience of understanding the work scope, the Tender Document is divided into three (3) Parts:

Part A:

All instructions pertaining to Hostel of AASC, which includes cleaning and housekeeping of:

- (i) Block B (consisting of 44 rooms, lobbies, lounges, stores, etc),
- (ii) Block C (consisting of 40 rooms, lobbies, lounges, stores, etc),
- (iii) Stores
- (iv) Dining Halls and kitchen area
- (v) Lounges (2 lounges)
- (vi) Reception areas
- (vii) Office spaces

And catering service to AASC.

Part B:

All instructions pertaining to CSOIA and Officers' Club which includes cleaning and housekeeping of:

- (i) Multi-utility Hall
- (ii) Suites for accommodation of guests (2 numbers)
- (iii) Gymnasium (2 numbers)
- (iv) Banquet Halls (2 numbers)
- (v) Games rooms (2 numbers)
- (vi) Swimming pool area (which includes changing rooms, toilets, open spaces, sitting areas, etc,)
- (vii) Tennis Court
- (viii) Lobby areas
- (ix) Multiple washrooms and rest rooms
- (x) Office spaces

And running of 2 (two) numbers of restaurants.

Part C:

Requirement of manpower and their wages and description of all other criteria to be considered by the bidders while quoting their rates.

2. The tenderers are advised to inspect and survey the Hostel of AASC & CSOIA and familiarize themselves with its layout of the mentioned areas, room sizes and manner of management etc., before submitting the tenders. The tenderers shall obtain all necessary information as to risks, contingencies and other circumstances which may affect or influence their tender. He or she shall be deemed to have full knowledge of the site and work, while submitting the tender.

3. The rates for the cleaning and housekeeping of the Hostel of AASC & CSOIA and catering services should be quoted both in words and in figures in the prescribed proforma (**Annexure - XV**) and should be inclusive of all taxes and all other charges that may be applicable.
4. Banker's certificate, along with profit and loss account and balance sheet duly certified by a Chartered Accountant will have to be submitted for the last 3 (three) years, i.e. 2014-15, 2015-16 and 2016-17.
5. Only firms with a minimum annual turnover amounting to **Rupees Twenty five Lakhs**, in similar areas, need apply.
6. Both the technical and financial bids have to be submitted in separate sealed envelopes, which should be super scribed "Technical Bid" and "Financial Bid" as the case may be and these have to be submitted together in one sealed envelope.
7. The technical bids would be opened on **24th January, 2018 at 3 p.m.** in the chamber of the Administrative Officer, Assam Administrative Staff College.
8. Those firms which are found to have qualified on technical bid evaluation shall be invited to send one representative to be present during the opening of the financial bids, the date of which would be intimated later on.
9. The bidders will have to mandatorily submit the following documents:
 - (i) Annual turnover for the last three years i.e., 2014-15, 2015-16 and 2016-17.
 - (ii) Copy of up-to-date GST
 - (iii) Income Tax clearance certificate.
 - (iv) EPF and ESI registration.
 - (v) Banker's Certificate.
 - (vi) Registration Number of the Firm.
 - (vii) PAN
 - (viii) Rates of food, beverages, laundry, welcome kit, cleaning and housekeeping, pest control (**as per formats in Annexure XI to XV**).

10. Evaluation of Bids:

10.1. Evaluation of Technical Bids:

- (i) The client shall follow two bid systems where the Technical Bid and Financial Bid shall be evaluated separately.
- (ii) The tendering evaluation shall be done on weightage with 60% to Technical Evaluation and 40% to Financial Evaluation.
- (iii) The Technical Bid Evaluation shall be done based on the following criteria:
- (iv) During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

(iv)1. Number of years in Operations: Max 25 Marks

- (a) 1 years or more but less than 3 years - 10 Marks
- (b) 3 years or more but less than 5 years - 20 Marks
- (c) 5 years or more - 25 Marks

(iv)2. Turnover (Last three Year): Max. 25 Marks

- (a) Less than or equal to Rs.25,00,000.00 - 05 Marks
- (b) More than Rs.25,00,000.00 and upto Rs.35,00,000.00 - 10 Marks
- (c) More than Rs.35,00,000.00 - 15 Marks

(iv)3. Number of Manpower on roll (in last financial year, engaged in, cleaning, housekeeping and catering works): Max. 25 Marks

- (a) 70 or more but less than 100 -10 Marks
- (b) 100 or more but less than 300 - 20 Marks
- (c) 300 or more - 25 Marks

(iv)4. Size and quality of Client for whom cleaning, housekeeping and catering work is being provided:

(annual billing should be at least Rs. 25,00,000.00) Max. 25

- (a) 2-3 clients - 10 marks
- (b) 3-5 clients - 20 marks
- (c) More than 5 clients - 25 Marks

10.2 A bidder should secure mandatorily a minimum 50% marks (i.e. 50 marks out of total 100 marks as per para 10.1) in Technical Evaluation in order to be a qualified bidder for being eligible for Technical weightage and subsequently for opening of Financial Bids. However, if the tenderer fails to meet the Minimum Eligibility criteria, then the bid will not be considered irrespective of the technical score.

10.3 The total marks obtained by a Bidder in the Technical Bid (as per para 10.1) shall be allocated 60% of technical weightage and the financial bids shall be allocated 40% of the financial weightage, thereby making a total of 100% weightage for the complete bidding.

10.4 The Bidder shall be required to produce attested copies of the relevant documents in support of 10.1 in addition to the documentary evidence for being considered during technical evaluation.

10.5 The Technical bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will be returned unopened.

- (i) The responsiveness of the bid, i.e. receipts duly filled, signed and accepted bid documents in complete form, including Authorization letter.
- (ii) Receipt of valid EMD with requisite amount in the mentioned format.
- (iii) Documents in proof of meeting the minimum eligibility criteria.
- (v) Any other document as required to support the responsiveness of the bidder as per tender.

10.6 The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. Client shall intimate the bidders, the time/venue for the financial bid opening.

11. Financial bid opening procedure:

11.1 The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.

11.2 Absence of bidders or their authorized representatives shall not impair the legality of the process.

11.3 The Contractor's Profit Percent quoted, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid process would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.

11.4 Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the Lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure as explained in para 12.

12. Financial Bid evaluation

12.1. The financial evaluation shall be carried out and financial bids of all the bidders shall be given 40% of weightage.

12.2 The Bidder with the lowest bid Prices (L1) shall be assigned full 40 marks (i.e. 40% x100) and his total scores of the bid shall be as per Illustration below:

Illustration:

If the Bidder is L-I Bidder and Quoted Rs. 100/- for being L-1, then his total value shall be: Technical Values+ 40 Financial Value)

12.3 The financial scores of the other bidders (i.e. L-2, L-3...ad so on) shall be computed accordingly, by allotting 30 marks to L2 and 20 marks to L3.

13. Determination of the Successful bidder:

13.1 The total marks obtained by a Bidder in the technical bid (as per para 10.1) shall be allocated 60% of technical weightage and the financial bids shall be allocated 40% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

13.2 The Bidders' ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

13.3 The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L - 1 Bidder for further process.

13.4 If there is a discrepancy between words and figures, the amount in words shall prevail.

14: TENDER ACCEPTANCE & REJECTION

14.1. Director, AASC, reserves the right to reject any part or whole of the Tender without assigning any reason whatsoever.

14.2. *Letter of Intent* will be issued to the successful vendor after evaluation of the Technical and financial tenders.

15.: SIGNING OF CONTRACT

At the same time as AASC notifies the successful Bidder that its bid has been accepted, AASC will send the Bidder the contract agreement incorporating all agreements between the parties on non-judicial stamp.

16: TERMINATION FOR INSOLVENCY:

AASC may at any time terminate the order / contract by giving written notice of four weeks to the contractor, without any compensation if the contractor becomes bankrupt or otherwise insolvent.

17: TERMINATION FOR CORRUPT OR FRAUDULENT PRACTICES OR DEFAULT:

17.1. Tenderer shall observe the highest standards of ethics during the period of contract.

17.2. AASC will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

17.3. Default is said to have occurred:

-If the contractor fails to deliver any or all of the services and/or fails to perform any other obligation (s) under the contract within the time period(s) specified in the order or any extension thereof granted by AASC.

