



**M/o Corporate Affairs
Govt. of India**

Plot No. P- 6, 7 & 8, Sector-5, IMT Manesar, Distt.
Gurugram- 122050, (Haryana)
Phone: + 91-124-2640000, E-mail: chopra.iica@gmail.com,
Website: www.iica.in

Section - 1

**NOTICE INVITING TENDER (NIT) FOR PROVIDING CATERING & HOUSEKEEPING SERVICES AT IICA CAMPUS,
MANESAR**

'Indian Institute of Corporate Affairs (IICA)' invites e- tenders through e-procurement in the prescribed format under two bid system - Technical Bid (Part-I un-priced) & Financial Bid (Part-II priced) - from the full time catering & housekeeping service providers possessing valid registration and license under the relevant statutes including the ESI Act 1948 and EPF Act 1952, for providing catering and housekeeping services in the IICA campus for a period of two years. Contractors having a minimum annual turnover of Rs.50.00 lakhs and experience of rendering both catering & housekeeping services to Institutes of large Govt. /corporate establishments/ complexes inclusive of providing all meals viz. morning & evening tea, breakfast, lunch & dinner, to a minimum of 300 PAX monthly for a period of last 2 years of which one annual work should be of a value of at least Rs.25.00 lakhs only need to apply. Expected annual turnover value of the Contract is Rs.75.00 lakhs.

Interested agencies, as mentioned above, can download the detailed tender document containing the terms & conditions at e-procurement portal of NIC.

The time schedule and other details of e-tendering are specified below:

I.	Tender Number	IICA 23-01/2017
II.	Last date & time for submission of tender	3:00 P.M. on 16.03.2017
III.	Date & time of opening of Technical Bid	3:00 P.M. on 17.03.2017
IV.	Date & time of opening of Financial Bids	To be intimated later
V	Earnest Money Deposit (EMD)	Rs. 1,50,000/-

The tender document can also be downloaded from IICA website www.ica.in and the same should be uploaded on the central public procurement portal of eprocure.gov.in.

DG & CEO, IICA reserves the right to reject any or all of the tenders in part or full without assigning any reason(s).

Section - 2

Instructions to Tenderers

1.0 General:

1.1 The Indian Institute of Corporate Affairs (IICA) was registered as a society on September 12, 2008 under the Societies Registration Act, 1860. An autonomous institute, IICA works under the aegis of the Ministry of Corporate Affairs to deliver opportunities for research, education, and advocacy. It is also a think tank that curates a repository of data and knowledge for policy makers, regulators as well as other stakeholders working in the domain of corporate affairs.

Set up as a premier organisation that aims at providing astute and credible intellectual leadership in corporate regulation, governance and running sustainable businesses, IICA is a think-tank, capacity building and service delivery institute. Its work enables corporate growth, reforms and regulation through synergised knowledge management, and global partnerships thus offering real-time solutions. IICA propels knowledge and training through its network of schools and centres. It has six schools and six centres carrying this vision forward

1.2 Online tenders with two bids system, in two parts (Part-I Technical Bid – un-priced and Part-II Financial Bid - priced) are invited from eligible tenderers, by Sr. Executive (Administration), IICA on behalf of IICA for "Providing full time catering & housekeeping services at IICA Campus, Manesar" for a period of two years from the date of commencement of contract as per agreement.

1.3 The duration of the contract is for a period of 2 years from the date of commencement of work after award of work. Initially contract may be awarded for one year which may be extended on the basis of satisfactory services to the satisfaction of the Competent Authority of IICA for another one year on the initially awarded rates and terms and conditions.

2.0 Pre-bid conference:

The pre-bid meeting will be held on the date and time mentioned in the NIT, at IICA Manesar Campus. The purpose of the pre-bid meeting will be to clarify the doubts of the potential bidders. Necessary modifications will be done, if needed, with the approval of the competent authority IICA, Manesar.

3.0 Submission of Tender:

3.1 The tender should be submitted as per date and time mentioned in the NIT "Tender for Providing Catering & Housekeeping Services at IICA Campus, Manesar". The tender complete in all respect addressed to Sr. Executive (Administration), IICA Manesar should be uploaded on the central public procurement portal (CPPP) of e-procurement. The tenders should not be submitted in physical format.

3.2 IICA, Manesar may, at its discretion, extend the deadline for submission of Tenders in accordance with clause -

4.3 hereunder.

3.3 Precautions while filling the Tenders:

The tenderers while filling the tenders should take care of the following:

- a) Before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself /themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the IICA under any circumstances subsequently.
- b) The Technical Bid (Part I) must have all the essential documents, failing which the tender will be deemed as non-responsive and disqualified for bidding process.

Technical Eligibility Criteria

Scanned copies of the following documents should be uploaded along with tender document:-

1. Duly signed tender document on all pages.
2. Scanned copy of the pay order/DD for **Rs. 1, 50,000/-** drawn in favour of Indian Institute of Corporate Affairs valid for 90 days beyond the tender validity period.
3. One self-attested recent passport size photograph, pasted at relevant place in ANNEXURE- V, of the authorized person of the firm/agency, with name, designation, address and office telephone numbers if the bidder is a partnership firm, name designation, address and office telephone numbers of heads/ partners also, scanned copy to be uploaded.
4. Scanned copy of tenderer's self-attested copy of the PAN card issued by the income tax department with copy of income-tax return of the last financial year
5. Scanned copy of self-attested copy of Service Tax Registration No.
6. Scanned copy of self-attested copy of valid Employee Provident Fund Registration number.
7. Self-attested scanned copy of valid ESIC Registration No.
8. Self-attested scanned copy of valid Licence No. under Contract Labour (R&A) Act, 1970.
9. Scanned copy of Trade Tax Registration from Trade Tax Office.
10. Scanned copy of proof of experiences of last two financial years along with satisfactory performance certificates from the concerned employers.
11. Self-attested scanned copy of Licence to run catering & housekeeping services from concerned Govt. authorities.

12. Proof of annual turnover, as mentioned in the NIT, duly certified by a Chartered Accountant.
 13. Solvency Certificate for Rs.5.00 Lakh (Rs. Five Lakh only) from a nationalized/scheduled bank.
 14. Compliance report as per attached Annexure –VIII.
 15. Authority letter for signing of the Tender on behalf of firm.
 16. Proof of experience and value of work as needed above in terms of having served in institute of large government/ corporate establishment/ complexes inclusive of providing all meals viz. morning and evening tea, breakfast, lunch and dinner to a minimum of 300 PAX monthly for a period of last two years of which one annual work should be of a value of at least 25 lakhs. .
 17. Proof of qualification and experience of catering manager in food and beverage services.
 18. Testimonials from the Head of the Organisation at which the tenderer has provided catering services during the last two years including the number of persons/ organization to whom the services have been rendered, including proof for at least one order of minimum value of Rs.25.00 Lakh for similar services.
 19. A certificate regarding non-relationship with IICA employees as per given draft at Annexure ‘VI’ in the tender form.
- C) Financial Bid (Part – II priced) should be uploaded showing the rates and the total tender amount for catering & housekeeping services.**
- d) The rates should be quoted both in words and figures. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies. IICA holds no liability to increase the rates after their acceptance due to any reason whatsoever.
 - e) Tenderer signing the tender should clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be. Scanned copies of the document authorising the signatory to sign the tender on behalf of tenderer should be attached with the tender.
 - f) There should not be overwriting/corrections should be duly signed by the tenderer.
 - g) One bid per bidder – each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners is a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
 - h) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

4.0 Amendment of Tender Document:

- 4.1 At any time prior to the date for submission of Tenders, IICA may for any reason, modify the Tender documents by amendment. The amendment will be uploaded on the CPPP and IICA's website www.iica.in.
- 4.2 DG& CEO, IICA may, at his discretion, extend the last date for the submission of tenders suitably.

5.0 Opening of Tenders:

The Technical Bids (Part – I unpriced) shall be opened on date and time mentioned in the NIT. The Financial Bids (Part – II priced) of only those Tenderers, whose Technical bid is found responsive will be opened at a later date and time to be allowed by CPPP. The tender opening committee (TOC) of IICA shall open the tenders only. Conditional bids will also be summarily rejected.

6.0 Earnest Money Deposit:

Each tender must be accompanied with an Earnest Money (EMD) in the form of a demand draft drawn on any nationalized / scheduled Bank in favour of Indian Institute of Corporate Affairs, payable at New Delhi. No other form will be accepted for submission of EMD. Scanned copy of said demand draft of the earnest money must be attached with the Technical Bid (Part-I unpriced). At the back of the demand draft, the name of the Tenderer should be clearly written with the caption "Providing Catering & Housekeeping Services at IICA, Manesar". Tenders submitted without E.M.D. shall not be evaluated or considered. The demand draft may be sent to 'Indian Institute of Corporate Affairs', Plot No. P-6, 7 & 8. Sector-5, IMT Manesar, Distt. Gurgaon-122050, (Haryana).

