

“A”

### **NOTICE INVITING TENDER**

The Satyendra Nath Bose National Centre for Basic Sciences, Kolkata– 700098 invites, from qualified and experienced Agencies, sealed bids for providing “**Day To Day Maintenance and House Keeping of Bhagirathi (Guest House) and Essential Staff Quarter (occupied by students and common areas) and Catering Service**” in the Campus of the Centre.

#### **A.1. Qualification of the Bidder**

- (a) The bidder must have experience in managing prestigious hotels, resorts, reputed govt. organizations/ PSUs/ reputed private concerns guest houses etc. and must be able to deploy similar experienced personnel. Experience of managing guest house and running the catering service in academic organisations will be preferred.
- (b) The average annual turnover of the bidder shall be minimum of Rs. 50 lakh (Rupees Fifty lakh only) per annum during the last three years.
- (c) The bidder should possess valid trade license and provide registration with EPF, ESI, Service Tax, Professional Tax etc. and also with the Regional Labour Commissioner (Central).
- (d) The bidder should have minimum 5 years’ experience in maintenance of guest house and providing catering services.
- (e) The bidder must have provided 25 (twenty five) personnel to an organisation at a time at present or in recent past i.e. in 3 (three) years.

#### **A.2. Details of the Bid Documents**

- A.2.1 The tender document can be downloaded from the Centre’s Website: <http://newweb.bose.res.in/InfoAnnouncements/Tender.jsp>.
- A.2.2 All tenders should be accompanied with an Earnest Money Deposit (EMD) of Rs.70,000/- (Rupees Seventy Thousand Only) payable in the form of Demand Draft/ Bankers Cheque in favour of S. N. Bose National Centre for Basic Sciences, Kolkata – 700 098.
- A.2.3 The last date of submission of the tender is 1.00 pm on 06-01-2014. The tender is to be submitted in the tender-box kept in the Centre’s Reception. The technical bid will be opened at 2.30 pm on the same day in presence of intending bidders.
- A.2.4 The validity of the tender will be 90 (ninety) days from the date of opening of the BID.
- A.2.5 Interested bidders may visit the campus during 16-12-2013 to 03-01-2014 between 10.00 am to 5.00 pm excepting Saturdays, Sundays and other Government Holidays.

**Registrar**

**“B”**

## **INSTRUCTION TO BIDDER**

### **B.1 Submission of Bid**

- B.1.1. Bidder is advised to submit the BID strictly in accordance with the terms and conditions and specifications contained in the BID DOCUMENT and not to stipulate any deviation or condition. Centre reserves the right to reject any BID containing deviations to the terms, conditions and requirements stipulated in the BID document.
- B.1.2. BID shall be submitted in two parts: Part I - Technical Bid and Part II - Price Bid. Part-I and Part-II should be separately sealed and superscripted with the words 'Part I: Technical Bid' and 'Part II: Price Bid', whichever is applicable. Both the parts should be put in one single envelope with one single sealed envelope with the words **“Day To Day Maintenance and House Keeping of Bhagirathi (Guest House) and Essential Staff Quarter (occupied by students and common areas) and catering service”**. The full name, postal address and telephone number, Fax number, email-id of the Bidder shall be written on the bottom left hand corner of the sealed cover.

**PART – I: Technical Bid** shall contain the following:

- a. Earnest Money Deposit (EMD)
- b. Acceptance of confirmation to all terms & conditions of the tender.
- c. Details of providing House Keeping and Catering services in the recent past with proof certificate.
- d. Details of present assignments with proof certificates.
- e. Performance certificates from the past and present employers.
- f. Company profile.
- g. Documents related to Trade License and IT PAN, Service Tax Registration, etc. as per A.1 (c).
- h. Audited financial statement for last 3 years (2012-13, 2011-12, & 2010-11).
- i. Additional documents, if any.

**PART – II: Price Bid** shall contain the Price Bid as per schedule of rates enclosed.

- B.1.3 The bidder has to submit the BID in person, so as to reach the Centre on or before the due date and time set out for the same. Bids submitted by FAX or e-mail will not be accepted.

**B. 2. BIDS****B.2.1. Signature on BID(s)**

- i. The BID must contain the name, residence and place of business of the person or persons submitting the BID and must be signed and sealed by the bidder with his usual signature on every page of the BID. The names of all persons signing should also be typed or printed below their signatures.
- ii. BID by a partnership firm / consortium of firms must furnish names of all partners and be signed in the partnership name, followed by signatures and designations of authorized partners or other authorized representatives. The copy of partnership deed / consortium agreement should also be furnished.
- iii. BID by a corporation / company must be signed in the legal name of the corporation / company, by the President / Director or by the secretary or other person, or persons authorized to bid on behalf of such corporation / company with seal of the corporation / company.
- iv. Satisfactory evidence of authority of the person signing on behalf of the bidder be furnished.
- v. The bidder's name stated in the BID shall be exact legal name of the firm / company / corporation etc. as registered or incorporated.

**B.2.2 Correction in BID**

All changes / alteration / corrections in the BID shall be signed with date in full by the person or persons signing the BID. **No erasing and / or overwriting are allowed.**

**B.3. Transfer of BID documents / BIDS**

Transfer of BID document by one bidder to another is not permissible. Similarly transfer of BID submitted by one bidder to another is also not permissible. No alteration in the essence of BID, once submitted shall be permissible. In case the bidder transfers the BID or modifies / withdraws during the period of validity, his EMD shall be forfeited.

**B.4. Earnest Money Deposit (EMD)**

Each BID must accompany EMD in the form of Demand Draft/ Bankers Cheque of **Rs. 70,000/-** (Rupees Seventy Thousand only) issued by a Nationalized Bank in favour of **S. N. Bose National Centre for Basic Sciences** payable at Kolkata shall be submitted with the Part I-Technical BID. BID submitted without EMD, as mentioned above will not be considered for evaluation and shall be rejected summarily.

