

No.Q.11011/Adm(G)/113/2012/NASA
GOVERNMENT OF INDIA
MINISTRY OF STATISTICS & PROGRAMME IMPLEMENTATION
NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION
CENTRAL STATISTICAL OFFICE

Academic Block, Plot No. 22
Knowledge Park-II, Institutional Area
Greater Noida-201308
Dated: 16/01/2013

TENDER NOTICE

1. Sealed Tenders are invited under **two bids system** from reputed, experienced and financially sound Firms/Companies for outsourcing of Catering & House Keeping Services in Hostel of National Academy of Statistical Administration (NASA), Plot No. 22, Knowledge Park –II, Greater Noida-201308 (U.P).
2. The sealed tender should contain two separate bids namely “**Technical Bid**” & “**Financial Bid**”, filled in specified Proforma. The sealed envelope containing both the **Technical and Financial bids**, duly super scribing **Tender for outsourcing of Catering and Housekeeping Services in Hostel at NASA** should be sent to the **Head of Office National Academy of Statistical Administration (NASA) Plot No. 22, Knowledge Park-II ,Greater Noida-201308, (U.P) latest by 3.00 PM on 06^h February 2013.**The Technical Bid must be submitted with a **Demand Draft of Rs.2,00,000/- (Rupees Two Lakh only)** in favour of Pay & Account Officer M/o Statistics and Programme Implementation, New Delhi.
3. The sealed tenders should either be sent by post to the above mentioned addressee or dropped in the Tender Box placed at the reception area in the Academic Block of the academy. The bids received after the closing date shall not be entertained in any case.
4. Tender details/document may be downloaded from the website of NASA (<http://www.nasa.gov.in>) or from the Ministry’s website (<http://www.mospi.gov.in/>) Govt. tenders website: www.tenders.gov.in and www.eprocure.gov.in.
5. The technical bids shall be opened by the duly constituted Committee at **3.30 PM on the same day i.e. on 6th February 2013**, at the Reception of the Academic Block in the presence of all the Tenderers or their authorised representatives whosoever wish to be present.
6. Those firms whose technical bids are accepted will be informed about the date of opening of financial bids.


(Vishwajeet Kumar)
Deputy Director & H.O. NASA
Tel: 0120-2324952
Fax No. : 0120-2328914



Government of India
Ministry of Statistics & Programme Implementation
NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION
Plot No. 22, Knowledge Park-II, Greater Noida – 201308, (U.P.)

PHONE: 0120-2328910
FAX: 0120-2328905

Tender No. Q-11011/Adm(G)/113/2012-NASA.
Dated: .16/01/2013

GENERAL TERMS & CONDITIONS

TENDER FOR OUTSOURCING OF CATERING & HOUSE KEEPING SERVICES IN HOSTEL OF NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION (NASA), PLOT NO. 22, KNOWLEDGE PARK-II, GREATER NOIDA – 201308, (U.P.)

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- 2. Pre-qualification Bid (Technical Bid) – Part A**
- 3. Price Bid – Part B**

Last date for submission: 15.00 HRS. ON. 6th February,2013

Opening of Technical Bid: 15.30 HRS. ON THE SAME DAY

Government of India
Ministry of Statistics & Programme Implementation
NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION
Plot No. 22, Knowledge Park-II, Greater Noida – 201308, (U.P.)

PHONE: 0120-2328910
FAX: 0120-2328905

TENDER FOR OUTSOURCING OF CATERING & HOUSE KEEPING SERVICES IN HOSTEL OF NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION (NASA), PLOT NO. 22, KNOWLEDGE PARK-II, GREATER NOIDA – 201308, (U.P.)

TENDER DOCUMENT

Tender No. Q-11011/Adm(G)/113/2012-NASA.

Dated: 16/01/2013

GENERAL TERMS & CONDITIONS

Last date for submission: 15.00 HRS. ON 06/02/2013

Opening of Technical Bid: 15.30 HRS. ON THE SAME DAY

Venue: NASA, Greater Noida

GENERAL INFORMATION

The National Academy of Statistical Administration (NASA), Central Statistical Office (CSO), Ministry of Statistics and Programme Implementation (MOSPI) is a premier training institution of the country in the field of Official Statistics. It has hostel facilities of 76 rooms comprises of 30 Double Bed Rooms, 40 Single Bed Rooms and 6 VIP Rooms in which about 100 trainees and guests could be accommodated at a time. All the Hostel Rooms are fully air-conditioned, centralised solar system in each room. In addition, the hostel has common area like Air Conditioned Common Lounge, Billiard Room and Dining Hall. The Academy is endowed with modern state of the art facilities for conducting trainings, seminars and workshops for a large number of trainees. The Academic Block has five IT equipped training/seminar halls, with e-enabled library, an air conditioned auditorium and an assembly hall with a seating capacity of more than 150 persons. The National Academy of Statistical Administration (NASA) organise several training programmes for National as well as International participants throughout the year. All training programmes are either funded by (NASA), Central Statistical Organisation (CSO), Ministry of Statistics and Programme Implementation, Govt. of India or financed by some National/International Agency.