-If the agency, in either of the above circumstances, does not take remedial steps within a period of 15 days after receipt of the default notice from AASC (or takes longer period in spite of what AASC may authorize in writing), AASC may terminate the contract in whole or in part.

Award of contract to successful bidder and contractor's responsibility:

1. The contractor shall have to enter into a legal agreement on Non-Judicial Stamp Paper with AASC.
2. The contract shall remain in force for a minimum of 1 (one) year from the date of taking over of the contract by the contractor.
3. The contract may be extended annually for 2nd and 3rd year subject to satisfactory performance under the agreement.
4. The Contractor shall exercise adequate supervision to ensure proper cleaning, housekeeping and catering in the Hostel AASC and CSOIA, in accordance with the requirements.
5. The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
6. All the personnel employed by the contractor should be well-mannered.
7. Contractor must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time.
8. Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.
9. **Waste Disposal Management:** The Contractor shall ensure collection of all garbage and disposal of the same in the earmarked area.
10. The personnel deployed by the contractor should be skilled in all cleaning / housekeeping/ catering activities as assigned to him.
11. Inadequately trained staff will not only be prevented from working but also penalty will be levied.

12. All personnel deployed by the contractor should be above 18 years of age and would have to be medically fit at all times.
13. The contractor shall furnish the complete list of personnel employed by him at the AASC, along with their bio-data, proof of residence, photographs, etc before they are deployed. Any changes made thereafter will have to be brought to the notice of the Administrative Officer, AASC immediately.
14. The workers/personnel engaged by the contractor shall have no presumptive or any kind of right of absorption in the services of AASC.
15. AASC is not bound to provide residential accommodation to the personnel engaged by the contractor.
16. No worker employed by the contractor would be allowed entry inside the AASC campus if he is not in uniform and/or does not carry the identity card.
17. The contractor would have to replace any worker(s) engaged by him, if desired by the college authorities.
18. All the jobs of workers engaged by the contractor must be supervised by the contractor.
19. The contractor or any of his workers shall not carry any materials/items out of AASC campus without necessary permission from the Director of Training, Assam Administrative Staff College.
20. The contractor shall be responsible for the safety of each labourer and should follow all rules and regulations prescribed by the Government from time to time.
21. The quality of service at all times should be as per standards laid down by AASC and explained to the contractor from time to time.
22. All workers engaged by the contractor are liable for security checks from time to time, especially during the VIP visits.
23. The workers are to be present in office till the end of working hours.
24. The cleaning, housekeeping and catering works in the Hostel of AASC and CSOIA, will be required also on public holidays if there are any in-house training courses or other conference/meetings, etc. /any work as desired by Director of Training/Administrative Officer of AASC.
25. The AASC authority reserves the right to reject the entry of any worker employed by the contractor into the AASC campus.
26. In case the workers engaged by the contractor have any grievances, they shall take these up with the contractor without creating any disturbance in the AASC campus. If the workers engaged by the contractor resort to any agitation resulting in any damage to the property of AASC and or to its reputation or cause any hindrance to its work, the contractor would be liable for payment of damage to AASC. It would also be construed as a breach of contract rendering the contractor liable for such action as may be deemed necessary.
27. In case of any legal dispute, the place of litigation shall be Guwahati.
28. **The contractor will have to ensure that no garbage or any kind of waste material like paper, bottles, tobacco packets, butts, dry wastes, food wastes, etc are found littered inside the hostel of AASC, CSOIA and the entire campus. Cleanliness of AASC is a responsibility of every individual engaged/residing inside the campus.**

PART – A

**Cleaning and Housekeeping of
Hostel Blocks – B & C and Dining Area**

And

**Catering Services for
Assam Administrative Staff College**

SECTION A

INSTRUCTIONS TO TENDERERS

1. For catering services to be provided to AASC, the rates on which the various meals will have to be provided for the trainings, workshops, seminars, meetings, etc., will be specified from time to time. The menu for the concerned programmes will be decided by AASC in consultation with the contractor and accordingly the meals will have to be served.

Therefore the number of manpower to be deployed as chefs, helpers, cleaners, service, etc., will be decided by the bidder on being awarded the contract.

AASC conducts training programmes / workshops / seminars for about 8000 to 10,000 participants annually.

The menu that the bidder proposes to serve may be indicated in **Annexure XI** as per the rates specified.

2. Meals, which includes breakfast, lunch, high tea, packed meal and dinner will have to be served on time as may be specified programme-wise.
3. AASC lets out its conference halls to other departments/organizations from time to time. The catering service for these organizations/departments will be provided by the contractor, by virtue of being the AASC caterer.

Coordination for providing catering service (i.e., rates and menu) for such programmes will be by the AASC caterer directly with the organizations/departments concerned. **However, the contractor will have to share 10% of the total cost of the work order with AASC.**

4. Visitors:

The Assam Administrative Staff College provides accommodation to the following categories of people:

- (a) Trainees of various courses organized by AASC.
- (b) Faculty of various courses organized by AASC.
- (c) Outside-the-state Officers of Central and State Government who come to participate in programmes organized by the different organizations/institutions.

Provision for accommodation to such participants or any other guests will be on the basis of prior approval of the competent authority.

Room rent to be charged from the guests will be on the basis of rates fixed by the AASC.

5. Security:

The contractor will have to follow all rules as may be framed by the AASC from time to time regarding movement of materials and equipment to and from the campus, issue of identity cards, control of entry of personnel.

All furniture, equipments, electronics equipments, kitchenware, crockery, etc. will be at the disposal of the contractor who will be awarded the cleaning and housekeeping and catering service of AASC. Loss or theft of property of AASC Hostels, Kitchen and dining will be the responsibility of the contractor.

6. **Rates:**

- (a) The tenderers shall have to provide round-the-clock hospitality, house-keeping and catering services at the AASC hostel.
- (b) The contractor will quote the schedule of rate in the financial bid on monthly and **yearly** basis for consumables to be used for routine and weekly deep cleaning, housekeeping and general upkeep of the hostel and dining areas, charge toiletry kit, laundry charges separately as per **Annexure IV & XIII**.
- (c) The contractor will have to provide the laundry service (washing and ironing) for the AASC linen items used in the hostels (like bed sheets, bedcovers, pillow covers, towels, blankets, mosquito nets etc), rates of which may be quoted in the prescribed proforma at **Annexure XIII**, which will be reimbursed upon the submission of bills.

7. **Terms of payment:**

The contractor will submit the bills every month to the Director of Training, Assam Administrative Staff College, in triplicate which should mandatorily include the following:

- (a) Attendance registers of the daily wagers employees deployed, duly signed by the contractor.
- (b) Copy of EPF challan of the employees.
- (c) Copy of supply/use of cleaning materials/consumables, duly verified by the Supervisors.
- (d) It will be the responsibility of the contractor to provide substitute daily wager in the absence of anyone deployed, failing which necessary daily wage will be deducted on the basis of number of man days.

8. **Termination of contract:**

- (a) If the contractor shows lack of sincerity or negligence to the work or his performance is found to be unsatisfactory in the opinion of the competent authority, the contract may be terminated at any stage without prejudice to the right by action under any other relevant clause of the contract by giving one month's notice.
- (b) In case the tenderer/contractor desires an earlier termination of the contract, he/she shall have to give **three months advance notice** to the Director of Training, Assam Administrative Staff College. In case the contractor withdraws from his/her work without giving the three months notice, his/her security deposit would be forfeited.

9. **Safety rules**

- (a) The contractor shall carry out the work in accordance with the statutory requirements of safety regulations and other rules/Acts as may be applicable.
- (b) The contractor or his representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.

(c) The contractor or his representative will report any accident to the competent authority of the Directorate. The cause of all minor or major accidents that occurs in their job shall be reported and immediate remedial measures taken to prevent reoccurrence of such accidents. This responsibility lies solely on the contractor.

(d) Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to continue with service. His work permit should be withdrawn and he should be expelled from the work premises forthwith.

10. **Labour laws:**

The contractor shall abide by the provisions of various labour laws as may be applicable from time to time.

