

ICAR-NATIONAL RESEARCH CENTRE ON POMEGRANATE,
NH-65, SOLAPUR-PUNE HIGHWAY, KEGAON, SOLAPUR-413255 (MS)

Tender No. NRCP/Open Tender/31/Housekeeping&Catering/17-18

Tender for Providing Housekeeping and Catering Services at ICAR-NRC on Pomegranate, Solapur at the Trainees Hostel

For and on behalf of the Secretary, ICAR, the Director, ICAR-NRCP, Solapur invites e-tenders for Providing Housekeeping and Catering Services at ICAR-NRC on Pomegranate, Solapur at the Trainees Hostel through the website www.eprocure.gov.in under two bid systems from reputed firms.

Tender Enquire No.: NRCP/Open Tender/31/Housekeeping&Catering/17-18

Name of the Item : Tender for Providing Housekeeping and Catering Services at ICAR-NRC on Pomegranate, Solapur Guest House

Published date :	08/12/2017	13.00 hrs
Bid Submission start date:	08/12/2017	13.00 hrs
Bid Submission end date:	08/01/2018	16.00 hrs
Technical Bid Opening date:	10/01/2018	11.00 hrs

Important Notes:

1. Tender Documents can be downloaded from ICAR-NRCP website nrcpomegranate.icar.gov.in OR from Central Public Procurement Portal www.eprocure.gov.in. Bidders should enroll/register in the e-procurement module of Central Public Procurement Portal through the website: www.eprocure.gov.in. Bidders should also possess a valid DSC for online submission of bids.
2. Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.
3. ICAR-NRCP, Solapur reserves the right to accept/reject any/all tenders in part /full without assigning any reason thereof.
4. ICAR-NRCP will not be responsible for any delay in enrollment/registration as bidder or submitting/uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website www.eprocure.gov.in and enroll their Digital Signature Certificate and upload their quotation well in advance.
5. Any changes/corrigendum/ extension of opening date in respect of this tender shall be issued through ICAR-NRCP websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.

Asstt. Admn. Officer
FOR DIRECTOR



भा.कृ.अनु.प.- राष्ट्रीय अनार अनुसंधान केन्द्र, सोलापुर
ICAR - National Research Centre on Pomegranate
(Indian Council of Agricultural Research)

NH-65, Solapur-Pune Highway, Kegaon, Solapur-413 255 (M.S.)
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(ISO 9001:2008 Certified Institute)



INSTRUCTIONS TO THE TENDERERS

The Tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form the part of the tender and contract.

1. For Online Bid Submission, as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. More information useful for submitting online bids on the CPP Portal may be obtained at www.eprocure.gov.in/eprocure/app.
2. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
4. The Technical Bids will be opened on **10.01.2018 at 11:00 A.M.** The date & time for opening of Financial Bids will be notified on the portal. The bidders may regularly check the portal regarding the date of opening of financial bid.
5. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any Tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
6. Director, ICAR-NRCP, reserves the right to reject any tender/bid wholly or partly without assigning any reason.
7. The Technical Committee constituted by the Director, ICAR-NRCP, Solapur shall have the right to verify the particulars furnished by the bidder independently.
8. All the tender documents & Price Bid to be uploaded as per this tender are to be digitally signed by the bidder.
9. Bid document is for Housekeeping/ Maintenance and Catering Services at Guest House of ICAR-National Research Centre on Pomegranate, Solapur.
10. All bid papers submitted should be serially numbered

