



E-TENDER NOTICE

YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION
Raj Bhavan Complex, Baner Road, Pune 411 007.
Phone No. (020) 25608004 & 25608357 , Fax No. (020) 25608100

DETAILED TENDER NOTICE

**YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT
ADMINISTRATION**

Raj Bhavan Complex, Baner Road, Pune 411 007.

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Online tenders are invited for the following work, from Contractors having experience of similar works such as Composite Facility Management services for its office at Pune, by Director General, Yashada and will be received in form of e-tenders upto 03:00 pm on before 11 /10/2021, Blank tender will be available on <https://mahatenders.gov.in> upto 11/10/2021 03:00 pm on payment of cost of tender form as mentioned below. Tender is also available only for perusal on www.yashada.org

**COMPOSITE FACILITY MANAGEMENT SERVICES
(2021-2023)**

| | | |
|---|---|--|
| 1 | Approx. Estimated cost of work | Rs 500 Lacs. |
| 2 | Security Deposit | 3 % of Accepted Tender Cost |
| 3 | Earnest Money Deposit | Rs.5,00,000/- (To be Submitted online) |
| 4 | Cost of Tender Form | Rs.20,000/- (Non-refundable) (To be Submitted online) |
| 5 | Date of issue of Blank Tender Form | 21/09/2021 to 11/10/2021 up to 03:00 PM |
| 6 | Pre-Bid Meeting | 28/09/2021 at 11:00 AM |
| 7 | Last Date of Submission of E-Tender Offer | 11/10/2021 upto 03:00 PM |
| 8 | Date and time of opening of Technical Bid | 13/10/2021 at 03:00 PM. |

TENDER CONDITIONS

1. The bidders should submit in all respects their complete bids online.
 - A. Envelope No.1 should be uploaded online duly filled in and complete with supporting documents, as per clause 7.1 to 7.22.
 - B. Envelope No.2 should be uploaded online and should contain duly filled in and complete offer as per Annexure I, II, III, & IV.
- 2 A. Technical offer (envelope No.1) shall be opened first. The Financial Offer (Envelope No. 2) of those bidders whose Technical Bids are found complete and valid in all respect shall be qualified for Opening of Envelope No. 2.
- 2 B. **Bidder should scan & upload all required papers and documents required for technical evaluation, in proper sequence as mentioned in Technical Offer (Envelop No.1).** If any of the required papers / certificates as specified in the Tender are not included, the offer will be disqualified without providing any clarification in this regard and envelope No.2 shall not be opened. Cost of bid to be borne by bidder.
3. Bids submitted by post/ couriers/by hand will not be accepted or incomplete bid/s or bid/s submitted after the submission date & time of closure of the tender will not be entertained.
4. The BOQ template (Envelop No.2-Price Bid) must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the bidder Name and Values only.
5. The Director General YASHADA, Pune, reserves the right to reject one or all tenders without giving any reasons at any stage.

6.0 COMPOSITE FACILITIES MANAGEMENT SERVICES

A. YASHADA desires to appoint an agency to handle multitasking - responsibilities that include catering, housekeeping, reception counter & maintenance activities, for YASHADA's Management Development Center, MDC (Sampada & Sanwad). There are 100 residential rooms, 9 classrooms, one kitchen, dining facility capacity of 250 to 500, 250-Seater auditorium and auxiliaries. The selected agency will be appointed for a period of two years.

B. The Bidder shall be a professional Contractor, in the field of Housekeeping and catering, with a minimum of 5 years' experience in providing Composite Facility Management Services or Separately in Housekeeping Services and in-house multi-cuisine catering services (i.e., Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, Asian, Western, etc.) to reputed 3 star and above hotels or Central/National level training institutions or establishments, Financial Institutions or in Corporate Sector, Multinational companies subject to the condition that any single such organization should have minimum 100 rooms (single or double) in any particular location for which the services rendered. The agency should be in a position to cater up to 200 persons at any point of time and should have experience of the same. Proof of the same should be enclosed.

6.1 Catering would involve soft management of the equipment and infrastructure provided by YASHADA, to serve bed tea, breakfast, mid-morning tea biscuits, lunch, afternoon tea biscuits and dinner, apart from special occasional requirements, bidders would have to generally provide Indian food. The bidder will provide professionally trained service staff, and supervisory team (in catering management). Approximately for 100 persons per day food would be served (The number may vary from 0 to 300 plus on any particular day).

6.2 MDC is a prestigious venture of YASHADA, and clientele of MDC is drawn from Government, Corporate sector, and International Agencies. As such the quality of food, hygiene and all services in MDC have to be consistently of high standards equivalent to 3-Star facilities, without any let up or slip at any point of time. Hence the Composite Facility Management service provider has to ensure this in all circumstances and any shortfall will make the contractor liable for penalty as per the agreement.

6.3 Housekeeping for the entire complex of MDC (Sampada & Sanwad) Building will have to be provided, which would include cleaning of premises, rooms, changing daily linen, laundry services, classroom arrangements and

maintenance of all utilities. The agency would have to use provided cleaning materials (refer clause 11.5) and trained staff plus labor to maintain an area of about one lacs sq. ft built-up and other adjoining areas.

6.4 Bidders shall quote fixed rates valid for 2 years from the date of commencement of contract, inclusive of all taxes, levies, duties, transport charges, etc. of Central, State & Corporations, excluding GST, which shall be paid at actuals. Rates quoted would be for an integrated package for all the services described above and more specifically mentioned in Annexures. Offers for partly/individual services would not be entertained.

6.5 Bidders shall describe their capabilities and strengths to provide all services under/as per this tender with their bid and the evidence to support their experience as well as capabilities to provide such services of the standards equivalent to 3-Star facilities, YASHADA shall inspect and verify the same before award of contract.

6.6 If bidders wish to bid as a Joint Venture the legally valid registration document between the parties to the joint venture would need to be enclosed in the technical bid envelop No.1, and these shall be jointly and severally responsible and accountable to YASHADA for delivery of integrated services commitment. All parties of such bids of Joint Venture must be active as service providers, which claim shall be supported by acceptable evidence, or else such bids will be rejected. In case of Joint Venture each of the agencies shall be jointly and severally liable for the satisfactory completion of contractual services.

6.7 For all purposes of disputes arising during day-to-day functioning, indiscipline, or any other administrative situations, YASHADA reserves the right to discuss & summarily take decision and finalize the issue. The decision of the Director General, YASHADA shall be final.

6.8 Offers should be valid for 120 days from the date of opening of financial bid.

6.9 Blank tender forms are available for uploading on the website <https://mahatenders.gov.in> and also on www.yashada.org (for view only).

6.10 If any assistance is required for e-tendering (upload/download) please contact Customer Support (1800 3070 2232) Mobile: +91-7878107985 & 7878107986

6.11 TENDER FEE & EARNEST MONEY:

Earnest money of Rs. 5,00,000/- & Tender Fee of Rs. 20,000/- along with the tender should be paid on- line only.