The EMD of un-successful bidders shall be refunded only after the contract has been awarded to the successful bidder. No interest shall be paid on the EMD.

**B.5. Validity of BID**

Bid submitted by bidder shall remain valid for acceptance for a period of 90 (ninety) days from the date of opening of the BID. Bidders shall not be entitled during the said ninety days' period to revoke or cancel the BID or to vary the same or any term thereof without the consent in writing of the Centre. In the event of the bidder revoking the BID or varying any term in regard thereof the bidder's EMD shall be forfeited.

**B.6. Right of Centre to accept or reject the BIDs**

The right to accept the BID in full or in part shall rest with the Centre. However, Centre does not bind itself to accept the lowest BID and reserves to itself the authority to reject any or all the BIDs received without assigning any reason whatsoever. The BIDs, in which any of the particulars and prescribed information is missing or is incomplete in any respect and / or the prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be summarily rejected. BIDs not meeting the BID evaluation criteria as stipulated in the document shall be summarily rejected.

**B.7. Signing of the Contract**

The successful bidder shall be required to execute **Contract Agreement** on a non-judicial stamp paper of **Rs. 100/-** (Rs. One Hundred only) within fifteen days of the issue of the **Letter of acceptance of BID**. In the event of failure on the part of the successful bidder to sign the Contract Agreement within the period stipulated above, the EMD shall be forfeited and the acceptance of BID shall be considered as cancelled.

**B.8 FORMAT FOR SUBMISSION OF BID:**

To:

S.N. Bose National Centre For Basic Sciences,  
Block JD, Sector III, Salt Lake, Kolkata -700 098

Subject: BID for providing **“Day To Day Maintenance and House Keeping of Bhagirathi (Guest House) and Essential Staff Quarter (occupied by students and common areas) and catering service”** in the Campus of the Centre on contractual yearly/monthly basis

- 1) Having carefully examined all the BID Documents attached to your invitation to BID no. SNB/R1/GH Maintenance/2013-14/030 dated 16-12-2013 we offer our services for the aforesaid work in conformity with all the terms and conditions stated therein.
- 2) We enclose Rs. 70, 000/- (Rupees Seventy Thousand Only) herewith as Earnest Money Deposit in form of Demand Draft no. dated issued by in favour of S.N. Bose National Centre for Basic Sciences, Kolkata.
- 3) We certify that we have carefully read each and every conditions and the scope of work given in the BID document and having understood the same we confirm our acceptance in without any condition or deviation.
- 4) We agree to keep the BID valid for 90 (Ninety) days from the date of opening of the BID and the period shall remain binding. We also understand that we shall not withdraw this BID during this period of 90 (Ninety) days and in the event of default the Centre shall have the right to forfeit the EMD.
- 5) Should this BID be accepted we hereby agree to abide by and fulfil all terms and conditions of the BID document and in default thereof to forfeit the earnest money deposit. We understand that the Centre is not bound to accept the lowest BID received, fully or in part thereof.
- 6) Unless and until a formal CONTRACT is prepared and executed, this BID together with written acceptance of tender thereof shall constitute a binding CONTRACT between Centre and Ourselves.
- 7) We hereby submit our offer and abide by the “Schedule of Rates” enclosed herewith.

Witnesses:

For and behalf of:

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(Signature)

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(Signature and Seal)

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(Name and Address in full)

**“C”**

**DEFINITION OF TERMS**

In this contract (as hereinafter defined) the following words and expressions shall have meaning hereby assigned to them, except where the context otherwise requires.

- C.1 The 'CENTRE' shall mean S.N. Bose National Centre for Basic Sciences, with its premises located at JD Block, Sector III, Salt Lake, Kolkata 700 098 and shall include its authorized representatives, successors and assignees.
- C.2 The 'CONTRACTOR' shall mean the person or persons, firm or company or corporation or consortium of firms or companies, whose BID has been accepted by the Centre and includes the Contractor's legal representative, his successors and permitted assignees.
- C.3 The 'BID/TENDER' shall mean the proposal/offer along with supporting documents, submitted by the Bidder for consideration by the Centre.
- C.4 The "BID/TENDER DOCUMENT" shall mean the documents issued by the Centre to prospective Bidders, containing various terms and conditions, scope of work, any requirements etc. or generally laid and in various sections spelling out the basis, procedure, modes, methods and formalities for the Bidder to prepare their BIDS, for submission to the Centre. The BID documents shall include the invitation to BID, instructions, proposal forms and all addenda/ corrigenda/ amendments issued by the Centre.
- C.5 The 'LETTER OF ACCEPTANCE OF BID' shall mean an official invitation from the Centre to successful Bidder to the effect that his/their BID has been accepted in accordance with the provisions contained therein.
- C.6 The 'WORK' shall mean and include all works to be executed, all items and things to be provided /done and service and activities to be performed by the CONTRACTOR in accordance with the contract.
- C.7 The 'CONTRACT' shall mean the agreement between the Centre and the CONTRACTOR, duly signed by the parties to the Agreement, through their authorized representatives, for the execution of the work included in the BID DOCUMENT, LETTER OF ACCEPTANCE of BID, agreed variations to the BID DOCUMENTS if any. SCHEDULE OF RATES and other relevant documents submitted by the Contractor and as accepted by the Centre.
- C.8 'BHAGIRATHI (GUEST HOUSE)' shall mean the premises and other building in premises of the Guest House including the lawn, open space in front of the Guest House.
- C.9 The 'DINNING AREA' shall mean the premises including the dining room, kitchen, store room, wash room and the adjoining area located in the Bhagirathi (Guest House) within the premises of the Centre.
- C.10 The 'BHAGIRATHI (GUEST HOUSE) IN-CHARGE' shall mean the person nominated by the Centre from time to time and shall include those who are expressly authorized by him to act on his behalf, for operation of this contract and supervision of work.
- C.11 The 'ESSENTIAL STAFF QUARTER' shall mean the staff quarter occupied by students of the Centre and the common areas of the building.