11. **Earnest Money Deposit (EMD):** An amount of **Rs. 25000/-** (Rupees Twenty five thousand only) in the form of Demand Draft drawn in favour of “ICAR Unit: NRC on Pomegranate” payable at Solapur This EMD should be submitted in sealed envelope super-scribed as “EMD for Providing Housekeeping and Catering Services at ICAR-NRC on Pomegranate, Solapur Guest House and NIT No. **NRCP/Open Tender/31/Housekeeping&Catering/17-18**”. Failure to deposit Earnest Money will lead to rejection of tender. In the event of the awardee bidder backing out, EMD of that bidder will be forfeited.
Note: The EMD should be placed in sealed envelope and address to: “The Director, ICAR-National Research Centre on Pomegranate, NH-65, Solapur Pune Highway, Kegaon, Solapur 413 255” This envelop having EMD should reach on or before last date & time of submission of bid.
12. All the pages of the bid document should be duly signed and stamped by the authorized signatory of the applicant.
13. The successful bidder shall be prepared to commence operations within 15 days of signing of contract.
14. **Performance Security:**
 - a. Within thirty (30) days, the successful tenderer shall furnish to the purchaser the Security Deposit equivalent to 10% of the contract value for one year.
 - b. The Security Deposit shall be in one of the following forms: (a) Bank Guarantee, issued by a reputed bank or a FDR/Demand Draft drawn in favour of “ICAR Unit: NRC on Pomegranate” payable at Solapur.
 - c. Failure of the successful Tenderer/bidder to sign the contract and/or furnish the Security Deposit shall constitute sufficient grounds for the annulment of the award and forfeiture of the Earnest Money, in which event the Purchaser may make the award to the next lowest evaluated Tenderer or call for new tenders.
 - d. The Security Deposit will be discharged by the purchaser and returned to the Supplier following the date of completion of the Supplier’s performance obligations under the contract, including any warranty obligations after receiving agreement letter.
15. **Period of Validity of Tenders/quotations:**
 1. Validity of Tenders/quotations shall be 180 days after the date of tender opening. A tender valid for a shorter period shall be rejected by the Purchaser as non-responsive. The rate is to be quoted in lump sum for one month for Housekeeping/ Maintenance and catering Service work at Guest House at ICAR-NRC on Pomegranate, Solapur.
16. Successful Service provider will arrange his own equipment over and above those already provided by ICAR-NRCP. Proper maintenance & upkeep of all the equipment provided by ICAR-NRCP is the responsibility of service provider.
17. Modern and standardized equipment should be arranged by the service provider.
18. Successful Service Provider will obtain necessary certificates/permissions as required by law such as food license, or any other stipulated statutory document from the competent authorities.
19. The successful service provider will bear the cost, throughout the term of Service Provider, for comprehensive general liability insurance for his men and material.

- 20.** Successful Service provider shall be responsible for compliance of Food Safety and Standards Act 2006 or any other ACT in the force during the time.
- 21.** The operator shall issue Uniform and Identity Cards to all his workers.
- 22.** Uniform with colour specifications and pattern approved by NRCP should be supplied by the contractor to the workers at his own cost and it would be ensured that the working staff etc., are in proper uniform while on duty.
- 23.** The successful service provider shall be responsible for the conduct and behavior of his employees
- 24.** Display of Rate List: Legible rate list should be displayed as per NRCP approved rates.
- 25.** Billing system: Billing will be done by contractor as per bill book issued by the NRCP.
- 26.** Safety: The Service Provider shall be responsible for the safety of the workers. All the safety measures must be taken during operation.
- 27.** Pest Control: Pest control is to be done regularly by service provider and is to be undertaken with prior permission from NRCP. The cost of the pest control will be borne by service provider
- 28.** Disposal of Garbage: Collection of garbage and its proper disposal at designated place on daily basis will be responsibility of the Service Provider
- 29.** Visitor Book: Visitor book/Feedback forms should always be available and also feedback should be obtained from the guests/users.
- 30.** Food audit for quality and food safety must be integral part of Kitchen Operations.
- 31.** Table Clearance: The service provider will be responsible to ensure the proper clearance of all used plates and utensils.
- 32.** Housekeeping - Regular cleaning of the allotted premises, as mentioned above, shall be the responsibility of the Service Provider who should engage adequate staff for cleaning & pot washing etc.
- 33.** The contractor shall not appoint any sub-contractor to carry out any obligations under this contract.
- 34.** The entire Guest House premises (which include VVIP room, regular rooms and VIP rooms with attached toilets and customized furniture; kitchen, dining area, conference hall, internal and external common areas) should be cleaned regularly and maintained properly. The cleaning chart/table is to be maintained by contractor indicating activities performed on daily basis. It may be produced to In-charge, Guest House on demand.
- 35.** The materials for sanitation like brooms, brushes, moping materials, floor cleaning liquids, toilet cleaning liquids, phenyl, naphthalene balls, air freshener etc. are to be procured and used by the contractor for the said work of guest house
- 36.** All the toilets are to be cleaned as frequently as required to keep them in a well neat and clean condition.

