



ESSO-NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
(MINISTRY OF EARTH SCIENCES, GOVERNMENT OF INDIA)
HEADLAND SADA, VASCO-DA-GAMA,
GOA -403 804
(TEL: 0832-252555/558)

TENDER DOCUMENT FOR CARETAKING AND HOUSEKEEPING SERVICES AT NCAOR GUEST HOUSE

ESSO-NCAOR Guest House is situated at Fellow's Laboratory Block at the NCAOR Campus comprising of 6 double occupancy rooms & two suites. The Caretaking cum housekeeping contractor is responsible to look after the day to day functioning of Guest House round the clock for the esteemed Guests of NCAOR.

*(TO BE DROPED IN THE TENDER BOX KEPT IN THE
ADMINISTRATIVE BLOCK (GROUND FLOOR))*

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Advt. No. NCAOR/05/17

Sub: Notice Inviting Tender For Caretaking And Housekeeping Services
At NCAOR Guest House

The Director, NCAOR invites sealed Tender for Caretaking and Housekeeping Services at NCAOR Guest House. The interested parties may visit NCAOR website www.ncaor.gov.in and www.eprocure.gov.in for detailed tender document.

Administration In-Charge

Tender Document For Caretaking And Housekeeping Services At NCAOR Guest House
Headland Sada, Goa- 403 804

Tender Closing & Opening date and time:

Those firms/contractors who are interested may obtain tender documents from Administration in-charge, NCAOR, Headland Sada, Vasco, Goa on submission of non-refundable tender fee by DD of Rs. 500/-(Five Hundred only) drawn in favour of NCAOR payable at Goa during office hours from 10.01.2017 to 07.02.2017 (9:00 to 17:00 hrs).

Last date for issue of tender document – 07.02.2017 by 17:00 hrs

Last date for submission of tender document – 08.02.2017 by 15:00 hrs.

Date & time of tender opening- 09.02.2017 by 15.00 hrs in the presence of tenderers or their authorized representatives, if any.

It can also be downloaded from the NCAOR website ‘www.ncaor.gov.in’ and Central Public Procurement portal <http://eprocure.gov.in> and submit along with tender fee in the form of DD for Rs. 500/- drawn in favour of NCAOR payable at Goa. The tender without tender fee shall be rejected.

GENERAL TERMS AND CONDITIONS

1. All pages of the Tender document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
2. Tender shall be submitted in NCAOR's official tender form only. If submitted in any other manner, the same shall be rejected. No bidder shall be issued more than one Tender Form.
3. The services to be rendered by the contractor must not be sub-contracted.
4. No paper shall be detached from the Tender Document.
5. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, otherwise the tender is liable to be rejected.
6. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
7. NCAOR reserves the right to reject any or all the tenders without assigning any reason.
8. NCAOR reserves the right to change any condition of the Tender before opening of the Bids.
9. Canvassing in any form will make the tender liable to rejection.
10. a) The Bidder should quote in the attached Financial Bid Format at **Annexure I**.
b) Particulars of the tenderer as per – **Annexure-II** to be enclosed to the Bid.
11. Tenders received without proper documents, shall be rejected.

ELIGIBILITY AND SELECTION CRITERIA FOR EVALUATION OF BIDS.

12. (i) **ELIGIBILITY CRITERIA:**
 - a. Bidder should have **valid establishment/trade license** for carrying out the business of Hotel / catering / caretaking of Guest House services (enclose proof of document).
 - b. The bidder should have **minimum experience of two years** for successfully running of the Hotel / Catering / Caretaking of Guest House in Government / PSU's / Reputed Pvt. organisations ending 31.12.2016 (enclose work order and satisfactory completion certificate as proof of document).
 - c. The bidder should have operating office at Goa (enclose proof of document showing address of the office or any other documents to prove the same).
- (ii) The Bidder who qualifies tender clause 12 (i) will be eligible for selection criteria as at tender clause 13.

13. **SELECTION CRITERIA:**

NCAOR reserves the right to obtain feedback from the previous/present clients of the Bidder and may depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of food and Caretaking services provided by the Bidder. Decision of NCAOR with regard to award of the contract will depend upon the feedback received by it from the previous/and present clients and also from its team(s) deputed for the purpose. The decision of the NCAOR in this regard will be final and binding on all bidders.