C.12 The 'MONTH' shall mean the Calendar month according to the Christian calendar. 'DAY' unless herein expressly defined otherwise, shall mean Christian calendar day of 24 hours.

**"D"****D.1 DESCRIPTION OF BHAGIRATHI (GUEST HOUSE) (G+3),  
ESSENTIAL STAFF QUARTER****D.1.1 BHAGIRATHI (GUEST HOUSE)**

Bhagirathi (Guest House) situated inside the campus of the Centre with exclusive and fully secured premises of its own. The sprawling complex of the Bhagirathi stands on plot of land (constructed) measuring about 45542 sq ft/ 4231 sq.mtr. (approximately) amidst lush green lawns and comprises a four storied building. The Bhagirathi, Guest House comprises the following accommodation:

- |                             |   |         |
|-----------------------------|---|---------|
| 1. Suite for VIP            | - | 08 Nos. |
| 2. Single Bed Room          | - | 70 Nos. |
| 3. Double Bed Room          | - | 12 Nos. |
| 4. Seminar/ Conference Room | - | 01 Nos. |

Each room has attached and independent toilets. In addition, each VIP Suite has an attached kitchen.

Apart from the above rooms there are other utility rooms like a big Dinning Hall with attached Kitchen, Store and Washroom, Common Corridors in each floor, Class-Rooms, Doctor's Room, Common Toilets, Electrical Panel Rooms etc.

**D.1.2 ESSENTIAL STAFF QUARTER**

The Essential Staff Quarter building measuring about 6232 sq. ft. / 579 sq. mtr (approximately) is located within the Centre's premises. The building houses some of the staff members of the Centre. Rest of the rooms in the building provides accommodation to the students.



**D.2 SCOPE OF WORK:**

## D.2.1

- **Day To Day Maintenance and House Keeping of Bhagirathi (Guest House)**, Front office management of Bhagirathi including reception, front office desk, record keeping, collection and deposit of revenues, liaison with Guest House In-Charge for maintenance, bookings and communications etc. (for details refer *Annexure I*).
- **Day to Day maintenance of Essential Staff Quarter (occupied by students and common areas)** maintenance and cleaning of the portions occupied by the students and also the common areas and liaise with the Hostel Superintendent for maintenance of these.
- **Catering Service** includes running of the Canteen of the Centre, providing tea/ coffee/ snacks/ lunch/ dinner etc. to various meetings, conferences, seminars etc.

D.2.1.1 The general maintenance of the Bhagirathi will include dusting, sweeping, cleaning and collection of garbage in the bin adjoining the complex, providing tools and materials for cleaning (bearing ISI marks) as detailed in this BID document.

D.2.1.2 The general maintenance of the Essential Staff Quarter will include dusting, sweeping, cleaning and collection of garbage in the bin adjoining the complex, providing tools and materials for cleaning (bearing ISI marks) as detailed in this BID document to the students rooms and the common area.

D.2.1.3 The services are to be provided round the clock throughout the year without interruption.

D.2.1.4 The Contractor shall carry out cleaning with equipments that are used in hotels / airports / shopping mall to be provided at no extra cost. The Contractor will also be required provide cleaning materials on monthly basis. The Contractor should mention the name of the cleaning items, their brand and the quantity of the items that will be provided on monthly basis.

D.2.1.5 For Bhagirathi maintenance job, the Contractor will provide/arrange and do the following:

- (a) Complete maintenance and upkeep of the common (public) areas such as staircase, passages, reception, covered corridors, common toilets (Ladies and Gents) at Bhagirathi etc. twice everyday in the morning and evening with proper record, duly certified by the Guest House In-Charge.
- (b) Maintenance and upkeep of rooms, dusting of furniture and mattresses and brushing of carpets in VIP suites and Conference Room daily in the morning with proper record duly certified by the room occupants and Guest House In-Charge.
- (c) Maintenance / cleaning of attached toilets once daily and common toilets twice daily with disinfectants and cleaning powder with proper record duly certified by the room occupants and / or Guest House In-Charge.
- (d) Common toilets are to be provided with toilet papers, deodorants and naphthalene balls on continuous basis with proper record duly certified by the Guest-House In-charge.

- (e) Cleaning, sweeping (wet) with phenyl/disinfectants of floors of common passages, staircases, corridors and all the surrounding areas etc. twice daily with proper record duly certified by the Guest House In-charge.
- (f) Changing of bed sheets, pillow covers and towels etc. on every alternate day with proper record duly certified by Guest House In-charge.
- (g) Complete set of linen i.e. bed sheets, bed cover, pillow covers and bath towel shall be replaced immediately before a new person occupies any room with proper record and duly certified by the Guest House In-charge.
- (h) Sufficient quantity of blankets, bed sheets, bed covers, pillow covers and towels shall be made available by the Centre to the Contractor. The Contractor shall however, assess the requirement of linen from time to time and accordingly inform the Guest House In-Charge in writing. The linen shall be handed over to the Contractor for day to day use.
- (i) The Contractor will be responsible for washing of linen every time it is removed from the occupied room .The cost of wet/dry laundry, washing and ironing etc. of linen shall be borne by the Contractor.
- (j) The Contractor shall provide proper napkins, toilet paper and other disposables like naphthalene balls etc. regularly in every room with proper records for verification of the Guest House In-charge.
- (k) The Contractor will have to ensure that the contents in the room/suite are verified before it is allotted to a guest and immediately after it is vacated. A list of the items in each room/suite of the Guest House will be provided by the Centre to the Contractor. In case of any loss or displacement of any article in the room/suite, the Contractor will immediately report it to the Guest House In-Charge.
- (l) The Contractor shall be responsible for the safe custody of the articles belonging to the Centre kept in the rooms and shall make good the loss at his own cost.
- (m) The Contractor will arrange to serve bed tea to the occupants in their rooms from the Centre's Dinning Area on request by 6.30 am. Tea shall not be served in the individual rooms after 7.30 am except under specified instructions from Guest House In-charge.
- (n) The Contractor must ensure that the accommodation is rendered totally free from mosquitoes, moths and insects etc., well before the retiring time of the occupants. Air fresheners/mosquito repellents and mats will be provided to keep the room's mosquito free.
- (n) The Contractor shall arrange to fix the mosquito nets, which shall be provided by the Centre. Nets shall be cleaned at least once in a month.
- (o) Waste materials, garbage etc. shall be dumped in the dustbin adjoining the Guest House. The same shall be disposed at proper place outside the Centre.
- (p) Fresh drinking water for all the occupied rooms shall be provided by the Contractor.