Eligibility Criteria

- Minimum *five years* of experience in catering, and housekeeping activities in a large reputed educational institution such as IITs, IIMs, Central/state Universities, or state /central government organizations/reputed industrial houses.
- The agency should have the experience in maintaining Hostels of reputed Organisations (Labour, Material & Service) on round-the-clock basis for a continuous period of a minimum of 3 years.
- Should possess statutory requirements such as Labour License, PF, ESIC, Sales Tax, Service Tax, Shop and Establishment registration certificate and PAN card.
- Last *three years'* balance sheet certified by a Chartered Accountant with a minimum turnover of Rupees *One Crore* per annum in Catering and housekeeping activities.
- Documentary Performance certificate or recommendation from at least *two* reputed organizations/educational institutions where they have been providing similar services.
- Neither should be case /charge under investigation / enquiry / trial against the agency, nor conviction by Court of law. The agency should not be suspended / blacklisted by any organization on any ground. An undertaking in this regard should be furnished.
- Solvency certificate from nationalized bank for up to *Rupees fifty lakhs*
- The opinion / decision of NASA regarding the bid shall be final and conclusive. NASA reserves the right to reject any or all the bids at any time without assigning any reason thereof.

EVALUATION CRITERIA

1. Technical Bids of tenderers will be evaluated based on the above eligibility criteria and after scrutinizing all the relevant documents by the Tender Evaluation Committee (TEC). On the basis of the preliminary evaluation of technical bids, the Committee constituted for the purpose of the Evaluation of the tenders, may find it necessary to visit the organizations where similar jobs done by the tenderer and /or may confirm on phone the quality of performance and/or may visit tenderer's office/workshop. If the claim found false, the tender will be rejected summarily.
2. The Price Bid of technically qualified (responsive bid) tenders will be opened. Decisions of the TEC will be final in this regard.
3. L1 will be derived taking into account Housekeeping and Catering services together and 60% occupancy of the Hostel.

EARNEST MONEY DEPOSIT

The Technical Offer must be submitted together with a Demand Draft drawn in favour of Pay and Account Officer, M/o Statistics and Programme Implementation, New Delhi, on any scheduled Bank for **Rs.2,00,000/- (Rupees Two Lakh Only)** towards Earnest Money Deposit (EMD), without which tenders will be rejected. The validity of EMD should be 45 days beyond the final bid validity period.

The tenderer is not entitled for any interest on EMD nor can he claim any right for award of the contract. The deposit amount shall be forfeited if the tenderer, after opening the price bid, withdraws/modifies his offer or modifies the terms and conditions thereof or fails to take up the work within 15 days from the date of awarding the contract. Earnest Money Deposit shall be returned to all un-successful tenderers within 15 days from the date of acceptance of award of work by the successful tenderer.

SECURITY DEPOSIT:

The Successful Tenderer shall furnish Security Deposit of **Rs. Four Lakh** to NASA. The Security Deposit should be deposited on receipt of the work order in the form of Pay Order, Demand Draft or Bank Guarantee in the name of **Pay and Account Officer, M/o Statistics and Programme Implementation, New Delhi**, which should be valid beyond 60 days of the completion of the contract. No interest will be paid to the Contractor for the amount of Security Deposit during the period of agreement.

Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the tenderer shall forfeit the EMD. The security deposit shall be returned within a reasonable time after the date of expiry of the contract subject to the contractor carrying out all obligations / operations as required under the contract.

NASA reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by NASA due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation / insolvency or change of composition. The decision of NASA in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

GENERAL CONDITIONS

SCOPE OF WORK AND SERVICES

1. RECEPTION-CUM-FRONT OFFICE

To attend to phone calls, receiving messages, inter-acting with Participants/Guests and NASA Officers, co-ordinate room allocation, bookings, check-in and check-out of guests, collect cash/obtain signatures of guests as required, maintain proper accounting and submit the same periodically to NASA Officials as per the decided norms/rules of operation.

2. CATERING

- a. To render all Food and Beverage services at high standards
- b. To render additional services like High Tea, Special Dinner etc. as may be required by NASA.

3. HOUSEKEEPING

- a. To render all housekeeping services including maintenance of rooms, dining halls, cafeteria, kitchen, office rooms, reception area, toilets and all other areas in the Hostel which may not be specified here, at high standards.

4. LAUNDRY

- a. To render all laundry services at high standards for Hostel Linen items.
- b. To render all laundry services at high standards for guests.