14. **COMPLIANCE STATEMENT:**

Sl. No.	Particulars	Yes	No
a.	Bidder should submit valid establishment/trade license for carrying out the business of Hotel / catering / caretaking of Guest House services (enclose copy of document) If YES, then state the validity period From date..... To date.....		
b.	The bidder should submit proof of document showing address of the office or any other document to prove operating office situated at Goa (enclose all the relevant documents)		
c.	Whether Tender Fee for Rs. 500/- by DD is attached?		

- d. The bidder should submit **experience of two years** for successfully running of the Hotel / Catering / Caretaking of Guest House in Government / PSU's / Reputed Pvt. organisations ending 31.12.2016 (enclose work order and satisfactory completion certificate as proof of document) as per the following format.

Sl. No.	Name of the Organisation whom the services are provided with complete postal address with Tel/Mobile no.	Name & Designation of the Employer's contact person with Tel/Mobile no.	Date from which the contract was awarded/completed		No. of persons deployed by your firm	No. of guests served/taken care.
			From	To		

Full Address of the Firm with Tel. No.

Signature of Tenderer _____

Date: _____

Seal: _____

15. **PERIOD OF CONTRACT:**

The contract will be entered initially for the period of **One Year** with yearly extension for two more years on same rate, terms & conditions based on the satisfactory performance assessed by the NCAOR.

16. **SCOPE OF WORK:**

- a) The contractor should deploy below indicated trained manpower to provide good quality of services at NCAOR Guest House at his own cost. The below indicated manpower for running of the Guest House round the clock in all the days including Sundays & Holidays on shift basis should be deployed at NCAOR Guest House.

Sl. No.	Personnel details to be deployed	Total Manpower
1	Caretaker-cum-Supervisor having minimum 2 years experience in caretaking of guest house and supervision and having minimum educational qualification of 10 th pass.	01
2	Cook having experience of minimum 2 years of cooking of continental food in Three Star or above hotel.	01
3	Helpers	02

- b) The contractor and his deployed personnel at NCAOR Guest House together shall be responsible for performance of the following duties:
- i) Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests of NCAOR. The Guest House comprises two suites with attached toilets, six double-occupancy rooms with attached toilets, two staff rooms for the caretaker and a corridor connecting the rooms – Total floor area 642 square meters.
 - ii) Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles & equipments. Cleaning of kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually or by using mechanized equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both.
 - iii) Furniture, fixtures, sofa sets, cushion chairs, LCD-TV, kitchen equipments, exhausts fans and other electronic gadgets are required to be cleaned DAILY.

- iv) Cleaning and dusting of all the doors and windows, glass panes etc in the guest house accommodation rooms ONCE DAILY by helpers and the helpers also will assist the cook in preparation of food etc.
- v) Proper regular care for the safe maintenance of fittings, fixtures, LCD-LED-TV, equipments and furniture shall be sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.
- vi) The contractor shall exclusively manage catering arrangements like supply of tea/snacks, meals, lunch, dinner etc. as and when required by the guests at the specified rates fixed by the NCAOR as per price list **Annexure-III**. Personnel deployed should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect the approved rates only from the Guests/Visitors before they leave the Guest House. Contractor will arrange all the food items which are required in Guest House for serving the guest(s) and collect the charges from guests.
- vii) All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.
- viii) Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of guests. The contractor shall not be permitted to stop supply of any item for any reason whatsoever.
- ix) Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-know manufactures. List of few branded items have been mentioned at **Annexure “IV”**.
- x) The eatables served by the contractor to the guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies or non-usable liquid etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.
- xi) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good standard and should be prepared and served fresh.

- xii) If any of the above mentioned items are found to be of sub-standard quality the same shall be rejected outrightly. An authorized representative of NCAOR has the right to destroy such items on the spot without any compensation to the contractor, whatsoever. The contractor shall ensure that beverages and eatable prepared in the Guest House are not sub-standard. NCAOR reserves the right to reduce the prices or refuse the payment of such items already served/supplied.
- xiii) The used cups, saucers, tea pots, utensils are washed with good quality utensils cleaning powder. Used utensils/bowls are to be additionally washed in hot water.
- xiv) NCAOR shall not be responsible for any amount/due of the contractor arising out of supply of foodstuffs supplied by him to any person/individuals.
- xv) The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of NCAOR representative.
- xvi) All the above personnel should present in the guest house round the clock all the days including Sundays & Holidays on shift basis and collect request for accommodation from designated NCAOR officials daily/periodically.
- xvii) The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff are in uniform while working and specially while serving coffee/tea, snacks, lunch, dinner etc.
- xviii) The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor or his representatives by issuing proper receipt on behalf of NCAOR and the collected amount will have to be deposited by the contractor to NCAOR on weekly basis. In this regard the contractor is required to maintain a proper room rent register or/and computer generated report.
- xix) Guest House catering will not be closed or the contractor will not suspend service for any reason, whatsoever. The services should be as per menu.

c) Readiness of room for guests:

- i) The Contractor and his deployed personnel shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.
- ii) Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest and the same should be changed daily or on request of the guest.