11. **Reception services**

Scope of work:

(a) Manning of the reception counter, attending to guests, telephone calls and hostel / catering related queries.

(b) Attending to the checking in and checking out of guests.

(c) Cash handling, receiving the cash against various services provided and depositing of room rent to the Superintendent (Hostel), AASC on a daily basis.

(d) Maintaining of register for recording feedback from the guests and taking corrective measures, whenever necessary.

(e) Ensuring that the vacated rooms are handed over to the housekeeping staff for cleaning.

(f) Maintaining the list of vacant rooms for incoming guests.

(g) Keeping the newspapers in the lobby in the morning.

(h) All other jobs related to reception.

12. **Housekeeping services:**

12.1 General cleaning:

(a) Cleaning of glass doors, windows using glass cleaner.

(b) Wiping of window panels, door panels, and staircase railings with damp cloth.

(c) Cleaning and mopping of the floors using disinfectants.

(d) Toilet cleaning:

(i) Cleaning of the toilet seats by applying toilet cleaner and scrubbing with toilet brush and then washing it with disinfectants.

(ii) Scrubbing of urinal pots with brush and cleaning agent and then washing it with disinfectants.

(iii) Scrubbing of wash basins with brush and cleaning agent and then washing it with disinfectants.

(iv) All SS taps to be wiped dry with dry duster.

- (v) Wiping of mirrors with cleaning agent.
- (vi) Replenishment of liquid soap in the soap dispensers.
- (vii) Clean mugs to be made available in the toilets.
- (viii) Naphthalene balls should be provided in basins and urinals every day.
- (ix) Mosquito nets should be washed once every month.

12.2 Daily cleaning:

- (a) Wiping of telephones, table tops with disinfectants.
- (b) Mosquito repellants should be kept ready in every room.
- (c) Wiping of chairs.
- (d) Vacuum cleaning of sofa sets, carpets.
- (e) Wiping of AC grills from outside.
- (f) Daily general cleaning:
 - (i) Collection of garbage / waste papers from the guests' rooms and disposing off in the garbage pit or in the GMC garbage bin outside the campus.
 - (ii) All toilets should have toilet fresheners (Odonil etc), toilet rolls, and naphthalene balls must be put in the urinals, nanny traps and washbasins.
 - (iii) Mugs and buckets in the bathroom should be clean

12.3 Weekly cleaning:

- (a) Deep cleaning of the floors by scrubbing it with soap solution and chemicals and then mopping.
- (b) Cleaning of under tables, corners of corridors, staircases.
- (c) Cleaning of window and door panels with damp cloth.
- (d) Removal of cobwebs from all areas.
- (e) Bed sheets and other linen should be changed daily in occupied rooms or upon check out.

12.4 Periodic cleaning:

- (a) **Insecticides and pesticides to be sprayed.**
- (b) **Overall deep cleaning to be done.**

13. Catering service:

13.1 Breakfast and lunch:

- (a) All items to be served for the bed-tea, breakfast, lunch, dinner etc, should be freshly prepared in the kitchen using good quality ingredients. The contractor will provide grocery, vegetables, oil, masala etc required for the preparation of food. He will get the samples approved by the Superintendent (Hostel) before procurement.
- (b) The lentils and rice should be free from stones etc.
- (c) The vegetables should be soaked in salted water to ensure that there are no traces of pesticides. These should be washed thoroughly thereafter.
- (d) The medium of cooking should be a reputed brand of refined/ groundnut / mustard oil bearing the 'Agmark' mark.
- (e) The food should be prepared under hygienic conditions.
- (f) The food should not have excessive oil, spices, chilies and salt.

- (g) The sweets etc served should not be artificially coloured and should be fresh products.
- (h) Special care should be taken in the preparation of chappatis. These should be prepared fresh just prior to the meal time to ensure that they are served hot to the participants / guests.
- (i) The curd served should be fresh.
- (j) Leftovers of the food cooked and served once should not be used / served again under any circumstances. Any violation will be viewed seriously and lead to punitive action, including termination of the contract.
- (k) AASC will provide only cooking gas equipment and the cost of the fuel/gas for cooking purpose should be borne by the caterer / contractor.
- (l) Cooking accessories such as utensils, cooking vessels and other items and equipment used for cooking will be provided by AASC and the contractor will ensure that these shall be maintained and kept spotless clean.
- (m) The Institute shall provide the crockery and cutlery items.
- (n) The caterer / contractor have to keep ready towels and liquid soaps in the wash basins of the dining hall and common washroom areas.
- (o) The wash basins and washrooms of the dining area have to be cleaned before and after every meal.
- (p) The guest(s) occupying the VIP rooms have to be provided all services in the room.
- (q) Except otherwise specified, only bed tea will be served to guests/participants occupying the other rooms of the hostel
- (r) *Mineral water, soft drinks etc including fresh fruit juice is to be kept available for service at all times. The cost of these items would be borne by the guests/participants who consume these items, except when directed otherwise. The rates for these items would also have to be quoted separately.*
- (s) ***SERVING AND CONSUMPTION OF ALCOHOL IN THE HOSTEL PREMISES IS STRICTLY PROHIBITED. The contractor will have to ensure the same. Any violation of the same noticed by the Contractor, will have to be reported to the competent authorities.***

13.2 Dining hall:

- (a) The dining area should be ready 15 minutes before every meal.
- (b) The tables and chairs should be arranged properly.
- (c) The quality of RO water will have to be monitored by the Contractor.
- (d) The dining tables, chairs, utensils, floors etc should be kept clean and arranged properly.
- (e) The contractor will maintain a feedback register to ensure improvement in quality of food and cleanliness of the dining area.
- (f) The serving of the food will be as per the directions of the Superintendent (Hostel), AASC.
- (g) It should be ensured that the food is served hot and on time.

13.3 Kitchen:

- (a) The kitchen, including the floors, tiles, drainages etc should be thoroughly cleaned every day.
- (b) The chopping boards, knives etc should be cleaned properly daily.
- (c) The crockery, utensils etc should be kept sparkling clean.
- (d) Special cleaning of the kitchen area, including equipment and utensils, may be done every week or as and when directed by the Superintendent (Hostel), AASC
- (e) The kitchen staff will wash their hands at the time of entering the kitchen.
- (f) The storage of the raw food will be done properly and at the correct temperature.

- (g) The cleaning of the stores will be done every week and also as and when directed by the Superintendent (Hostel) to ensure that there are no pests and rodents.
- (h) Perishable food items like pickles, jam, sauce etc will not be stored beyond their expiry dates.

13.4 Uniforms:

- (a) All the staff should be always in uniform and be neatly attired and with hair, beard and nails kept trimmed.
- (b) The kitchen staff should wear proper uniforms with gloves, headgear, aprons and protective gears to ensure that no accident takes place.
- (c) The contractor will provide all the uniforms, protective gears etc as needed.

14. Laundry services:

- (a) The contractor will have to provide in-house laundry facilities and ensure use of premium quality washing agents.
- (b) Necessary payment for laundry service given to the guests / participants staying in the hostels, will have to be realized from the guests / participants and will not be borne by AASC.

15. Room services:

- (a) Upon arrival, each guest, unless otherwise directed, has to be provided with a kit consisting of one toothbrush, one small toothpaste, one standard-size soap, and one sachet of shampoo. The items included in the kit should be of well-known brands. The rate for this kit should be quoted separately in the prescribed proforma at **Annexure XII**. The cost of the kit will be borne by AASC.
- (b) The contractor should also ensure that prior to arrival of guests; the rooms should have adequate quantity of tea/coffee/milk/sugar sachets. The rates of these items should also be quoted inclusive of all taxes and the cost will be borne by AASC.
- (c) The guests rooms should be cleaned and beds made every day.
- (d) Maintaining sufficient stock of linen, mattresses, pillows, towels, beds, tables and other furniture etc provided by AASC in a proper condition and in safe custody. All these are to be handed back to AASC after the expiry of the contract period.
- (e) Providing fresh/washed bath towels and hand towels daily and changing of bed sheets and pillow covers daily.
- (f) Change of complete set by freshly-washed bed sheets, pillow covers and towels immediately when a new person occupies the room.
- (g) Allotment of rooms would be done as per the instructions of the Superintendent (Hostel), AASC.
- (h) Room rent will be collected and deposited to the Superintendent (Hostel) who will deposit the same to the Cashier. Registers are to be maintained for the purpose.
- (i) Maintenance of excellent front office management and providing of services to guests, most of whom would be senior government officers.
- (j) Attending on guests promptly with well-trained staff.
- (k) Maintaining sufficient staff to cater to the above requirements.
- (l) The Manager besides other duties has to receive the guests and also supervise the placement of the guests in the room as per instruction of the authority.

