



**ESSO-NATIONAL CENTRE FOR POLAR & OCEAN RESEARCH  
(MINISTRY OF EARTH SCIENCES)  
(GOVERNMENT OF INDIA)  
HEADLAND SADA, VASCO-DA-GAMA,**

**GOA - 403 804**

**TENDER FOR PROVIDING CATERING, HOUSEKEEPING & CARETAKING SERVICES AT  
NCPOR GUEST HOUSE**

## **INTRODUCTION**

ESSO NCPOR guest house is situated at Fellow's Laboratory at NCPOR campus, Goa comprising of six (05) double occupancy rooms and two (02) suites. The catering, housekeeping & caretaking services contractor is responsible to look after the day to day functioning of guest house round the clock for the esteemed guests of NCPOR. The work involves round the clock attendant services at Guest House. Attendant services will include issue of cleaned, washed, dried linen, blankets, towels, etc. every day and other materials required by occupants of the Guest House from time to time. It also includes round the clock reception services. Reception services will include allotment of rooms to the guests, getting the necessary entries made in the records on arrival and departure of guests and other related issues. The contractor will be responsible to maintain all provided items in service condition at his own cost.

**ESSO- NATIONAL CENTRE FOR POLAR & OCEAN RESEARCH  
HEADLAND SADA, VASCO-DA-GAMA, GOA - 403 804**

**TABLE OF CONTENTS**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Page No</b>
1	Notice Inviting Tender	4
2	Tender issue/submission/opening date, time & venue	5
3	General Terms and Conditions	6-7
4	Eligibility and selection criteria	7 - 8
5	Scope of Work	8-13
6	Miscellaneous	13-15
7	Security Deposit	15
8	Termination of Contract	16
9	Payment Condition	16
10	Penalty Clause	16-17
11	Financial Bid Format - Annexure - I	18
12	Particulars of the Tenderer / Technical Bid - Annexure -II	19
13	Food Menu & Rates - Annexure - III	20-21
14	Suggested brands raw material to be used/served - Annexure - IV	22
15	Declaration - Annexure - V	23
16	List of Cleaning Material - Annexure - VI	24

**ESSO - NATIONAL CENTRE FOR POLAR & OCEAN RESEARCH**  
(MINISTRY OF EARTH SCIENCES, GOVERNMENT OF INDIA)  
HEADLAND SADA, VASCO-DA-GAMA,  
GOA -403 804  
(TEL: 0832-2525555/556)

**Advt. No. NCPOR/19 /2020-2021**

**Sub: NOTICE INVITING TENDER FOR PROVIDING CATERING, HOUSEKEEPING & CARETAKING SERVICES AT NCPOR GUEST HOUSE**

Director, NCPOR invites sealed Tender for **PROVIDING CATERING, HOUSEKEEPING & CARETAKING SERVICES AT NCPOR GUEST HOUSE**. The interested parties may visit NCPOR website [www.ncpor.res.in](http://www.ncpor.res.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in) for detailed tender document.

Sd/-  
(S.Anoop)  
Administrative Officer

**Tender Document For Caretaking, Housekeeping and Catering Services At NCPOR Guest House Headland Sada, Goa- 403 804**

**a. Tender Closing & Opening date and time:**

Last date for submission of tender document – 05.01.2022 by 17:00 hrs

Date & time of tender opening- 06.01.2022 at 11:30 hrs at NCPOR Conference Room

Bid Validity: 90 days from the date of opening of the bid

b. **Job/Work:** Providing Catering, Housekeeping and Caretaking Services at NCPOR Guest House

c. **Period for contract:** Initially for a period of one year from the date of issuance of the work order which may be extended for another two years on yearly basis on same terms and conditions as mentioned in the tender document based on the satisfactory performance assessed by the NCPOR.

d. Address for tender submission: To be dropped in the tender box kept in the administrative block (ground floor) Room No. 116 at NCPOR, Campus

National Centre for Polar and Ocean Research,  
Headland Sada,  
Marmugoa, Vasco –Da- Gama  
Goa – 403804