5. GENERAL ADMINISTRATION

- a. To ensure the efficient operations of the Hostel and coordinate with General Administration of NASA for smooth running of the Hostel.
- b. To maintain records as required by NASA.
- c. To ensure the safety of Hostel, properties belonging to the Hostel and maintain total vigil on the movement of people in the Hostel.
- d. To ensure timely action in emergencies including operation of fire fighting systems, administering first aid etc.

1. FRONT OFFICE

- 1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately
 - 1.1.1 Attend to him, receive him, and allot the room specified by the designated officer of NASA in his/her name. NASA will reserve the rooms and intimate the Contractor through Reservation Slips duly signed by the designated officer. **The contractor shall neither allot rooms on his own, for any reason nor disclose information relating to availability status to the guests.**
 - 1.1.2 Verify the identity of the guest and get the guest's name entered in the Guest Register to be provided by NASA.
 - 1.1.3 Accompany the guest to his room carrying his baggage to his room, leave him/her in the room, look for comforts, keep fresh water, etc.
 - 1.1.4 When the guest checks-out, separate bills for boarding and lodging whenever required are to be prepared and signed by the guest as and when applicable.
 - 1.1.5 **The Contractor shall not collect cash from certain guests for whom NASA would bear the expenditure for standard foods along with other bills to be submitted by the Contractor.**
 - 1.1.6 **At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets of the NASA. A quick check to be carried out before the guest leaves the Hostel.**
 - 1.1.7 **At the time of guest moving out of the Hostel or checking out, the related keys should be collected.**
 - 1.1.8 To ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, the contractor shall immediately inform NASA officials.
 - 1.1.9 The Contractor's boys shall not seek any tips or favour from the guests for the services rendered.
- 1.2 During stay, the guest's miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. However, where these services are to be rendered at NASA's cost, the same will be intimated to the Contractor by the NASA officials.

- 1.3 To order for newspapers and magazines as advised by NASA, coordinating with the newspaper agents, and paying for the bills at the end of the month. This will be reimbursed by NASA along with the Contractor's bill, on production of relevant suppliers' bills.

2.CATERING

- 2.1** The Contractor shall provide the following services:
- 2.1.1 Preparation of Tea and Coffee, Breakfast, Lunch and Dinner etc., as per the menu annexed separately in the Price Bid Format.
- 2.1.2 The menu may be altered for specific guests / special occasions / programmes / functions as desired by NASA, within the overall scope of the menu. For any extra item, not covered in the Annexure the Contractor may charge additionally on the mutually agreed rates.
- 2.1.3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements. The NASA officials may also place separate orders to Contractor for any official programmes/ functions / special occasions.
- 2.1.4 The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by NASA. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
- 2.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of NASA, who may carry out random inspection.
- 2.3 The Contractor shall store sufficient quantity of high quality ingredients in the available place in the Hostel to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.
- 2.4 The timings for services fixed by the NASA shall be strictly followed by the Contractor.
- 2.5 Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service.
- 2.6 The Contractor shall be responsible for service of food and beverages in the Dining Hall only.
- 2.7 The Contractor shall provide efficient and prompt service to all members.
- 2.8 The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene as well as in washed & pressed uniforms.
- 2.9 The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen and ensure that the properties of NASA are well taken care of.
- 2.10 The Contractor shall perform the Service to the satisfaction of the NASA officials. If any shortcoming is found then on instruction from NASA officials, the Contractor shall rectify the shortcoming immediately.
- 2.11 The Contractor shall appoint the well experienced cooks capable in preparation of all types of foods.
- 2.12 On special occasions like parties to be organised in Hostel or in any of the NASA-chosen place, the Contractor shall be ready to undertake all kinds of arrangements of such parties. The Contractor and the NASA shall mutually work out special menu and rates for such occasions.
- 2.13 If NASA asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.
- 2.14 The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter.

- 2.15 The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with NASA. The Contractor is free to use any of the available facility in the Hostel. For any additional requirement, the Contractor may bring his own equipment.
- 2.16 Routine cleaning and proper handling of kitchen equipment required for food preparation will be the sole responsibility of contractor.
- 2.17 **The contractor shall co-ordinate the booking & procurement of gas cylinders in time to avoid any embarrassing situation.**