## D.2.2 Catering Services

- D.2.2.1. To provide bed tea, breakfast, lunch, evening tea/ snacks and dinner strictly as per rates specified in the schedule (G.1). These rates will be fixed initially for a period of one year.
- D.2.2.2 Any change/ revision in rates after one year has to be mutually agreed upon by the Contractor and the Centre and can be implemented only with the approval of the Centre.
- D.2.2.3 The Contractor will be required to pay the Centre an amount of Rs. 11,100/- (Rupees Eleven Thousand and Eleven Hundred Only) per month towards usage of electricity and water, as detailed below:

### **Charges towards usage of Electricity and Water (in Rs.)**

Sl. No.	Items	Rate per Month
1	<b>Electricity Charges</b>	Rs. 9,100/-
2	<b>Water Usage charges</b>	Rs. 2,000/-
	<b>Total</b>	Rs. 11,100/-

- D.2.2.4 The Centre will provide water and electricity to the Dinning Area. Cooking appliances such as empty large size refrigerators, water cooler toaster (small), micro-wave oven, spice grinder, servicing utensils, crockery and spoons and forks etc. shall also be provided by the Centre.
- D.2.2.5 The Contractor shall provide consumables such as raw materials, cooking gas, cleaning materials etc. No cooking shall be permitted on electrical heaters.
- D.2.2.6 The Contractor shall make arrangements for providing cooking utensils that may be required in addition to those already provided by the Centre, at no extra cost. The Contractor will also be required to provide good quality crockery and cutlery items while catering for seminars /workshops/ conferences at no additional costs.
- D.2.2.7 The Contractor shall make all necessary arrangements for arranging and serving tea / snacks / lunch / dinner etc. for meetings, conferences, seminars etc. held within the premises of the Centre under instructions from the Guest House In-Charge or any other person authorised by the Centre to place such instructions.
- D.2.2.8 An estimate of the number of heads taking tea, breakfast, lunch and dinner in the Canteen on an average is as follows:

	Weekdays (approx)	Saturday	Sunday	Special Lunch (max 10 person)	Special Lunch (10-20 person)	Tea & snacks served during Meetings on weekdays
Breakfast	90 - 100	40 - 60	35 - 40	5 - 6 every month	2 - 3 a month	For 70 – 75 heads per day
Lunch	100 - 150	40 - 60	25 - 35			
Snacks	80 - 100	30 – 50	-			
Dinner	25 - 40	10 - 20	-			

(Unit : Number of heads)

**"E"****E.1 GENERAL CONDITIONS**

- E.1.1 The Contractor will be responsible for all his employees in observing security and safety regulations and instructions as may be issued by the Centre from time to time.
- E.1.2 The Contractor shall employ only adult, trained, efficient and responsible staff with good health and sound mind for general maintenance and housekeeping services. He shall also nominate qualified and experienced manager / supervisor acceptable to the Centre to take orders/instructions from Guest House In-charge and the guests.
- E.1.3 The Contractor should provide I-cards to its staff. Any change of staff, the Guest House In-Charge / Hostel Superintendent should be informed in advance.
- E.1.4 The Contractor shall provide all staff with uniforms as per their job assignments and they shall wear it compulsorily while on duty. The colour and style of uniform shall be fixed by the Contractor, with concurrence of the Centre.
- E.1.5 The Contractor shall make an arrangement of the following newspapers/magazines etc. in the Guest House Lobby at his own cost.
1. The Times of India
  2. The Telegraph
  3. Sanmarg (Hindi)
  4. Ananda Bazar Patrika (Bengali)
  5. Bartaman (Bengali)
  6. India Today
  7. Sports World
- E.1.6 In case the furniture/furnishing/fixtures/linen of the Guest House is damaged due to misuse or mishandling or carelessness by the Contractor or his employees, the Contractor will immediately inform the Guest House In-Charge. In such a case, the Contractor will be liable to replace the item at his own cost or the Centre shall have the right to recover the loss from the contractor's monthly bill. The decision of the Centre in this matter will be final.
- E.1.7 The Guest House, Student Hostel and Staff Quarter premises are the property of the Centre and the Contractor is only permitted to manage the premises as long the Contract remains valid. Whenever the contract is terminated or the contract is concluded and the Centre decides that the Contractor should not be allowed to run the service, the Centre will be entitled to restrain the Contractor from entering the campus.
- E.1.8 The staff of the Contractor engaged in the Centre will be required to maintain various types of registers in the format as prescribed by the Centre.
- E.1.9 The Centre will fix room rents for various categories of guests from time to time. Rent from the Guest will be collected by the Contractor as per these rates. Bill book as specified by the Centre shall be maintained by the

Contractor. He will also be required to furnish daily occupancy statement to Guest House In-charge or as may be decided by the Centre.

