

NOTICE INVITING TENDER

Tender No.- 001/NISER/IOP/2007-2008

Sealed tenders are invited from intending service providers for the following work.

- Name of the Work** : Catering and Cleaning Services for NISER Hostel in Block D/4 & Block D/5, New Govt. Qr. Colony, P.O. Sainik School. Bhubaneswar
- Earnest Money Deposit** : The Tenderer are required to deposit Rs 5,000/- (Rupees Five Thousand) only to be submitted in form of Demand Draft/ Banker's Cheque (Refundable) in favour of **“Institute of Physics”** payable at **Bhubaneswar**.
- Cost of Tender Document** : Rs.200/- (Rupees Two Hundred) only in form of Bankers Cheque/Demand Draft in favour of **“Institute of Physics”** payable at **Bhubaneswar** (Non-refundable) for all the Tenderers who apply for the Contract. Those who download from our website are required also to enclose bankers cheque / demand draft as above along with the tender documents.
- Contract Period:** : 1 (One) year from the date of award of contract.
- Value of the services** : Rs.1.00 lakh approximately per month.
- Tender Document availability** : The tender document can be obtained from Cashier, NISER Office, Institute of Physics, Bhubaneswar or download the same from our website www.iopb.res.in.
- Last date & Time for submission of Tender documents** : **17.12.2007 by 3 p.m.**
- Date & Time of Opening of Tender (Technical Bid Part- A)** : **17.12.2007 by 4 p.m.**
- Date & Time for Opening of Qualified Tender** : To be intimated later on to technically qualified price bid through our website.
- Address for submission of Tender** : Director, Institute of Physics, Sachivalaya Marg, P.O. Saink School, Bhubaneswar-751 005.
- Place of opening of Tender** : Conference Hall of Director, Institute of Physics , Sachivalaya Marg, Bhubaneswar.

**Sd/-
DIRECTOR**

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General Condition Of Tender

1. Submission of Tender: Tenders should be submitted in sealed envelopes in two Parts separately i.e., “TECHINICAL BID (**PART-A**) and PRICE BID(**PART-B**).”and super-scribed in the envelope accordingly. Both the Parts should be further enclosed in another sealed envelope super-scribed “Notice Inviting Tender for NISER Hostel and bidders name”. The Tender duly filled may be sent by Registered Post or be dropped in the Tender Box kept in the Director’s office.

2. Validity of Tender: Tender shall be valid for acceptance without any change in rates for a period of sixty days from the date of opening of tender.

3. Technical Bid (PART–A): In this bid part the bidder should submit his firm’s profile, it’s organizational set up, credentials, copies of work order successfully executed during the last three financial years. No deviations in respect of Notice Inviting Tender conditions will be accepted in price bid. The bidders are required to attach all the documents as per the Notice Inviting Tender, except for the price bid part, duly signed and stamped as a token of acceptance of the notice inviting tender condition with this bid. The fulfillment of following specific conditions is essential for pre- qualification of the bid:-

- i. **Earnest Money Deposit**
- ii. **Preferably, a copy of Single Work Order of not less than Rs. 5.00 lakhs per annum along with other work order executed during the past three financial years.**
- iii. **Copy of the Income Tax Clearance Certificate/PAN Number.**
- iv. **Copy of VAT Registration Certificate.**
- v. **Copy of Service Tax Registration Certificate.**
- vi. **Copy of Food License issued by Local Municipal Authority.**
- vii. **Copy of Registration Deed of the Firm.**

Bidders are also, required to enclose a list of their clients location-wise within Bhubaneswar Municipal limits where similar work is being carried out to assess their performance by NISER/IOP authorities. If assessment is not found to be upto the mark by NISER/IOP authorities, their bid will not be considered. They should submit documents as per the general conditions of the tender except the Price Bid duly signed by the Bidder. They should submit their e-mail address, if any.

4. Price Bid (PART- B): In this bid the bidder is required to quote his/her rates/prices for the work mentioned in the scope of work and technical specifications. The rates /prices quoted should be all inclusive price consisting of material cost, labour cost, taxes etc. It is mandatory on bidders to quote all item rates asked for. Failure to adhere to this condition will lead to rejection of their tender. The bidders should quote unconditional rates, neatly written without any over writing and duly signed and stamped on all pages along with firm’s seal.