6.2 The earnest money will be forfeited:

- 6.2.1 If the Tenderer withdraws his Tender during the period of Tender validity.
- 6.2.2 If in the case of the successful Tenderer, the Tenderer fails to:
- a) Sign the contract or to furnish performance security in accordance with General terms and conditions of contract.
 - b) Comply with all the terms and conditions of the agreement.
 - c) Comply with the rules and regulations set forth by Govt. such as PF, ESI etc. The Contractor will submit a proof of deposit of ESI & PF in respect of workers engaged by him, to IICA being principal employer.
- 6.3 Return/refund of EMD to the unsuccessful/non-responsive Tenderer(s) will be made normally within 30 days after the successful award of tender. No interest shall be payable on it under any circumstances.

7.0 Declaration and Details by tenderer:

- 7.1 A declaration on all the terms and conditions of the contract must be submitted by the Tenderer as per the Annexure – “VII”.
- 7.2. Tenderer should also submit the agency profile and details as in the Annexure – “V”.

8.0 Validity and Evaluation:

- 8.1 The Tenders should be valid for a period of at least three months from the date of opening of the tender.
- 8.2 Incomplete, conditional tenders and fax/e-mail/telegraphic tenders are liable to be rejected.
- 8.3 Tenders are not transferable under any circumstances.
- 8.4 The Financial-Bids (Part – II priced) of only those Tenderers will be opened whose Technical bids (Part – I unpriced) are found responsive by the office.
- 8.5 Finally, bids of only technically qualified and responsive Tenderer will be evaluated for Financial Bids (part – II priced).
- 8.6 The rates should be quoted in figures as well as in words. In the event of any contradiction between the two, the rates quoted in words shall be considered for evaluation and same shall be binding upon the tenderer.
- 8.7 IICA will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per terms and conditions incorporated in the bidding document.
- 8.8 IICA will communicate the successful bidder by letter sent through **“Registered/Speed Post”** that his bid has been accepted. This letter (hereafter and in the condition of contract called the **“Award Letter”**) shall prescribe the amount or rates which IICA will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
- 8.9 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award and forfeiture of EMD.

9.0 Acceptance of Tender:

- 9.1 IICA is not bound to accept the lowest tender. IICA also reserves the right to award the work to more than one Contractor depending upon urgency and requirement.
- 9.2 IICA reserves the rights to accept one or more Tenders in part or in full or reject any or all tenders in part or full without assigning any reasons thereof.

- 9.3 IICA reserves the right to disqualify such Tenderers who have a record of not meeting the contractual obligations against earlier contracts entered into with IICA, or with any central or state government agencies.
- 10.0 The tenderer shall within 15 days of receipt of the award letter or letter of intent, give his acceptance in performance security format for conformity on Annexure – “X” provided with the tender document.

11.0 Performance Guarantee:

The successful Tenderer shall be required to furnish a performance security of **Rs.3, 75,000/-** (Rupees Three Lakh Seventy Five Thousand only) within fifteen days after receipt of Award Letter in the form of a Bank Guarantee from a nationalized / scheduled bank in favour of ‘Indian Institute of Corporate Affairs’ and valid for a period of 27 months from the date of execution of agreement of contract in the form provided in the tender document at Annexure – “X”.

12.0 Signing of contract:

The successful Tenderer shall present himself for signing the contract within two Weeks after receipt of Award Letter from IICA. Commencement of catering and housekeeping services shall be made by the Contractor in accordance with the time schedule specified in the Work Order issued by IICA.

13.0 Relationship with Employees:

IICA will debar parties from tendering having relatives working in IICA and/or any other unit of IICA. A non-relationship Certificate (at Annexure – “VI”) is required to be submitted.

NB: A person shall be deemed to be a relative of another if, (a) they are members of a Hindu undivided family; or (b) they are husband and wife, or (c) the one is related to the other in the following manner; father, mother (including step mother), son (including step son), son’s son’s son, son’s son’s wife, son’s daughter, son’s daughter’s son, wife, daughter’s daughter, daughter’s daughter’s husband, brother (including step brother), brother’s wife, sister (including step sister), sister’s husband.

General Terms and Conditions of Contract

1.0 Licence:

The Contractor should have a valid license/registration to run catering & housekeeping services. Any site license, if required from local authorities/bodies will have to be obtained by the Contractor at his own cost.

2.0 Performance Guarantee:

2.1 The performance guarantee in the form of a bank guarantee shall be discharged / returned on expiry and successful completion of the contract, within a period of 04 months. In case of non-execution of the contract, in part or in full, the performance security shall be forfeited, after giving due notice to the Contractor in respect of the defective / improper performance / execution or breach of any of the terms of the contract etc.

2.2 Any sum of money due or payable to the Contractor, including the performance security refundable to him under the contract, may be apportioned by IICA, against any amount of loss caused / penalty imposed on the Contractor, which the Contractor may own to IICA under this contract or any other contract or transaction.

3.0 Delays in performance and liquidation of damages:

3.1 Start of services shall be made by the Contractor in accordance with the time schedule specified in the work order. Extension will not be given except in exceptional circumstances.

3.2 In case the services are not started on the stipulated date as indicated in the work order, IICA reserves the right to cancel the work order and / or recover liquidated damage charges to the extent of the charges incurred by IICA in making alternative arrangements along with penalty of Rs.1000.00 per day for the delay period.

3.3 The cancellation of the work order shall be at the risk and responsibility of the Contractor and IICA reserves the right to award the work at the risk and cost of the defaulting Contractor.

4.0 Penalty:

In case of breach of any conditions of the contract and for all types of losses caused by the Contractor, IICA shall make deductions as deemed suitable or as specified in the contract, from the bills preferred by the Contractor.

5.0 Labour Regulations and payment of wages:

The Contractor should have a valid labour license under the Contract Labour (R&A) Act 1970 and the Contract Labour (R&A) Central Rules, 1971. He shall continue to have a valid license until the completion of work. The Contractor shall also comply with the provisions of the Child Labour (Prohibition and Regulation) Act 1986, Payment of Wages Act 1936, Minimum Wages Act 1948,

Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity Benefits Act 1961 and Apprentices Act 1961 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time. The Contractor is fully responsible to observe the above laws as

amended from time to time in regard to his employees and compensation and other benefits I risks in relation to employees to be engaged by him. The Contractor shall maintain all the statutory registers required under labour laws. The Contractor shall also produce these records on demand by IICA authority. If he fails to do so, his failure will be a breach of the contract and IICA may at its discretion cancel the contract without prejudice to any other action under the law and contract. The Contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the Acts.

5.1 The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.

5.2 IICA shall have the right to deduct from the money due to the Contractor, any sum required or estimated to be required, for making good the loss suffered by a worker or workers, by reason of non- fulfilment of the conditions of the contract of the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.

6.0 Safety Regulations:

The Contractor shall be responsible to take all precautions to ensure the safety of all the equipment, persons, public & private property.

7.0 Status of the Contractor and its Staff Members:

7.1 The Contractor shall have the legal status of an independent Contractor. Neither the Contractor nor its staff members, nor any person deployed by the Contractor or its agents for, or within the framework of, the performance of the services under the present contract shall be considered in any way as being employee of IICA.

7.2 IICA shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.

7.3 The Contractor shall accept no liability for sickness, injury, damages or death of persons provided by the IICA other than that caused due to its negligence or that of its staff members, agents or persons employed by it or its agents.

7.4 The Contractor shall indemnify and hold harmless the IICA in respect of any claim arising out of the Contractor's or its staff member's negligent or unlawful performance under the present contract and brought against the IICA by any person for a liability.

7.5 The Contractor shall, at his expense, take appropriate insurance to cover all risks, damages or injuries, including related claims, which might occur to any person, including a third party, or to any property, including

equipment, papers and documents, and arising out of, or connected with the Contractor or its staff members performance under the present contract.

7.6 For the purposes of this contract, the term third party shall be "inter-alia" officials of IICA and its agents and officials, as well as any person or entity employed by the Contractor or engaged for the Contractor, in order to perform services for, or supplying goods to the Contractor in connection with the implementation of the present contract.

7.7 Notwithstanding anything to the contrary contained in this contract, the Contractor shall only be liable, and shall only be required to indemnify the IICA, in respect of claims or liabilities that arise out of the negligence, breach of contract or unlawful conduct of the Contractor or its staff members or agents in the performance of this contract.

8.0 Extension and Termination of Contract:

8.1 The duration of the contract is for a **period of 2 years** from the date of award of work. Initially contract may be awarded for a period of one year which may be extended on the basis of satisfactory services to the satisfaction of the Competent Authority of IICA for another one year on the awarded rates.

8.2 Notwithstanding any other provisions made in the contract, IICA reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in Public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.

8.3 If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to IICA shall be forfeited without any claim whatsoever on IICA and the contractor is liable for action as appropriate under the extant laws.

8.4 IICA reserves the right to terminate the contract in part or in full at any time with one week's notice without assigning any reasons thereof.

9.0 In case of Death of the Contractor:

Without prejudice to any of the rights or remedies under this contract, if the Contractor dies, IICA shall have the option of terminating the contract without compensation to the legal or other heirs of the Contractor.

10.0 Arbitration:

10.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitrator appointed by the Director General, IICA specifically for resolution of dispute / difference under this contract. The arbitration shall be conducted under the Indian Arbitration and Conciliation Act 1996 and any amendments thereof.

10.2 The venue of the arbitration proceedings shall be the office of IICA at Manesar or any such other place as the arbitrator may decide.