- E.1.10 The Contractor will arrange to serve breakfast, lunch and dinner in the dining hall as per timings fixed by the Centre. Tea and snacks should be available in the dining hall during morning hours (after Breakfast-before lunch) and during evening hours (after lunch-before dinner).
- E.1.11. Timings: The catering services should be available from 6:00 hrs. to 22:00 hrs every day except Sunday. On Sundays, the dining hall will remain open from 6:00 hrs to 15:00 hrs. The timings are subject to change, with prior approval of the Competent Authority.
- E.1.12 The Contractor must ensure categorically that all cooking materials for example, vegetables, eggs, fish, milk, meat, fruits etc. must be fresh for the preparation of every meal (breakfast, lunch, snacks and dinner) and this should be adhered to strictly. In no situation the left over food of one meal should be served in the next meal.
- E.1.13 Good quality oil (Mustard, Sunflower, Soybean, rice (cholesterol-free)) and spices of standard brand should be used in preparation of food items. Food served should be fresh and tasty. However, used oil for frying in one item should not be used later
- E.1.14 Cleanliness for catering services:
- (i) Every morning the cooking area, kitchen, storage areas and the entire Dining Room (after the breakfast timing) should thoroughly washed and cleaned by the Contractor's staff.
  - (ii) Every meal should be served on carefully cleaned and dry plates, glasses, bowls, spoons, forks etc.
  - (iii) The Contractor shall keep the kitchen and dining hall always in hygienic order and shall immediately make arrangements to dispose off the leftover materials. Contractor's employees shall be prohibited from bathing and washing clothes inside the kitchen.
- E.1.15 The Contractor should ensure that Vegetarian and Non-Vegetarian food items are not mixed up in any case and are separately served.
- E.1.16 The Contractor shall be solely responsible for the behaviour of his staff. He should ensure that his staff employed in the dining hall do not engage in any altercation / quarrel with users of the facility. In case of any dispute, the Contractor can approach the In-charge only in writing.
- E.1.17 It is the duty of the Contractor's staff to switch off and on all lights/fans/ Air Conditioners/pest control machines/electronic signboards in exact times in the hall when it is not required.
- E.1.18 The Contractor shall be liable for any breakage/damage/loss caused to the items supplied by the Centre for the job and will be liable to replace the item at his own cost or the Centre shall have the right to recover the loss from the contractor's monthly bill. The decision of the Centre in this matter will be final.
- E.1.19 In case the Centre suffers any kind of loss of any nature on account of Contractor or his employees, the Centre shall have the right to recover such losses etc. from security deposit.

E.1.20 The Contractor will purchase and provide the raw materials for various items of good quality for catering services at his own cost.

E.1.21 The In-Charge or any other person authorised by the Competent Authority will have the right to inspect the kitchen or the place where meals, snacks etc. are prepared and will also have the right to inspect the raw materials to be used for the aforesaid purpose.

E.1.22 The charges for the food supplied to the staff/ students/ personnel of contractual service agencies/ guests will be collected by the Contractor from them.

In case of official guest(s), the Contractor shall prepare the Bill and get it duly countersigned by the authorized representative of the Centre. Any bill not duly countersigned by the Guest will be liable to be rejected.

For official meetings/seminars/lunch and dinner, the bills should be countersigned by the authorised person on behalf of the Centre placing the order.

For teas and snacks served in various meetings held in the Centre, the Contractor should attach the relevant requisition made by the person on behalf of the Centre with the bill.

E.1.23 The Contractor shall abide by the local government bye-laws relating to the sale of food, drinks etc. and shall obtain the necessary license, from the competent authority whenever required

E.1.24 Supply of total number of personnel for providing round the clock general maintenance and housekeeping of the Guest House/ Essential staff quarters and for providing catering services as mentioned here in under:

Sl. No.	Type of the Post	Nos. of People
1.	Skilled	4 Nos.
2.	Semi Skilled	4 Nos.
3.	Unskilled	20 Nos. ( 2 Female + 18 Male)
Total		28 Nos.

Each staff is entitled to get one weekly holiday as per Shop & Establishment Act. Alternative arrangement should be made by the Contractor on such weekly holidays so that the service remains uninterrupted.

E.1.25 The Contractor shall maintain the Minimum Wages Rules set by the Office of the Labour Commissioner, Government of West Bengal. The Contractor will make payment to his staff engaged in the Centre as per the wage rates for unskilled, semi-skilled and skilled categories, as specified from time to time by the Labour Commissioner (West Bengal) and follow the Contract Labour Act, 1970 and Rules 1971 in this respect.

E.1.26 The Contractor's staff will not be treated as the Centre's staff for any purpose whatsoever. The Contractor shall be responsible for strict compliance of all statutory provisions of relevant labour laws applicable from time to time in carrying out the above job. The Centre shall not be liable, to any penalty

under relevant rules, enactment or related regulations for which Contractor is responsible under the law.

E.1.27 The Contractor shall be responsible for fulfilling the requirements of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour Act and all other labour and industrial enactment at his own risk and cost in respect of all staff employed by him and keep the Centre indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts etc. The Contractor will abide by all the rules and regulations of the labour laws and rules framed there under and maintain all the Registers required under the above mentioned rules and regulations and the In-charge and his authorized representative shall be entitled to inspect all such records at any time.

The Contractor shall pay wages directly to the workman within 10<sup>th</sup> day of every month without any intervention of any labour contract. The Contractor shall also ensure that no amount by way of commission or otherwise is deducted from the wages of the workmen.

E.1.28 The Contractor shall at his own expenses, take Workman's Compensation Insurance and he shall also obtain from his underwriter of such insurance a waiver of subrogation in favour of the Centre. The Contractor shall further at his own expense, register claims and pursue realization of all insurance claims. He shall produce proof of such insurance within a reasonable time from the date of issue of letter of acceptance of BID.

E.1.29 The Contractor shall obtain specified license from Regional Labour Commissioner, West Bengal, within a reasonable time period after issue of letter of acceptance of BID for employment of labour in excess of the specified number.

E.1.30 The Contractor shall not appoint any Sub-Contractor for the work assigned to him without the written permission of the Centre.

E.1.31 The Contractor shall make his own arrangements for transportation of his employees.

E.1.32 The liability of any compensation for injury/ death/ accident to personnel of the Contractor working in the Guest House or other arising during the period of duty by such staff shall be to the account of the Contractor.