3. HOUSE KEEPING

- 3.1 The Contractor, before submitting his offer, may visit the NASA for own assessment.
- 3.2 The Contractor will procure all the materials required for Hostel amenities. This includes small sized soap, shampoo, coconut oil sachet in all general rooms and soaps, shampoo sachets, toothbrush, toothpaste, comb, disposable razor, shaving cream, coconut oil, shower cap, etc. to be kept in all the VIP rooms.
- 3.3 All the rooms shall be kept neat and tidy always to enable NASA to allot the rooms at any time.
- 3.4 Linen like towels, bed spreads, bed sheets should be changed Twice a Week in the rooms.
- 3.5 The Contractor shall be responsible for making the beds and clean all rooms daily. All rooms, bath rooms, furniture and toilets are to be cleaned with high quality disinfectants. Ceilings, Ceiling fans, windows, glasses and furniture to be cleaned at least once in seven days. All the necessary housekeeping materials for the performance of services shall be procured by the Contractor periodically and claimed from NASA as a part of monthly charges/bill.
- 3.6 Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 3.7 The contractor shall maintain high standards of cleanliness and hygiene in the entire Hostel.
- 3.8 On special occasion, the agency shall arrange for Flower Arrangement in VIP Rooms, Common Lounge etc. Expenditure towards the same may be claimed from NASA in his monthly bills.
- 3.9 The Contractor's men shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs. etc. provided in the hostel rooms and other places. Reimbursement towards the same may be claimed from NASA.
- 3.10 Rooms to be regularly checked for bed, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports. Whenever required, liaison should be maintained with CPWD authorities.
- 3.11 The Contractor shall ensure the proper functioning of all systems in the Hostel such as electrical, electronics, sanitary and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to call the qualified person in the respective field and get the problem solved. Expenditure, if any, towards the same may be claimed in his monthly bills.

4. LAUNDRY

- 4.1 The Contractor shall provide all management, manpower, materials and systems for efficient and timely laundry services for the Hostel Rooms and VIP Rooms.
- 4.2 Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of curtains, blankets etc are to be carried on periodically and also on need basis. Payment towards the same will be made as per the rate contract.
- 4.3 The contractor shall charge from the trainees/guests for washing and ironing of trainees/guest's clothes at rates approved by NASA.
- 4.4 NASA shall provide water and electricity along with adequate space.

5. GENERAL ADMINISTRATION

- 5.1 Hostel Occupancy Register provided by NASA shall be kept safely. As soon as the trainee/guest enters the Hostel necessary entries are to be obtained.
- 5.2 An attendance register to be maintained for the attendance of the staff engaged by the agency and would be supervised by NASA authorities.
- 5.3 Daily boarding charts are to be maintained without overwriting for the provision of food to the trainee/guests.
- 5.4 A file to be maintained for preserving the room reservation slips.
- 5.5 Both room rent and boarding bill books are to be maintained.
- 5.6 Asset Register is to be maintained by the Contractor to ensure the safe custody of NASA's properties. This is subject to periodical verification by the concerned authorities of the NASA. Hence, the Contractor shall assume full responsibility for maintaining all movable properties of NASA located inside the Hostel. In case of any shortage, damage etc., the Contractor shall intimate NASA immediately and is liable for replacement of the same at his cost.
- 5.7 The Contractor shall get the feedback from all trainees/guests without fail.
- 5.8 Statements of food provided, bills received and submitted, etc are to be maintained by the Contractor.
- 5.9 The Contractor shall perform all catering and housekeeping services in a thorough, efficient, professional manner with due diligence and care according to specified norms and standards, in conformity with applicable local laws and regulations and NASA's own procedures & instructions, shortcoming if any found, then on instruction, the Contractor shall rectify the shortcoming immediately.

6. Raw material standards: The Contractor shall ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, double refined cholesterol-free and Agmark oil is to be used. As far as possible for all other preparations Agmark or any other standard products are to be used. The NASA authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

7. Hygiene Standards: The Contractor should ensure the proper health and hygiene of the workers employed by him and must ensure periodical medical check up as per the norms of the Factories Act 1948 and OHSAS norms.

8. Facility provided by NASA broadly include

- Modular self-contained Kitchen with facilities like refrigerators, deep fridge etc.
- Furniture in rooms, dining halls, lounges, office rooms, cafeteria etc.
- Appliances like TV, ACs, Fridges, Geysers, and Washing Machines etc.
- The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipments) and custody of the equipments/ vessels etc, handed over to him by the NASA except ACs, TVs, Sound System (a list would be provided).
- All the items supplied by the academy at its expense for the purpose of running Hostel will be NASA's property for all intents and purposes.
- The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the NASA shall be final and binding on the Contractor.

9. PERSONNEL

9.1 The Successful contractor shall make all appropriate arrangements for smooth running of Hostel operations. Hence, he should post a team of personnel under the leadership of one well experienced Supervisor, who will be reporting to NASA Supervisor in the Hostel.

9.2 The Contractor shall maintain Qualified/Trained competent catering and hospitality personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services. This will include but not limited to:

- a) All labour necessary to prepare and serve all meals of different cuisines including continental and to maintain the guesthouse rooms etc., in total cleanliness and hygiene condition, and
- b) All clerical, supervisory and management personnel necessary for catering and allied operations.