6.12 Tender of those who do not deposit earnest money will be rejected.

Earnest money in any other form like cash, cheque, demand draft, etc. will not be accepted.

6.13 The amount of earnest money of unsuccessful tenderer will be refunded online after AOC (Award of Contract).

In case of the successful tenderer, EMD will be refunded after paying the noninterest bearing security deposit and completing the tender agreement. If successful tenderer does not pay the security deposit in the prescribed time limit and not complete the agreement within stipulated period, earnest money deposit will be forfeited to Yashada & will not be refunded. Also, Director General YASHADA, reserves right to initiate appropriate action in such cases.

TENDERING PROCEDURES:

6.14 Manner of submission of tender and its accompaniments:

Tender to be prepared and submitted online on <https://mahatenders.gov.in> in two separate online envelopes.

Technical Envelope (T1) **Envelope No.1 (Documents):** The online envelope clearly marked as "Technical Envelope (T1)", Should contain the certified copies of documents as mentioned in 7.0. Such documents shall be evaluated as shown in technical evaluation.

Technical evaluation

| Sr. No. | Technical points | Minimum & maximum | Marks | Max |
|----------------|--|------------------------------|--------------|------------|
| 1 | Experience in providing catering facility to institutions (as per Clause 6.0 B) where No. of persons per meal at a time in an institution in any one of the past three f. y's.2018-2019,2019-2020 or 2020-2021) | 150-200 | 5 | 10 |
| | | 201 and above | 10 | |
| 2 | Experience in Providing Housekeeping Services to No. of rooms in an institution (as per Clause 6.0 B) in any one of the past three f. y's.2018-2019,2019-2020 or 2020-2021. | 100 - 150 rooms | 5 | 10 |
| | | 150 and above | 10 | |
| 3 | Experience in Composite Management Services or separately in Catering and Housekeeping in an institution (as per Clause 6.0 B) or running Hotel Establishment equivalent to 3-Star facilities. | 5-7 Years | 5 | 15 |
| | | 7-10 Years | 10 | |
| | | More than 10 Years | 15 | |
| 4 | No. of Chefs (Head Cook/Cook/ Asst. Cook) in any one of the past three f. y's.2018-2019, 2019-2020 or 2020-2021 on pay roll of the bidder with professional qualification like Degree in Culinary Studies/ Degree/PG/ Diploma in Hotel Management from any recognized domestic or international Hotel Management institutes (Documentary Proofs of Chefs to be attached) | 7 to 15 | 5 | 15 |
| | | 16 to 30 | 10 | |
| | | 31 and above | 15 | |
| 5 | No. of Managers/Sr.supervisors/ F & B Supervisors in any one of the past three f. y's.2018-2019,2019-2020 or 2020-2021 on pay roll of the bidder with professional qualification like Degree/PG/ Diploma in Hotel Management from any recognized domestic or international institutes (Documentary Proofs of supervisors to be attached) | 7 to 15 | 5 | 15 |
| | | 16 to 30 | 10 | |
| | | 31 and above | 15 | |

| | | | | |
|---|--|-------------------------------|----|-----|
| 6 | Annual Turnover for any continuous three financial years during out of 2017-2018, 2018-2019, 2019-2020 & 2020-2021 | 2 crore to 3 crore | 5 | 10 |
| | | More than 3 crore | 10 | |
| 7 | Number of Employees in respect of catering and housekeeping services working in Organization/Agency in any one of the past three years 2018-2019, 2019-2020 or 2020-2021. (Challan copies of EPF with ECR and additional certificates from organizations indicating the type of employees provided for carrying out catering and housekeeping services). | 50-100 | 5 | 10 |
| | | More than 100 | 10 | |
| 8 | ISO certificate holder | Anyone related to Hospitality | 5 | 5 |
| 9 | Size and quality of Client for whom Catering and Housekeeping Services are being provided (annual billing per client should be at least Rs. 60 lakhs) necessary proof of such services billing shall have to be provided in any one of the past three f. y's.2018-2019,2019-2020 or 2020-2021. | 5-9 clients | 2 | 10 |
| | | 10-14 clients | 5 | |
| | | 15-19 clients | 7 | |
| | | more than 20 clients | 10 | |
| | | | | 100 |

- Self-attested Certified/True copy of documents mentioned above shall be submitted for technical evaluation as mentioned in Sr.No.7.0 for envelop No.1 (Technical offer).
- The bidders obtaining **minimum 70 marks** shall be qualified.
- Self-attested Certified/true copy of above-mentioned documents if not submitted then the tender will be disqualified without providing any clarification in this regard and envelope No.2 of such bidder shall not be opened.
- Successful bidder shall provide all such documents related to the bidder's taxation and financial capabilities as per Yashada's requirement.

7.0 ENVELOPE NO.1 (Technical Offer)

| Sr. No. | Below Documents shall be submitted. | Documentary Proof Page No. |
|---------|--|----------------------------|
| 7.1 | Online challan copy as a proof of Payment of Earnest money (As per clause No.6.11 of tender document). | |
| 7.2 | Bidder shall submit document related to company profile in details such as Name of Individual / Company (Public/Pvt.) / Association of persons / Partnership / Joint Venture (With legally valid document) (Whichever is applicable) with Detailed Addresses, Names, Fax. Nos. of the chief executive of the bidder. | |
| 7.3 | Certified/true copy of certificate of Registration under Shops & Commercial Establishments Act 1948, along with renewal entries or Intimation Receipt (सुचना पावती) | |
| 7.4 | Certified/true copy of License from Food and Drug Administration under FSS Act, 2006 shall be submitted | |
| 7.5 | Certified/true copy of Service Tax/Goods and Service Tax registration certificate. | |
| 7.6 | Certified/true copy of License from Labour Commissioner to employ contract labour shall be submitted | |
| 7.7 | Certified/true copy of Registration Certificate under Employees Provident Fund & Miscellaneous Provision Act 1952 | |
| 7.8 | Certified/true copy of registration certificate under ESIC Act | |
| 7.9 | Certified/true Copy of Income Tax PAN/TAN/TIN of the bidder company | |
| 7.10 | Latest Goods and Service tax no dues certificate from Chartered Accountant on C.A. firms' letterhead | |
| 7.11 | Bidder shall provide their present client list for providing such type of services as per format given on page No.11. Also, certificate of presently providing housekeeping services to more than 100 rooms shall be submitted. Besides, certificate of presently providing catering services to minimum average 200 persons per day shall be provided (in any one of the past three f. y's.2018-2019,2019-2020 or 2020-2021). | |