16. Levy of liquidated damages:

- (a) AASC shall have the right to levy on the contractor compensation for liquidated damages to cover the total cost incurred by it for making alternative arrangements for delays attributable to the contractor, poor quality of services, non-deployment of adequate and sufficient number of worker (s) and supervisor (s) etc.
- (b) The decision of the competent authority of AASC shall be final and binding in assessing the compensation as liquidated damages
- (c) The amount of liquidated damages shall be adjusted and set against the sum of money payable to the contractor under this contract or any other contract with AASC

17. Termination:

- (a) AASC shall have the right, any time during the duration of the contract, to suspend, terminate or cancel the services of the contractor by issuing a month's notice to the contractor
- (b) In case AASC terminates the contract in whole or in part, AASC shall not pay any compensation in any form to the contractor for the balance work.

18. Subletting or assignment of contract:

- (a) No subletting or assignment of the contract is permitted
- (b) However, if under special circumstances, if any request is made, it may be considered by AASC and decision taken by AASC subsequently would be final.

PART – B

**House Keeping and Catering Services for
CIVIL SERVICES OFFICERS' INSTITUTE, ASSAM
(CSOIA)**

BRIEF INTRODUCTION OF CSOIA.

The Civil Services Officers' Institute, Assam is presently functioning at Assam Administrative Staff College (AASC) campus, Jawaharnagar, Khanapara, Guwahati.

The average annual Food & Beverage sale in CSOIA is as follows:

- Food & Beverage Sale
- a) May 14 – March 15 – Rs. 10 Lakh (approx.)
 - b) April 15 – March 16 – Rs. 23 Lakh (approx)
 - c) April 16 – March 17 – Rs. 24 Lakh (approx)

A new extension of CSOIA is being built which has the facilities of more restaurants in addition to the existing restaurant, party venues, Billiards Room, a Health Club with gymnasium and spa facilities. Various events shall also be organized throughout the year for entertainment of members viz. Weekend movies, New Year Eve, Diwali Mela, X-Mas Eve, Holi, Bihu, etc. During these occasions, the caterer / contractor will have to be provide catering service.

INSTRUCTIONS FOR THE CONTRACTOR

The CSOIA remain closed only on Mondays. The manpower deployment for Catering and Lounge Services should be geared up to handle on an average 40 members at any time. The working hours of the Cafeteria will be 10 am to 10 pm and may be changed as per requirements by the competent authority.

Site Visit :

The bidders are advised to visit CSOIA and examine the site of work and its surroundings and obtain for himself all information that may be necessary for preparing the tender document.

The bidding firm should be presently in the business of providing catering services to reputed organizations of similar or larger set-up with a registered office in Guwahati. Successful bidder should possess license/permissions as required by law from the competent authorities and registered with the department of Labour Commissioner. The license should be valid as-on-date. PFA nomination must be made by the successful bidder with a copy to CSOIA.

The Bidder (Party) winning this contract has to pay a Monthly Maintenance charge of Rs. 12000/- (Rupees Twelve Thousand only).

- 1) Tenderer shall submit catering license, labour license, and ESI and EPF numbers, copies of PAN No. Vat No. and latest Income Tax returns of the last three years.
- 2) Subletting of this contract is not permitted.
- 3) CSOIA reserves the right to engage one or more caterer if required. In that case, area of operation of all the caterers will be clearly demarcated and any infringement by the Caterer of the areas so demarcated will entitle CSOIA to terminate this Agreement.
- 4) The competent authority of CSOIA reserves the right to reject any or all tenders in whole, or in part, without assigning any reasons. CSOIA will not return any document (Technical & Financial) once it has received the bids from the bidders.
- 5) Contractors who are financially sound and capable to **invest Rs. 5 lakh** as Working Capital should come forward for this contract.

- 6) If bidder is found indulging in malpractice or pooling of bid the submitted bid might be cancelled.

TERMS AND CONDITIONS FOR CONTRACT OPERATION

I GENERAL:

1. Maximum period of engagement will be three years with first year as probation. After the expiry of three years, open tenders will be invited in which the existing contractor will be at liberty to participate unless otherwise debarred.
2. The contractor will bear the cost, throughout the term of contract, for comprehensive general liability insurance for his men and material. No liabilities whatsoever incurred on men and material due to any cause/accident/disaster will be borne by the CSOIA.
3. A Service Level Agreement (SLA) will be signed between the contractor and CSOIA. The caterer shall not directly or indirectly accept any kind of sponsorships or complimentary liquor or other gifts on behalf of CSOIA from any Institution/firm/supplier/manufacturer etc.
4. The Contractor shall be responsible for the safety from fire/accident/disaster of all the workers engaged for the performance of his contractual services.
5. The contractor shall issue Identity Cards to all its workers and submit a police verified list of employees in the Institute to CSOIA within 30 days.
6. CSOIA will not be liable for any liability arising under the labour laws, non-payment of taxes of any statutory taxes or any other law of the land, incurred by the contractor. The bidder shall be liable for depositing all taxes, levies, etc. on account of services rendered by him in CSOIA to the concerned authorities as per the rules and regulations in the matter.
7. The Contractor shall be responsible for the conduct and behavior of his employees and will ensure that no miscreants/trouble makers are provided for services in CSOIA.
8. All billing transactions for catering and lounge services will be handled by the party and submitted next day to the Accounts branch/Manager.
9. Caterer would provide food and snack items only to the staff of the Institute on "No Profit No Loss" basis.
10. **Security:**

The contractor will have to follow all rules as may be framed by the AASC and Government of Assam from time to time regarding movement of materials and equipment to and from the campus, issue of identity cards, control of entry of personnel.

All furniture, equipments, electronics equipments, etc. will be at the disposal of the contractor who will be awarded the cleaning and housekeeping and catering service of CSOIA. Loss or theft of property of CSOIA, which includes the restaurant areas, will be the responsibility of the contractor.

11. **Rates:**

- (a) The tenderers shall have to provide round-the-clock hospitality, house-keeping and catering services at the AASC hostel.
- (b) The tenderers shall have to provide round-the-clock hospitality, house-keeping and catering services at the AASC hostel.
- (c) The contractor will quote the schedule of rate in the financial bid on monthly and **yearly** basis for consumables to be used for routine and weekly deep cleaning, housekeeping and general upkeep of the hostel and dining areas, charge toiletry kit, laundry charges separately as per **Annexure IV & XIII.**

II PAYMENT AND TAXES:

- 1) Correct Billing for Catering and Lounge services to the members of CSOIA shall be the responsibility of the Contractor as per the rates approved by CSOIA.
- 2) Cash handling i.e. receipt of cash from customers, it's safe custody and depositing the same daily with CSOIA will be the responsibility the Contractor.
- 3) Contractor will submit daily sales reports to CSOIA after closing hours.
- 4) Price fixation and Revision of rates will be at the sole discretion of CSOIA. Prices of products at which the bills would be raised shall indicate prices and Taxes separately. Billing format will be provided by CSOIA.
- 5) The contractor will raise the bill on CSOIA for Food/Beverage items issued / delivered against hospitality within three days and seek approval of the Manager, CSOIA.
- 6) Payment of GST as applicable shall be charged from members and the payment to govt. shall be responsibility of Tenderer.
- 7) Bill shall be raised with GST or as applicable.
- 8) Payment will be released by CSOIA within thirty days from the date of submission of bills.