11. Force Majeure:

Neither Contractor nor IICA shall be liable for any delay, default or failure under this agreement if such delays, defaults or failures arose as a direct consequence of recognized force majeure.

Section - 4

Scope of Work, Schedule, Specifications, and Special Terms & Conditions of Contract

A. Catering Services

1.0 Schedule:

The Contractor shall provide catering services, as specified in the Tender, at:

- 1.1 Residential and office campus of IICA which includes Trainees' Hostels, 1-BHK block and retreat block, dining halls & cafeteria and pantries located in the campus.
- 1.2 Providing, in occupied rooms, every day, four sachets each of branded quality dairy whitener & sugar, and two tea bags/coffee sachet for tea/coffee and small packet of Marie biscuits. The tea kit is to be placed in a tray with cups/ saucer consisting of tea, coffee, biscuits, milk and sugar in sachets with stirrer.

1.3 Serving of Breakfast, Lunch & Dinner:

Breakfast(s), lunch(s) and dinner(s) shall be served as per the approved and pre-decided menu for the resident trainees / faculty. Buffet lunch and buffet dinner will be served unless otherwise specified by IICA for silver service. The Contractor shall ensure requisite quantity and efficient service in dining hall/ cafeteria. Provision of potable RO water during meal service will be the part of contract. Clean crockery, cutlery & glassware, all dining hall furniture shall be well maintained. Dirty & used crockery, cutlery & glassware will be taken care during the service & afterwards. Proper serviettes will be provided by the Contractor.

- 1.4 Service of aerated drinks, hot beverages, snacks, etc. will be served to the trainees & faculty at approved rates in the residential areas and office campus on individual payment basis/office billing basis as the case may be. Contractor shall maintain sufficient stock of the required items and provideservices.

2.0 IICA Campus:

- 2.1 Service of Buffet breakfast/ lunches / dinner(s), as per approved and pre-decided menu for the trainees and faculty in campus on the day of training programme(s) or as instructed by IICA is to be provided. The Contractor shall provide efficient and requisite service / facilities, as detailed above for the trainees / faculty.
- 2.2 Serving of packed drinking water to the participants/faculty in the lecture rooms will be the part of service. The contractor also has to arrange branded packed drinking water bottles for serving to

Faculty in the lecture rooms. For the participants, arrangement for potable RO drinking water jars will be made by the Contractor and scratch proof plastic glasses for service will also be made available by him. Water dispensers shall be provided by IICA in lecture rooms and dininghall.

2.3 Tea, Coffee and Cold Drinks:

Tea, Coffee and cold drinks as decided by IICA are to be served to the trainees and faculty during the training programmes as per requirement of the training.

2.4 The Contractor shall also have to provide lunch, dinner, tea & coffee, aerated drinks, snacks, etc. to the IICA staff including project staff & floating visitors on approved rates, menu and quantity.

2.5 Provision for sugar free tea/coffee/cold drinks shall also be made by the Contractor as per the requirement to be informed in advance.

3.0 Rates:

Tenderer shall quote rates for providing catering services to IICA in the prescribed Financial Bid (Part – II priced) Proforma provided in the appendix to the tender document. Financial Bid (priced) must contain rates for all items and services explained/detailed under “Catering Services”. Incomplete or partial financial bids will be rejected at that stage and no claims or request for subsequent submission will be entertained.

3.1 The Tenderer shall quote rates on "per head & per day" basis in rate list of Financial Bid (Part – II priced) separately for each menu as shown in Annexure – “I”. The rate should include cost of all raw material and inputs including fuel. The Kitchen equipment used for cooking shall be provided by IICA. Any additional equipments/utensil/kitchenware will be arranged by the contractor without any extra charge to IICA. Cost of fuel / LPG will be borne by the contractor.

3.2 The average number of breakfast/ Lunches/ dinners, tea etc. (as per Menu-1 in Annexure – “I”) to be served shall be for average 10 trainees & faculty each day for up to 30 days in a month. Total number of special functions/programmes for which Menu - 2 (High Tea) to be served shall be up to 15 – 20 in a year (approx.). The exact number shall be communicated to the caterer in advance. The Contractor shall have no right to claim any costs/compensation for the short fall or over flow in the number of lunches, dinners etc. viz-a-viz the above average number.

3.3 The Contractor shall serve special lunch/dinner/breakfast/forenoon tea/afternoon tea, evening snacks etc. as per the requirements conveyed by IICA for which charges shall be **10%** over and above the rates for the corresponding accepted menus. Extra / special items to be provided in the special menu will be decided by IICA in consultation with the Contractor. For special and isolated cases of VIP catering, menu and rates will be mutually decided after negotiation with the contractor.

4.0 Menu:

The Contractor shall follow different menus as per Annexure – “I” as the case may be and shall seek instructions from designated Hostel In-charge by IICA regarding specific items to be served in the menu for an event. In-charge hostel may modify the items of the menu to be served on different days to suit the needs of the trainees and IICA. The detailed menu so prepared shall normally be valid for the week. No change can be made in the menu by the Contractor without written approval. Violation of these instructions shall automatically result in **5% deduction** from the bill for that event, subject to a minimum of Rs.1000.00/ (one thousand) - per occasion.

5.0 Suggestion Register:

A suggestion register will be kept in the hostel dining hall and cafeteria of the Institute for registering suggestions of the trainees and faculty with regard to all/any aspect of the food including services provided by the contractor and the contractor shall take appropriate remedial steps in this regard under intimation to IICA.

6.0 Kitchen Items:

6.1 Arrangement and provision as well as maintenance of crockery, cutlery etc will be the sole responsibility of the contractor. Contractor will be provided free electricity and water (except drinking water) in the Hostel, kitchen and in the office premises. Gas connection with empty cylinders will be provided by IICA. Cost of refilling of cylinders will be borne by the Contractor. Two gas banks of ten cylinders each are provided by IICA. Contractor will be provided with furniture and kitchen equipment in proper working order by IICA. If at any time, it is felt that the equipment, those whose responsibilities lie with the contractor, are not kept in proper order, IICA will be authorised to get them repaired/maintained and cost debited to Contractor's account for necessary deduction. The Contractor shall be liable for any wilful loss or damage caused to IICA property.

6.2 The Contractor shall arrange for proper cleaning and upkeep of furniture under his charge / custody in the Residential and Office Campus.

7.0 Paper / Cloth Napkins:

The Contractor shall provide good quality paper napkins during service of meals. For special events, Contractor shall provide cloth napkins (serviettes) as per directions of IICA without any extra charges.

8.0 Food Quality and control Checks:

8.1 IICA reserves the right to test / have tested from certified agency at any time at its cost the raw materials used for lunches, dinner tea/coffee etc. The foodstuff prepared for serving shall be subject to the approval of IICA authorities and their decision in this regard shall be final and binding on the Contractor. Financial losses and other damages caused to IICA on account of the bad quality of food served are liable to be penalised and suitable recoveries as decided by IICA shall be made on this account. The designated officials of IICA are entitled to inspect the premises at any time to ensure

Bona-fide use, to check hygiene and cleanliness and to check quality of the ingredients used and the food quality.

8.2 Surprise control checks can be carried out by any designated IICA official(s) during any of the services for which no extra charge will be levied/billed for exercising quality control. Observations of such checks will be duly intimated to the contractor, which shall be binding upon him/her for compliance.

9.0 **Quality of Non-Veg. Items:**

Contractor must submit on demand, a certificate and proof of freshness and for service quality of non-veg. items from the concerned authorities.

10.0 **Timings:**

Contractor shall arrange for preparing and serving of breakfast; tea – forenoon, afternoon, and evening, evening snacks, lunch, and dinner as per menu provided in the respective Annexure. This should be prepared and served in accordance with the timing given below unless and otherwise specified or re-scheduled by IICA.

The normal timings of catering services will be as under:

Breakfast	0800 Hrs to 0900 Hrs
Forenoon Tea	1100 Hrs to 1115 Hrs
Lunch	1300 Hrs to 1400 Hrs
Afternoon Tea	1530Hrs to 1545 Hrs
Evening Tea & Snacks	1730 Hrs to 1830 Hrs
Dinner	2000 Hrs to 2200 Hrs

Note:

1. Service from the canteen (Jhatpat) in the Campus for IICA staff should be available from 0900 hours to 1730 hours on all working days (Monday to Friday). In case the office is open on any holiday, Jhatpat should remain open for which prior intimation will be given.
2. Timings are subject to changes at the discretion of IICA authorities.

11.0 **Brand of Items:**

11.1 Contractor shall buy at his own cost good quality raw materials e.g., meat, fish, poultry and eggs, grocery, vegetables & fruits, etc. for preparation of all meals. He shall use branded items out of the brands or makes given in the Annexure – “II”. (Use of beef and pork is prohibited).

11.2 These items are subject to verification at any time without notice by IICA or by its authorised committee, whose recommendations will be final and binding on the Contractor for suitable remedial action, if any, as decided by IICA or the committee.