9.3 The Contractor, as per the Abolition of Child Labour Act 2006, shall not engage a person below the age of 18 years.

9.4 The Contractor shall be solely responsible to meet all the requirements of his labourers as per the provisions of the prevailing Rules/Acts of GOI/State Govt in this regard, including;

- a) Payment of wages and all allowances such as PF, ESI etc.
- b) All taxes claimed and deposited with any Government Authority having jurisdiction.
- c) Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to Academy's interests.
- d) All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability.
- e) The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the NASA.
- f) It is mandatory for the Contractor to get Police Verification of all employees engaged by him and has to submit with NASA.

9.5. **UNIFORM:** The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The personnel shall wear caps while serving food. The Contractor shall provide the necessary uniforms, which shall be determined in consultation with NASA. However, NASA will be at liberty to change the colour scheme when the issue of uniform is next due.

9.6. The contractor shall maintain necessary Qualified/Trained competent personnel in each category of work, in accordance with the norms of Govt. authorities. They should meet all the requirements and fulfil all the activities mentioned in the schedule. The personnel should have pleasing personality, courteous, be good in communication with guests and be experienced to serve guests of high levels. Hence, the contractor should engage personnel who are well versed in English and Hindi. The personal engaged by the Agency will not be provided with any accommodation in the NASA complex.

9.7. The academy has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The operation of NASA Hostel will be monitored by a designated official of the Academy. The Contractor will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the Academy.

9.8. The Contractor shall engage sufficient number of competent employees for running the Hostel on round-the-clock basis. Expenses on account of payment of salary/wages/providing of food/eatables for contractor's employees/Uniform/Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday Wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractors as per the norms of Govt. authorities. The Contractor shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Contractor shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments. The Contractor shall employ such personnel who are medically fit. The academy has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, clinical, medical or disciplinary grounds.

9.9 The Contractor shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, Abolition of Child Labour Act 2006, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Contractor shall produce registers and records and comply with other directions issued by the academy for compliance of the statutory provisions.

9.10 The Contractor shall fully indemnify NASA for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Contractor shall be solely liable for settlement of any claim made by any person due to the non-observance by the Contractor of any of the provisions otherwise of the enactments cited, NASA reserves its rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by NASA to the Contractor or in the absence of the same as debt due to NASA by the Contractor. **The Contractor shall, whenever required by the Academy or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.**

9.11 The Contractor shall produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld. The Academy will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees. The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the Academy and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating/working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the Academy, the Contractor shall remove forthwith such employees from the Academy's premises and indemnify NASA for any loss on such violation of the rules and regulations.

10. ARBITRATION:

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, hereinbefore mentioned and as to the quality of service or materials used or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions,

orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Head of the Department or to the sole arbitration of some other person appointed by the Head of the Department willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the ADG (Trg./NASA) as expressed in the contract is to be final and conclusive. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Head of the Department as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.

Subject as aforesaid the provision of the Arbitration Act, 1940 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Contractor shall be withheld on account of such proceedings. The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. The Arbitration should be in accordance with the provision of Arbitration and Reconciliation Act 1996.

11. PERIOD OF CONTRACT

The contract shall commence from the date of awarding the contract by NASA and shall remain in force for a period of **two years**. The academy reserves the right to extend the period of contract for a further period of up to one year on terms mutually agreed upon at the rate not exceeding 10% of the contracted rate. Either party shall be at liberty to terminate the agreement by giving three clear calendar months notice in writing.

12. Risk clause

Notwithstanding anything contained in any other clause, NASA reserves the right to terminate the contract due to any failure on the part of the Contractor in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the NASA about the failure on the part of the Contractor shall be final and binding on the Contractor. If there is any stoppage of service in any area of the Hostel operation, for any reason, the Contractor is liable for penalty action as decided by NASA. In the event of any failure on the part of the Contractor, NASA shall have the right, without any prejudice, to get the work done through any other alternate agency at the risk and cost of the Contractor. The additional cost, loss, if any incurred by NASA will be recovered from the Contractor.

13. Accounting and payment terms:

The Contractor is fully responsible for the Cash Inflow in terms of money collected from the trainees/guests. The same has to be properly accounted with necessary paper work and money regularly deposited with the NASA Officials in the Hostel to be determined by NASA. The Contractor should properly account for the food items served which may be counter checked as per the systems enforced by NASA. Necessary records are to be maintained by the responsible person

appointed by the Contractor which is to be audited from time to time by the NASA officials or the auditor appointed by NASA. The payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared. The Contractor is fully responsible for the wastages of food items prepared at the Hostel. So, any wastage of food items will have to be borne by the Contractor.

14. Payment to the Contractor:

The Contractor shall raise the bill on completion of every month, which should be duly certified by the NASA's official and the payment shall be made through cheques within 30 days from the date of submission of complete bill with supporting documents. The Academy shall not pay any amount in cash and no advance money shall be paid to Contractor.

15. SUBLETTING

The contractor shall not sublet, transfer or assign the contract or any part thereof.

16. Penalty Clause

The Time schedule should be strictly followed by the agency. If work is not completed on stipulated dates, penalty will be applied as mentioned below.