### 3. 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. Tender shall be submitted in NCPOR's official tender form only. If submitted in any other manner, the same shall be summarily rejected.
2. The services to be rendered by the contractor must not be sub-contracted.
3. No paper shall be detached from the Tender Document.
4. 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.
5. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
6. NCPOR reserves the right to reject any or all the tenders without assigning any reason.
7. NCPOR reserves the right to change any condition of the Tender before opening of the Bids.
8. The tendering Company/Firm/Agency is required to **enclose photocopies of the requisite documents duly self-attested**, as per the requirements of Technical Bid as given, failing which their bids shall be summarily/out rightly rejected and will not be considered.
9. The bidder should ideally have operating office at the State of Goa (enclose relevant documents showing the address of the office or any other documents to prove the same) however in case the agency do not have operating office in the State of Goa, authorized representative of the agency should visit NCPOR on monthly basis or as per direction of NCPOR.
10. Canvassing in any form will make the tender liable to rejection.
11. 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.
12. Tenders received without proper documents, shall be rejected.
14. Please Quote Tender Reference No. on Sealed Cover.

15. Sealed quotations will be opened by Committee on due date and time. Authorized representatives duly carrying an authorization letter from the company may attend the tender opening. Due to any exigency if the date of opening of tender is declared as closed holiday, the tenders will be opened on next working day at the same time.
16. The Tenders sent by Fax will not be considered. To avoid complications with regard to late Receipt/Non-Receipt of tenders, it may please be noted that responsibility rests with tenderers to ensure that tenders reach this office before due date & time. Late quotes will be rejected out rightly.

#### **4. ELIGIBILITY AND SELECTION CRITERIA FOR EVALUATION OF BIDS**

##### **1. ELIGIBILITY CRITERIA:**

- a. Bidder should have **valid FSSAI license** for carrying out the business of Hotel/catering service/caretaking of Guest House services.
- b. Service Provider Company/Firm/Agency should have at least two years experience in providing housekeeping or catering or both to Private and/or Public Sector Companies/Banks/ Autonomous Bodies/ Government Departments etc.
- c. Service Provider Company/Firm/ Agency should have its own Bank Account, PAN No. and GST registration No. and all other registration required for legal operation.
- d. Service Provider Company/Firm/ Agency should have Rs. 15 lakhs (fifteen lakhs only) annual turnover, (enclose duly self-attested photocopies of the requisite documents like Balance Sheet, ITR Return, Profit and Loss statement, turnover certificate issued by CA, etc).
- e. Service Provider Company/Firm/ Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/Laws (Compliance of Statutory labour laws is mandatory, Bids of firms not complying with labour laws will be out rightly rejected).
- f. Service Provider Company/Firm/Agency shall submit Declaration on Company Letter head stating that the agency is/has not been black listed by Central Government/State Government/any PSU in last three years.

**Note: Non compliance with any of the above conditions by the Service Provider Company/Firm/ Agency will amount to non-eligibility for the services for which tender has been floated and its bid will be rejected summarily.**

**Necessary documents in respect of each of the above criteria to be submitted as per check list Annexure II.**

## **2. EVALUATION CRITERIA**

- a. The Service Provider Company/Firm/ Agency shall submit relevant details regarding technical Bid parameter in a separate folder duly supported with source documents for each of the above eligibility criteria.
- b. Experience with Government Agencies/PSUs/Private Agencies: The Service Provider Company/Firm/ Agency shall specify the total number of years of experience in providing housekeeping or catering or both in technical bid duly supported with source documents viz. experience certificate/contract agreement/work completion certificate, etc. The period not supported with source documents shall be deducted from the total years of experience for awarding score.
- c. NCPOR 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.

## **5. SCOPE OF WORK:**

### **1. SCHEDULE OF REQUIREMENT(SOR):**

- a. Requirement of minimum manpower for the services:

Sl . N o.	Description of manpower	Qualification and experience	Number
1.	Caretaker-cum-Supervisor	Having minimum qualification of 12th pass and minimum 2 years experience in caretaking of guest house and supervision.	1
2.	Cook	Experience of minimum 2 years of cooking of Indian/continental food in reputed hotel/Restaurant.	1
3.	Helper	Having minimum qualification of 8th pass	2
		TOTAL	4

It will be the responsibility of the contractor to ensure wages as per notification issued by Government from time to time.



## **2. APPEARANCE:**

(1.1) The employee to be deployed should have sound medical fitness, good physique, moral character, experience and training to handle any type of cleaning/housekeeping works.

(1.2) Proper uniform and identification cards must be provided to the workers and supervisor by the contractor Cook/Asstt. Cook must be provided aprons/chef cap and waiter must be dressed in white shirt/black full pant. Housekeeping staff must be dressed in uniform with black shoe with cleaning gloves. The Supervisor should monitor all jobs throughout the day and all workers at his disposal. The workers & supervisor must maintain highest discipline in the office.