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5. Earnest Money Deposit: An Earnest Money of Rs 5,000/- (Rupees Five Thousand) only has to be enclosed along with the Technical Bid (Part-A). The EMD shall be in the form of Banker's Cheque/ Demand Draft in favour of "**Institute of Physics**" payable at **Bhubaneswar**. In case of technically disqualified bidders, the demand draft/banker's cheque will be returned within 15 (Fifteen) days from the date of evaluation of the Technical Bids. The refund of EMD to the unsuccessful bidders except the first three qualified the lowest bidders shall be made within fifteen days of the opening of Price Bid. The refund of the EMD to the 1st three lowest bidders shall be made after award of work and site mobilization by the successful bidders. For the successful bidder this amount will be kept as a Security Deposit and refunded only after adjustment of any recoveries, if any on completion of the contract period for which it is awarded.

6. Price Escalation: No future escalations, if any will be paid in case of rise in prices to the service provider except any statutory increase.

7. Scope of Work: Detailed scope of work, terms and conditions, specifications etc., are mentioned in the general condition of tender as per **Part-A and Part-B**.

8. Deviation: No deviation from the stipulated terms and conditions will be allowed and the tendered price will be unconditional.

9. Site Condition: The contractor shall acquaint himself fully with the hostel premises including quarters which are occupied by students, which includes rooms, public area including office, circulating space, corridors, stair case, terrace etc., toilets, bathrooms, kitchen, dinning hall, Students' Common Room (for both boys & girls) and the premises of NISER Hostel and occupied quarters before quoting its rates. No request for compensation on account of any site difficulties shall be entertained.

10. Correspondence: All the correspondence in respect of tender shall be made in sealed envelope (with tender reference number) and addressed to Director, Institute of Physics, Sachivalaya Marg, P.O. Sainik School, Bhubaneswar-751 005.

11. Tender Document: The tender document shall clearly be filled/written with same pen and ink. Erasing and overwriting is not allowed. Unavoidable correction, if any should be initialed by the bidder, no fluid/whitener should be used. In the event of a tender being submitted by a firm/company, it must be signed by an authorized signatory.

12. Payment: Payment for each month will be made on the basis of successful bidder's quoted/negotiated rates, subject to verification of bills by NISER's authorized personnel who may at their discretion, effect deduction for non-performance of delayed/improper work. The payment will always be made by account payee cheque.

The NISER/IOP will not be held responsible for any payment made to the persons posted at the NISER/IOP premises for extra financial liability to any agency/contractor such as ESI, PF, Leave/TA compensation /damages etc. These are the sole responsibility of the contractor.

13. Bank Guarantee: On the award of work, the contractor will be required to furnish a bank guarantee valid for the entire contract period, for an amount equivalent to one month's contract bill within a fortnight of the submission of the first month bill, failing which payment will be withheld by NISER/IOP.

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14. Statutory regulation: All workmen/manpower to be engaged by the contractor should be covered under the statutory government regulation framed from time to time.

15. Duty: The contractor shall ensure that the staff perform duty once on daily basis in quarters allotted to the students and three times a day to the public area of the hostel. The contractor shall engage the staff in break/ straight shift basis from time to time as and when required.

16. Withdrawal of the staff: NISER/IOP may request the contractor to withdraw any of his workers from the hostel without assigning any reason, with 24 hours prior intimation.

17. Labour laws: The contractor will abide by all the rules and regulations relating to labor laws, accident, workmen compensation act, work men insurance, ESI, PF etc. This will be the sole responsibility of the contractor. NISER/IOP will not be a party at any stage to any kind of dispute relating to the above. In case any liability arises due to non-performance by the contractor, under no circumstances NISER/IOP will be liable for the same. All laws relating to preparation of food i.e., food license, license under the Shop & Establishment Act etc. should also be adhered to.

18. Damages: Any damage/pilferage to NISER hostel property due to mishandling, carelessness of the contractor or his workmen will be recoverable from the contractor's bill and all materials issued to the contractors shall be the sole responsibility of the Contractor during the period of the contract.