III Force Majeure:

In the event of any unforeseen event directly interfering with operation of licensee arising during the currency of the licensing agreement such as war, insurrection, restraint imposed by Govt, act of legislature or other authority, explosion, accidents, strike, riot, lockout, act of public enemy, acts of God, sabotage, the licensee shall within a week from the commencement thereof notify the same in writing to CSOIA with reasonable evidence.

If the force majeure conditions as mentioned be in force for period of 90 days or more, CSOIA will have the option to terminate the license on expiry of 90 days of commencement of such force majeure by giving 14 days notice to the license in writing. In case of such termination, no damage shall be claimed by either party against the other except those which had accrued under any other clause of this agreement prior to such termination.

SCOPE OF WORK

1. HOUSEKEEPING SERVICES:

1.1 General cleaning:

- (a) Cleaning of glass doors, windows using glass cleaner.
- (b) Wiping of window panels, door panels, and staircase railings with damp cloth.
- (c) Cleaning and mopping of the floors using disinfectants.
- (d) Toilet cleaning:
 - (i) Cleaning of the toilet seats by applying toilet cleaner and scrubbing with toilet brush and then washing it with disinfectants.
 - (ii) Scrubbing of urinal pots with brush and cleaning agent and then washing it with disinfectants.
 - (iii) Scrubbing of wash basins with brush and cleaning agent and then washing it with disinfectants.
 - (iv) All SS taps to be wiped dry with dry duster.
 - (v) Wiping of mirrors with cleaning agent.
 - (vi) Replenishment of liquid soap in the soap dispensers.
 - (vii) Clean mugs to be made available in the toilets.
 - (viii) Naphthalene balls should be provided in basins and urinals every day.
 - (ix) Mosquito nets should be washed once every month.

1.2 Daily cleaning:

- (a) Wiping of telephones, table tops with disinfectants.
- (b) Mosquito repellants should be kept ready in every room.
- (c) Wiping of chairs.
- (d) Vacuum cleaning of sofa sets, carpets.
- (e) Wiping of AC grills from outside.
- (f) Daily general cleaning:
 - (i) Collection of garbage / waste papers from the guests' rooms and disposing off in the garbage pit or in the GMC garbage bin outside the campus.
 - (ii) All toilets should have toilet fresheners (Odonil etc), toilet rolls, and naphthalene balls must be put in the urinals, nanny traps and washbasins.
 - (iii) Mugs and buckets in the bathroom should be clean

1.3 Weekly cleaning:

- (a) Deep cleaning of the floors by scrubbing it with soap solution and chemicals and then mopping.
- (b) Cleaning of under tables, corners of corridors, staircases.
- (c) Cleaning of window and door panels with damp cloth.
- (d) Removal of cobwebs from all areas.
- (e) Bed sheets and other linen should be changed daily in occupied rooms or upon check out.

1.4 Periodic cleaning:

- (a) Insecticides and pesticides to be sprayed.
- (b) Overall deep cleaning to be done.

2. CATERING SERVICE:

2.1 KITCHENS:

CSOIA has one fully equipped kitchen with fixed assets such as burners, exhaust, water filters, etc located at Ground Floor one pantry attached with Officers' Lounge of the Institute at AASC Campus, Guwahati. Commercial LPG connections will be provided in the Kitchen, the cost of consumption & maintenance shall be fully borne by the caterer. All cooking utensils, appliances, logo crested crockery, cutlery, serving dishes, stainless steel/brass chafing dishes for the buffet parties and in restaurant with service spoons / ladles, water jugs, tea kettles, sugar pots, cruet set, toothpick holder, tableware, table linen, cloth napkins, bill folder, service trays, allied items / gadgets (masala grinders), insect killers, computers, cashiers & billing software (POS) for billing will be provisioned by the contractor. No stained, sub standard or chipped crockery/glassware/serving dishes/cutlery/ chafing dishes to be used under any circumstances. Maintenance of all these items in serviceable condition will be the sole responsibility of the contractor. Maintenance of the fixed assets will also be the responsibility of the contractor. The contractor shall remove garbage from the kitchen daily at his own cost and dispose off at disposal points as per the Municipality Laws. The contractor shall ensure that fumigation and pest control in the Kitchen is done thrice a week (during night after catering operations and removal of any leftover food) to keep the area free from pest, rodents, insects, flies, etc. The records of fumigation and pest control will be checked by CSOIA.

Quality & Hygiene in the Kitchen, Restaurants and other service areas:

In order to maintain the quality of the products, handling, storage, hygiene and the reputation of the Trademarks, the successful bidder will strictly comply with the best industry norms & practices regarding the Quality & Hygiene control procedures in the Kitchen. The caterer will be solely and fully responsible of any case arising out of food adulteration. Any compensation, fine and punishment etc. imposed as a result of food adulteration would be borne fully and solely by the Contractor as service provider to CSOIA. PFA nomination must be made by the successful bidder with a copy to CSOIA. Raw material purchased for cooking will bear the AGMARK/FPO (details attached).

2.2 SERVICE AREAS:

The service areas in CSOIA at AASC Campus, Guwahati will include a two floored Cafeteria, A pool side Restaurant, Officers' Lounge, Multiple Party Halls & a multi Utility Hall and a outdoor Party Venues.

(a) **Cafeteria:** A la carte services are to be provided in the Cafeteria with 43 covers (Ground floor- 18 covers & First Floor- 25) as per the requirement of CSOIA. Members / Guests will be served A'la carte food on the table with, sizzling hot food/snacks, fully marinated with appropriate garnishing within the stipulated time of 20 minutes and Lounge services within 15 minutes of the order.

(b) **Officers' Lounge:** Ground floor Officers' Lounge (for 29 pax) should always have adequate number of clean, unchipped variety of glasses for service of all drinks / cocktails/mocktails.

(c) **First floor annexure:** A small banquet hall with seating capacity of 30 pax.

(d) **Multi Utility Hall:** A Hall where all the Institute's events are held and can be booked by any institutional group and has a capacity upto 200 standing people.

(e) **Outdoor Party Venue:** An old Tennis court has been converted to an outdoor party venue ideal for any occasion and can be booked by the members of the Institute. The contractor's services will be required if only approved by the booking party or member.

(f) Multiple Banquet spaces

(g) **A small Coffee shop/space** to be open & operated for the members using the Health Facilities (Swimming, Lawn Tennis, Badminton, Table Tennis, Gymnasium, Etc) during 6 am- 10 am and 4pm to 9 pm serving Red Tea, Milk Tea, Green Tea, Black Coffee, Milk Coffee, Drinking water bottles, small snacks, Fresh Fruit cuts, Fresh juices, other healthy snacks, etc.

Food served on buffet during parties should be fresh, hot and unlimited during the period of booking.

(h) Adequate number of well trained and experienced staff would be deployed in order to render prompt and professional services at all food outlets as per annexure 2 . The staff would be further supplemented during the weekends and rush hours.

(i) The operating hours of various facilities will be as follows:

Cafeteria : 12 pm to 10 PM pm.

Officers' Lounge : 5 pm to 10 pm & 2 pm to 10 pm (On public holidays including Sundays).

Small Coffee shop/space: 6 AM to 10 AM and 4 PM to 9 PM

(j) Party timings:

(i) Anytime between 10 AM till 10 PM

(ii) For events/functions – as instructed by the Secretary, CSOIA.

(k) Staff employed for restaurants and the lounge will be separate from the staff engaged for the parties in the Institute. They will be checked for their attire by the Captain/ supervisors of the contractor before the party and briefed on areas of their duties. Any deficiency found in this regard will also be penalized (@ Rs.1000/- for each incident) on reporting by Host member of the party / CSOIA Manager. A very strict dress code will be followed for summer & winter uniforms.

(l) The Lounge attendants employed should be competent and experienced in making various types of cocktails/mock tails and ensuring proper accounting of all the items at the Lounge. To ensure prompt service on weekends, a minimum of two trained lounge attendants per lounge service counter would be deployed.

(m) The serving staff hired by caterer for parties would be provided with well ironed uniforms along with name badges including headgear for Kitchen staff, working on tan doors/Food Live counter.

(n) The caterer will submit list of all staff members along with their photographs, ESI details, PF, health card, police verification, etc. to CSOIA within 30 days of commencement of operation, including casual employees hired for the parties.