In case of any abnormal irregularity noticed the penalty will be levied by NASA up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause and considering the explanation of the agency, if submitted within stipulated time. Repeated irregularity will make the agency liable for cancellation and forfeiture of the Security Deposit. .

HOW TO QUOTE: Tender documents consist of Part "A" and Part "B" as detailed below:

- 1) **Part "A": Pre-qualification Bid (Technical Bid)** must be duly completed and sealed along with Demand Draft super scribed as" **Tender No. Q-11011/Admn (G)/113/2012-NASA...Dated 16th January 2013, Part "A", Pre-qualification Bid for NASA Hostel**". The tenderer shall expressly accept all the terms and conditions of the tender. Alternatively, the tenderer should list out deviations from the terms and conditions given in the tender documents. The tender which does not comply with NASA's terms and conditions may be rejected.
- 2) **Part "B": Price Bid** must be duly completed and sealed in a separate envelope superscribing "**Tender No. Q-11011/Admn (G)/113/2012-NASA dated16th January 2013, Part "B", Price Bid**" for NASA Hostel. The scope and general terms and conditions should be attached to this with each page duly signed as a token of acceptance. Part "B" - the price bid. Price/Rate only should be quoted in clear terms in the format given by NASA. Part "B" - price bids will be opened only in respect of those tenderers who are qualified in the pre-qualification bid.

The tender forms both Part "A" & "B" duly filled in all respects shall be signed on each page by the tenderer. Any alteration, erasure or over-writing will render the tender invalid. The tenderer should submit the tender documents intact without detaching any page or pages. Name of the tenderer should be written on the sealed envelope. Tender documents consisting of Part "A" & "B" are to be duly sealed in two separate inner covers. The two inner covers should be sent in a sealed outer cover super scribing "**Tender for Outsourcing of Catering and Housekeeping Services in Hostel at NASA Complex, Greater Noida**" to the Head of Office, NASA, Plot No. 22, knowledge Park-II, Greater Noida (UP)-201308 so as to reach him on 6th February ,2013.

Part “A” of tender form will **be opened** in the presence of tenderers /their authorised representatives who choose to be present for the tender opening. Tenderers will be evaluated further and who are found to meet the pre-qualification criteria will be intimated to attend the tender opening of Part “B” i.e. the Price Bid at a date to be notified separately. Part “B” will be opened at the specified date in the presence of the tenderers/representatives who are notified to attend the tender opening.

The tenders may be deposited in the **TENDER BOX** kept in the Reception Area of Administration Block, NASA Complex, between 9.00AM and 5.00 PM (Monday to Friday). For further details or clarifications, if any, the **Head of Office, NASA, Plot No. 22, knowledge Park-II, Greater Noida (UP)-201308** may be contacted over telephone (**0120-2328952**). The Academy also reserves the right to accept any or reject any/ all the tenders or any part thereof at any stage of process without assigning any reason thereof. The Academy has no obligation to accept the lowest tender. NASA’s decision in this regard shall be final and binding.

PRICE BID: The tenderers are required to submit their quotation for the items listed in Part “B”. The labour cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, EL, Incidentals like cost of food supplied to the workmen, uniform and all other statutory and non statutory benefits to the persons employed by him. Catering charges - the rate for each unit of food item shall include material and fuel cost only. The labour cost for food preparation shall be covered under fixed service charges for providing man power.

VALIDITY OF RATES:

The rates quoted should be valid for 90 days initially from the date of opening of the price bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.

I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned and accept the same to execute the contract, if awarded.

(Please sign at the bottom of all pages)



SIGNATURE & SEAL OF THE TENDERER

**Tender No. Q-11011/Admn (G)/113/2012-NASA
Dated: 16/01/2013**

PART – A

**NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION (NASA)
Plot No. 22, Knowledge Park-II, Greater Noida – 201308, (U.P.)**

**PHONE: 0120-2328910
FAX: 0120-2328905**

PART “A” - PRE-QUALIFICATION BID (TECHNICAL BID)

IMPORTANT NOTE:

1. Please read “Scope and general terms & conditions” before filling up this form.
2. Attach documentary evidence wherever asked for.
3. Attach the complete set of Scope, Terms & Conditions, duly signed by you.
4. Complete the format in all respects with signature on each page.
5. Sealed cover super scribing the envelope **Tender No. Q-11011/Admn (G)/113/2012-NASA., dated 16.01.2013, Part “A” – (Pre-qualification Bid)** should be submitted before the due date.
6. If space provided in the format is not sufficient, please provide the information in a separate sheet.
7. **Those who are qualified for “Pre-qualification Bid” alone will be considered for opening of Part “B”: Price Bid.**

PART "A" - PRE-QUALIFICATION BID (TECHNICAL BID)

(A) Name & Address of the Tenderer:

(B) Whether Individual or Company or Partnership Firm?