12.0 Hygiene:

- 12.1 Hygienic conditions need to be maintained in the kitchen and other dining areas. The food production, pantry, steward dishwashing and pot-washing areas are to be kept free from insects / rodents. For this, proper pest control is to be done and to be carried- out periodically by the contractor at his own cost. In case anything adverse comes to the notice of Competent Authority, the same need to be remedied to the satisfaction of the Competent Authority. The failure to do so will result in the termination of the contract.
- 12.2 The staff deployed by the contractor in the kitchen and housekeeping etc., should be medically fit and the contractor should obtain certificates from Govt. Hospitals /AMA as notified by IICA. They need to be medically examined at each interval of six months and fitness certificate must be submitted to IICA.
- 12.3 The Contractor should immediately withdraw staff with any contagious disease from deployment.
- 12.4 The raw material, semi-cooked and cooked food shall be held/kept under total hygienic conditions by the Contractor as per food laws. LPG will be used as cooking fuel and shall not be substituted with any other fuel viz. wood/coal, except for tandoor.

13.0 Cleanliness:

- 13.1 Floors, walls, doors, windows, ceilings, ceiling fans, electrical fixtures and furniture in the dining halls, kitchens, hand-wash area and the cafeteria and tea lounges in the Institute building shall be maintained spotlessly clean by the Contractor, Failure to keep these in spotless condition shall be dealt with by imposition of a penalty of Rs.1,000/-per occasion.
- 13.2 The wash basin areas tend to get dirty frequently during meal times. The Contractor should ensure special care at these times including cleaning and drying at intervals of every fifteen minutes or less to ensure clean and clear washbasins and surrounding areas.
- 13.3 Due cleaning of all table linen will be the responsibility of the Contractor and fresh table linen will be used each day.
- 13.4 Cleaning material of good quality shall be used by the Contractor at his own cost.
- 13.5 Utensils shall be cleaned using hot water and proper liquid detergents and finally washed in quality antiseptic liquid.
- 13.6 Contractor shall not use cracked, chipped and stained crockery. The Contractor shall replace all chipped, cracked, stained and broken crockery items immediately at his own cost. If chipped, cracked, stained crockery is found in use, it will attract a fine of Rs.1, 000/- per occasion.
- 13.7 The Contractor should ensure that all the Electric Kettles provided in the hostel rooms are maintained in clean and working condition at all times.

14.0. Fine:

Apart from the penalties mentioned in the foregoing pages, a flat fine of Rs.1, 000/- per occasion will be imposed by IICA authority / authorized committee for breach of contract with respect to not maintaining the quality/quantity/service/non conforming to rules as per agreement which may be in addition to disallowing payment for items of inferior quality served or for items not served at all. IICA will be free to feed the Guests in case of non-supply/short supply, at the cost of the Contractor and the expenditure thereof will be borne by the Contractor besides a penalty of Rs.1, 000/- per occasion.

15.0 Canteen Staff:

The Contractor shall deploy sufficient number of trained cooks - having knowledge of preparation of various dishes of North & South India as well as Continental and Chinese dishes. Waiters, cleaning staff, dish washers and head waiters and supervisors will ensure complaint free service. In addition, sufficient number of safaiwalas / cleaning staff shall be engaged for the hostel and canteen in the Residential and office campus exclusively for cleaning. The cleaning timings shall be fixed in such a way so that it does not hamper the food service. Sufficient number of waiters shall be provided for smooth and efficient service. At least one Supervisor should be engaged for all events in dining hall(s) in the hostels and in the cafeteria in the Institute.

16.0 Waste Disposal

It will be the responsibility of the contractor to arrange for the disposal of waste material/ garbage of the hostel area, 1-BHK, 2-BHK & 3-BHK, retreat area and kitchens at his cost on regular intervals.

A. Housekeeping Services**A. Housekeeping Services**

- 1.1 The Institute has developed excellent residential facility for the visiting guests, faculty & trainees. These facilities are spread over three blocks in its sprawling campus with captivating ambience.
- 1.2 The residential facility comprises of 128 beds accommodation spread over Trainees' Hostel Blocks, 1-BHK Block, and Retreat Blocks.

S. No.	Description of Work	Area to covered /Number of rooms
1.	1-BHK block including consumable tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings, lift lobby and staircases up to 8 th floors, parking lot surroundings, verandah, common toilet and pathways etc.	16 Rooms (2 beds and dining room each).
2.	Trainees' Hostels and surrounding including consumable tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings, lift lobby and staircases, parking lot surroundings, verandah, common toilet and pathways, lift lobby, staircases, dining area, reception area, kitchen, manager's room and surrounding pathways.	72 single bedrooms, eight rooms on each floor.
3.	Cleanliness and upkeep of staircase from ground floor to fifth floor including common area and surrounding of residential block comprising of 20 flats.	20 flats.
4.	Retreat block and surrounding including consumable tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings.	12 Rooms (01 VIP Suite and 03 Suites) including common areas, Reception area, staircase, Gym, Mother dairy and Medical room.

5.	Canteen (Jhatpat)	1 Dining Halls with seating capacity of 50 persons (approx.).
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- 1.3 Each room is air-conditioned and fully furnished with high quality linen & furniture and is having other accessories like color TV set with DTH connection, Intercom connection, Geysers, etc.
- 1.4 The kitchens are well equipped with state-of-the-art equipment equally matched by high quality furniture in the dining halls.
- 1.5 Other facilities available in the campus include with WI-Fi facility in Hostel Blocks, a modern Gymnasium, Recreational amenity like badminton court, table tennis, volleyball & cricket, indoor games - chess, carom, etc.
- 1.6 The Trainee's Hostels, 1-BHK Block and Retreat block will cater to the visitors comprising trainees, faculty members & guests from different PSUs/Govt. departments and from Non-IICA sector (both public & private). The services shall comprise both lodging & boarding facilities, housekeeping, front office-reception and reservation (completing all formalities of arrival and departure) of all Guests/Participants, etc.
- 1.7 During the past one year, the Institute has conducted more than 30 fully residential training programmes with an average number of 35 participants per programme totalling to around 1000 persons on an average stay of participants for 9,000 days a year. Besides regular Guests have also checked in, thus the housekeeping and front desk office services will be required round the year with fairly good volume.
- 1.8 Sufficiently experienced personnel in adequate number shall be arranged by the Contractor and deployed to provide all the housekeeping services of a high standard quality to the satisfaction of the IICA authorities. For Housekeeping services at least 5 workers shall be provided by the contractor. The shift duties shall be so fixed that there shall not be dislocation for any supply or services including room service.
- 1.9 The floors of the building areas including rooms, bathrooms and toilets shall be washed, cleaned, and mopped daily with appropriate eco-friendly cleaning aids supported with right kind of equipment and cleaning aids suitable for wooden, PVC, and vitrified tiled floors. Use of disinfectants is a must for bathrooms and toilets. Branded liquid soap in bathrooms and common toilets will be provided by the Contractor. All the utility areas and area within the compound on all sides of the buildings shall be swept and kept clean all the time on twice daily basis. This exercise of cleaning must be carried out depending on the season's requirement. Toilet kit should be placed in the bathroom on the shelf in a packed condition consisting of glass cover, coaster, shoe strip, shoe shiner, laundry bag, shampoo, soap 20gm, soap 35gm, comb, swing kit shaving kit, disposable bags, toilet roll, W/C band, shower cap and hair oil.

- 1.10 Effective cleaning of rooms and bathrooms has to be ensured during the morning shift taking into account the convenience of the occupants. Unoccupied rooms should be aired and dusted every day. The housekeeping would also entail periodic changing of linen, towel toilet kits, tea kits etc. permanent items such as bed sheets, pillow covers, blankets, towels etc. would be replenished by IICA. Bidder would provide consumables and replenish them wherever required charging will be on actual basis.
- 1.11 Besides daily cleaning schedules of weekly, fortnightly, monthly, and spring cleaning will also be worked out and taken up under intimation to IICA. However, the schedules will not be delayed or overlooked in absence of IICA confirmation. The contractor will prepare a list of protocol and daily check's for scheduled housekeeping works.
- 1.12 The Housekeeping staff will be present in the premises and carry out duties as assigned by competent authorities.
- 1.13 The contractor shall be responsible and bear the cost of housekeeping cleaning aids and agents, equipment and other consumables required for housekeeping services. A proposed list of cleaning agents and aids is annexed at Annexure – "IV.
- 1.14 All toilet fittings and fixtures (including CP fittings) should be cleaned and kept shining. No dirt / black water marks / scales should be around the fittings.
- 1.15 Vacuum cleaning, shampooing of the upholstery will be the responsibility of the Contractor. Proper branded furniture polish will be used for up-keeping of polished furniture.
- 1.16 TDS will be deducted as applicable.

B Front Office Services

- 1.1 The services of an educated person with communication proficiency both in English and Hindi for Front Office and housekeeping assistant/ agent (FOA) are required round the clock at the cost of the Contractor.
- 1.2 The FOA shall look after all assignments related to room allocation, telephone operator, STD facility, collection of all the charges from guests etc. as per the approved rates of IICA.
- 1.3 Proper maintenance of guest arrival and departure register, cash receipt books issued by IICA for depositing daily room rent collection or any other charges to IICA, shall be maintained by the FOA deployed by the Contractor. These records can be inspected by authorised representative of IICA at any time. Room charges and other collections will be deposited with the Cashier IICA on daily basis during working hours by the authorised person of the Contractor. Proper record of the receipts and deposits so made to the IICA Cashier shall be maintained by the Agency/Contractor.