| | | |
|------|--|--|
| | | |
| 7.12 | Experience certificate of five continuous preceding years out of the following (2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020, 2020-2021) from the clients of bidder of having provided successfully the Services (Composite Facility Management Services or -Separately in Catering and Housekeeping) to Central/National level training institutions or establishments, Financial Institutions or in Corporate Sector, Multinational companies, Govt. /Semi Govt. /Private Sector organizations or running hotel establishment of the standard equivalent to 3-Star facilities shall be submitted. | |
| 7.13 | Documentary Proofs of No. of Chefs (Head Cook/Cook/ Asst. Cook) on pay roll of bidder with professional qualification like Degree in Culinary Studies/ Degree/PG/ Diploma in Hotel Management from any recognized domestic and international institutes (for the period F.Y. 2019-2020 or 2020-2021) (Challan copies of EPF with ECR and additional certificates from organizations indicating the type of employees provided for carrying out catering and housekeeping services). | |
| 7.14 | Documentary Proofs of No. of Managers/Sr.supervisors/ F & B Supervisors on pay roll of bidder with professional qualification like Degree/PG/Diploma in Hotel Management from any recognized domestic and international institutes (for the period F.Y. 2019-2020 or 2020-2021). (Challan copies of EPF with ECR and additional certificates from organizations indicating the type of employees provided for carrying out catering and housekeeping services). | |
| 7.15 | Bidder having Minimum turnover of Rupees Two Crore annually for any continuous three years during financial years (2017-2018, 2018-2019, 2019-2020 & 2020-2021) from business of Composite Management Services or separately in Catering and Housekeeping or running Hotel Establishment shall submit the turnover certificate stating the above duly certified by Chartered Accountant on C.A. firms letterhead. | |
| 7.16 | Document showing more than 50 number of Employees working in bidder's organization / agency in such works shall be submitted (It will be considered for evaluation/marketing purpose). (Challan copies of EPF with ECR and additional certificates from organizations indicating the type of employees provided for carrying out catering and housekeeping services). (e.g., P.T/E.S. I/E.P. F | |

| | | |
|------|--|--|
| | statement to show employment to more than 50 number of employees). | |
| 7.17 | ISO certificate (Related to Hospitality) | |
| 7.18 | Bidder shall submit declaration on letterhead that "The firm has never been blacklisted by any organization in the past or debarred to participate in tender for any organization". | |
| 7.19 | The bidder shall submit proof of existence of cash credit / overdraft facility above Rs.5,00,000/- from scheduled or nationalized bank. | |
| 7.20 | The bidder shall submit proof of solvency certificate of Rs.1,00,00,000/- from scheduled or nationalized bank. | |
| 7.21 | The bidder shall submit self-declaration on letterhead as per format given on page No.13. | |
| 7.22 | Proof regarding Size and quality of Client for whom Catering and Housekeeping Services are being provided (annual billing per client should be at least Rs. 60 lakhs) necessary proof of such services billing shall have to be provided in any one of the past three f. y's.2018-2019,2019-2020 or 2020-2021. | |

Bidder shall put page No. on all pages of the documents and then scan and upload the same in same sequence as mentioned in the above chart. The bidder shall fill page No. in the above chart and shall scan and upload the same as covering page.

Format for submitting Present Client List
(For any one of F.Y. 2018-2019, 2019-2020 or 2020-2021)

| No | Name of the Clients, Address and Contact No. | Duration of Contract | Type of Service Provided | Catering Services provided to No. of persons | Housekeeping Services provided to No. of rooms |
|----|--|----------------------|--------------------------|--|--|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |

In respect of clause No.7.11, The bidder shall provide copy of work order/certificate in the same sequence as per mentioned in the above chart. The same shall be verified before award of contract.

(Signature)
Signature & Seal of Bidder with
Name & Designation

FORMAT FOR SELF DECLARATION

Bidder's Name and Address

To,
The Director General,
YASHADA,
Rajbhavan Complex,
Pune – 411 007

Reference: Tender for providing Composite Facility Management Services
at MDC, YASHADA for the year 2021-2023.

Sir,

I/We hereby unconditionally accept the terms and conditions of tender document for providing Composite Facility Management Services. I/We do hereby submit my/our tender for providing Composite Facility Management Services 2021-2023.

1. I/We agree to provide Composite Facility Management Services at the rates quoted by me/us.
2. I/We agree to furnish the Security Deposit prescribed in the tender notification and agree to commence the Composite Facility Management services with effect from the date so ordered.
3. I hereby certify that I have read and examined the "Tender Document" for Providing Composite Facility Management services at Yashada, MDC. The rates quoted are as per the various terms and conditions mentioned in the tender document, which will form part of the agreement and I shall abide the conditions / clauses contained therein.

Thanking you,

Yours faithfully,

(Signature)
Signature & Seal of Bidder with
Name & Designation

Date: -

8.0 ENVELOPE NO.2 (Financial Offer)

**8.1 Schedule of Rates to be submitted by bidder
YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT
ADMINISTRATION,
Raj Bhavan Complex, Baner Road, Pune 411007
Telephone: - 25608004 – 25608357, Fax.: - 25608100**

8.2

| | | |
|---|---|--|
| 1 | Name and Address of the bidder | |
| 2 | Name of Individual / Company, designation of the person signing the Tender on behalf of Firm. | |

**8.3
Rate Offer**

| Sr | Description of Service | Rate in Rs. (figure & words) including all taxes, excluding GST. |
|--|--|---|
| PART – A 1 | | |
| 1 | Catering option as per annexure III comprehensive (Including package per day - per person – for Bed Tea, Break Fast, Mid Morning Tea/coffee biscuits, Lunch, afternoon tea/coffee biscuits, Dinner) (Rates are inclusive of all excluding GST per day per person) Comprehensive Rate for Regular Menu | |
| 2 | PART - A 2 The bidder shall give breakup of above rate for full day package mentioned against Part –A 1 as follows: - | |
| I | Bed Tea/ Tea/coffee | |
| II | Breakfast | |
| III | Mid-Morning Tea/coffee biscuits or Afternoon Tea/coffee biscuits | |
| IV | Lunch or Dinner | |
| (Note: - The per person rate for Sr.No. III and IV above shall be operative for Mid-Morning Tea/coffee biscuits or Afternoon tea/coffee biscuits as well as for Lunch or Dinner respectively. Thus, the rate for Sr.No. III and IV above shall be counted twice along with rate for Sr.No. I and II above to tally the total of Sr.No. I to IV with rate against Part – A 1 above.) | | |