(1.3) Deployment of cooks with experience of cooking all types of food like Indian, Continental, etc.

(1.4) The contractor and his deployed personnel at NCPOR Guest House together shall be responsible for performance of the following duties:

## **3. CATERING SERVICES:**

The “quality of service that will be rendered” is the essence of the contract. The contractor will strictly ensure there is no lapse in quality of services rendered. All kitchen equipment, tools and tackles, crockery, cutlery, and utensils will be provided by NCPOR, however, contractor will be responsible for following:

- a. Procurement and storage of all kind of raw food items (As given in the tender documents).
- b. Providing food to guests on scheduled time or as and when required by them
- c. Supply of cleaning materials for kitchen equipments
- d. Supply of napkins, towels, and tissue papers, used for wiping the crockery & cutlery
- e. Maintaining cleanliness and hygiene at the kitchen, pantry, dining hall etc
- f. Providing all facilities, materials, consumables, tool, etc within the scope of work, as necessary to execute the assigned job
- g. Providing paper napkin/tissue papers along with all meals
- h. Vegetarian and Non-Vegetarian food will be cooked and served separately
- i. Food (Tea, Breakfast, Lunch and Dinner) will be served as per following schedule:

Bed Tea	5:00 AM to 7:00 AM or as per order
Breakfast	7:30 AM to 9:30 AM
Lunch	12:30 Noon to 2:30 PM
Evening Tea	4:00 PM to 5:30 PM or as per order
Dinner	7:30 PM to 9:30 PM

## **4. DUTIES OF CLEANING/HOUSE KEEPING PERSONNEL:-**

The Contactor shall undertake all types of work viz, cleaning, dusting, toilet cleaningetc. in general and the following works in particular.

## DAILY WORK:-

- a. Dusting and cleaning of rooms, Gallery, corridors, toilets, dining room 02 No's.
- b. Wet mopping of rooms, corridors, Dining Room 02 No's with necessary detergents.
- c. Cleaning of toilets with toilet cleaners and deodorants etc.
- d. Collecting waste and garbage and departing it to the dumping areas.
- e. Such other cleaning of up keeping work as may be entrusted by the competent authority.
- f. NCPOR Office will provide only required quantity of water for cleaning.

## 5. CARETAKING AND HOUSEKEEPING

- i. Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests of NCPOR. 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 NCPOR as per price list **Annexure-III**.
- vii. 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.
- viii. Contractor will arrange all the food items which are required in Guest House for serving the guest(s) and collect the charges from guests.
- ix. 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.
- x. 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.

- xi. 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-known manufactures and all food items used should have FSSAI license or registration number. List of branded items have been mentioned at **Annexure “IV”**.
- xii. 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.
- xiii. 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.
- xiv. If any of the above-mentioned items are found to be of sub-standard quality the same shall be rejected out rightly. An authorized representative of NCPOR 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. NCPOR reserves the right to reduce the prices or refuse the payment of such items already served/supplied.
- xv. 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.
- xvi. NCPOR shall not be responsible for any amount/due of the contractor arising out of supply of foodstuffs supplied by him to any person/individuals.
- xvii. The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of NCPOR representative.
- xviii. 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 NCPOR officials daily/periodically.
- xix. 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.
- xx. 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 NCPOR and the collected amount will have to be deposited by the contractor to NCPOR on weekly basis. In this regard the contractor is required to maintain a proper room rent register or/and computer-generated report.
- xxi. Guest House catering will not be closed or the contractor will not suspend service for any reason, whatsoever.
- xxii. All food services shall be as per the menu indicated.

## **6. READINESS OF ROOM FOR GUESTS:**

- i. The Contractor and his deployed personnel shall be responsible to keep room ready in all respect within one (01) hour 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 NCPOR
- 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 NCPOR and charges thereof shall be paid by NCPOR 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 NCPOR, any loss due to any reason would be recovered from the contractor.

## **7. 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 the 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 NCPOR Guest House.

## **8. FOOD MENU:**

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

## **9. COST OF FUEL/GAS:**

i) Stove shall be provided by NCPOR but the Commercial gas cylinders to be arranged and cost to be met by the contractor. However, electrical oven /microwave ovens supplied by NCPOR can be used whenever it is necessary.

ii) NCPOR 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 NCPOR and the contractor is solely responsible for the proper care and general maintenance of these systems.