(o) It is the responsibility of the caterer to keep the entire service area including tables, chairs clean and quick turnover of tables/covers. The service staff should immediately clear the tables used by the members after the guest leaves the table.

(p) Contractor shall be responsible for compliance of provisions of Prevention of Food Adulteration Act, 1954 or any other amendments thereto.

2.3 FOOD QUALITY:

The contractor shall maintain a highest standard of food quality and catering services as rendered by any reputed club. The contractor will ensure excellent Food quality and very good standards of services during the currency period of the contract. **The bidder will have to submit a list of Food/Menu Items of various cuisines such as North Indian, South Indian, Chinese, Continental and others (DETAILS AT ANNEXURE XIII)** to be served in the cafeteria, lounge snacks, bar-be-que parties, packed food, etc. based on the seasons (winters and summers) which will be changed at least twice a year to avert 'Menu Fatigue' for approval of the Working Committee of CSOIA. This list will be approved by CSOIA with rates for making changes in the menu as and when required. The date of changes of these menus will have to be approved before its implementation. The caterer will also provide Snacks, bakery items including pastries, cakes, counters viz. Chaats. etc. to the members on which a price markup will be fixed between caterer and the CSOIA. **The Bidder also has to organized monthly global food festivals.** However, the contractor will be fully responsible for ensuring the quality and standard of raw material and finished products being bought/supplied/used / sold by him in CSOIA. A list of Agmark brand products is attached at **Annexure 1)**

1. The contractor will observe all fire safety norms and ensure safety of the fire fighting equipments installed in the kitchen, by CSOIA.
2. Only computerised bills will be generated.
3. Any stale and/or rejected material (raw or cooked) leftover food of parties shall be removed from CSOIA premises immediately at night by the Contractor and will not be served next day under any circumstances. The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order and any laxity in this regard will attract severe penalties to be determined by CSOIA. The decision of the CSOIA in this matter will be binding on the Contractor.
4. The contractor will engage trained manpower to ensure prompt services and cleaning work. The caterer shall be free to employ employees subject to screening of personnel documents by CSOIA and for such duration as may be deemed appropriate in order to fulfill his obligation under this agreement. A list of all the employees with photographs and residential address will be submitted to CSOIA for security reasons within 30 days of the commencement of the contract. Caterer shall have to undertake continuous training of these services boys throughout the currency period of the contract.
5. Use of Institute's premises and its facilities are for members only. The caterer shall not use the address of CSOIA for his private business and will not promote his private business amongst the members of CSOIA.
6. The Caterer must have skilled cooks/chefs for cooking Indian/Chinese/Continental/ south Indian, (vegetarian and non-vegetarian dishes), bakery items. The Caterer would cater for additional manpower for special events and Functions organized in the Institute viz. New Year Eve, Diwali Mela, etc.
7. If at any point of time a staff of the contractor proceeds on leave, it will be the responsibility of the agency to arrange for a substitute, so as to ensure prompt services. If the workmen of contractor remain absent due to any reason and the services are suffering, CSOIA shall have the right to engage the workmen on its own at the cost of the Contractor and debit the cost incurred, from the monthly bills of the Contractor.

8. If complaints are received against any of the staff deployed by the contractor, the contractor will immediately arrange for replacement.
9. The contractor's staff shall leave the office premises every day after business hours and no employee will stay inside CSOIA after closing hours.
10. During the parties held by the CSOIA, on important functions the caterer would bear all the expenditure on additional requirements of linen, disposable plates/glasses/crockery/cutlery and other items connected with the efficient Catering and Lounge services. The expenditure on decoration will be borne by CSOIA. For member's private parties, such expenses will be borne by the user member.
11. The caterer shall be issued adequate stock of beverages and its replenishment would be done through written indents to be placed by the caterer or his authorized representatives. At the closing hour, the Lounge would be locked with dual locking system by CSOIA and the caterer.
12. Any genuine loss on account of spoilage/breakage of beverage at Lounge arising due to circumstances beyond the control of staff of the caterer on certification by an authorized representative of the CSOIA would be borne by CSOIA. In all other cases, making up of loss would be the exclusive responsibility of the service provider. The caterer shall ensure the availability of adequate stock in the Lounge for its efficient running. For this purpose, the indents would be placed by him well in advance for daily operations and for parties.
13. The service provider will have to ensure correct accounting of beverage stock under his custody. Daily sale report will be generated and balance at the end of the day will be taken on charge by the CSOIA. The caterer and his staff shall not be allowed under any circumstances to bring their own beverage inside the Lounge nor to take the beverage out from the Lounge. Surplus beverage will be taken on charge daily by the CSOIA and reflected in the closing sale summary.

2.4 SAFETY RULES:

The contractor shall carry out the work in accordance with the statutory requirements of safety regulations and other rules/Acts as may be applicable.

The contractor or his representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.

The contractor or his representative will report any accident to the Secretary, Executive Committee, CSOIA. The cause of all minor or major accidents that occurs in their job shall be reported and immediate remedial measures taken to prevent reoccurrence of such accidents. This responsibility lies solely on the contractor.

Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work. His work permit should be withdrawn and he should be expelled from the work premises forthwith

2.5 STAFF UNIFORM & HYGIENE:

Caterers' staff (Managers, captains, stewards, Chefs, utilities, etc) will be well groomed and dressed in fresh laundered staff uniform as prescribed by CSOIA with name badge for easy identification and check. The contractor will provide two set of uniforms stitched in good fabric to each employee for a period of six months. Date of issue will be marked in indelible ink under the collar of the shirt and behind the belt of the trouser. In case the staff is found improperly dressed or the same is not in order for reasons of cleanliness, CSOIA will be at liberty to prohibit the entry of such staff till such time the person is well

dressed to the satisfaction of CSOIA. The staff of the contractor will not visit the Lobby/reception area or use member's telephone/toilet or remove any books/magazines/CD from the reception. The kitchen staff shall use separate sets of shoes, aprons and caps while working in Kitchen. The employees of the contractor shall not loiter or use public areas such as restaurants, lounges, health club, wash room, and reception area. The contractor will maintain a Health check record card for each employee duly certified by a Medical Officer. The staff employed will have six monthly medical checkup by the medical officer from a Govt. Hospital. TAB & TT injections will be administered before the commencement of the contract and vaccinations of cooks/chefs will be done every year.

The caterer will also ensure highest standards of hygiene are maintained in the Kitchen and the staff washes their hands regularly with liquid dettol soap. The cleaning /washing of the utensils, dishes and floor of Kitchen will be undertaken twice a day before and after operations. Fly catchers will be placed in Kitchen, stores and any exposed area. All the waiters would be provided with cloth dusters by the caterer in order to clean the tables before providing the service. Separate waiters would be employed for speedy removal of the used plates and glasses etc. from all areas of the Institute.

2.6 OVERHEAD EXPENSES:

The caterer shall bear the expenses for the printing of approved Menu Cards, KOT, billing stationery, stock registers in lounge, expenses on linen (table cloth, full size thick paper napkins, frill etc.). However, the design, color, etc. will be approved by CSOIA. Registers and other stationery required for Lounge and Catering services would be provided/cost borne by the caterer. The caterer will also maintain a three month reserve stocks of such items.

Potable filtered water in the Kitchen area, Restaurants and Lounges shall be arranged by CSOIA. Beverage for the Lounge will be provided by CSOIA.

2.7 PENALTY CLAUSE:

The competent authority in CSOIA shall nominate the Manager, who shall be authorized to inspect and conduct surprise checks of the premises provided to the contractor and make on the spot assessment of hygienic conditions/cleanliness of the premises, quality of material being used, upkeep of staff and any other aspect that he may like to check. Based on the report submitted by the Officers, CSOIA will take action, such as imposing penalties/charges towards stale food, bad and unhygienic services etc.

Further, on the basis of the report submitted by the Officers, CSOIA shall be competent to the extent of even terminating the contract, if deemed necessary, by giving the requisite notice. If the contractor supplies product/item other than specified or of low quality and quantity that is not of the approved standard, then a penalty of Rs.5000/- (Rs. five thousand only) per instance shall be imposed on the contractor with a warning.