(C) Name & address of Directors and / or Partners (in case of Partnership firm) or name & address of the Proprietor (s) in the case of sole proprietorship firm. (Documentary evidence to be enclosed).

(D) Experience: (Use separate sheets wherever necessary)

- Hostel General & catering services (particulars to be given with reference). Documentary evidence to be enclosed.

- Hostel House Keeping services (particulars to be furnished with documentary evidence. Quotation without documentary evidence for required experience shall be rejected).

Tender No. Q-11011/Admn (G)/113/2012-NASA.

Dated: 16/01/2013

Part - A (Contd. /--)

(E) No. of employees proposed to be employed with break up details for the following

SERVICE AREA

HOSTEL
(Proposed to be employed/engaged)

-
- a. Supervisor
 - b. Head cook
 - c. Asst. cook
 - d. Housekeeping boys
 - e. Servant for cleaning the vessels, sweeping & swapping
 - f. Waiter/room boy
 - g. Clercks/Assistant for managing reception and gen. Admn.
 - h. Laundry
 - i) Security / Guard

(F) Total number of employees presently employed by the tenderer in the Hostel maintenance and catering contracts in the format given below:-

Sl. No.	Institute /Organisation	Total
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(G) Name of Agency's Bankers

(H) Provident Fund Code No. :

- ESI Code No. :
- Income Tax PAN NO. :
- Service Tax Regn. No. :
- VAT/TIN Regn. No. :

(Please enclose copies of all above)

(I) Whether the tenderer has been issued with a license under the Contract Labour Regulation & Abolition Act? If so, furnish the details.

(J) Turnover in the last 3 years (Duly verified by the registered Chattered Accountant)

(K) Is the contractor/proprietor/partner(s) an Income-Tax Assessee? If so, Income-Tax clearance certificate for the last three years has to be produced.

(L) Have the accounts of the Firm / Company been audited for the previous year. If so, furnish a copy of audited accounts of the previous three years.

Part - A (Contd./--)

(M) Whether the Part B “Price Bid” is submitted

(N) DD No....., Date, Name of the Bank and amount towards Earnest Money Deposit

(O) Any other information the tenderer may like to furnish.

(P) If the contract is awarded, by what means do you propose to furnish the Security Deposit as explained above in the General Information sheet.

(Q) Any other information the tenderer may like to furnish

DECLARATION

I /We hereby declare that the information furnished above are true to the best of our knowledge. We have enclosed necessary documentary evidence in support of the same. I/We have not been banned and black listed by any Government Department /Financial Institution / have not been convicted by any Court of Law.

Signature(s)
(Name & Address of the Tenderer(s)
With Official Seal)

Place:

Date:

Tender No. Q-11011/Admn (G)/113/2012-NASA

Dated: 16/01/2013

PART “B” - PRICE BID

NASA HOSTEL, Greater Noida

IMPORTANT NOTE

1. Please read carefully “Scope and General Terms & Conditions” before filling up this form.
 2. Complete the format in all respects with signature on each page.
 3. The labour cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, EL, and incidentals like cost of food supplied to the workmen, uniform and all other statutory and non-statutory benefits to the persons employed by him.
 4. The rate quoted for catering charges should be as per the menu. The rate for each unit of food item shall include material and fuel cost only. **The labour cost for food preparation shall be covered under fixed service charges for providing manpower.**
 5. The rates quoted should be valid for 90 days initially from the date of opening of the Price Bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.
 6. Standard methods, quality ingredients, fresh seasonal vegetables etc., for preparation of items and standard weight for each item should be taken into consideration while quoting the rates.
 7. Sealed cover super scribing the envelope “**Tender No. Q-11011/Admn (G)/113/2012-NASA., dated 16/01/2013**”
- Part “B” (Price Bid)**” should be submitted on or before the due date.
8. If space provided in the format is not sufficient, please provide the information in a separate sheet, duly signing the same.
 9. **For estimation purpose, 60% of the total accommodation capacity of the Hostel may be considered.**

PART “B” - PRICE BID

NASA HOSTEL, Greater Noida, UP

I. LOCATION AND DETAILS OF THE NASA HOSTEL

Address & the location : **National Academy of Statistical Administration, Plot No. 22, Knowledge Park-II, (Behind Expo Mart) Greater Noida – 201308, (U.P.), Phone: 0120-2328909, 2328905 (Fax)**

Number of Beds : 112

No. of Rooms & attached bathrooms : 30 Double Bed Rooms
: 42 Single Bed Rooms
: 5 VIP Rooms

Dining Hall : One in Hostel

Kitchen : One

Cafeteria in Admn. Block : One

Reception : One

Lounge Area : One

Common Toilet in Hostel : One

Laundry Area : Two

Gas Cylinder Shed : One

All indoor Games : Three

The contractor is advised to visit the Hostel before submitting his tender.