- 1.4 The Manager/ Catering Supervisor in each shift shall be responsible for allocation of duties to workers, maintenance of accounts of linen items and for interaction with in charge Trainee's Hostel/ 1-BHK/ Retreat for the upkeep of the Trainees' Hostel complex. He/ She should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of In charge Hostel or higher authorities supported with requisite gate pass.
- 1.5 Booking/ reservations for the guests will be made only by IICA. The Contractor shall not allow the bookings or stay in the trainees' hostel/ 1-BHK and retreat block of any unauthorized person(s), which may lead to termination of Contract.

A. Terms of Service

A) Contractor's Staff:

- 1.1 The job function is to maintain the aesthetic looks of the Trainees' Hostel, 1-BHK and Retreat Blocks / premises, including building and surroundings. These must be maintained neat, clean, and tidy with pleasant odour. A high standard of hygiene and sanitary conditions must be maintained by the contractor.
- 1.2 The Contractor shall deploy a designated Manager for the overall control/supervision of the services and co-ordination with IICA. The Catering and Housekeeping Supervisors deployed by the Contractor should be well versed with the catering and housekeeping professions and should be minimum graduate in hotel management.
- 1.3 The successful tenderer shall provide to IICA the list having names, date of birth, and qualification and experience details of the deployed staff. Any staff, if to be replaced or brought new, must be intimated in advance to IICA.
- 1.4 The deployed staff should be medically fit and possess qualities of a well-groomed and hygienic staff. The contract personnel shall be free from any communicable diseases.
- 1.5 The deployed staff, including manager cum catering supervisor, housekeeping supervisor, front office/receptionist; room boys; cooks; waiters; sweepers; etc, by the Contractor should be courteous, civic and polite in behaviour towards all the trainees, officers and the IICA establishment. They should also be reliable, trust worthy, alert and efficient.
- 1.6 The Contractor and his employees shall abide by the institute rules and shall be subjected to discipline as prescribed by IICA. In case of any dispute between the trainees/ faculty/members of the staff of IICA and the Contractor or his employees, the matter shall be referred by the Contractor to IICA and in such matters the decision of the IICA shall be final.
- 1.7 Internal organizational problems of the Contractor and the deployed staff will be resolved by the Contractor at his own end without disturbing the peace & tranquillity and involvement of the Institute. Occurrence of such incident(s) will automatically lead to forfeiting of Contract along with the Security deposit.
- 1.8 All the staff deployed by the Contractor shall have Plastic/Laminated photo identity cards issued by the Contractor and duly verified by IICA so that entry is restricted to only legitimate persons to IICA Campus. Any worker found without identity card will not be permitted to enter the premises. A copy of the list of such deployed staff will be maintained at the Security office in IICA and no unauthorized entry will not be permitted in the campus. A notice board will be provided by the Contractor in all service areas (behind the scene) indicating the duty rosters of workers deployed in housekeeping, front office, kitchen, and dining areas.
- 1.9 The contractor shall have the police verification done for the staff employed by it and submit the same to the IICA.

- 1.10 The service of the workers deployed is required on all days during the calendar year irrespective of holidays and they should be prepared to work in shifts as indicated earlier. Sufficient number of room boys and cleaners shall be deployed by the contractor to attend to the work as per requirement and as and when required in the exigencies of work.
- 1.11 Sufficient sets of Uniforms to the deployed workers while on duty, as approved by IICA authority (Annexure – 'III'), would be provided by the Contractor so that the workers are always in neat and tidy uniform. Any deficiency will attract imposition of a penalty which will be deducted from the bill.
- 1.12 The Contractor or his representative/Manager shall report daily to Officer-in-charge, IICA to supervise the work under the contract and take instructions from him for the assignments. He should be available all the time at work site during the course of work.
- 1.13 The Contractor/Manager shall attend the weekly catering meetings, called by the IICA authorities and implementation of decisions thereof.
- 1.14 The contractor shall not lease or sub-contract the whole or any part of the contract to anybody. Such act will lead to forfeiting of Contract along with EMD.
- 1.15 Upkeep and maintenance of the inventories provided by IICA will be the sole responsibility of the Contractor. Return of such inventories on termination of contract in the condition as at the initial taken over time will be ensured by the Contractor.
- 1.16 The contractor shall be deemed for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment or any kind of compensation from IICA during the period of Contractor or at any-time in future.

B) Accommodation (Unfurnished) to staff

IICA may provide suitable accommodation subject to availability to accommodate the operational staff deployed by the contractor at IICA if so desired by the contractor. For this, the contractor will have to bear the rental fixed by IICA. The accommodation has to be surrendered to the IICA within one week of the termination or expiry of the contract. In case the accommodation is required by IICA during the contract period, IICA may give 15 days' notice and the contractor will have to vacate the accommodation after the expiry of 15 days. Contractor shall be responsible for any lapse in maintaining the accommodation and to see that there are no untoward incidents in the hostel premises by the occupants of the said accommodation during their entry and stay in the hostel. Penalty, as deemed fit; will be imposed for any occupancy by outsiders in the premises. Any temporary authorisation for entry to person(s) will be given by IICA.

C) General Guidelines:

- 1.1 Electricity and power for non-cooking purposes and water will be provided by IICA at the premises. However, contractor/agency shall be responsible to ensure that there is no undue wastage of power & water by his staff or even by others such as IICA staff etc. and shall bring any such misuse or wastage to notice of IICA authorities.
- 1.2 An internal telephone connection each without zero dialling facility would be provided by IICA in hostel reception and manager's office.
- 1.3 The furniture, fixtures and kitchen equipment will be provided by IICA. The agency shall be responsible for proper maintenance and upkeep of the IICA property entrusted to it. This has to be returned on termination of contract in good condition.
- 1.4 The contractor or his workers shall not misuse the premises allotted to them for any purpose other than for which contract is awarded.
- 1.5 Contractor shall devote his full attention in purchases, preparations and services to ensure highest quality in all aspects and discharge his obligations under the contract with trust, diligence and honesty.
- 1.6 The contractor/agency shall at all times during the existence of contract abide by all directions and instructions which may be given by IICA concerning all aspects of catering and housekeeping services.
- 1.7 The contractor / agency shall always be prepared to meet any eventuality/emergency situation for implementation of the contract.
- 1.8 The agency shall arrange food and services at any place in IICA premises apart from Institute's Office premises, Retreat and Dining Halls, as and when required for any programme. For such special functions and programmes the negotiated and mutually agreed rates will be charged by the Contractor.
- 1.9 The contractor shall supply manpower for rearranging of the trainees hostel material or furniture for which no extra payment shall be made.

D) Payment Terms:

- 1.1 The Contractor will submit the monthly pre-receipted bills in triplicate after satisfactory completion of the work to the concerned officer of the Institute for certification for pro-rata payment in respect of housekeeping services for catering services for training programmes, the bill will be submitted as per consumptions/certificates issued by the concerned authorities. The officer on the receipt of the bill will check the work record and there after process the bill for payment.
- 1.2 Contractor shall take payment from guests staying on payment basis in the trainees' hostel/ 1-BHK and retreat. However, payment of bills for services provided to non-resident trainees/guests in the hostel dining

hall/cafeteria will be the sole responsibility of the Contractor and IICA will have no role and responsibility for payment. Contractor shall collect payment of all food and beverage service provided to individuals who are not part of the training programmes/workshops/seminar or is/are participant but ordering beyond prescribed services, offered under programme, like tea coffee/ snacks, etc. Approved rates will be charged for such orders against cash receipts. IICA shall not be responsible for these payments collected by the Contractor or non-payment by any ordering individuals/guests.

- 1.3 Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
- 1.4 Contractor cannot claim any damages due to loss whatsoever incurred due to unforeseen reasons, which are beyond the control of IICA.
- 1.5 In case of any delay in processing of the bills, the contractor would be required to ensure the payment of its workers as per statutory labour laws and there should be no linkage between this payment and settlement of the contractor's bill from IICA.

E) Deductions:

In case the Contractor fails to execute/ perform the assigned works or a part thereof, IICA shall be authorized to make suitable deductions as deemed fit by IICA from the bills of the Contractor and damages shall be charged to the extent of loss incurred by IICA. The decision of IICA shall be final & binding on the Contractor.