19. Supervision: Contractor should depute a qualified and dedicated staff to manage the hostel, who will co-ordinate in work execution activities and interact with the NISER/IOP representatives responsible for supervision of the work.

20. Identity Pass: All the persons deployed at NISER Hostel will have to carry valid identity passes which will be issued by the contractor. Any negligence/offence from their side will lead to immediate removal of them from the hostel. He should indicate whether police verification has been done along with Blood Grouping and identification mark with photograph duly signed for each staff deployed and should indicate the staff strength engaged.

21. Tools and Consumables: The contractor will provide for all necessary materials, tools, equipments and working consumables etc, needed for execution of the work. Safe custody of all such materials will be contractor's whole responsibility. No extra charge will be paid for the same.

22. Insurance: All the employees will have to be covered under insurance against any personal accident and NISER/IOP will not be liable for payment of any compensation on that account.

23. Safety Norms: During execution of work, the contractor should follow all standard norms of safety measures/precautions to avoid accidents/damages to man, machines and buildings etc. On non-adherence to this clause, suitable fines, as decided by the Director, NISER/IOP will be imposed.

24. Prohibition: The contractor is prohibited to carry out any other work other than the work for which he has been awarded contract in the Hostel premises.

25. Gate Pass: No material belonging to the contractor, whether consumable or non-consumable should be brought inside the hostel without proper entry in the Register maintained at the main gate nor any material should be taken out without proper gate pass issued by NISER/IOP.

26. No Return of Tender: Tenders once submitted will remain with NISER/IOP and not be returned to the bidders.

27. Important: Bidders must sign with their firm's seal on each page of the tender document in token of acceptance of all the terms and conditions mentioned therein.

28. Termination of contract: Director, NISER/IOP reserves the right to terminate the contract on account of poor workman ship, failure to mobilize site within 10 days, non-compliance of set norms/specifications for the work, violation of any contract provisions by the contractor.

The contract may also be terminated at the request of the contractor. In such cases, the contractor is liable to pay the liquidated damages @5% of tendered value besides forfeiture of security deposit.

29. Penalty Clause: In the event of non-performance of duty or unsatisfactory work, NISER/IOP will deduct suitable amount from the bill of the contractor.

30. Periodicity: The period of the contract will be 12 months from the date of commencement of the work by the contractor. However the period of contract can be extended with the same rate, terms and conditions for a further period. The contract can be terminated earlier with two month's prior notice by the authorities of the institute.

31. References: Name of at least two Hostels/Guest House being successfully run by you with copy of the work order to be annexed.

32. Tenders not complying with any terms and conditions stated in this tender document are liable to be rejected. Director, NISER/IOP reserves the right to accept or reject any tender in full or in part without assigning any reason and does not bind himself to accept the lowest tender and his decision in this regard will be binding on all the parties involved.

Place:

Date:

Signature & Seal of the Contractor

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PART-B (PRICE BID)

CATERING & CLEANING SERVICES

PART-I.

Name of the work: Running of Catering Services for NISER Hostel, Block-D/4 & D/5, New Govt. Quarter Colony, P.O. Sainik School, Bhubaneswar.

Quotation of Rates: The caterer should quote the rate of meals like breakfast, Lunch, Snacks and Dinner separately per student per day which should be inclusive of the cost of the raw material, margin, overhead cost, labor cost, other cost, taxes etc.

Scope of work:

- i) To cater breakfast, lunch, snacks, dinner on daily basis and parties as and when required to 40 students per batch each year on the basis of pre-fixed menu to be decided by the Institute every fortnightly/monthly basis.
- ii) To serve the above food on **Self-Services** basis from time to time at apportioned time to be fixed by Institute.
- iii) To wash, and clean the used plates after each meal i.e. after each breakfast, lunch, snacks and dinner and arranged party.
- iv) To daily clean, sweep and wash the floor of dining hall, attached toilet and bath room to the Dining Hall i.e. after breakfast, lunch, snacks and dinner with detergent and soap oil.
- v) Daily dry mopping of the public area, kitchen and dinning hall after each meal.
- vi) Unlimited service of rice, dal and chappati as and when required, and pre-plated fixed service of curry, fried items, spl. Vegetarian and Non-vegetarian dishes as per pre-fixed menu in the thali meal.
- vii) Daily once washing after dinner of the whole kitchen area and adjoining tiled wall with soap oil and detergent and dry mopping of the same.
- viii) Removal of cobweb and white ants and other dirt from all the kitchen and dinning area from time to time.
- ix) Monthly spraying of insecticide in kitchen and dinning area to do away with the flies, pests, rodents etc.
- x) Daily after each meals disposal of garbage collected in the dinning and kitchen area and fixing of cleaned dust bin in that area.
- xi) Day to day maintenance of all kitchen equipments supplied to the contractor at its own cost.
- xii) The caterer will cater for parties, seminar, convocation, study tours, gathering as and when required with pre-fixed menu and conference service from time to time.