(iii) Procurement of commercial cylinder as per need and the cost of refilling is contractor's responsibility. Use of domestic LPG cylinder is strictly prohibited and in case of any lapse, penalty of Rs. 1000/- per instance will be imposed.

## **10. CROCKERY & CUTLERY ITEMS:-**

a. Crockery and cutlery will be provided by the office, however, contractor would be liable for breakage on account of mishandling above permissible limit of 5% annually.

b. Bed sheet, Bath Towel, Hand Towel, Dohar, Pillow cover, etc will be provided by the office.

## **11. 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 NCPOR office on weekly basis also the record for issue of soaps etc to be maintained.

## **6. 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 NCPOR for smooth running of the Guest House.

iii. All welfare measures of the personnel employed will have to be borne by the contractor only. However, NCPOR shall provide two separate rooms accommodation facility to the deployed personnel of the contractor.

iv. The Guest House Caretaker shall follow the lawful instructions of the NCPOR Guest House In-charge or the concerned officer from time to time for strict compliance.

- v. Any replacement of the personnel deployed shall be with the consent of NCPOR only. In case of absence of any manpower deployed on any day during the month, payment will be deducted on pro-rata basis in addition to the penalty clause.
- vi. 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.
- vii. 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.
- viii. Employees deployed by contractor at NCPOR 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.
- ix. NCPOR shall provide all necessary items in the Guest house like utensils/crockery/cutlery/beds/TV/Fridge etc. The inventory of articles will be handed over to the contractor in good and working condition at the commencement of the contract. The contractor will be the custodian of all Institute's properties and Guest House inventory during the period of contract and shall make good any loss to the inventory by way of misuse, breakage, theft, etc., at his own cost. Kitchen equipments, cooking utensils, crockery, cutlery, dining hall furniture and service counters will be provided by NCPOR. Upkeep of all items provided by NCPOR will be the sole responsibility of the contractor.
- x. Director, NCPOR 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, NCPOR or any other officer appointed by him on his behalf from time to time shall be final and binding on the contractor.
- xiv. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this office or any other authority under law.
- xv. In case, the tendering Agency fails to comply with any statutory provision/taxation liability under appropriate law and as a result thereof the office is put to any loss/obligation, monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills, to the extent of the loss or obligation in monetary terms.
- xvi. During currency of contract, if any disputes arise, will be subject of jurisdiction of State of Goa only.
- xvii. The Agency shall raise the bill, in duplicate, along with relevant documents.

xviii. The Agency will provide resume, Aadhar Card copy, EPF Account No. and ESIC Registration No. for each individual. Whenever the new individual will be deployed in NCPOR Guest House, such details will be provided a day before such deployment.

xix. The claims in bills regarding Employees State Insurance, Provident Fund, etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till the proof is furnished, at the discretion of this office.

## **7. PERFORMANCE SECURITY DEPOSIT**

The successful bidder has to submit a performance security deposit equivalent to three (3) percent of the annual contract value by Demand Draft in favour of NCPOR payable at Vasco-Da-Gama or online transfer within ten days from the receipt of the work order. In the event the contractor fails to perform the contract obligations to the satisfaction of NCPOR, 100% of the performance security deposit will be forfeited.

Bank Details mentioned below for Online Transfer.

Name of the Beneficiary	NCPOR
Name & Address	State Bank of India, Commercial Branch Shree Vidyadiraj Bhavan, Francisco Luis Gomes Road, Vasco-Da-Gama Goa - 403 802, India
Bank Account Number	10153336180
Bank Account Type	Saving Account
Bank Branch Code	04116
IFS Code	SBIN0004116
MICR No	403002047
SWIFT CODE	SBININBB229
PAN No	AACFN4991P
TAN No	BLRN01981A

**Note: Online transfer details to be submitted within ten days from the receipt of the work order after transfer of security deposit.**

## **8. TERMINATION OF THE CONTRACT**

- a. By NCPOR: NCPOR reserves the right to terminate the contract by giving one month notice without giving any reason thereof/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 performance 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 NCPOR in good working condition to NCPOR failing which the items will have to be replaced to NCPOR.