2.8 LOUNGE SERVICES:

CSOIA lounge on the ground floor will operate from 5 Pm to 10 pm & 2 pm to 10 pm (only on public holidays including Sundays) (Monday being closed).

CSOIA will provide complete beverages for the lounge. The service provider will provide professional lounge attendants, supervisor and service boys to serve beverage to the members / guests in the lounge, parties, etc.

Beverage will be issued on daily basis and closed at the end of the day with a consumption summary, duly signed by the service provider and the duty manager. Monthly inventory of all beverages will be checked by the Internal Auditor. Shortages if any would be debited to the caterers account.

Annexure I

LIST OF INDICATIVE BRANDS OF PROVISIONS / ITEMS TO BE USED FOR CATERING IN CSOIA:

S.NO.	ITEM	BRAND
1	Milk	Mother Dairy/Amul/Purabi
2	Curd	(Mother Dairy / Amul / Nestle)
3	Paneer	-do-
4	Biscuits	ITC Sunfeast/Britannia/Parle
5	Bread	Repose/ Sky Chef
6	Butter	Amul/ Britannia
7	Jam	Kissan / MAGGI
8	Tomato Ketchup	Kissan / Maggi/ Henz
9	Tea	Tata Tea / TAJ MAHAL
10	Tea Bags	Taj Mahal/Tata Tetley
11	Coffee	Nescafe/Bru/Sunrise
12	Refined Oil (Soya)	Sundrop of ITC/ Fortune
13	Mustard Oil	Dhara/ Fortune
14	Rice	Good quality Basmati rice (Full Grain)
15	Sugar/Sugar cubes	Good quality (SPECIFY)
16	Atta/Maida/Besan	ITC/Shakti Bhog/Annapurna
17	Pulses	Good Quality.
18	Spices	MDH/ Catch/Everest
19	Fruits/Vegetables	Seasonal fresh good quality
20	Chicken/Mutton/Fish/Prawns/eggs, etc.	Fresh good & no.1 quality
21	Salad	Seasonal items consisting of fresh good quality vegetables
22	Papad	Lijjat / Hladiram
23	Pickle	Reputed good quality brands (SPECIFY)
24	Ice Cream	Mother Dairy/Amul/Vadilal
25	Sweets & snacks	Good quality (SPECIFY)
26	Condiments	Standard/Established brands(SPECIFY)
27	Namkeens/ Peanuts/ Waffers	Standard / Established Brands(SPECIFY)

* All provisions used shall be of reputed /FPO/ Agmark brands only and not beyond 'Expiry or Best before used dates'. The above brands and/or brands of comparable quality (to be approved by CSOIA) can only be used.

NOTE: Edible oil once used for cooking etc. shall not be used again for any other purpose whatsoever.

No item would be allowed to be used after the date of expiry. Wherever items of Agmark / FPO are not available, the caterer would take a written approval from CSOIA. List of all the brands of items used as ingredients for cooking will be submitted for approval. The CSOIA will permit only approved items to be taken in the Kitchen on daily basis.

Signature of Contractor

PART -C

Manpower Deployment Plan and Wage Details

(1)

[C (i)]

For Hostels of AASC

Tentative Deployment Schedule of Cleaning and Housekeeping Staff & Supervisors
(Skill Category: Semi Skilled/Unskilled)

Sl. No.	Name of Building	Area	Requirement of housekeeping staff	
			Supervisor (Semi skilled)	Housekeepers (Unskilled)
1.	Hostel Block - "B"	44 hostel rooms	1	5
2.	Hostel Block - "C"	40 hostel rooms		5
3.	Surroundings areas (of Hostels and CSOIA)	Drains Pathways, etc		2
Total			1	12
			13	

Detailed calculation of wages for a year for all categories for the purpose of evaluation of Tender Bids

Sl. No.	Category	Minimum wages per day (as per notification of Labour Commissioner, Govt. of Assam, No. ACL/43/2004/8240-306 dated 30/05/2017) (Present rate w.e.f. 01.07.2016)	Total mandays in a year	Total wages in a year
1	Supervisor (semi skilled) #	Rs. 298.52/-	360	Rs. 1,07,467.20
2	Housekeepers (unskilled)#	Rs. 257.40/-	4,320	Rs. 11,11,968.00
Total (Rs.)				Rs. 12,19,435.20

Calculation of annual wages as per statement above: **Rs. 12,19,435.20**

Calculation of monthly wages as per statement above: **Rs. 01,01,619.60**

Assuming 360 days in a year for each supervisor / housekeeper for the calculation of total mandays.

(2)

[C (ii)]

For CSOIA

Tentative Deployment Schedule of Cleaning and Housekeeping Staff
(Skill Category: Unskilled)

Sl. No.	Name of Building	Area	Requirement of housekeeping staff
			Housekeepers (Unskilled)
1.	CSOIA	Entire area	7
Total			7

Detailed calculation of wages for a year for the above category for the purpose of evaluation of Tender Bids

Sl. No.	Category	Minimum wages per day (as per notification of Labour Commissioner, Govt. of Assam, No. ACL/43/2004/8240-306 dated 30/05/2017) (Present rate w.e.f. 01.07.2016)	Total mandays in a year	Total wages in a year
1	Housekeepers (unskilled)#	Rs. 257.40/-	2,520	Rs. 6,48,648.00
Total (Rs.)				Rs. 6,48,648.00

Calculation of annual wages as per statement above: **Rs. 6,48,648.00**

Calculation of monthly wages as per statement above: **Rs. 54,054.00**

Assuming 360 days in a year for each housekeeper for the calculation of total mandays.

[C (iii)]

Combined total wages for Hostels of AASC & CSOIA is as follows:

- (a) Total annual wages: **Rs. 18,68,083.20**
(b) Total monthly wages: **Rs. 1,55,673.60**

Annexure – II

From:

To: Director of Training
Assam Administrative Staff College
Khanapara, Guwahati – 781022

1. I/We hereby tender for the execution of the work of providing round-the-clock ***cleaning and housekeeping services and catering services at (a) Hostel (Block B & C and Dining Hall, Reception area, etc) of AASC and (b) CSOIA*** in the premises of Assam Administrative Staff College as per tender document and accepted by me /us for the work in accordance with the terms and conditions in the tender document.
2. I/We agree to pay the earnest money and accept the terms and conditions laid down in the memorandum below.

MEMORANDUM

- (A) General description of work: Providing (a) round-the-clock ***cleaning and housekeeping services*** and (b) ***catering*** in Hostel Blocks B & C (including Dining Hall, Reception area, etc) and CSOIA.
- (B) Earnest money : Rs 40,000/- (Rupees forty thousand only), payable in the manner described in the tender document. If the tender is accepted, the earnest money will be retained against the security deposit.
- (C) Time allowed for execution of work : 10 (ten) days from the date of issue of work order.

I/We hereby pay the earnest money of Rs 40,000/- (Rupees forty thousand only) in the form of banker's cheque / demand draft in favour of the "Director, Assam Administrative Staff College Society, Guwahati – 781022"

3. If I/we fail to commence the work specified in the Memorandum in para (2) above or as mentioned in the tender document, or fail to deposit security amount specified in the Memorandum in para (2) above, I/we agree that the said owner and its successors without prejudice to any other right or remedy be at liberty to forfeit the said earnest money in full otherwise the said money shall be retained by the owner, towards the security deposit specified in para (2) above. The said owner shall also be at liberty to cancel the notice of acceptance of tender if I/we fail to deposit the said security amount as aforesaid or to execute an agreement or start work as stipulated in the tender documents.

I/we enclose herewith the evidence of my/our experience of execution of work of similar nature and magnitude carried out by me/us and also all the essential/relevant documents mentioned in the tender document.