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- xiii) To cater to maintain strict sanitation and hygiene in the kitchen and dining area and to provide all the tools and tackles required from time to time on the order of the concerned authorities of the Institute.
- xiv) The caterer will perform work in kitchen, dining hall and public area of the Hostel like dusting, sweeping, cleaning, disposal of garbage, washing, scrubbing, dry mopping, spraying of insecticide etc. as ordered to him by the Hostel Manager from time to time.
- xv) All the consumables required for the above operation including tools and tackles will be provided by the caterer.
- xvi) All major failure of the equipments will be borne by NISER but day to day and small maintenance will be carried out by the caterer.
- xvii) Cleaning of all electrical appliances like oven, deep fat fryer, salamander/toaster, hotplate, flycatcher, grinder, bain marie etc. supplied by IOP/NISER will be undertaken by the contractor.
- xviii) Any choke occurring in the gully trap, grating, sewage, inspection chamber or any other C.I. and S.W. lines will be undertaken by the caterer.
- xix) To provide at least one set of uniform and shoes to all the staff on duty.
- xx) Any Transportation Cost for catering, loading and unloading will be borne by the caterer.
- xxi) All the fuel and gas is to be provided by the caterer.
- xxii) The caterer will furnish a list of material supplied by NISER to him from time to time and at the end of the contract period will return the same in the condition in which he had received the same. Any defect, pilferage, loss or damage will be borne by the caterer when returning the same.
- xxiii) The caterer will issue identity card to all the staff on duty and furnish all the personal data required for engagement of the staff.
- xxiv) The contractor has to maintain a monthly stock of all grocery, gas and procure perishable items on day to day basis required for the running of the kitchen from time to time.
- xxv) The contractor has to provide the concerned authority of the Institute with a charge list of all electricity, sanitary and other fixtures handed over to him at the beginning of the contract.
- xxvi) The caterer should engage the following staff each year:
 - i. Head cook (Skilled) – 1 no
 - ii. Cook / Helper (semi skilled) – 2 nos.
 - iii. Helper / Sweeper/Cleaner – 3 nos.
 - iv. Cleaner / Sweeper (Dining hall) – 1 no

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RATE OF FOOD ITEMS

		Rate in Rupees
1.	Breakfast Indian / South Indian / Continental Breakfast (Fixed Menu Basis/Quantity Basis/Mood Basis)Suggest Weekly Menu in order of day	
2.	Lunch / Dinner Indian / North Indian / South Indian Fixed Menu Basis / Quantity Basis/Mood Basis Unlimited quantity Rice/Dal/Chapatti Limited Basis Curry, Fried Items, Special Vegetarian Dish / Special Non- Veg Dish / Sweets in quantity by weight/size/pcs/mood basis. Suggest Weekly Menu	
3.	Snacks Suggest weekly menu on variable item basis and quantity by weight/size/pcs/mood basis. Suggest Weekly Menu on day basis	
4.	Milk/Curd 200 ml of milk/Curd to be served.	
5.	Weekend Special Lunch / Dinner on Saturdays or Sundays Suggest menu on fixed menu basis and thali system	
6.	Weekly service of special vegetarian and non vegetarian items Suggest item twice a week on quantity / piece basis Suggest variable menus.	
7.	Suggest Table d'hote menu for parties on pax basis	
8.	Suggest A'la carte menu on cook to order basis	
9.	Any other suggestion	

PART- II

Name of the work: Cleaning services of NISER Hostel Block D/4 and D/5 and premises within the boundary.