| PART - B | | Rate in Rs. (figure & words) including all taxes, excluding GST. |
|--|--|---|
| 1 | <p>Housekeeping Rate Per Month (including all statutory taxes, rates, cess, payments, etc., excluding GST.) for detailed activities as per Annexure-I (page-one to nine), II & IV (Page-one to five).</p> <p style="text-align: center;">And</p> <p>Reception Area as also Front office Management and Maintenance activities as per annexure I</p> | <p>- Lump sum monthly Rate for Part B Sr. No. 1</p> |
| PART – C Other Item Rates Not above MRP wherever applicable | | |
| 1 | High Tea (See Annexure III) | |
| 2 | Working Lunch (See Annexure III) | |
| 3 | Cold Drinks (rates for Standard Coldrinks - per bottle) | |
| a | 200 ML | |
| b | 600 ML | |
| 4 | Mineral Water | |
| a | Bisleri /Aquafina/Bailley/Oxyrich 20 Liters | |
| b | Bisleri /Aquafina/Bailley/Oxyrich 1000 ML | |
| c | Bisleri /Aquafina/Bailley/Oxyrich 500 ML | |
| d | Bisleri /Aquafina/Bailley/Oxyrich 200 ML | |
| 5 | Extra or Additional items (per pax) | |
| a | Fruit basket (Minimum 4 fruits of different varieties) (See Annexure-III, Page-one) | |
| b | Milk 150 ML cup | |
| c | Buttermilk/Lemon Juice (Minimum 125 ML) | |
| d | Fruit Juice (Minimum 125 ML) | |
| e | Coconut Water (Minimum 125 ML) | |
| f | Dry Fruits (50 gms each in separate bowl -Almond, Cashewnuts & Prunes) | |
| g | Soup-Veg. 150 ml | |
| h | Soup Non-Veg. 150 ml | |
| i | Snacks / Veg. Sandwich /Cheese Sandwich, etc. (See Annexure III) | |
| j | Grill Sandwich (2 Piece) | |
| k | Club Sandwich (2 Piece) | |
| l | Chicken Club Sandwich (2 Piece) | |
| m | Non-Veg Sandwich (Chicken/Eggs) (2 Piece) | |
| n | Standard Sweet Dish / Dessert – Kheer/Rabdi (100 ml)/ Shera (100 grm)/Jalebi (02 piece) /Pastry (01 piece), Ladoo (01 Piece) | |

| | | |
|---|--|--|
| o | Special Sweet Dish/Dessert – Stuffed Gulab jamun/ Kala jamun / Rasgulla (2Piece) /Rasmalai (04 piece)/ Ice-cream (2 Scoop) /Halwas (100 gm) /Barfi's (2 piece) /Cookies (2 piece) | |
| p | Veg Preparation 200gm | |
| q | Non-Veg Preparation (Chicken) 200gm | |
| r | Non-Veg Preparation (Mutton) 200gm | |
| s | Non-Veg Preparation (Fish) 200gm | |
| t | Veg Starter 150gm | |
| u | Non-Veg Starter Mutton 150gm | |
| v | Non-Veg Starter Chicken 150gm | |
| w | Non-Veg Starter Fish 150gm | |

Note: -

- 1) Pro rata rate shall be paid for service providers for providing housekeeping services if required as per Annexure IV (Page-two) point no 6.
- 2) Weight mentioned above shall be of cooked food.
- 3) Any other extra items not included in Part-C which may be required as per request shall be provided by the agency at rates not above MRP.

(Signature)
Signature & Seal of Bidder with
Name & Designation

8.4. Points to be considered while submitting rates: -

8.4. A Management Development Centre being a prestigious centre of YASHADA, the quality of food (Veg as well as non-Veg) & hygiene should be at par with high standards equivalent to at least 3-Star facilities.

8.4. B Breakup of comprehensive rate per day per person with rate for Bed Tea, Break Fast, Mid-Morning Tea/coffee biscuits, Lunch, afternoon tea/coffee biscuits, Dinner to be provided as per Annexure-III (page-one to seven).

8.4. C All items including Extra Items to be prepared and delivered anywhere/ or on Yashada Campus as per requirements.

8.4.D For Part-B Housekeeping - Bidder should quote charges considering expenses for Supply of Manpower, Laundry expenses, cost of Sugar/tea/ coffee/milk/whitener sachets to be kept in the rooms, cost of Flower arrangement, cleaning as per mentioned in Annexures, cost of equipment like vacuum cleaners, scrubbing machines, jet pressure pump, Carpet/sofa Shampooing machine, etc., cost of Facade cleaning, providing and maintaining tidy uniform, shoes and I card, cost of medical examination, police verification, breakages, damages and loss of inventory, etc.

8.4. E All the cleaning material (Consumables) of all sorts for e.g., brooms, detergents, dusters, etc. required for cleaning the premises shall be provided by the AGENCY. The agency shall use standard Diversey, or equivalent brand cleaning material required for toilet, floor, & upholstery cleaning, liquid hand wash, toilet paper & all other required material such as brooms, brushes, etc. such material will be indented by the Manager MDC as required from time to time. The cost of such material will be REIMBURSED on submission of cleaning material bill along with monthly bill. The cleaning material should be procured from company / their authorized dealer/ reputed supplier from market, all such stock brought on Campus will be physically verified by Manager MDC.

8.4. F. Cold Drinks /beverages shall be provided as per requirement. Packed meals shall be arranged by the agency after being instructed to supply food in packing. The rates of food containers shall be decided by mutual consultation. The cost of food containers will be reimbursed by Yashada.

8.5 The rates quoted above shall include all taxes, cess, duties, charge/surcharge, fees, rates, levies, allowances, etc. levied by Central Government or State Government and any local authorities excluding GST, which shall be paid by Yashada as per prevailing rates. The bills provided by the Agency on award of contract shall provide & indicate bifurcation of Basic rate plus goods and service tax, and any other tax, etc. liability in the bill.

8.6 The rates for Composite Facility Management shall be effective – for 2 years and the quoted rates will be inclusive of all and taxes, etc. excluding GST, as above. The wages paid by the Agency to its employees / labour covered under minimum wages act will be strictly in accordance with the Minimum Wages Act and all such relevant statutes applicable from time to time. The professional and skilled manpower should be provided, and salary shall be paid over and above Minimum Wages Act as per market norms to retain capable professional staff/manpower commensurate with the qualification, experience and skills required for the job.

8.7 The Agency shall also provide wage structure for the staff to be deployed, required minimum manpower as per Annexure-I (Page one to two). The manpower requirement shown is the minimum requirement. The Agency shall deploy sufficient staff and manpower as per the workload so that quality of services should not hamper. The Agency shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to fulfil the scope of work for the services. (The impact of additional requirement of manpower for reliever leaves and off days shall be taken into account by the bidder in the financial bid).

8.8 QCBS - Evaluation and deciding bidder.

Under QCBS selection, the technical proposals will be allotted weightage of 70% (Seventy per cent) While the financial proposals will be allotted weightages of 30% (Thirty per cent). Proposal with the lowest cost may be given a financial score of 100 (Hundred) and other proposals given financial scores that are inversely proportional to their prices w.r.t. the lowest offers. Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (Hundred) and other proposals be given technical score that are proportional to their marks w.r.t. the highest technical marks. The total score, both technical and financial shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the Agency shall be ranked in terms of the total scores obtained. The Agency proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The Agency proposal securing the highest combined marks and ranked H-1 will be invited for negotiation, if required and shall be recommended for award of contract. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.

In such a case, an Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a

comprehensive assessment of the Bid price and the technical merits of each Bid

$$B = \left\{ \frac{C_{low}}{C} \right\} * 100 * X + \left\{ \frac{T}{T_{High}} \right\} * 100 * (1 - X)$$

Where

C = Evaluated Bid Price

C Low = the lowest of all Evaluated Bid Prices among responsive Bids

T = the total Technical Score awarded to the Bid

T high = the Technical Score achieved by the Bid that was scored best among all responsive Bids.