MENU -1 (i)

VEG MENU		
No.	Item	Remarks
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger), Marie biscuits (Small Packet.)	Bed tea tray with cups, tea spoon, sachets, sugar dredger and thermos flask to be placed in the room at the time of evening service and used ones to be removed in the morning.
2.	Breakfast a) Breads (White and Brown both) b) Tea/ Coffee/ Milk c) Fresh Fruits d) Butter (15 Gms.) e) Jam (20 Gms.) f) Cornflakes with dbl. toned milk (70 ml.) g) Two boiled eggs/Omelet (for non-veg) or Choice of one vegetarian item from the list below:- South/North Indian items - viz. Idli, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments	
3.	Forenoon tea (Morning Tea) Tea / Coffee with cookies/biscuits	To be served during Training sessions
4.	Choice of Canned Juice(70 ml) - optional, as and when ordered	Choices must not be repeated on consecutive days
5.	Lunch a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/Raita g) Choice of Salads: Any one:- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)	Choice in each course is to be changed on each day of service with prior approval of I/C Hostel. In house sweets will be preferred.
6.	Afternoon tea Tea / Coffee with biscuits/cookies	To be served during Training sessions

7.	<p>Evening Tea</p> <p>(a) Choices of one snack to be made from:-</p> <ol style="list-style-type: none"> i. Veg. pakora, ii. Paneer pakora, iii. Samosa, iv. Bread Sandwich, v. Bread Pakora, vi. Spring roll, vii. French fries. <p>(b) Tea /Coffee</p>	To be served during Training sessions
8.	<p>Dinner</p> <ol style="list-style-type: none"> a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/Raita g) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)/ Fresh seasonal fruits 	

MENU 1 (ii)

NON VEG MENU		
No.	Item	Remarks
1.	<p>Bed tea</p> <p>Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger), Marie biscuits (Small Packet.)</p>	Bed tea tray with cups, tea spoon, sachets, sugar dredger and thermos flask to be placed in the room at the time of evening service and used ones to be removed in the morning.
2.	<p>Breakfast</p> <ol style="list-style-type: none"> a) Breads (White and Brown both) b) Tea/ Coffee/ Milk c) Fresh Fruits d) Butter (15 gms.) e) Jam (20 gms.) f) Cornflakes with dbl. toned milk (70 ml.) g) Two boiled eggs/Omelet (for non-veg) or Choice of one vegetarian item from the list below:- South/North Indian items - viz. Idli, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments 	

3.	Forenoon tea (Morning Tea) Tea / Coffee with cookies/biscuits	To be served during Training sessions
4.	Choice of Canned Juice(70 ml) - optional, as and when ordered	Choices must not be repeated on consecutive days
5.	Lunch a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Rice / Pulao / Biryani g) Curd/Raita h) Choice of Salads: Any one:- Green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar, chutney j) Sweet (Dessert)	Choice in each course is to be changed on each day of service with prior approval of I/C Hostel. In house sweets will be preferred.
6.	Afternoon tea Tea / Coffee with biscuits/cookies	To be served during Training sessions
7.	Evening Tea A) Choices of one snack to be made from:- i. Veg. pakora, ii. Paneer pakora, iii. Samosa, iv. Bread Sandwich, v. Bread Pakora, vi. Spring roll, vii. French fries. B) Tea /Coffee	To be served during Training sessions
8.	Dinner a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Rice / Pulao / Biryani g) Curd/Raita h) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar, chutney j) Sweet (Dessert)/ Fresh seasonal fruits	

MENU– 2 (i)

HIGH TEA

Veg sandwiches

Choice of snacks- Dhokla/Samosa/Veg. Rolls/Mixed Pakora

Choice of cookies/biscuits- Sweet & salted, wafers

Choice of nuts - Cashew/Almonds

Choice of Indian Sweets /pastry/fruit cakes and

Tea and Coffee

MENU-2 (ii)

ADDITIONAL SNACKS

Non Veg. Snacks: Chicken Tikka, Seek Kebab, Chilly Chicken.

Veg. Snacks: Paneer Tikka, Chilly Paneer, Spring Rolls, Hariyali Kebab, Veg. Cutlet.

High tea service will be arranged by the Contractor at place of events as per schedule intimated in advance or in case of emergency by IICA. The service for the function / occasion will be silver service for VVIPs and buffet service for the participants.

MENU - 3**JHATPAT CANTEENS IN THE OFFICE PREMISES**

S. No.	Item	Remarks
A.	Special Thali 1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 3 5. Salad/Chutney 6. Papad 7. Curd and Sweet 8. One non veg. dish (chicken)	
B.	Regular Thali 1. Dal -1 2. Sabzi -1 3. Boiled Rice -1 4. Chapati – 3 5. Salad/Chutney	
C.	Mini Meal 1. Kardhi Chawal/ 2. Rajmah +Zeera Rice/ 3. Chole Bhature/ 4. Puri, Bhaji, Methi Aloo, Poori/Aloo tomato	
D.	Meal 1. Dal -1 2. Chapati - 4 / Rice – 200 gm	
E.	Meal 1. Rajmah / Kadhi 2. Chapati – 4/ Rice – 200 gm	
F.	Meal 1. Aloo / Poori- 4	
G.	Chole Bhature	

ITEMS TO BE AVAILABLE AT ALL TIMES

Sl. No.	Item	Remarks *
1.	Tea a. Readymade b. Tea bag service	Taj Mahal / Nestles / Tetley/Bru to be used
2.	Coffee (Readymade)	
3.	Fresh Lime Water	
4.	Veg. sandwiches	
5.	Veg. pakora (50 grams)	
6.	Veg. Rolls / Cake (two)	
7.	Samosa	
8.	Veg. Patties	
9.	Dal Vada / Bread Pakora	
10.	Cold drinks	
11.	Canned Juice	Real/Tropicana/Duke to be provided

Note on Menu 1, 2, & 3 regarding the service:

1. Items of Menu will be decided by IICA Administration/ I/C Hostel and there should be sufficient scope for flexibility as and when required.
2. Contractor will provide hot drinking water as per the guests/trainees requirement.
3. Mouth fresheners should be provided after every major meal.
4. Clean wraps will cover all Salad and Raitas.

ANNEXURE- II**Suggested brands & quality of the products**

S. No	Item	Suggested Brand(s) *
(a)	Sauce (tomato/chilly)	Maggie/ Kissan / Heinz / Dr. Bectors
(b)	Jam/Marmalade	Kissan/Tops/Smith & Johns/ Dr.Bectr's/ Druk/ HPMC/Safal
(c)	Canned Juices	Tropicana/Real/Duke
(d)	Bread	Britannia/Bakeman's / Harvest
(e)	Refined oil	Safola/ Fortune/ Sundrop/Vital/Nature Fresh
(f)	Mustard Oil	P Mark / Nature Fresh
(g)	Butter or butter chiplets	Amul/Parag/Verka
(h)	Milk	Parag/Mother Dairy/Amul (Single Toned)
(i)	Cornflakes / wheat puffs	Kellogg / Mohan's / Champion
(j)	Pickle	Nafed/ Bedakar / Safal / Priya / Druk
(k)	Basmati Rice	Dawat/ Lal quila / India Gate/ Kohinoor
(l)	Potato	Pahari / Desi (Rudrapur – Good Quality)
(m)	Atta/Maida/Besan	Ahar/ Aashirwad
(n)	Biscuits	Parle / Sunfeast / Britannia
(o)	Salt (Iodized)	Tata/Annapurna/Captain cook.
(p)	Tea (Bags/sachet)	Taj Mahal/Tata Tetley/Nestle
(q)	Dairy Whitener	Everyday
(r)	Sugar	Dhampur (sachets), Daurala / Hindustan
(s)	Pulses	Good quality
(t)	Spices	MDH/Ashok/Everest
(u)	Fruits & Vegetables	Seasonal fresh quality
(v)	Ice-cream	Mother dairy/Kwality / Amul/Vadilal
(w)	Meat products	Fresh good quality

* Or equivalent known brand of same quality.

Annexure – III

Proposed set of Uniforms for deployed Staff

(To be arranged and provided by the Contractor)

1. **Manager cum Catering Supervisor-** White shirt+ Grey pants +Deep Blue Tie
2. **Housekeeping Supervisor:** White shirt+ Grey pants
3. **Front desk Assistant/Agent:** White shirt+ Grey pants
4. **Room Boys:** White shirt+ Grey pants
5. **Kitchen Staff:**
 - a) **Chef** – Chef’s Pant & Coat, Apron & Cap
 - b) **Support Staff** - White Pant & Coat, Apron & Cap
6. **Housekeeping cleaning staff:** Deep blue uniform.

NB:

1. Black shoes for all uniformed staff.
2. Company’s logo on uniform and name plate to be provided along with Photo Identity Cards (duly verified by IICA official).
3. Clean and smart outfit along with regular shaving for all the staff.

ANNEXURE- IV**Proposed List of Housekeeping Material****1. CLEANING AIDS (MANUAL):**

- a. Soft Brooms
- b. Hard Brooms
- c. Brushes (Hard & Soft)
- d. Floor Scrubbers
- e. Handle Brush (soft)
- f. Window ledge Brush
- g. Long Brush (Handle)
- h. W.C. Brush
- i. Curtain Brush
- j. Venetian Blind Brush (Soft)
- k. Cob Web Brushes
- l. Ladders (4 ft, 6 ft & 8 ft)

2. CLEANING AIDS (MECHANICAL)

- a. Floor Scrubber and shampooing machine
- b. Vacuum Cleaner

3. MOP, SCRUBBERS & DUSTERS

- a. Squeezers with Long Handles
- b. Window Cleaners
- c. Mops (Different sizes)
- d. Day Mops with Long Handles
- e. Check Dusters
- f. Glass Cloths
- g. Yellow Dusters
- h. Old Wiping Sheets
- i. Rags

4. CLEANERS / SANITIZERS / DISINFECTANTS / REPLANTS

- a. Harpic/Domex/Sanifresh
- b. Liquid Organic Cleaners (LOC)
- c. Vim Liquids
- d. Collin Glass Cleaners
- e. Dettol/Savalon
- f. Odonil and air freshener
- g. Urinal Cubes (Eco Cubes)
- h. Hit Sprays (Both Mosquito & Cockroach)

Note:

1. Eco-friendly and water conserving cleaning materials will be permitted for use with prior inspection and confirmation by IICA / In charge Hostel.
2. The contractor will do projections for stock requirements and arrange & provide the material which is required for actual usage during the month.
3. Non-functional / non-serviceable cleaning aids, equipment must be replaced as and when needed.
4. Regular pest control should be arranged and carried out by the Contractor.
5. Disposal bags for garbage will be used. However, segregation of biodegradable, recycle garbage will be taken care of by the Contractor. Disposal of this garbage in the municipal bins will be the responsibility of the Contractor.