Date:

Signature of witness:

Name in block letters:

Address:

Signature of the tenderer with seal

Name & Address:

Annexure – III

Particulars of the tenderer

- 1) Firm/tenderer’s name:
- 2) Postal address:
- 3) Telephone No.:
- 4) Fax No.:
- 5) Contact person:
- 6) E-mail address:
- 7) Website address, if any:
- 8) Headquarter office address:
- 9) Local branch office address with phone no. and fax:
- 10) Whether the firm is private or public limited with date of establishment (attested copies of deed for articles of association to be enclosed):

- 11) Name of the person holding the power of attorney (attested copy of power of attorney to be enclosed). Also state his present nationality and liabilities:

- 12) Names of partners, their current nationalities and liabilities

- 13) Name and address of the tenderer/contractor:

- 14) Specimen signature of the tenderer/contractor: a)
 b)
 c)

I/we authorize CSOIA to make any investigation to verify the correctness of the statements and documents submitted with this application and obtain clarifications or information on the technical and financial aspects of the applicant.

Date:

Signature of the tenderer

Annexure – IV**Cost of consumables**

Sl. No.	Name of items	Quantity	Price
1	Bath room cleaner		
2	Floor cleaner		
3	Bathroom fixtures and fittings cleaner		
4	Super fresh make glass/coline		
5	Toilet bowl cleaner		
6	For removal of oil and grease		
7	Garbage bag - large		
8	Garbage bag - small		
9	Scotch brite		
10	Air freshner		
11	Naphthalene balls		
12	Urinal cubes		
13	Insect killer spray		
14	Bath soap		
15	Toilet soap		
16	Phenyle		
17	White duster soft		
18	Floor duster		
19	Wiping duster		
20	Soft duster		
21	Jharoo hard		
22	Jharoo soft		
23	Mosquito killer liquid		
24	Mosquito killer machine		
25	Beygon		
26	Wiper with handle large		
27	Wiper (small)		
28	Toilet brush		
29	Scrubbing pad		
30	Hit spray		
31	Tissue paper box		
32	Toilet rolls		
33	Liquid soap		
34	Odonil		
35	Feather brush		
36	Rin washing soap		
37	Prill		

Note: the quality of all the consumable items to be provide by the tenderer will be strictly monitored.

Annexure – V

(Please use a separate worksheet duly signed and sealed in the given format)

Sl No.	Full postal address of clients (past and present and name of the officer-in-charge)	Nature of works	Duration of the contract (from and to)	Amount of contract	Remarks (if any)

Note: (1) Original/attested copies of work order and completion and performance certificates from the client.

(2) Any other information in support of professional capability with documentary evidence

Date:

Signature of the tenderer

Annexure – VI

Details of manpower to be deployed for the work, category wise as specified:

(Please use a separate worksheet duly signed and sealed in the given format)

Sl No.	Name of the person	Designation	qualifications	experience	Place where he/she is to be engaged

Date:

Signature of the tenderer

Annexure – VII

Turnover during the last 3 (three) years:

1. Year 2014-15:
2. Year 2015-16:
3. Year 2016-17:
4. Audited balance sheets of the last three years:
5. The profit and loss statements of the last three years:

Note: (1) Supporting document such as CA certified Balance Sheet & Profit and Loss statement for the last three years will have to be submitted.

Date:

Signature of the tenderer

Annexure – VIII

Self declaration by the tenderer on EPF (Employees Provident Fund) and ESI (Employees State Insurance) regarding registration, number of manpower on roll, its regular subscriptions:-

(i) On EPF

(ii) On ESI

Note: Copies of latest EPF and ESI challan need to be submitted.

Signature of the tenderer

Annexure – IX

Certificate regarding up-to-date clearance of GST and Income Tax from the concerned tax authorities:

Annexure – X

Technical inputs and work plan mentioning clearly the details regarding the methods of cleaning, supervision methodology, newness and creativity in cleaning and housekeeping (a separate sheet, duly signed and sealed, may be used, if necessary)

Note: Attach separate sheets of work plan for Hostel Block and CSOIA.

Annexure – XI

For Hostel Block – B & C only:

Suggestive Menu for breakfast, lunch and dinner (for all days of the week and as per rates mentioned in the statements below) proposed by the bidder:

(Please use a separate worksheet duly signed and sealed in the given format)

(Two different menus to be provided for each price category)

1(a)

Sl No.	Days	Breakfast Menu @ Rs.50.00	Lunch Menu @ Rs.150.00	Dinner Menu @ Rs.150.00
1	Monday			
2	Tuesday			
3	Wednesday			
4	Thursday			
5	Friday			
6	Saturday			
7	Sunday			

1(b)

Sl No.	Days	Breakfast Menu @ Rs.50.00	Lunch Menu @ Rs.150.00	Dinner Menu @ Rs.150.00
1	Monday			
2	Tuesday			
3	Wednesday			
4	Thursday			
5	Friday			
6	Saturday			
7	Sunday			

2(a)

Sl No.	Days	Breakfast Menu @ Rs.75.00	Lunch Menu @ Rs.200.00	Dinner Menu @ Rs.200.00
1	Monday			
2	Tuesday			
3	Wednesday			
4	Thursday			
5	Friday			
6	Saturday			
7	Sunday			

2(b)

Sl No.	Days	Breakfast Menu @ Rs.75.00	Lunch Menu @ Rs.200.00	Dinner Menu @ Rs.200.00
1	Monday			
2	Tuesday			
3	Wednesday			
4	Thursday			
5	Friday			
6	Saturday			
7	Sunday			

3(a)

Sl No.	Days	Breakfast Menu @ Rs.100.00	Lunch Menu @ Rs.400.00	Dinner Menu @ Rs. 400.00
1	Monday			
2	Tuesday			
3	Wednesday			
4	Thursday			
5	Friday			
6	Saturday			
7	Sunday			

3(b)

Sl No.	Days	Breakfast Menu @ Rs.100.00	Lunch Menu @ Rs.400.00	Dinner Menu @ Rs. 400.00
1	Monday			
2	Tuesday			
3	Wednesday			
4	Thursday			
5	Friday			
6	Saturday			
7	Sunday			

Annexure – XII

Rates of kit (toothpaste, toothbrush etc):

Sl No.	Items in kit	Rate in Rs.
1		
2		
3		
4		
5		
6		
Total		

Annexure – XIII

Laundry charges

(Please use a separate worksheet duly signed and sealed in the given format if needed)

Sl No.	Items	Rate in Rs.
1	Bedsheet	
2	Bedcover	
3	Pillow cover	
4	Towel	
5	Mosquito net	
6	Blanket	
7	Blanket cover	
8	Table cloth	
9	Curtains	
10	Trouser	
11	Shirt	
12	T-shirt	
13	Saree	
14	Salwar kameez	
15	Mekhela chaddar	
16	Kurta	
17	Pyjama	

Annexure – XIV

The various Menu to be designed keeping in mind the following menu items from different cuisines. The Price of each item has to be mention. The Bidder are requested to add more items in addition the below mentioned numbers. Regional menu items can be suggested.

MENU	CHINESE CUISINE	INDIAN CUISINE	CONTINENTAL CUISINE	REGIONAL CUISINE	ANY CUISINE
SOUP (Veg & n Veg)	3	3	3	1	
VEG STARTERS	5	7	4	2	
NON VEG STARTERS	8	8	4	2	
VEG SIDEDISH	6	12 (Including 3 Dal/Lentil)	6	2	
NON VEG SIDEDISH	6	10	6	2	
RICE	6	8		1	
BREAD	6 (Noodles)	8	2	1	
HIGH TEA	4	8	8		
DESSERT					5
HOT BEVERAGES					8
COLD BEVERAGES					8
MOCKTAILS					10
FRESH SEASONAL/CANNED/ PACKED JUICES					3

***Please note that Bottled water are to be sold on MRP**

Annexure XV

For Hostel of AASC and CSOIA:

While quoting the rate, the bidder should take into consideration the following values, over and above the rate of wages as specified in [Part C](#)

<u>Rates for</u>	<u>Amount Per month (Rs.)</u>
Cost of ESI	
Cost of EPF	
Cost of pest control	
Cost of consumables (as per list as annexure IV)	
GST	
Cost of uniform / I Card	
Contractor's profit percent on total wages	
GRAND TOTAL (IN FIGURES) per month	
GRAND TOTAL (IN FIGURES) per year	
GRAND TOTAL (in words) per month:	
GRAND TOTAL (in words) per year:	