X = weightage for the Price as specified in the tender. In this tender the value is (0.30)

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid.

As an example, the following procedure can be followed. In a particular case of selection of Agency, it was decided to have minimum qualifying marks for technical qualifications as 75 (Seventy-Five) and the weightages of the technical bids and financial bids was kept as 70:30 (Seventy: Thirty). In response to the RfP, three proposals, A, B & C were received. The technical evaluation committee awarded the following marks as under:

A: 75 Marks

B: 80 Marks

C: 90 Marks

The minimum qualifying marks were 75 (Seventy-Five) Thus, all the three proposals were found technically suitable. Using the formula T/T high, the following technical points are awarded by the evaluation committee.

A: $(75/90)*100 = 83$ points

B: $(80/90)*100 = 89$ points

C: $(90/90)*100 = 100$ points

The financial proposals of each qualified Agency were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

A: Rs 120
B: Rs 100
C: Rs 110

Using the formula $C \text{ low}/C$, the committee gave them the following points for financial proposals

A: $(100/120) * 100 = 83$ points
B: $(100/100) * 100 = 100$ points
C: $(100/110) * 100 = 91$ points

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

Proposal A: $83 \times 0.30 + 83 \times 0.70 = 83$ points
Proposal B: $100 \times 0.30 + 89 \times 0.70 = 92.3$ points
Proposal C: $91 \times 0.30 + 100 \times 0.70 = 97$ points

The three proposals in the combined technical and financial evaluation were ranked as under

Proposal A : 83 points : H-3
Proposal B : 92.3 points: H-2
Proposal C : 97 points: H-1

Proposal C at the evaluated cost of Rs. 110/- (Rupees One hundred and ten) was, therefore declared as winner and recommended for negotiations /approvals, to the competent authority.

In the QCBS tender process, the ratio for technical and rate evaluation will be 70:30. To be eligible in the technical assessment, the tenderer will be required to obtain at least 70 marks out of 100 in the technical qualification. Tenders earning at least 70 marks will be eligible for the next process and their rate envelopes will be opened. Rates for catering will be bifurcated. When analyzing the rates in Envelop No.2 (Financial Offer), the ratio will be 40% for Part-A1 (Catering), 50% for Part-B (Housekeeping) and 10% for Part-C (Other Item rates). The total sum of technical and rate ratios will be declared the winner to the highest evaluated score and will be recommended for negotiation / approval.

8.8 A The item wise rates given in 8.3 Part- A 2 and Part-C shall be operated and applied for following combinations of catering on per person basis as per requirement of the visitors to YASHADA.

| No | Details of few operated combination are as follows: - |
|----|---|
| 1 | B'fast+Lunch+2 times Tea/coffee biscuits |
| 2 | Lunch+2 times Tea/coffee biscuits |
| 3 | Lunch/Dinner+1 time Tea/coffee biscuits or Coldrink |
| 4 | Working Lunch+2 times Tea/coffee biscuits |

The above combinations are not exclusive and YASHADA shall require any other combination/s as per requirement of visitors. The Agency shall prefer bills in this respect accordingly to above.

8.9 I have read all the conditions mentioned in tender documents and these conditions are acceptable to me.

If there is any increase in allowances, taxes (excluding GST), duties, fees, rates, levies or taxes imposed by any authority (Central and State Govt. Local Bodies etc) Or any other liability I agree to pay it and YASHADA will not be responsible for such increased payments or liabilities.

(Name of the Contractor)
 Authorized Signatory
 (Stamp of the Firm).

COMPOSITE FACILITIES MANAGEMENT SERVICES

Terms and Conditions

9.0 General Conditions

9.1. The contract will initially be valid for two years and may be renewed in writing for future period on such terms and conditions as may be mutually agreed upon. The rates agreed and accepted herein shall remain unchanged during the operative period of this Agreement and the Agency and its employees shall not raise any demand imposing additional financial burden on YASHADA on any count, including raise in any kind of allowances, on whatsoever account. The successful tenderer shall be referred to in this document for the purpose of this contract as 'Agency'.

9.2. The Agency shall obtain all necessary permits / licenses for running the establishment from authorized agencies such as Municipal Corporation, other Local Authorities, State / Central / Govt. Department, Labour Department, etc. at its own cost. YASHADA shall not be held responsible for any breach of these rules and regulations by the Agency.

9.3. It will be the responsibility of the Agency to make suitable arrangements for proper and efficient services to guard movable and immovable properties of Management Development Centre & MDC Auditorium building including kitchen and housekeeping equipment, furniture and all other articles supplied to the agency for the upkeep in the course of all activities under this agreement.

9.4. Agency shall not transfer or assign or share benefits of this Agreement to or with anyone. Any such violation shall render the agreement to be cancelled at the risk and cost of the successful bidders.

9.5. The Agency shall be solely responsible for all statutory payments to its employees /labour under all relevant statutes for the purposes of this Agreement. Further the agency shall keep YASHADA effectually indemnified against all claims for compensation under the provisions of any law for the time being in force / brought in to force, by or in respect of any workman deployed by the Agency directly or indirectly in carrying out the obligations under the contract and against all costs and expenditures incurred by YASHADA in connection therewith. YASHADA shall be entitled to deduct or otherwise recover from his dues, any amount from all the money payable by Yashada to the Agency on any account by way of compensation as aforesaid or of any other nature and costs or expenses in connection with any claim thereto. For this purpose, an indemnity bond will have to be executed by the Agency in favor of Yashada as Principal Employer before commencement of work under this Agreement. The Agency shall also keep

YASHADA as Principal Employer indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims, and demands in any way arising out of or by reason of anything done or omitted to be done by the Agency under any law that may be /may become effectible. The Agency would also ensure that its activities do not in any manner disturb officials, participants, and campus residents of YASHADA and also do not damage any assets of Yashada.

9.6. The agency should strictly comply all standard quality parameters of raw material, tangible, and intangible services. There will be no compromise on quality standards whatsoever of the composite facility services provided by the bidder as spelled in Annexure-I, page-one to nine, Annexure-II, Annexure-III, page-one to seven, & Annexure-IV, page-one to five.

9.7. The Institute shall take the feedback through a Register kept for the purpose, from the participants/guests/dignitaries regarding Room, Conference room, and Catering services with a view to offer prompt and efficient services. The Institute will conduct periodical reviews of the complaints/suggestions given by the participants/guests/ dignitaries both in the registers kept in the Guest Houses and the Evaluation Reports and the agency will be informed about the shortcomings, if any, for remedial action. The agency shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, guest faculty and staff either directly to him / her or through the feedback report.

9.8. A minimum penalty of Rs.5,000/- per violation /per occasion will be levied on the Agency for low quality of food service or intermittent service or any lapse in service, i.e., Catering, Housekeeping, Reception & Maintenance on the part of the Agency and / or its employees. (Low quality feedback and observation will be judged by Senior Officer of YASHADA duly nominated by Director General, YASHADA).