ANNEXURE- V**TENDERER'S AGENCY'S PROFILE**

1.	Due date for tender	
2.	Opening time and date of tender	
3.	Name, address of firm/Agency and Telephone numbers.	
4.	Registration No. of the Firm/Agency	
5.	Name, Designation, Address & Tel. No. of Authorized person of firm / Agency to deal with	
6.	Please specify as to whether tenderer is sole proprietor /Partnership firm / company or any other establishment.	
7.	Name, Address and Telephone No. of Heads/ partners etc. be specified	
8.	Copy of PAN card issued by Income Tax Dept. & Copy of previous Financial Year's Income Tax Return	
9.	Provident Fund Account No.	

10.	ESIC Number	
11.	License number under Contract Labour (R&A) Act.	
12.	<p>Details of Bid Security deposited:</p> <ol style="list-style-type: none"> 1. Amount : 2. DD No. : 3. Date of issue: 4. Name of issuing Bank 	
13.	Authorization / Power of Attorney	
14.	List of institute of large government / corporate establishment / complexes where catering and housekeeping services have been provided. Copies of work orders should be enclosed.	
15.	Any other information.	

Declaration by the bidder

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the tenderer

ANNEXURE- VI

Participation of near relatives of employees in the tender / execution of works in unit

I,.....S/o.....R/o.....
..... hereby certify that none of my relative (s) as mentioned in Clause No. 13 of Section-2 of the tender document is/are employed in IICA as per details given in tender document. In case at any stage, if it is found that the information given by me is false/ incorrect, IICA shall have the absolute right to take any action as deemed fit without any prior intimation to me.

TENDERERS SIGNATURE

OFFICIAL SEAL OR STAMP

ANNEXURE- VII**CHECK-LIST FOR TECHNICAL BID**

The documents are to be placed one below the other, strictly as per the s. no. (S. no. 1 on top and subsequent documents below it, and the page no. must be mentioned on all the pages.

Sr. No.	Documents to be attached(All documents must be duly signed)	Yes	No	If Yes Page No.
1.	Duly signed tender document on all the pages.			
2.	Bid Security (EMD) of Rs.1, 50,000/- (Rs. One Lakh Fifty Thousand Only) in the form of DD issued by any scheduled commercial bank in favour of "Indian Institute of Corporate Affairs" payable at New Delhi valid for 90 days beyond the Tender validity period.			
3.	One self-attested recent passport size photograph, pasted at relevant place in ANNEXURE- V, of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers If the bidder is a partnership firm, name designation, address and office telephone numbers of Heads/ Partners also.			
4.	Tenderer's self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year			
5.	Self-attested copy of Service Tax Registration No.			
6.	Self-attested copy of valid Employee Provident Fund Registration number.			
7.	Self-attested copy of valid ESIC Registration No.			
8.	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.			
9.	Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers.			
10.	Copy of License to run Catering & Housekeeping services			
11.	Proof of annual turnover as per NIT duly certified by a CA			
12.	Solvency Certificate for RS.5.00 Lakh (Rs. Five Lakh only) from a nationalized/scheduled bank			
13.	Compliance Report as per attached Annexure - VIII			

14.	Authority letter for signing of the Tender on behalf of firm.			
15.	Proof of experience and value of work as mentioned in the NIT.			
16.	Testimonials from the Head of the Organization at which the tenderer has provided catering services during the last three years including the number of persons/ organization to whom the services have been rendered, including proof for at least one order of minimum value of Rs. 25 Lakh for similar services.			
17.	A certificate regarding Non-relationship with IICA employees as per given draft at Annexure 'VI' in the tender form.			
18.	Any other relevant documents, if any, must be attached in the last.			

ANNEXURE- VIII

COMPLIANCE REPORT

To

The Chief Administrative Officer
Indian Institute of Corporate Affairs (IICA)
Plot No. P- 6, 7 & 8. Sector-5,
IMT Manesar. Distt. Gurugram (Haryana) - 122050

Sub: Regarding tender No. IICA 23-01/2017 dated _____ for "Providing Catering & Housekeeping Services at IICA Manesar.

Dear Sir,

I have gone through the complete terms and conditions of the tender for providing Catering and housekeeping Services at IICA Campus, Manesar and accept the same. I am herewith enclosing:

Bank Draft No. Dated Drawn on Bank

for Rs. along with the tender as earnest money.

I further declare that – undersigned is authorized on behalf of M/s to sign the Tender Document.

Place:

Date:

Signature of Tenderer

Name:

Position / Designation :

Address:

Tel. No.

ANNEXURE- IX**FINANCIAL BID (Part – II PRICED)****FINANCIAL – TENDER –A****Note:**

1. Column 'B' (Unit rate) to be filled by the bidders.
2. Please ensure that there is no overwriting or cutting. In case of overwriting or cuttings IICA will be free to use its discretion in interpreting the figures.
3. Any calculation mistake(s) on the part of the bidder, while filling the data, will be dealt as per relevant rules followed in IICA for such cases.
4. The rates should be inclusive of all applicable charges but exclusive of applicable statutory taxes and levies.

I. MENU -1 (i)

S. No.	VEG MENU	Unit rate
	A	B
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger), Marie biscuits (Small Packet) as per details given at Annexure-I	
2.	Breakfast a) Breads (White and Brown both) b) Butter (15gms.) c) Jam (20 Gms.) d) Cornflakes with dbl. toned milk (70 ml.) e) Two boiled eggs/Omelet (for non-veg)/ Choice of one vegetarian item as mentioned below:- South/North Indian items - viz. Idli, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments f) Tea & coffee (separate)	
3.	Forenoon tea (Morning Tea) Tea / Coffee cup with cookies/biscuits	
4.	Choice of Canned Juice(70 ml) - optional, as and when ordered	

5.	Lunch a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/Raita g) Choice of Salads: Any one:- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)	
6.	Afternoon tea Tea / Coffee with biscuits/cookies	
7.	Evening Tea (a) Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Bread Pakora, Spring roll, French fries, Tea /Coffee	
8.	Dinner a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) Dal d) Choice of Bread e) Rice / Pulao / Biryani f) Curd/Raita g) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) h) Papad, achar, chutney i) Sweet (Dessert)/Fresh seasonal fruits	
TOTAL For Menu-1(i)		
Total in words:		

II. MENU -1 (ii)

S. No.	NON VEG. MENU	Unit rate
	A	B
1.	Bed tea Tea/Coffee, dairy whitener Sachets with sugar grains (in sugar dredger), Marie biscuits (Small Packet) as per details given at Annexure-I	
2.	Breakfast a) Breads (White and Brown both) b) Butter (15gms.) c) Jam (20 gms.) d) Cornflakes with dbl. toned milk (70 ml.) e) Two boiled eggs/Omelet (for non-veg)/ Choice of one vegetarian item as mentioned below:- South /North Indian items - viz. Idli, Vada, Dosa, Uthappam, Paranthas, Puri, Chole Bhature to be served with appropriate accompaniments f) Tea & coffee (separate)	
3.	Forenoon tea (Morning Tea) Tea / Coffee cup with cookies/biscuits	
4.	Choice of Canned Juice(70 ml) - optional, as and when ordered	
5.	Lunch a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Rice / Pulao / Biryani g) Curd/Raita h) Choice of Salads: Any one green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar, chutney j) Sweet (Dessert)	
6.	Afternoon tea Tea / Coffee with biscuits/cookies	
7.	Evening Tea (a) Choices of one snack to be made from:- Veg. pakora, Paneer pakora, Samosa, Bread Sandwich, Bread Pakora, Spring roll, French fries, Tea /Coffee	

	<p>Dinner</p> <ul style="list-style-type: none"> a) Choice of Cream or Clear Soups b) Two vegetables (one gravy & one dry item) c) One Non-Veg dish (Mutton/Chicken/Fish) d) Dal e) Choice of Bread f) Rice / Pulao / Biryani g) Curd/Raita h) Choice of one salad from :- Green/Sprouted/Macroni/Pasta/Tossed/Fried) i) Papad, achar, chutney j) Sweet (Dessert)/ Fresh seasonal fruits 	
TOTAL For Menu-1(ii)		
Total in words:		

II. MENU-2 (i)

HIGH TEA*

S. No.	Item	Unit rate
	A	B
1.	High Tea As per menu provided for High Tea in Annexure -I	
TOTAL (FOR MENU 2)		
Total in words :		

MENU-2 (ii)

S. No.	Item	Unit rate
	A	B
ADDITIONAL SNACKS:		
1.	Non Veg. Snacks: 1. Chicken Tikka 2. Seek Kebab 3. Chilly Chicken 4. Fish Pakoda/ Fish Tikka	
2.	Veg. Snacks 1. Paneer Tikka 2. Chilly Paneer 3. Veg. Spring Roll (4 Pcs) 4. Haryali Kebab 5. Veg. Cutlet	

*Normally for Course/Seminar/Workshop inaugurations/important functions.