- iii) Making of the beds of guests i.e. spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.
- iv) The Contractor and his deployed personnel shall ensure that linen of rooms during the stay of guests are changed every alternate day.
- v) The contractor and his deployed personnel shall be responsible to replace linen of rooms in case room remains vacant for more than 03 days.
- vi) The contractor and his deployed personnel will also ensure that linen is changed as & when requested by the guest. However, the charges for cleaning to the linen are directly borne by NCAOR
- vii) The bed sheet, bed spreads, pillow covers, bed covers should be got washed by the caretaker-cum-supervisor from the laundry approved by the NCAOR and charges thereof shall be paid by NCAOR at the rates decided from time to time.
- viii) The total stock of bed covers, bed sheets, bed spreads, pillow covers, blankets, towels, curtains etc. handed over in bulk against acknowledgement of the caretaker-cum-supervisor shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by NCAOR, any loss due to any reason would be recovered from the contractor.

d) Disposal of garbage:

Tea leaves, leftover food shall be collected in proper reuse bins and disposed of immediately. It shall be the responsibility of the contractor or his deployed personnel to dispose off garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of NCAOR Guest House.

e) Food Menu:

A sample menu has been provided as per **Annexure-III** NCAOR shall in its discretion order for any of the menu.

f) Cost of Fuel/Gas:

- i) One LPG system with stove shall be provided by NCAOR but the cost of gas cylinders and fuel cost is to be met by the contractor. However, electrical oven/hot plates/microwave ovens supplied by NCAOR can be used with the permission of Officer in charge.

- ii) NCAOR will provide water supply and electricity free of charge but power should not be used for cooking. Necessary fans, fixtures, fittings, refrigerator and furniture items for the dining hall as well as in other rooms will be provided by NCAOR and the contractor is solely responsible for the proper care and general maintenance of these system.
- g) **Record Keeping:**

The supervisor/caretaker will record in the register maintained for the purpose the names of the guest, rooms allotted, issue and collect back room keys and almirah keys, collection of tariffs, issues of receipts to guest, maintain the account and the collected tariffs shall be deposited with NCAOR office on weekly basis also the record for issue of soaps etc to be maintained.
- h) **Miscellaneous:**
 - i) Special Events' Arrangements: There may be special arrangements organized besides regular activities in which the contractor may be asked to provide the services. The contractor has to supply caretakers/cooks/service boys etc. under this contract as and when required. For such arrangements if any of food menu is different or in addition, the rates shall be mutually decided prior to the event takes place.
 - ii) The caretaker shall also carry out the instructions of the authorized official of NCAOR for smooth running of the Guest House, such as visit to the State Electricity Board office, Water Board office, Telephone office, arranging for plumbing repairs etc. However, the charges for such repairs and local conveyance charges by public transport (bus) will be borne by NCAOR.

17. TERMS AND CONDITIONS OF CONTRACT

- i) The vendors should have adequate number of trained / experienced workforce in their establishment.
- ii) All welfare measures of the personnel employed will have to be borne by the contractor only. However, NCAOR shall provide two separate rooms accommodation facility to the deployed personnel of the contractor.
- iii) The Guest House Caretaker shall follow the lawful instructions of the Guest House In-charge or the concerned officer from time to time for strict compliance.
- iv) The contractor shall be responsible for maintenance of the Guest House items as per the inventory list to be provided. In case of loss of any item, the cost of the same will be recovered from contractor's bill or Security deposit without considering any request.
- v) The contractor shall obtain all the required clearances from the concerned authorities before entering into contract with this organisation.