9.9. It will be the responsibility of the Agency to store the materials purchased by the Agency for its use in neat, tidy, clean, and hygienic manner in the space provided by YASHADA.

9.10. The agency shall at all times keep Yashada effectually indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims, and demands in any way arising out of or by reason of anything done or omitted to be done by the Agency and against all costs and expenditure incurred by YASHADA in that respect. The Agency shall also keep YASHADA indemnified against all claims for compensation under the provision of any law for the time being in force / brought in to force by or in

respect of any workman deployed by the Agency in carrying out the obligations under the contract and against all costs and expenditure incurred by YASHADA in connection there with. YASHADA shall be entitled to deduct any amount due from all money payable to the agency by way of compensation as aforesaid or of any other nature and costs and expenses in connection with any claim thereto. For this purpose, an Indemnity Bond will have to be executed by the Agency on Rs.500/- stamp paper.

9.11. In case, there arises any dispute regarding interpretation of any clause or term of this agreement and any related document the decision of the Director General, YASHADA, will be final and binding on both the parties.

9.12. The Agency shall co-operate with other agencies on the campus while performing their duties.

9.13. All the workmen deployed by the Agency at YASHADA shall abide by the disciplinary procedures, rules and regulations laid down by YASHADA from time to time. The agency shall at all times during the existence of contract abide by all directions and instructions which may be given by the institute concerning any aspect of the catering, housekeeping, front office, and maintenance services.

9.14. The Agency shall ensure that it fully complies with and observes all the provisions of the Contract Labour (Regulation & Abolition) Act, 1970. The Minimum Wages Act, 1948, Payment of Wages Act 1935, Employees Provident Fund and Miscellaneous Provision Act 1952, the ESI Act 1948 and such other statutory enactments rules and regulations laid down by the Govt. or local body in force; compliance or violation thereof shall be the Agency's sole responsibility, and subsequent amendments thereof. YASHADA shall have the right to withhold the payment of monthly bill in Case the Agency fails to comply with statutory requirements or fails to submit proof of statutory payments made by them in respect of their employees deployed at YASHADA.

9.15. The workmen deployed by the Agency shall be its own employees under their exclusive management, supervision, and control and YASHADA shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity or any other allowance, leave salary, wages for holidays or any compensation notice pay etc. The professional and skilled manpower required shall be paid over and above minimum wages act as per market norms commensurate with the qualification, experience and skills required for the job.

9.16. YASHADA shall not accept and entertain any claim in the event of the Agency's employee sustaining any injury, damage, or loss either to person or

property either inside or outside the Academy premises. It shall be the sole responsibility of the successful Agency to repay all such expenses in respect of his employees. The successful Agency shall provide necessary Insurance cover to his all employees under Workmen's Compensation Act under intimation to YASHADA. The agency shall be responsible for entire risk coverage of all employees deployed by them.

9.17. The Agency shall regularly make payment of contribution to the Provident Fund, family Pension, Employees State Insurance Corporation, Deposit Linked Insurance Scheme and all other statutory dues that may become due or payable by the Agency for the labour deployed by them and maintain all such records as may be statutorily required and produce as and when demanded to the concerned officer of YASHADA in respect of dues paid in previous month (name wise). For this purpose, the Agency shall fill up separate challans in respect of employees deployed at YASHADA. If the Agency fails to submit all documents YASHADA shall have a right to withhold payment of bill until total satisfaction with regard to compliance by the Agency as per Annexure-V.

9.18. All the employees engaged by the agency shall be professionally qualified, trained, and experienced people as described in Annexure I (Page-three and four) having good health, character, well behaved, obedient, and skillful in their tasks. They should be conversant in Hindi, English, and Marathi. The Agency shall appoint professionally qualified F & B Supervisor, Head Cooks, Assistant Cooks, trained in multi-cuisine food preparation, with work experience of minimum two years in reputed 3 star and above hotels or Central/National level training institutions or establishments, Financial Institutions or in Corporate Sector, Multinational companies. Similarly, in-charge Sr. Supervisor, Supervisors, Reception & Maintenance Staff also should have work experience as described in Annexure I (Page-three and four). Qualification of the Chefs/Asst. Chefs/Managers shall be duly supported with relevant documents / certificates. The agency shall not substitute, F & B Supervisor, Head Cook, Assistant Cooks, and the Sr. Supervisor without prior written permission of YASHADA. However, this condition will not apply in case substitution is required due to any medical emergency, but the agency shall keep YASHADA informed about the substitution. A complete list of personnel along with their bio-data photographs, proof of residence, etc. should be submitted to the Authorized Officer of MDC before they are deployed, and then approved by Director MDC of YASHADA. Also, Police Verification of all the employees deployed should be submitted by the agency within 01 month from the recruitment date.

9.19. The Agency shall be fully responsible for the articles / items kept in the area covered by the Facility Management Services under MDC.

9.20. The agency should ensure safety of the belongings of the inmates in the Guest Houses, however, in case of any untoward incidents like theft or loss of any belongings / cash that takes place from the occupant's room due to negligence on the part of the workers employed by the contractor, the agency would be liable for compensating the loss.

9.21. All personnel deployed by the Agency shall at all times be medically fit including employees being free from any infectious disease. The medical fitness certificate issued by Registered Medical practitioner of all the employees deployed should be submitted by the Agency within 10 days from the recruitment date at the cost of the Agency. After every six months medical checkup of all employees to be done at the cost of the agency and medical fitness certificate should be submitted. The grooming and hygiene standards should be as per Annexure-I, page- five to nine. The employees should be supplied with proper uniform by the Agency at its own cost. Employees should be in prescribed uniform at all the times during the duty hours.

9.22. The workers / staff of the Agency will have nothing to do with the YASHADA and shall have no presumptive or any kind of right of absorption in the services of YASHADA. In order to give effect to this the Agency shall incorporate suitable clause in the appointment orders to be issued to its workers / staff under intimation to YASHADA.

9.23. In case of the workers engaged by the Agency have any grievances; they will take up the same with the Agency without creating any disturbance on the campus of YASHADA. If the Agency's Workers resort to any agitation resulting in any damage to the property of YASHADA and or reputation, hindrance to its work the Agency would be liable for payment of damages to YASHADA. It will also be construed as breach of contract rendering the Agency liable for such action as may be deemed necessary. Under no circumstances, agitation means are to be resorted to by workers of the Agency in the YASHADA premises or with reference to YASHADA by name or in any other manner whatsoever. On expiry of the contract the Agency undertakes to vacate the premises without hesitation and murmur, in peace with all the workers without creating any disturbance. The Agency will be solely responsible if the workers engaged by it misbehave or create disciplinary or law and order problems in the premises of YASHADA.

9.24. If in the course of execution of this contract by the Agency any minor or major damage is caused by the Agency or its workmen to the persons or property of YASHADA after joint inspection by "YASHADA" and the "Contractor" any claims arising there from shall be recovered, settled, and dealt with directly by the Agency and the Agency shall render all assistance

and co-operation to YASHADA if any enquiry is held thereon. The Agency agrees to undertake and indemnify YASHADA against all such claims.