E.1.33 The Contractor should submit details of the name, father's name, residential address, details of police station and contact numbers of the personnel employed by him in the Centre to the concerned authority. In case there is any replacement of staff, the Contractor has to officially inform the Centre about the same giving details of the person so hired.

E.1.34 The Contractor shall be responsible for the discipline and good conduct and behaviour of all the persons engaged by it and/or working on its account and the Contractor shall be liable to make or good any losses or damages caused by such persons either to the property and goods of the Centre or personnel of the Centre.

**E.2 CONTRACTOR'S SUBORDINATE STAFF AND THEIR CONDUCT**

- E.2.1 The Contractor on or after award of the work shall name and depute a qualified manager having sufficient experience in carrying out work of similar nature, to whom the establishment shall be made over and the instruction of works shall be given. The Contractor shall also provide to the satisfaction of the Guest House In-charge sufficient and qualified staff to superintend the execution of the works, including those specifically qualified and experienced to supervise the types of work comprised in the contract in such manner as will ensure work of high standard commensurate with the reputation of the Centre.
- E.2.2 If and whenever any of the Contractor's employee shall in opinion of the Guest House In-charge, be guilty of any misconduct or be incompetent or insufficiently qualified or negligent in the performance of their duties or that in the opinion of the Guest House In-charge, it is undesirable for administrative or any other reason for such person/persons to be employed in the works, the Contractor if so directed by the Guest House In-charge, shall remove such person/persons from employment. Any person/persons so removed from the works shall not again be employed in connection with the works without written permission of the Guest House In-charge.
- E.2.3 The Contractor shall be responsible for proper behaviour of all the staff, employed directly or indirectly by him.
- E.2.4 All Contractors' personnel entering upon the Centre premises shall be properly identified by badges of a type acceptable to the Centre which must be worn by them at all times during duty hours.
- E.2.5 The Contractor will be required to submit details like photograph, name, father's name, address, contact number, educational qualifications and experience of the staff engaged by him in the Centre to the respective In-charges at the time of commencement of the contract. Any replacement of staff by the Contractor should be immediately informed to the respective In-charges.



“F”

**F.1 PERIOD OF CONTRACT** : 12 (twelve) months

**F.2 TIME OF MOBILISATION** : The work covered by this contract shall commence with immediate effect *OR* within 15 days after issue of the Work Order.

**F.3 PAYMENT OF CONTRACTOR’S BILL**

F.3.1 Payment due to the Contractor shall be raised by the Contractor to the Centre within 15<sup>th</sup> day of every month. The Contractor’s shall submit the bill to the Accounts Section duly verified by the Guest House In-charge. However, the final payment shall be made to the Contractor within 3 weeks of the submission of bill after completion of all the obligations under the contract.

F.3.2 Payments of final bill shall be released only if it is accompanied by the proof of the following:

- i. Certified Attendance Sheet.
- ii. Duty Roster for the succeeding months.
- iii. ESI payments
- iv. Provident Fund payments
- v. Receipted payment of wage sheet to employees for the preceding month.
- vi. Deposit Challan of Service Tax.

F.3.3 Security Deposit @ 3% of the monthly bill amount will be recovered by the Centre from the bill of each month.

F.3.4 Payments of security deposit, Earnest Money final bill be released only if it is accompanied by the proof of the following:

- (a) Having handed over the complete establishment including all materials and equipments of the Guest House to the Guest House In-charge or his authorized representative, in good condition.
- (b) Having vacated the Guest House premises or any other premises that may have been allotted to him for discharge of the contractual obligation.

**F.4 ACCIDENT OR INJURY TO WORKMEN**

The Centre shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workman or other person in the employment of the contract save and except an accident injury resulting from any act or default of the Centre. The Contractor shall indemnify and keep indemnified the Centre against all such damage and compensation whatsoever in respect of or in relation thereto.

**F.5 DAMAGE TO PROPERTY**

The Contractor shall be responsible for making good to the satisfaction of the Guest House In-charge any loss or any damage to all structures and properties within the Guest House premises. If such loss or damage is due to fault and/or the negligence or wilful acts or omission of the Contractor, his employees, agents, representatives or sub-Contractors, he shall make good the loss as assessed by the Guest House In-charge.

The Contractor shall be the custodian of the building and the premises of the Guest House and Dining Area, including all installations, furniture, furnishing

equipments, linen, utensils, gadgets and all other things supplied by the Centre as part of the establishment. It is the responsibility of the Contractor to ensure that the establishment is not misused or carelessly handled by his workers and/or the guests/users. The responsibility to keep the services and the establishment in good condition shall lie on the Contractor. For this purpose the Contractor shall have to maintain close liaison with the Guest House In-Charge and the Centre's engineering unit to seek their support and advice in the matter.

#### **F.6 COMPLETION OF CONTRACT**

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiration of the duration of contract. Fresh agreement shall have to be drawn if both parties to the contract agree to extend the period of contract beyond 1(one) year by mutual consent.

#### **F.7 PENALTY FOR FAILURE TO RENDER THE SERVICE**

In the event of the Contractor's failure to execute the work entrusted to it under this Agreement satisfactorily the Centre shall make alternative arrangement to do it and the differences of cost incurred by the Centre thereby shall be recovered from the Contractor's unpaid bills and Security Deposit.

#### **F.8 SUSPENSION/ CANCELLATION AND TERMINATION OF THE AGREEMENT**

- a) Notwithstanding anything contained hereinbefore to the contrary, the Centre shall have full power and authority to terminate this Agreement without assigning any reason by giving 30 (thirty) days clear notice in writing and in such case the Contractor shall have no claim for any loss and damage against the Centre. If the Contractor abandons his service for which he/she is committed to the Centre, all his/ her dues e.g. EMD, Security Deposit, etc. will be forfeited by the Centre.
- b) The Centre reserves the exclusive right to suspend, cancel, terminate this Agreement at any time if it has sufficient reason to believe that the Contractor has failed to perform or observe or fulfil any of the terms and conditions hereinbefore contained and/or liable and responsible for any loss or damage suffered by the Centre.
- c) On termination of the Agreement, the Contractor must immediately, i.e., within 24 hours withdraw its men and materials from the Centre and the Contractor shall have no right to claim any demurrage/ compensation from the Centre for the loss of job of its employees or whatsoever inasmuch as it is for the Contractor to deploy its men in such other sites or places and the said employees are under complete administration, supervision and control of the Contractor.
- d) The Contractor may suspend/ cancel/ terminate the agreement by giving 90 (ninety) days clear notice in writing.