37. Cleaning of glasses, windows, hand-rails of staircase etc. on day-to-day basis. The contractor may have to attend any other miscellaneous work assigned by the In-charge Guest House, if any.
38. The bio-degradable waste and non-bio-degradable waste from kitchen and guest rooms are to be separated by contractor and to be disposed at earmarked places in the campus.
39. The visiting guests should be received in a respected manner and rooms are to be allotted as per the directions of concerned officer/guest house in-charge. The luggage of the guests should be carried from porch to allotted rooms of guest on arrival and vice versa.
40. An inward and outward register, provided by this office, should be maintained and the charges of Guest rooms should be collected from guests after issuing necessary receipts provided by this office. The guest charges are to be deposited with In-charge, Guest House or concerned section in office as per written instructions.
41. The bed sheets, pillow covers, towels, etc. should be washed regularly. The cleaned and ironed set of bed sheets, pillow covers, towels, etc. is to be provided to the guests. If guest is residing in guest room for longer period, set of bed sheets, pillow covers, towels, etc. is to be replaced by cleaned and ironed set after every three days.
42. The Guests should be provided with Tea, Coffee, Breakfast, Lunch and Dinner as per their requirements for which the rates will be fixed by the office of ICAR-NRCP.
43. The contractor may have to serve vegetarian/ non- vegetarian food as per requirement.
44. In case of special lunch or dinner on official occasions, a nominated committee will finalize rates and menus after discussion with contractor.
45. The kitchen facility including the vessels and utensils are to be arranged by contractor. However, utensils for serving food and LPG cylinder will be provided by this office and the cylinder should be refilled by the contractor as and when required by his/ her cost.
46. The expenditure for preparing and providing food to the Guest is to be done by Contractor and the food charges will be collected by the contractor from guests, before they vacate the guest house rooms.
47. The Caretaker/Caretakers will be provided a room in the Guest House for their stay.
48. The Guest House will function for 24 hours on all 7 days. All the Housekeeping and catering services are to be carried out by contractor on all days of the month (including second Saturday, all Sundays, and all holidays). However, one labour should not be allowed to work more than 26 days in a month
49. Successful tenderers have to deposit Security Money of 10% of contract value for one year which will be treated as guarantee for successful performance of the service and works. The Security money will be released after completion of the contract.
50. Water and Electricity will be provided at free of cost by NRCP. The Service provider shall not use electricity for cooking purposes and shall not be misused by any means what so ever except for genuine requirement of running refrigerators and other such equipment.

- 51.** The monthly payment to contractor will be made through e-payment to the Contractor's Bank Account after completion of each month and due verification by In-Charge, Guest House and on production of pre-receipted bill.
- 52.** Any complaint of mis-behaviour by guests or any case of misappropriation /misutilization of premises, etc. by the Contractor or his workers noticed by In-charge, Guest House or other officers will be viewed seriously and the contract will be terminated (if found guilty) without any notice and the Security Money deposited by the contractor will be forfeited partly or fully and will be treated as penalty charges.
- 53.** The cost of loss of any item or damage to the property of ICAR will be borne by the Contractor. It is the duty of the contractor to ensure that all items are in order before the visitor leave the premises.
- 54.** The tender/quotation documents should be signed by the Contractor with his/ her name, full address and telephone No. if any and the tender/quotation documents received without the same will not be considered.
- 55.** The contractors should attach documents/ certificates related to their earlier experiences in Housekeeping/ Maintenance and Servicing work in State Government or Central Government Guest Houses, if any.
- 56.** Scan copy of the following documents duly self-attested with seal must be submitted/uploaded with the bid failing which the tender will be rejected summarily.
 1. Scan copy of Firm/Agency Registration.
 2. Scan copy of PAN/TAN Card.
 3. Scan copy of ESI Registration/proof of application of ESI registration.
 4. Scan copy of EPF Registration/proof of application of EPF registration.
 5. Scan copy of GSTN/proof of application of GSTN registration, if applicable
 6. Scan copy of latest Income Tax Return.
 7. Scan copy of Food Safety License registration certificate issued from the appropriate authority.
 8. Scan copy of completed works of similar type.
 9. Scan copy of latest performance certificate in respect of completed works.
 10. Scan copy of experience at least for one year from Central Government / State Government.
 11. Scan copy of Current contract, if any available.
- 57.** The Contractor should also submit proof of address (Permanent & temporary) in form of photo copy of Voter's ID/ Aadhar Card/ Bank passbook, etc. duly attested by Gazetted Officer along with the tender/quotation and without the same the quotation will not be considered.
- 58.** After awarding the contract, the contractor should also furnish a copy of address proof (Permanent Home town address and Local address) along with Photo Identity duly attested by Gazetted Officer, along with Police Verification Certificate of any nonresidential workers engaged by the contractor within 30 days of the issue of work order or the engagement of worker, whichever is earlier. On non-production of Police verification certificate the work order will stand automatically cancelled.
- 59.** The contractor must employ adult labour only. Employment of child labour shall lead to the termination of the Contract.