## **9. PAYMENT CONDITIONS**

The Contractor shall furnish the Tax invoice towards his services during the month in the first week of the following month along with following documents:

- a. Original Tax Invoice
- b. Bank statement indicating credit of wages to the accounts of the workers in electronic manner.
- c. EPF challan for the month indicating deposit of employee and employer contribution.
- d. ESIC subscription payment details for the month.
- e. Attendance record of the workers for the month.
- f. Monthly Salary register
- g. Guest/officers feedback.
- h. Other supporting documents related to claim.
- i. The payment will be made through NEFT/RTGS/e-payment on the basis of monthly bills submitted by the contractor along with satisfactory Performance Report and with documents stated above. Deductions from monthly bill will be made as per Penalty clauses of the contract.
- j. 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 bill along with the mentioned documents in order.
- k. The payment will be made after deducting applicable TDS.

## **10. PENALTY CLAUSE**

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

- a. Short Attendance of minimum manpower: In addition to the non-payment of wages for the period of absence, will result in 15% penalty on the monthly bill for any short attendances towards any deployed manpower during the month.
- 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. Quality Cleaning Material: In case any shortcoming or inferior quality is noticed in the cleaning materials as shown above in Annexure-VI, the same will be purchased from the market and bill amount will be recovered from the monthly bill contractor. In case it happens on more than two occasions in a month, a penalty of Rs. 1000/- (Rupees One Thousand only) will be recovered for each such occasion in addition.
- d. The Service provider shall also be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance, governing the matter/issues etc. if at any point of time it is noticed that the contractor is not meeting out/violating any procedures/taxes/Acts/Rules then 15% Penalty will be impose on Monthly bill.
- e. The service provider shall abide the rule of Payment of Wages to deputed staff, by crediting the payment on or before 7<sup>th</sup> of every month, Employees Provident Fund remittance on or before 15<sup>th</sup> of every month and Employees State Insurance remittance before or before 15<sup>th</sup> of every month, failing to do so will impose 15% penalty on Monthly bill.
- f. 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: \_\_\_\_\_

**ANNEXURE -I**

**FINANCIAL BID FORMAT**

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

The lump sum rate quoted for the month should include all cost including deployment of manpower as at clause 6 (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	Catering, Caretaking and Housekeeping Services at NCPOR Guest House as per the Scope of Work detailed and deployment of personnel's as per tender document Clause 6(a)	
2	Taxes if any (please indicate applied tax with percentage applied) along with the GSTN No.	
3	Consumables charges (Total value as per Annexure - VI)	
4	Grand Total	

Total amount (in words): Rupees .....

.....

**Note:** L1 will be arrived from the total quoted cost of Sl. No. 1 to 3 i.e. Grand Total at Sl. No. 4.

Name & :

Signature of Tenderer  
with date

Seal:

**TECHNICAL BID****For Providing Catering and Housekeeping at NCPOR Campus**

1.	Name of Tendering Company/Firm/Agency ( Attach certificates of registration)									
2.	Name of proprietor/Director of Company/Firm/Agency									
3.	Full Address of Registered Office with Telephone NO., Fax and E-mail									
4.	Full Address of operating/Branch Office with Telephone no., Fax and E-mail with name of the Contact Person(s) and Mobile No.									
5.	Banker of Company/Firm/Agency with full address (Attach certified copies of passbook)									
6.	Total No. of years of experience in providing housekeeping or catering or both (with the list of clients year wise along with documentary evidence)									
7.	GST Registration No. & date and PAN (Attach self attested copies)									
8.	Declaration stating that the agency is/has not been black listed by Centre/State Government/PSU in last three years									
9.	E.S.I. Registration No. and EPF Registration No. (Attach self-attested copies)									
10.	Annual turnover of Rs 15 lakhs (enclose self-attested copies of the requisite documents like Balance Sheet, ITR Return, profit and loss statement, etc).									
11.	<p>Give details of the major similar contracts handled by the tendering Company/Firm /Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach attested Copies)</p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Details of client Along with address, telephone and Fax Numbers.</th> <th>Amount of Contract. (Rs. in Lakh)</th> <th>Duration of Contract. From - to</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>(If the space provided is insufficient, a separate sheet may be attached).</p>	Sl. No.	Details of client Along with address, telephone and Fax Numbers.	Amount of Contract. (Rs. in Lakh)	Duration of Contract. From - to					
Sl. No.	Details of client Along with address, telephone and Fax Numbers.	Amount of Contract. (Rs. in Lakh)	Duration of Contract. From - to							

**Note: Relevant document to be Self-attested and need to be attached along with the Tender.**

Signature of authorized person

Place:  
Date:

Name:  
Seal:

**ANNEXURE -III**

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

**NCPOR RATE LIST FOR FOOD MENU**

<b>Sl. No.</b>	<b>Items &amp; Quality</b>	<b>Qty to be provided in ml/gms</b>	<b>Rate to be charged to the Guests (Rs.)</b>
1	Tea made of thick milk	120 ml	15.00
2	i. Filter Coffee made of thick milk ii. Special Coffee (Nescafe)	120 ml 120 ml	15.00 15.00
3	Cold drinks/ Ice creams	-	As per MRP
4	Water Bottle	½ or 1 ltrs.	As per MRP
5	<b>Breakfast</b> <i>(The contractor to provide atleast 2 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 sandwich 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 1 plate	45.00 45.00 45.00 45.00 45.00 35.00 35.00 35.00 35.00 35.00 35.00 45.00
6	<b>Plated Meals (Veg Thali) One Plate</b> 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..... xi. Sweet .....	150 gm 080 gm 120 gm 100 gm 01 No 05 gm 60 gm 2 Nos 100 gms 60 gms 01 No	90.00

7	<b>Non-Veg Thali to be supplied (on demand)</b> 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..... viii. Sweet.....	100 gms 2 pieces 150 gm 2 Nos. 100 gms 60 gms 05 gm 01	120.00
8	<b>Snacks</b> 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	35.00  MRP
9	<b>Special Meal for Official Meeting</b> <b>[Minimum order of five (5) No's]</b> i)Chapati ii)Plain Rice iii)2 Veg Item iv)Dal fry / Dal Tadka v)2 Non-Veg Item vi)Papad vii)Pickel viii)Raita/ Curd ix)Salad- Veg x) 02 Sweet dish	1 pax	265.00
10.	<b>Real Juice/Tropicana/B-Natural or similar tetra pack one glass (200 ml)</b>	1 glass	20.00
12	<b>Mineral water 20 litre Bottle</b>	1 Bottle	MRP

**Suggested brands raw material to be used/served**

01.	Cooking oil	Sundrop/Saffola/Nature Fresh
02.	Masala	MDH/Everest/Suhana
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/Vanaspathi	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/Sunfeast
17.	Water Bottle	Bisleri/Kinley/Aquafine

**Note: (a) All packaged food items/food raw material should be FSSAI licensed**

**(b) In addition to above, Guest House In-Charge of NCPOR may suggest any brand, which shall be adhered by contractor.**

**DECLARATION**

I, \_\_\_\_\_ Son / Daughter /  
Wife of Shri \_\_\_\_\_ Proprietor/Partner/Director/Authorized  
signatory of the Company/Agency/Firm, mentioned above, is competent to sign this  
declaration and execute this tender document.

2.I have carefully read and understood all the terms and conditions of the tender and undertake to  
abide to them;

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

Signature of authorized person

Name:

Seal:

Date:

Place:

**ANNEXURE -VI****LIST OF CLEANING MATERIAL**

Cleaning materials to be used are as under Quality of material used to the satisfaction of the contract will be ensured by the contractor.

Sl. No.	Particulars	Quantity Per Month
01	Hand Wash Liquid Soap (Dettol/Life Bouy/Lux)	8 Nos
02	Lizol/Domex Floor cleaner	6 Liters
03	Colin or Glass Cleaner	2 Liters
04	Duster Cloth	5 Nos
05	Soft Broom	4 Nos
06	Coconut Broom	4 Nos
07	Harpic	6 Nos
08	Mop Stick/PINZ Mop/Wiper	4 Nos
09	Odonil	8 Nos
10	Garbage Bag Big	As and when required
11	Garbage Bag Small (Wet & Dry)	30 Nos
12	Toilet Brush	8 Nos
13	Scrub Pad	8 Nos
14	Toilet Roll	8 Nos
15	Paper Napkins	2 Nos
16	Room freshener /Spray Refill	4 Nos
17	Naphthalene Ball	2 Pack
18	White Phenyl (Branded)	2 Liters
19	Bleaching Powder	As and when required
20	Good Night Liquidator	8 Nos
21	Refill Pack Good Night	As and when required
22	Mortin Spray Mosquito	As and when required
23	Bath Soap (Lux /Life boy/Medimix/Santoor/Dettol/Dove/ Liril/Cinthol) (30 gms pack) *	As and when required
24	Shampoo (L'Oreal/Clinic Plus/Pantene/Sunsilk/Fiama) *	As and when required

\*(Mandatory mentioned brands)