#### **F.9 ARBITRATION**

- F.9.1 Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before and after completion or abandonment of work or during extended period, hereafter

arises between the parties, as to the meaning, operation or effect of the contract or out or relating to the contract or breach thereof, shall be referred to Sole Arbitrator to be appointed by the Director of the Centre at the time of dispute.

- F.9.2 It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration under the clause.
- F.9.3 It is a term of the contract that the cost of arbitration will be borne by the parties themselves.
- F.9.4 The venue of the arbitration shall be at KOLKATA.
- F.9.5 Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules make there under and for the time being in force shall apply to the arbitration proceedings under this clause.

#### **F.10 JURISDICTION**

The contract shall be governed by and constructed according to the law in force in India. The Contractor shall hereby submits to the jurisdiction of the courts situated at Kolkata for the purpose of actions any proceedings arising out of the contract and the courts at Kolkata only will have the jurisdiction to hear and decide such actions and proceedings.

#### **F.11 GENERAL RULES**

Smoking and consumption of alcohol within the entire area of Guest House and the Centre is strictly prohibited. Violations of this rule shall be prosecuted as per law and discharged immediately.

#### **F.12 DEPOSITS OF COLLECTION**

The Contractor shall deposit all Cheques/ Cash received by him from the Guests to the Centre's Accounts Section every week with endorsement of the respective In-charges.

#### **F.13 TAXES, DUTIES AND LEVIES**

All taxes, duties, levies etc. imposed by the State, Central Government and local bodies in connection with this contract in force at the time of submission of BIDs shall be borne by the Contractor.

#### **F.14 REVISION OF MINIMUM WAGE:**

Effect of revision of minimum wage as per revised circular of Office of the Labour Commissioner, Govt. of West Bengal may be considered against contractor's appeal supported by relevant documentary evidence, subject to approval of the Competent Authority of the Centre.

**Annexure I**

Scope of Work, covered by the Contractor, is described below:

**Front Office Services:****i) Reception**

- (a) The reception desk shall receive the guests and offer them the required assistance immediately on their arrival. The waiters shall carry the luggage to the allotted room and assist the guest until they settle down comfortably.
- (b) The person on the reception desk should also manage the PCO, Internet Kiosk, Laundry room and Tea/ Coffee Vending Machine.

**(ii) Booking**

The Guest House In-charge shall allot the accommodation and inform the front office in writing before the arrival of the guests. No request for accommodation shall be directly entertained by the Contractor without the consent of the Guest House In-Charge. In emergency cases or if the Guest has arrived at the Guest House without prior intimation, verbal permission shall be obtained from the Guest House In-charge and be followed up by a written confirmation. The Contractor shall offer all assistance to GH In-charge in organizing his bookings.

**ii) Communication**

All communications including telephone/written inquiries, fax messages etc. in regard to the booking, shall be received and managed by the Front Office.

**iii) Collection of Bills**

The front office shall prepare the bills in computerised format as provided by the Centre in respect of room rent, receive the payments and deposit the same with the Accounts Section every week under direction from the Guest House In-Charge.

- iv) The front office shall also prepare and maintain bills for facilities like PCO, Internet Kiosk, Laundry room, Tea/ Coffee Vending Machine, Dining Area etc.

**(iv) Hospitality**

The front office shall attend to the calls from the guests occupying the rooms and offer required assistance at all times. It shall regulate the visitor's phone calls, arrange transport, and attend to any complaints made by the Guest House etc. It shall also address such complaint in co-ordination with the Guest House In-charge.

**(v) Record Keeping**

The front office shall maintain all records as desired by the Centre from time to time.

**(vi) Linen**

The front office shall be responsible for safe custody, issue and use of the linen supplied by the Centre and organizes its laundry as per requirement.

**(vii) Administration**

The front office shall be generally responsible for enforcement of discipline as per the guidelines issued by the Centre and for preventing the misuse of the Guest House and its premises by the guests as well as the Contractor's employees.

**(viii) Liaison**

The front office shall maintain close coordination with the Guest House In-charge and his authorized representative and manage the Guest House in consultation with him.

**HOUSEKEEPING SERVICES**

All necessary activities for maintaining high standards of hygiene in the Guest House, Student Hostel, Staff Quarter and its premises shall be deemed to be included in the housekeeping services. Activities broadly defined below, shall be carried out every day:

- i) Cleaning of occupied rooms.
- ii) Sweeping of floors with broom followed by wet mopping with phenyl.
- iii) Cleaning of toilets with phenyl followed by wiping with a dry duster. All glazed boards, floor, wall ties, door and window, mirror etc. shall be wiped clean every-day.
- iv) Dusting of furniture and furnishing.
- v) Cleaning of all corridors and staircases, including sweeping with broom followed by wet mopping with phenyl.
- vi) Dusting of staircase railings, front office, visitor's lounge and other common areas and toilets etc.
- vii) Collection of garbage from buildings, its premises, etc. and its disposal to a designated dustbin outside the premises.
- viii) Changing of linen in the occupied guest rooms comprising bed sheet, pillow cover, bath towel and hand towel on alternative days or on the change of occupancy as the case may be.
- ix) Preparing of rooms, before arrival of new guest including cleaning of room as mentioned above, spraying fragrance to impart freshness, placing deodorant in toilet, soap, paper napkins and fresh water.
- x) Complete micro-cleaning of all rooms, front office, corridors, staircase and common areas with vacuum cleaner, once every month to make it completely free from dust and spider webs.