9.25. Any packing and unpacking of material, shifting of furniture, and loading and unloading of articles etc. as per requirement and also preparing lecture halls, for use, placement, and management of equipment such as OHP, TV, VCR etc. shall be the part of services under this agreement without any extra payments / claims on that account.

9.26. The agency will inspect electrical points and electronic equipments everyday as a part of its service maintenance job under this agreement water supply points, plumbing installation, toilets, carpentry work, painting work, etc. and get it done in working conditions immediately and maintain appropriate record of such daily inspections and rectification carried out by the Agency. These records shall be always made available to the YASHADA for necessary action.

9.27. The quality of service at all stages should be equivalent to 3-Star facilities laid down by Yashada and explained to the agency from time to time. Necessary clothing and stationery should be provided by the agency such as Uniforms, Registers, files, etc., at its own cost. The uniform of Supervisor and other staff shall be distinct from that of security guards. The personnel employed by the Agency should be provided with identity cards by the agency. Identity cards should be prominently displayed by each personnel, on their left-hand shirt pocket.

9.28. The Agency shall be responsible for maintaining the entire premises clean at all times. The agency shall also be responsible for vacuum cleaning of the panels, carpets, chairs & sofas in the MDC & MDC Auditorium premises once in a month, shampooing of carpets & sofas once in every six-month, mechanized cleaning of Paver blocks in open space area including backyards of MDC Building & MDC Auditorium once in every four months and as required, & Facade cleaning of MDC Building & Auditorium once in every six months at their own cost, men, material, and equipment. In case of failure of the agency to do so YASHADA shall get the same done through other sources at the cost and risk of the Agency.

9.29. It will be the responsibility of the Agency to ensure that the lights within buildings / rooms are put off when not in use. Corridors light to be put on and off as per sunset and sunrise and should ensure that all rooms are locked properly.

9.30. All the employees are liable for security checks from time to time as VIPs will be on constant visits to MDC & MDC Auditorium. All materials

and articles brought by the agency to the work site shall have to be declared at the Security Gate and a copy shall be submitted to Hostel Manager. Also, no materials shall be taken out from the Institute premises without proper gate pass /authorization by the competent authority.

9.31. Agency will have to do any other duties not specifically mentioned hereinabove pertaining to MDC services maintenance as assigned by YASHADA through its Director General, Director MDC, and Manager MDC.

9.32. The agency or his representative will be present every day in the Institute to ensure proper functioning of the housekeeping and catering service and to comply with requirements of the Institute authorities.

9.33. The agency will render, at the end of every month, an account of all furniture, fixtures, equipment, articles, kitchen equipment, utensils, cutlery, crockery, etc. given to him by YASHADA, as per inventory statement and submit the report to Manager MDC. An officer duly authorized by the YASHADA will have the right to inspect and check such furniture, fixtures, equipment, articles, kitchen equipment, utensils, cutlery, crockery, etc. at any time.

9.34. Yearly Periodic inventory of items such as Crockery, Cutlery, Utensils, machinery, etc., issued to the Agency would be checked and reconciled. The Agency is bound by contract to replace the shortfall of such items / articles of similar brand. Shortage/Breakage of 15% per annum can be considered as a discount on cutlery and crockery items in favor of the Agency. In case the Agency cannot replace, the cost of such shortfall, cost thereof would be recovered from the Agency. In respect of machinery items repairing cost will be recovered, also agency should carry out repair & maintenance of machinery periodically to avail good results. In respect of unserviceable items (Crockery, Cutlery and Linen) the agency should return such items to the academy so that no recovery will be made against such items.

9.35. Yashada will provide kitchen room and food preparation items/ equipment/ machinery to the agency. All these items/equipment/machineries will be provided to the agency free of charge for use. In addition to this, the items/equipment/machinery required will have to be procured by the agency at its own cost. The agency should check all the items/equipment/machineries, whether they are in good condition or not while taking possession of the kitchen. Thereafter no complaints will be entertained. All items/equipment/machinery should be used carefully by the agency and must take care that it should not be damaged due to negligence or improper use. If some items need to be serviced/repaired due to regular use the agency must

promptly (within 24 hours) do the servicing/repair work at its own cost. YASHADA will retain ownership of all goods supplied to the agency. Items supplied without the permission of YASHADA cannot be taken out of the organization. It will be mandatory to use the Crockery, Cutlery, Utensils, machinery, etc., supplied by YASHADA. If a new item is purchased, it will be mandatory to use it and the agency will be fully responsible for its maintenance.

9.36. Gas- YASHADA, shall provide empty BPCL commercial LPG gas connection only and the agency shall arrange for regular supply of commercial LPG gas refills at its own cost and pay directly to the gas dealer. The Agency must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources only when there is any short supply of gas. The agency shall do servicing of gas range, gas lines, gas pipes, and gas burners once in three months to avail good results at its own cost.

9.37. All the staff required for providing service in catering, housekeeping & maintenance should have appropriate qualifications and experience as prescribed in Annexure-I, page-three and four required for the specific job. The agency shall arrange for a refresher training to them once in six months compulsorily at his own cost.

9.38. The Sr. Supervisor and F & B Supervisor of the agency should be available round the clock in the hostel premises for ensuring proper supervision of Maintenance, Front Office, Housekeeping services and Catering Services.

9.39. The Agency shall ensure that none of his personnel on duty is in inebriated state or consumes drug, prohibited substances, smoke, etc., while on duty or otherwise inside YASHADA premises. The Institute reserves the right to ask the agency to remove and replace any of the workers for their failure to give quality service, or is guilty of misconduct, or is in any manner unfit or unsuitable for service. The agency shall be bound to replace the staff members concerned within a week from the date of such communication.

9.40. If any case arises due to unhygienic food/low quality of food service such as food poisoning, then it shall be the sole responsibility of the agency to repay all expenses either to person or property or YASHADA. YASHADA will not accept or entertain any claim in such cases.

9.41. It shall be the agency responsibility to ensure that the obligations under the terms of this tender are duly performed and observed.

9.42. For emergency and night services the staff members of the agency will be provided limited (06 person) accommodation within the campus.

9.43. In case of breach of contract by the agency, YASHADA will initiate appropriate action, including blacklisting if necessary.

10.0 Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:

10.1. The Successful Bidder shall be solely responsible for full compliance with the provision of ‘Sexual Harassment for women at workplace (Prevention, Prohibition & Redressal) Act, 2013’. In case of any complaint of sexual harassment against its employee within the premises of YASHADA, the complaint will be filed before the Internal Complaints Committee constituted by the Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.

10.2. Any complaint of sexual harassment from any aggrieved employee of the agency against any employee of the YASHADA shall be taken cognizance of by the Complaints Committee constituted by the YASHADA.

10.3. The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to YASHADA’s employee, if sexual violence by the employee of the Successful Bidder is proved.