- vi) The agency shall be responsible for compliance with the provisions of the applicable labour legislations/Acts for the time being in force and Rules made there under and such other laws, rules and regulations as may be made from time to time.
- vii) Employees deployed by contractor at NCAOR guest house shall not be paid less than the rate fixed under the Minimum Wages Act, 1948 at any point of time during currency of the contract by the contractor.
- viii) NCAOR shall provide all necessary items in the Guest house like utensils/crockery/cutlery/beds/TV/Fridge etc.
- ix) Any replacement of the personnel deployed shall be made with the consent of NCAOR only. In case of absence of the caretaker on any day during the month, payment will be deducted on pro-rata basis in addition to the penalty clause.
- x) Director, NCAOR reserves the right to issue the quotations and to accept or reject any part or full quotations without assigning any reasons thereof.
- xi) The contractor should provide the Bio-Data with photographs of the deployed personnel.
- xii) During the currency of Contract including extension period, if any, the contractor has to pay minimum wages as well as other payments which would be made applicable to the contractor by various laws, to the labourers as applicable & notified by the Government from time to time.
- xiii) In the event of any dispute in this regard the decision of the Director, NCAOR or any other officer appointed by him on his behalf from time to time shall be final and binding on the contractor.

- xiv) **SECURITY DEPOSIT:**

The successful bidder has to submit a security deposit of Rs. 20,000/-(Twenty Thousand Only) by Demand Draft in favour of NCAOR payable at Vasco-Da-Gama within ten days from the receipt of the work order. The contractor fails to perform the contract obligations to the satisfaction of NCAOR then the 100% of the security deposit will be forfeited.

- xv) **TERMINATION OF THE CONTRACT:**
 - a) By NCAOR: NCAOR reserves the right to terminate the contract giving one month notice without giving any reason there off/ non satisfactory performance of the contract.
 - b) By the contractor: The contractor may withdraw the contract prematurely by giving minimum three months notice, however, in that case 100% of the security deposit will be forfeited.
 - c) On termination/expiry of the contract, the contractor will hand over all the equipments/ furniture/ articles etc supplied by NCAOR in good working condition to NCAOR failing which the items will have to be replaced to NCAOR.

xvi) **PAYMENT CONDITIONS:**

- a) The contractor will be paid for the due amount for fulfilling the obligations as per contract terms and conditions within 30 days of submission of original (in duplicate) bill along with wage disbursement acquittance roll of the billed month to the deployed personnel at NCAOR Guest House. The monthly bill should be submitted within 10 days of succeeding month.
- b) PAN should be of billed entity. The payment will be made after deducting applicable TDS to the PAN holder

xvii) **PENALTY CLAUSE :**

Failure to perform to the services mentioned below would attract penalty:

- a) If the Contractor fails to deploy any defined manpower as per **tender clause 16 (a)** during the calendar billed month, then 20% of the monthly billed amount will be deducted from that month bill.
- b) The contractor fails to supply required grocery as per the standard at **Annexure-IV** & vegetables and deviation from the approved menu for supply of food items to the guests during calendar billed month, then 10% of the monthly billed amount will be deducted from that month bill.
- c) Non-provision or non-wearing of uniform by the staff of contractor: Rs. 100/- per occasion

I/We have read and understood the scope of work and also accepted all terms & conditions as mentioned in this tender document.

Full Address of the Firm with Tel. No.

Signature of Tenderer _____

Date: _____

Seal: _____

FINANCIAL BID FORMAT

TO BE QUOTED LUMPSUM RATE FOR THE CONTRACT FOR CARETAKING AND HOUSEKEEPING SERVICES AT NCAOR GUEST HOUSE

- a. The lump sum rate quoted for the month should include all cost including deployment of manpower as at clause 16 (a), uniform cost, minimum wages, EPF, ESI and any other statutory payments during the contract period payable by contractor to his employees/Govt. authorities under various labour laws.

Sr. No.	Description	Lump Sum Rate per Month. (Rs.)
(1)	(2)	(3)
1	Caretaking and Housekeeping Services at NCAOR Guest House as per the Scope of Work detailed and deployment of personnel's as at tender clause 16.	
2	Any other charges for management of Caretaking and Housekeeping Services and supply of food and beverages to guests as detailed at scope of work.	
3	Taxes if any (please indicate applied tax with percentage applied)	
4	Total	

Total amount (in words): Rupees

.....

Note: L1 will be arrived from the total quoted cost of Sl. No. 1 to 3.

Name & :

Signature of Tenderer with date

Seal:

PARTICULARS OF THE TENDERER
(BIDDER SHOULD FILL THIS FORM AND ENCLOSE IT WITH THE TENDER)

Name of the Contractor

Name of the Firm of the Contractor

Telephone No. (O).....(R).....Mobile No.

Office address.....

.....

Residential address.....

.....

PAN No.(Enclose Copy of PAN)

PF Code, if any.....