III. MENU – 3

FOR JHATPAT (CANTEEN)

S.No	Item	Unit rate
	A	B
1.	Special Thali a) Dal -1 b) Sabzi -1 c) Boiled Rice -200 gm d) Chapati – 3 e) Salad/Chutney f) Papad g) Curd and Sweet h) One non veg. dish (chicken)	
2.	Regular Thali a) Dal -1 b) Sabzi -1 c) Boiled Rice -200 gm d) Chapati – 3 e) Salad/Chutney	
3.	Mini Meal a) Kardhi Chawal/ b) Rajmah +Zeera Rice 200 gm c) Chole Bhature/ d) Puri. Bhaji. Methi Aloo. Poori/Aloo tomato	
D.	Meal 1. Dal -1 2. Chapati - 4 / Rice – 200 gm	
E.	Meal 1. Rajmah / Kadhi 2. Chapati – 4/ Rice – 200 gm	
F.	Meal 1. Aloo / Poori- 4	
G.	Chole Bhature	

IV. ITEMS AVAILABLE AT ALL TIMES

S. No.	Item	Unit rate
	A	B
1.	Tea a) Readymade b) Tea bag service	
2.	Coffee (Readymade)	
3.	Fresh Lime Water	
4.	Veg. sandwiches	
5.	Veg. pakora (50 grams)	
6.	Veg. Rolls / Cake (two)	
7.	Samosa	
8.	Veg. Patties	
9.	Dal Vada / Bread Pakora	
10.	Cold drinks	
11.	Canned Juice(Real/Tropicana/Duke)	
TOTAL (FOR ITEMS AVAILABLE AT ALL TIMES)		
Total in words :		

Note:

Apart from the above, Mineral water bottles (Bislery/Kinley/Kingfisher), have to be provided whenever required, at the rate = MRP

Mineral water bottles will not be a part of financial comparisons.

FINANCIAL – TENDER – B**V. HOUSEKEEPING CHARGES**

S. No.	Description	Rate per month	Rate per year
		B	C=Bx12
1.	<p>Housekeeping of Trainees' Hostels and surrounding including lift lobby, Staircases, dining area, reception area, kitchen, manager's office, and surrounding pathways etc.</p> <p>1-BHK block and surrounding including lift lobby, Staircases up to 8th floors, parking lot and surrounding pathway etc.</p> <p>Retreat block including common area, reception area, staircases, Gym, Mother dairy, medical room and Jhatpat (canteen).</p>		
TOTAL(FOR HOUSEKEEPING SERVICES PER YEAR)			
TOTAL IN WORDS :			

Note:

For housekeeping the contractor must provide a minimum of 15 persons on each day (even on days with less work load) with a provision for flexibility in morning and evening shifts.

SUMMARY SHEET OF ALL SUB HEADS (I TO V) WHICH ARE TO BE INCLUDED IN FINANCIAL COMPARISONS

SUB-HEAD NO.	SUB-HEAD NAME		SUB-HEAD TOTAL	
Financial – Tender – A				
S. No.	Particular	Amount (Rs.)		
I.	MENU -1 (i) VEG. MENU	Bed Tea		
		Breakfast		
		Forenoon/ Afternoon Tea		
		Evening tea and snacks		
		Lunch		
		Dinner		
	MENU-1 (i) Total (Rs.)			
	MENU-1 (ii) NON VEG. MENU	Bed Tea		
		Breakfast		
		Forenoon/ Afternoon Tea		
		Evening tea and snacks		
		Lunch		
		Dinner		
	MENU- 1(ii) Total (Rs.)			
II.	MENU -2 (i) (HIGH TEA)			
	MENU- 2 (ii) Additional Snacks			
	Non Veg. Snacks:			
	1. Chicken Tikka			
	2. Seek Kebab			
	3. Chilly Chicken			
	4. Fish Pakoda/ Fish Tikka			

	Veg. Snacks 1. Paneer Tikka 2. Chilly Paneer 3. Veg. Spring Roll (4 Pcs) 4. Haryali Kebab 5. Veg. Cutlet	
III	MENU-3 (JHATPAT CANTEEN)	
IV	ITEMS AVAILABLE AT ALL TIMES	
Financial – Tender – B		
V.	HOUSEKEEPING CHARGES	
GRAND TOTAL		
TOTAL IN WORDS :		

SIGNATURE OF THE BIDDER WITH STAMP

Note: L-1 will be decided on the basis of "Z" as calculated below:-

a) Total of menu 1-(i) = (X)

b) Total of menu 1-(ii) = (Y)

$$\frac{X+Y}{2} = Z$$

Actual order will vary as per demand.

ANNEXURE-X

PERFORMANCE GUARANTEE BOND FORM

1. In consideration of Indian Institute of Corporate Affairs (hereinafter) called IICA at Manesar having awarded to M/s (hereinafter called the Contractor) under the terms and conditions of an agreement (hereinafter called the contract), IICA have agreed to accept a deed of guarantee as herein provided for **Rs 3,75,000/-** (Rs. Three Lakh Seventy Five Thousand Only) from a scheduled bank towards due performance of the contract by the contractor as per the terms & conditions of the contract.
2. We (Name of the Bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the IICA stating that the amount claimed is due by way of loss or damage caused to or suffered by the IICA by reason of breach by the said Contractor(s) of the terms and conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regard the amount due and payable by the Bank under this guarantee where the decision of the IICA on these counts shall be final and binding on the Bank. However, Bank's Liability under this guarantee shall be restricted to an amount not exceeding Rs.3, 75,000/-.
3. We undertake to pay to the IICA any money so demanded notwithstanding any dispute, or dispute raised by the Contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto Bank's liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.
4. We (Name of the bank)_____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the *said* agreement and that it shall continue to be enforceable till all the dues of the IICA under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till IICA certifies that the terms and conditions of the said Agreement has been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 27 months from the date of agreement, we shall be discharged from all liability under this guarantee thereafter.

We..... (Name of the Bank) further agree with the IICA that the IICA shall have the fullest liberty without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IICA against said Contractor(s) and forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the IICA or any indulgence by the IICA to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this

provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s) 1 supplier(s).
7. We (Name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the IICA in writing.

Dated the _____ day of _____

For _____

(Indicate the name of the Bank)

ANNEXURE-XI**List of Kitchen Equipments**

S. No.	Location	Equipment Details	Quantity
1.	Kitchen (Main Building)	Sink with Table	2
2.		Deep Fryer Machine	1
3.		Gas Range	2
4.		Fridge with Table	1
5.		Dishwasher Sink	1
6.		Dishwasher Machine	1
7.		Benmarry	1
8.		Large Table	2
9.		Hand Wash	1
10.		S.S. Shelf	3
11.		Sink with Table	1
12.		Gas Range Large	3
13.		Gas Range Chula	3
14.		Masaladani Trolley	1
15.		S.S. Table	3
16.		Griller	1
17.		Side Table Small	4
18.		Tandoor	1
19.		Griller	1
20.		Gas Range Chula	3
21.		Table Large	4
22.		Side Small Table	5
23.		Deep Fryer	1

24.		Fridge with Table	2
25.		Potato Jally Storage	1
26.		Onion Jally Storage	1
27.		Juicer Large	1
28.		Sink with Table	1
29.		Hand Wash	1
30.		Gas Range Chulha	1
31.		Boiler Large	1
32.		Cocking Machine	1
33.		Big Oven	1
34.		Micro Oven	1
35.		Soup Container	1
36.		Mixcy Large	1
37.	Retreat Kitchen	Fridge	2
38.		Benmarry	1
39.		Table Large	5
40.		Small Side Table	3
41.		Grinder	2
42.		Dough Machine	1
43.		Large Tandoor	1
44.		Potato Jally Storage	1
45.		Onion Jally Storage	1
46.		Dishwasher	1
47.		Sink with Table	1
48.		Gas Range Chulha	3
49.		Griller	2
50.		Salamander	1

51.		Aqua guard	2
52.		Microwave Oven	1
53.		Hand Wash	2
54.		Hot Case	1
55.		Masaladani Trolley	1
56.		Fly Catcher	1
57.		Wall Fan	1
58.		Floor Fan	1
59.	Hostel Kitchen	Potato Jally Storage	1
60.		Onion Jally Storage	1
61.		Tandoor	1
62.		S.S. Table Large	4
63.		Griller	2
64.		Side Table	4
65.		Masaladani Trolley	2
66.		Deep Fridge	1
67.		Gas Range Chulha	4
68.		Hand Wash	5
69.		Shelf	1
70.		Fly Catcher	4
71.		Fridge with Table	1
72.		Vertical Fridge	2
73.		Benmarry	1
74.		Micro Oven	1
75.		Iron Trolley	5
76.		Gas Cylinder	40