- 60.** The contractor has to pay their workers minimum wages with all statutory benefits like EPF, ESIC, and Bonus as per the notification issued by Labour Commissioner, Ministry of Labour, Govt. of India.
- 61.** The persons so provided by the agency under this contract will not be the employee of the NRCP and there will be no employer-employee relationship between the NRCP and the persons so engaged by the contractor in the aforesaid services.
- 62.** An agreement on Non Judicial Stamp Paper of Rs 100/- may be furnished within 15 days of the issue of work order.
- 63.** Any clarification the undersigned may be contacted.
- 64.** The right to accept or reject any or all quotations without assigning any reason is reserved by the Director, ICAR- National Research Centre on Pomegranate, Solapur.
- 65.** Experience: Firm should have experience of at least one year of housekeeping and catering services in Government / Semi Government Organization.
- 66.** Firm should produce certificate of satisfactory performance from the organization where it has worked.
- 67.** Person required: Minimum 7 persons would be required as per details given below:
 - Housekeeping: Minimum three persons
 - Catering Services: 1cook, 1helper to cook and 1 to serve food (waiter)
 - Caretaker: 1 caretaker (24x7)

The details of the Trainees Hostel at ICAR-NRCP, Solapur are given below:

Sr. No	Particulars	Details
1.	Total Plinth area of ground floor	690.13 sq. m.
2.	Total Plinth area of first floor	567.26 sq. m.
3.	Open platform area	53.97 sq. m.
4.	Number of other rooms	17 Nos.
5.	Number of VIP room	01 Nos.
6.	Number of VVIP room	01 Nos.
7.	Provisions in rooms	All the rooms have attached toilets i.e. bath and latrine.
8.	Conference hall	01 No.
9.	Kitchen	01 No.
10.	Dining area VVIP	01 No. with provision of dining tables
11.	Common areas	Passages at ground and first floors, Staircases, Reception, Porch at front side and 5 (Five) common toilets.
12.	Internal/ External (surrounding area)	Porch, vehicle Parking area

Sd/-
Asstt. Admn. Officer
For Director

Checklist

Sl. No	Particular	
1	Name of the firm/Individual	
2	Age:	
3	Address	
4	Nationality:	
5	Identity Proof:	
6	Residential Proof:	
7	Telephone No./Mobile No.:	
8	Experience in housekeeping service (Govt./Semi Govt.) of at least 1 year with proof and certificate of satisfactory performance	
9	Experience in catering service (Govt./Semi Govt. at least 1 year with proof and certificate of satisfactory performance	

Signature of Tenderer with office seal

Annexure -II

Charges for food Items listed below will be decided by NRCP committee with the selected contractor:

Sr. No.	Item	Charge (Rs.)
1	Readymade Tea	
2	Coffee/ Tea from tea bagwith	
3	Breakfast (Bread-Butter/ Jam 4 pieces; 1 Egg Omlet with 4 toasts ;Poha; Upama; Idly (2 pieces), Paratha (1 piece)	
4	Lunch/ Dinner (Chapati, Rice, 1 vegetable, Dal, Salad)	
5	Lunch/ Dinner (Chapati, Rice, 2 vegetables, Dal, curd, Salad, papad and pickle)	
6	Sweets (GulabJamun, Rasgula, etc.) Icecreams/ cold drinks, Lassi, etc.	

Sd/-
Asstt. Admn. Officer
For Director

Annexure IV

We agree to supply the above goods and allied services. We confirm that the same will meet the description, specification and other technical details as required in the tender enquiry.

We confirm that we agree to all other terms and conditions of your tender enquiry including the terms of delivery, period of delivery and warranty provision.

We have furnished all the information, as required in the tender enquiry and attached the relevant documents.

We confirm that our offer will remain valid for acceptance for.....days after the date of opening of tenders.

Signature, name and designation of the authorized executive of the tendering firm)
For and on behalf of-.....

(Name and address of the tendering firm)

(Seal of the tendering firm)

Dated:
Place:

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in Two Covers as explained below:-

COVER - I (Following documents to be provided as PDF file)			
Sl. No.	Documents	Content	File types
1.	Technical Bid	Scan copy of Earnest Money Deposit by way of Demand Draft	.PDF
2.		Scan copy of Firm/Agency Registration.	.PDF
3.		Scan copy of PAN/TAN Card.	.PDF
4.		Scan copy of ESI Registration/proof of application of ESI registration.	.PDF
5.		Scan copy of EPF Registration/proof of application of EPF registration.	.PDF
6.		Scan copy of GSTN/proof of application of GSTN registration	.PDF
7.		Scan copy of latest Income Tax Return.	.PDF
8.		Scan copy of Food Safety License registration certificate issued from the appropriate authority.	.PDF
9.		Scan copy of completed works of similar type.	.PDF
10.		Scan copy of latest performance certificate in respect of completed works.	.PDF
11.		Scan copy of Experience of at least one year from Central Government / State Government	.PDF
12.		Scan copy of current contract, if any available	.PDF
13.		Scan copy of certificate for EMD exemption, if claiming.	.PDF
COVER – II			
1.	Financial Bid	Price bid (BOQ) to be filled in Excel format and upload	.XLS

All the documents and BOQ has to be digitally signed by the bidder.

Asstt. Admn. Officer
FOR DIRECTOR