ESI Code, if any.....

Trade Licence/Registration No.....

Name & :

Signature of Tenderer with date

Seal:

Full Name & Address of the Tenderer :

ANNEXURE –III

The Contractor has to provide Food and Beverages to NCAOR Guests at Guest House/Guest House Lounge at the following Quantity, Quality and Rates fixed below.

NCAOR RATE LIST FOR FOOD MENU

Sl. No.	Items & Quality	Qty to be provided in ml/gms	Rate to be charged to the Guests (Rs.)
1	Tea made of thick milk	120 ml	10.00
2	i. Filter Coffee made of thick milk ii. Special Coffee (Nescafe)	120 ml 120 ml	10.00 15.00
3	Cold drinks/ Ice creams	-	As per MRP
4	Water Bottle (Bisleri / Kinley / Aquafine)	½ or 1 ltrs.	As per MRP
5	Breakfast (<i>The contractor to provide atleast 3 itmes alternatively on daily basis</i>) i. 2 Aloo parathas with pickle/sauce/curd ii. Pav Bhaji (Two pav (standard size) and bhaji) iii. Puri Bhaji (4 Puri and bhaji) iv. Bread butter with Omlet (of 2 eggs) v. 2 Potato Vadas with sambar & chutney vi. Onion Pakoda(125gms.) vii. Samosa (2nos. standard size) viii. Sweet Buns (2nos.) ix. Upma / poha with chutney x. Veg sandwitch with chutney(125gms.) xi. 2 nos. of Set Dosa/Onion Uttapam/ Masala Dosa with sambar and chutney(standard size)	1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate 1 plate	30.00 30.00 30.00 30.00 30.00 30.00 30.00 30.00 30.00 30.00 30.00
6	Plated Meals (Veg Thali) One Plate i. Rice (sona massorrie or better quality) ii. Dal..... iii. Veg Curry..... iv. Sambar/ Rasam..... v. Papad..... vi. Pickle..... vii. Curd..... viii. Chapati/Puri/Roti..... ix. Seasonal Vegetable..... x. Salad.....	150 gm 080 gm 120 gm 100 gm 01 No 05 gm 60 gm 2 Nos 100 gms 60 gms	80.00

7	Non-Veg Thali to be supplied (on demand) i. Fish Curry/Chicken Curry..... ii. Fried fish..... iii. Rice (sona massorrie or better quality)..... iv. Chapati/Puri/Roti..... v. Seasonal Vegetable..... vi. Salad..... vii. Pickle.....	100 gms 2 pieces 150 gm 2 Nos. 100 gms 60 gms 05 gm	120.00
8	Snacks i. Samosa (2nos. standard size) /Pakoda (1 plate)/ Sweet Buns (2nos.)/Vada (2 nos. standard size) etc. with chutney/ sauce/ketch up (of kissan/Maggie/Heinz only) ii. Biscuits	01 plate	30.00 MRP
	Real Juice or Tropicana Tetra Pack One Glass (200 ml)	1 glass	30.00

ANNEXURE –IV

Suggested brands raw material to be used/served

01.	Cooking oil	Sundrop/Saffola/Nature Fresh
02.	Masala	MDH/Everest
03.	Ice Cream	Mother Dairy/Kwality/Amul/Vadilal
04.	Salt	Iodised (Tata/Captain Cook)
05.	Wheat Flour	Nature Fresh/Rajdhani/Annapurna/Captain Cook/Aashirwad
06.	Ghee/vanaspati	Gagan/Rath / Amul
07.	Jam/Tomato sauce	Kissan/Maggie
08.	Butter	Amul
09.	Tea Bags	Nes tea/Twinings/Taj mahal / TATA
10.	Coffee	Nescafe / Bru
11.	Pickle	Nilons/Mothers/Maggie
12.	Sugar Cubes	Daurala
13.	Cornflakes	Kellogg's
14.	Bread	Britania/Harvest/Modern or equivalent
15.	Salted Biscuits	Monaco/Krack Jack/Britannia 50-50/Britannia/Maska Chaska
16.	Sweet Biscuits	Britannia Marie Gold/Cream/Parle-G/Good day/Little hearts/Hide & Seek /Milk Bikies/Bourn-Bourn/ Orange Cream Priya Gold/Sungfeast
17.	Water Bottle	Bisleri / Kinley / Aquafine

Note: In addition to above, Guest House In-Charge of NCAOR may suggest any brand, which shall be adhered by contractor.