PART B-PRICE BID
HOUSEKEEPING of NASA HOSTEL
ANNEXURE OF RATES

Sl No.	Description	Rates (Rs)
01.	House Keeping Material Charges per month for cleaning the hostel premises including manpower and material - Room Fresheners, Mosquito Repellants, battery in wall clock and other cleaning materials etc. (break up details of material proposed to be used to be furnished)	
02.	Guest Amenities per month (small size soap pieces, shampoo, coconut oil sachet in all general rooms and soaps, shampoo sachets, toothbrush, toothpaste, comb, disposable razor, shaving cream, coconut oil, shower cap, etc. to be kept in all the VIP rooms. (Quality & rate of material proposed to be provided to the guest may be furnished)	
03.	Laundry Services costs (QUOTE PER PIECE): a. Duster b. Hand towel (small)* c. Bath towel (big)* d. Bed spread (single) e. Quilt with cover (winter) f. Blanket g. Bed cover h. Pillow cover i. Curtain	Frequency of Washing/Dry clean Twice a Week/After Check Out Daily/ " Daily/ " Twice a Week/ " Fortnightly Once in Three Months Once in Fortnight/After Check Out Twice a Week Once in a Quarter

* To be changed everyday

PART B- PRICE BID
CATERING CHARGES, NASA HOSTEL
ANNEXURE OF RATES

Sl.No.	<u>MENU</u>	<u>Rate</u> <u>(Rs.)</u>
<u>1</u>	Bed Tea/Coffee	
<u>2</u>	Breakfast	Corn flakes/porridge with milk, Two eggs to order, bread plain OR cornflakes with milk, toast, butter, jam, sauce OR cornflakes with milk, medium size puri with bhaji /aloo dam OR cornflakes with milk, stuffed paratha with curd OR cornflakes with milk, vada / masala dosa / idli / upma / uttapam with sambar and chutney OR cornflakes with milk vegetable cutlet with chutney Or cornflakes with milk, hole Bhature, Seasonal fruit.
<u>3</u>	Mid Morning Tea	Tea/coffee, Sugar Cubes or sugar sachet, Two types of biscuits (Sweet & Salty)
<u>4</u>	After Noon Tea	Tea/coffee, Sugar Cubes or sugar sachet, Two types of biscuits (Sweet & Salty)
<u>5</u>	Evening Tea	Tea/coffee, Sugar Cubes or sugar sachet Fried Snacks (Samosa or Veg Cutlet or Pakora or Bread Roll or Bread Pakora) with sauce.
<u>6</u>	Lunch Menu I (Buffet)	Rice- Plain/ jeera/ biryani / pulao (or Equivalent) Roti –Plain/Tandoori/ Parantha One Seasonal vegetable Dry, One Vegetable preparation with gravy., Dal, Curd/Raita, One type Salad One sweet dish, Fresh fruits.
<u>7</u>	Dinner Menu I (Buffet)	One Non-veg Dish, Paneer Dish/Kofta/Mushroom Seasonal Vegetable, Dal, Curd/Raita, Basmati Rice/Pulao Chapatti/Tandori Roti as per requirement, One type Salad One sweet dish, Fresh fruits.
<u>8</u>	Lunch & Dinner Menu II (Buffet)	Service in Bone China crockery and with cloth napkin Two soups, Two Non veg dish, Paneer Dish/Kofta/Mushroom Two Seasonal Vegetable, Dal, Curd/Raita, Basmati Rice/Pulao, Assorted Tandoori Roti, papad pickle, Two Sweet dish, Fresh fruits.
<u>9</u>	High Tea	Pastry/Sweets Paneer Pakoda and Kachori or Samosa or Veg Cutlet Biscuits(two types) , Wafers Tea (readymade/tea bag)/Coffee (Bru/Nescafe)
<u>10</u>	General Thali (per unit)	4 Roti (Approx. 100g), Plain Rice 100g. One Seasonal Vegetable, Dal, Raita, onion/green chille
<u>11</u>	Continental (Buffet)	Pasta, Baked Vegetables, Cousins, Conti-Bread, Rolls, noodles Desert: - Sweets/ice-cream.
<u>12</u>	Ala Carta	<ul style="list-style-type: none"> • Chicken (Per Plate – Two Pcs.) – 150 gm. • Mutton (Per Plate – Two Pcs.) – 150 gm. • Fish curry (Per Plate – Two Pcs.) – 150 gm. • Egg Curry (Two Eggs) • Egg Omlet (single eggs) • Mater Panir (Per Plate)
<u>12</u>	Monthly Package Rate	Monthly Package Rate which consists of menu item at Sl. No. 1, 2, 6 and 7(Bed Tea, Lunch, Dinner). This will be for the probationers of Indian Statistical Service (ISS) who will take food for at least 20 days except when they are on official visit outside NASA.