The Contractor shall supply the following articles for use in the Guest House:

**Rooms**

Small size bath soap, toilet paper, paper napkins, Deodorant, Naphthalene balls, Phenyl, Detergent and Acid, Cloth Dusters, Mosquito repellent etc.

**Housekeeping**

Brooms, cloth soap, buckets for collection of garbage, belcha, phenyl, detergent, acid, naphthalene balls, insecticide, DDT, Cloth Duster etc.

The Centre shall provide the inventory list of the Guest House to the Contractor at the time of execution of the work order. The Inventory list may change from time to time and the Contractor will be accordingly informed by the Centre about the same.

**CATERING SERVICES**

- (i) To provide bed tea, breakfast, lunch, evening tea/ snacks and dinner at the rates specified in the schedule of rates.
- (ii) To arrange tea / snacks / lunch / dinner etc. for meetings, conferences or Centre's programs etc. on approval of the Competent Authority of the Centre
- (iii) Day to day sweeping of floors of the dining room with broom followed by wet mopping with phenyl
- (iv) Day to day cleaning of the kitchen.
- (v) Day to day cleaning of the cooking utensils.
- (vi) Operation of Vending machine located at the lobby of the Guest House along with the counter for selling snacks items viz. chips, biscuits, nuts etc. at market price.

**"G"****G.1 Rates of regular food served at the Dinning Area**

Sl. No.	Items	Approved Rates (Rs.)
1	Special Tea	6
2	Ready Tea (full cup)	3
3	Coffee (Full cup)	7
4	Luchi (4 pcs.) & Veg curry	17
5	Aloo parata (1 pc.)	9
6	Boiled egg	5
7	Bread Butter Jan (2 pcs.)	7
8	Plain Bread (2 pcs.)	3
9	Milk 1 glass	9
10	Egg Sandwich	17
11	Veg. Sandwich	11
12	Maggi (small)	10
13	Rice (200 gm)	7
14	Roti (1 pcs.)	2
15	Dal (100 gm)	7
16	Bhaja	3
17	Fish 1 pc (75 gm)	17
18	Veg Curry (100 gm)	8
19	Egg curry/ omlet 1 pc	7
20	Chicken curry (100 gm)	28
21	Curd	9
22	Fruits (s)	20
23	Fruits (l)	28
24	Sweet (1 pcs.)	3
25	Chowmin (1/2 plate)	13
26	Chowmin (Full plate)	22
27	Mixed Fried Rice	33
28	Chilly Chicken (4 pcs.)	30
29	Aloo chop/ Beguni (1 pcs.)	3
30	Samosa (1 pcs.)	6
31	Veg Chop (1 pcs.)	6
32	Veg Ball (4 pcs.)	22
33	Bread pakora (1 pcs.)	6
34	Egg chop (1 pc.)	7
35	Panner Cutlet (1 pc.)	7
36	Fish Fry (1 pc.)	30
37	Fish Finger (4 pcs.)	30
38	Fish Roll	30
39	Veg Tardka	17
40	Egg Tardka	22
41	Gugni	7
42	Paw Bhaji	22
43	Idly (2 pcs.)	17
44	Dosa	22
45	Dahi Boda (2 pcs.)	20
46	Soft Drinks	Market Price

## Buffet Order

Sl. No.		Items	Approved Rate (Rs.)
1.	Breakfast	Bread Butter & Jam Boiled Egg Banana Fruit Juice Cornflakes Tea/ Coffee	75
2.	Lunch/ Dinner	DD Rice/ Roti/ Luchi Dal Bhaja Veg. curry Chicken/ Fish (Rui) Chatney Papad Curd (home made) Sweets (Big Size) Pan masala	212
3.	Additional Items	Mutton (instead of chicken/fish)	252
		Spl Veg. curry	238
		Fish Fry/ Fish Roll/ Fish Finger (4 pcs.)	244



**G.2 SCHEDULE OF MINIMUM WAGES PER PERSON PER MONTH**  
**(Central) (in Rs.)**

Sl. No.	Particulars	Skilled	Semi Skilled	Un Skilled
1	Rate of wages (Rs.) /month/ head			
2	ESI @4.75% (Rs.)/ month/ head			
3	EPF @ 13.61% (Rs.)/ month/ head			
4	Bonus @ 8.33% (Rs.)/ month/ head			
5	Manpower cost (Rs.)/ month/ head			

**Note:** The rate of wages should be the monthly minimum rates of wages as per latest notification issued by the Office of the Labour Commissioner, Government of West Bengal (757/Stat/2RW/32/94/LCS/JLC dated 12.06.2013 effective from 01-07-2013) regarding Minimum Wages.

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Signature of the Bidder with date and seal

**G.3 SCHEDULE OF RATES FOR RESPECTIVE CADRES FOR DEPLOYMENT**  
**(in Rs.)**

Sl. No.	Particulars of Cadres	No. of Personnel required per month	Rate per person per month	Total
1.	Skilled	4		
2.	Semi-Skilled	4		
3.	Un-Skilled	20		
	<b>SUB TOTAL</b>			
	<b>SERVICE CHARGE (.....%)</b>			
	<b>TOTAL</b>			
	<b>SERVICE TAX @ 12.36%</b>			
	<b>GRAND TOTAL (G.3)</b>			

**G.4 SCHEDULE FOR OTHER EXPENSES IN GUEST HOUSE PER MONTH**  
**(in Rs.)**

<b>Sl. No.</b>	<b>Items</b>	<b>Rate (in Rs.)</b>
1.	Newspapers	
2.	Cleaning Materials	
3.	Dhobi Charges	
4.	Hiring Charges of providing one Tea/Coffee Vending Machine	
	<b>TOTAL(G.4)</b>	

**FINAL COST (in Rs.) = (G.3 + G.4) =**

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Signature of the Bidder with date and seal