Quotation of Rates: The quotation of rates for Cleaning services will be done on the basis of per quarter per day per operation basis for occupied ones and public area on three operations per day basis.

Scope of Work:

- a) Manpower – the contractor will provide initially three numbers of trained hotel sweepers and one number of supervisor to undertake cleaning services of Block D 4 and D5 of NISER hostel to ensure cleanliness and tidiness in the hostel premises and adjoining areas.
- b) The contractor will provide one number of female trained hotel sweeper for the Girls Hostel Wing to maintain the cleaning services therein.
- c) The contractor will provide auxiliary assistance from its manpower deployed at NISER hostel in the smooth running of the hostel from time to time including loading / unloading / shifting / cleaning of any other new area marked for the hostel from time to time.
- d) The Block D- 4 and Block D- 5 boundary premises should be daily cleaned in the following method:
 - i. Sweeping of the hostel premises and collection of weed, shrubs, garbage, like leaves, paper etc. and disposal of same by burning.
 - ii. Cleaning of the exterior wall of cobweb and dust by brooming.
 - iii. Removal of any accumulated garbage collected in the dustbin.
 - iv. Watering of the frontage to avoid dust scattering.
 - v. Cleaning of the fenced area.
- e) The cleaning of the Boys and Girls Hostel occupied will be done on a daily one operation basis and three operation in the public area which will include the following method of cleaning:-
 - i. dusting
 - ii. sweeping
 - iii. scrubbing
 - iv. washing
 - v. dry mopping
- f) The public area will include the Hostel Manager Office, Girls' and Boys' student common room, dinning hall, path way, gas bank, corridors, staircase, landing, public toilet and bath room, kitchen, circulating space, terrace, etc. and in the said area three operation each day will be carried out after breakfast, lunch and dinner.
- g) The collection of waste material and its disposal in the proposed disposal area after each operation.

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- h) The cleaning operation of the rooms will include cleaning of doors, windows, mirror, wash basin, glass rail, toilet roll holder, low level cistern, water closet, gully trap, gully grating, tiled wall, and mosaic flooring, ceiling, mosaic dado.
- i) There should be a periodical dusting of door and window including glass panes and grills.
- j) After each cleaning operation of the student occupied toilets and bathroom after dry mopping, the area should be disinfected by either phenyl or spray and placing of sufficient number of naphthalene balls in basins, urinals etc. The same operation should be for the public area.
- k) There should be a periodical removal of cobweb from the interior and exterior wall and ceiling of the quarters occupied for the hostel purpose.
- l) There should be a periodical spraying of insecticide/rodenticide /pesticide for removal of flies, rodents and pests.
- m) Cleaning of overhead tanks, sumps, drains, gully trap inside the building drains leading and connected with the main sewage line. These areas are to be cleaned once in every two months and as and when situation demands or as advised by the hostel manager time to time.
- n) Daily dusting and cleaning of furniture provided to the students of NISER.
- o) Proper upkeep and maintenance of mosaic floor, wall, ceiling, exterior wall etc.

The contractor is to provide the items required for cleaning services free of cost from the list of items submitted below:-

LIST OF CLEANING ITEMS TO BE SUPPLIED BY THE CONTRACTOR

1. Coconut Broom
2. Soft Broom
3. Cobweb Brush
4. Harpic Brush
5. WC Round Brush
6. Glass Duster
7. Floor Duster
8. Mop Stick
9. Rubber Wiper
10. Plastic Bucket
11. Plastic Mugs
12. Cotton Swabs
13. Nylon Scrubber
14. Vacuum Cleaner
15. Scotch Brite
16. Steel Wool
17. Dust Pan

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LIST OF CLEANING AGENTS AND INSECTICIDE TO BE SUPLIED BY THE CONTRACTOR

1. Vim
 2. Bathroom acid
 3. Naphthalene ball
 4. Phenyl
 5. Room Spray
 6. Bleaching powder
 7. Potassium Permanganate
 8. Baygon Spray
 9. Soap
 10. Soap oil
 11. Lentrek
 12. Surf / Tide
 13. Harpic
 14. Colin Spray
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