10.4. The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

11.0 PAYMENT

11.1. The appointed Agency will be required to pay a security deposit in form of demand draft of 3% of the accepted cost (interest free) as security for the effective implementation of the terms and conditions of the contract. This will be refunded subject to deductions, if any, after one month on satisfactory completion of the terms of the contract. YASHADA shall have the right to forfeit the amount of the Security Deposit or the part thereof in case of breach of contract by the Agency and to recover Yashada’s dues on any account under this agreement.

11.2. In view of the prevailing pandemic situation the Tender value has been set based on the average requirement of Goods / Services during the last one

year of pandemic period. However, in future depending on the prevailing pandemic situation, the requirement of Goods / Services may go up to Pre-pandemic levels. Considering this it will be binding on the service provider to provide the additional Goods / Services up to 100% of original Tender Value at the same rates, terms & conditions during the currency of tender period & any extension thereof. With rise in bill payments as per increase in services, commensurate amount of Security Deposit over and above the Security Deposit, already deposited would be collected from the Agency's due bill payments.

11.3. The Agency shall enter into contract with YASHADA as soon as decision in this regard is taken on appropriate stamp paper as per government G.R. in respect of outsourcing activities and execute an Indemnity Bond on non-judicial stamp paper of Rs.500/- indemnifying YASHADA against all claim disputes, damages, costs etc. more particularly with regard to employees deployed by the Agency as per clause 9.5 & 9.10 hereinabove.

11.4. The Agency shall submit its monthly bill for reimbursement after making salary payments of the employees with Annexure-V along with the contents and Attendance Report duly certified by the authorized representative of YASHADA. The agency shall submit cleaning reports as prescribed in the cleaning schedule and Annexures of the tender along with the monthly bill duly certified by the authorized representative of YASHADA. Also, in respect of Catering Services, Production & Service staff & utility staff Attendance report is must. Manpower supply must be as per Annexure-I, Page one and two. The quantity of manpower can be increased/decreased by YASHADA as per situation. Such instructions will be given in writing by YASHADA from time to time and payment will be made proportionately. If found inadequate (adequate will be judged from complaints and observations of Senior Officer of YASHADA duly nominated by Director General, YASHADA) penalty of Rs.5,000/- will be made per occasion. In respect of penalties imposed to the agency in all cases GST will be charged extra at actual.

11.5. All the cleaning material (Consumables) of all sorts for e.g., brooms, detergents, dusters, etc. required for cleaning the premises shall be provided by the AGENCY. The agency shall use standard Johnson diversity or equivalent brand cleaning material required for toilet, floor, & upholstery cleaning, liquid hand wash, toilet paper & all other required material such as brooms, brushes, etc. such material will be indented by the Manager MDC as required from time to time. The cost of such material will be reimbursed on submission of cleaning material bill along with monthly bill. The cleaning material should be procured from company / their authorized dealer/ reputed supplier from market, all such stock brought on Campus will be physically verified by Manager MDC.

11.6. The agency shall ensure that payments to all their vendors and suppliers is done on regular basis and ensure a true and fair statement of accounts. The agency must ensure that YASHADA, and its officials are not inconvenienced for failing to make payments to their vendors.

11.7. The agency shall give intimation of payment of salary and wages paid to their staff, to the Director MDC, indicating the date about payments effected of wages to the staff employed by them. This declaration must be submitted on monthly basis on letter head - "Certified that salary for the month of _____ has been distributed on date _____ to the Housekeeping & canteen Staff in accordance with the wages specified in Minimum Wages Act and all the compliance regarding statutory payments has been made. Also, all bills of Vendors / Suppliers/ Service Providers for the month of _____ have been paid by the agency up to till date".

11.8. YASHADA shall have a right to withhold the payment of monthly bill in case the Agency fails to produce the proof of statutory payments and the payments made by them to the employees deployed by them. The Agency shall in no case, withhold the payments due to their employees for any reason whatsoever including that on account of non-clearance of its bills by YASHADA. The Agency shall disburse the wages / salary of its employees on or before 10th Day of the succeeding month only by depositing the staff salary in their respective bank accounts. Thus, the agency will pay the salary through bank account only and monthly proof to be submitted to Director, MDC on demand.

12. TERMINATION

12.1. During the course of this agreement the agency on completion / termination of contract will peacefully vacate the premises after repairing the premises wherever necessary within a period of 30 days' notice in writing by Yashada. For this purpose, YASHADA shall be the sole judge to decide whether the performance of the Agency is satisfactory or not and such decision of the **Director General YASHADA** shall be final, conclusive, and binding on the Agency and the Agency shall not be entitled to any compensation in this regard. Furthermore, if on account of non-renewal of the contract and / or termination of this contract the agency has to terminate its employee then it shall be the responsibility of the Agency to pay the legal dues to his employees. In the event of non-compliance of legal provisions or non-payment of legal dues the Agency itself shall be solely liable for all the costs and consequences. In case the Agency desires to terminate the contract

within the continuance of contract period, Agency will be required to give 90 days prior notice to YASHADA.

12.2 The Agency expressly agrees and accepts that on termination of this contract for reasons as provided in the contract, the Agency shall vacate the premises of YASHADA along with its persons and material and hand over the vacant peaceful possession of the entire property of YASHADA without any hesitation and murmur to Yashada. In case of failure of the Agency or its employees to do so YASHADA shall have the right to get the premises vacated by resorting to coercive measures and adopt such course as may be deemed necessary and appropriate.

13.1 Settlement through Court

It is a term of this contract that the Bidder shall not approach any Court of Law for settlement of such disputes or differences unless an attempt has first been made by the parties to settle such disputes or differences through Arbitration.

13.2 Jurisdiction of Courts

Jurisdiction of courts for dispute resolution shall be PUNE only.

14.0 RISK & PURCHASE

In case of failure of the agency to provide satisfactory services to YASHADA, the right to get the facility management work (housekeeping/catering & front office) done from any other agency during remaining period of the contract is reserved by YASHADA at the risk & cost of the contracted agency and any additional expenditure towards such work done from any other agency at the cost finalized by YASHADA, shall stand recoverable from the contracted agency.

15.0 Force Majeure

When an extraordinary event or circumstance beyond the control of the parties, such as a [war](#), [strike](#), [riot](#), [crime](#), [explosion](#), [epidemic](#), [quarantine](#), [lockdown](#), [compliance with any acts or directions on any judicial, statutory or regulatory authority](#) or an event described by the legal term "[act of God](#)" (such as [flood](#), [earthquake](#), or [volcanic eruption](#)), prevents one or both parties from fulfilling their obligations under the contract. In such situations decision of "Director General Yashada" will be a final decision & binding on both the parties.

ANNEXURE I (Page- one)

Manpower deployment pattern including Holidays

(Minimum requirement)

The manpower requirement shown is the minimum requirement to be positioned. The bidder shall deploy sufficient staff as per the workload so that quality of services should not hamper. The Agency shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to fulfil the scope of work for the services. (The impact of additional requirement of manpower for reliever leaves and off days shall be taken into account by the bidder in the financial bid).

Manpower required for MDC

| | |
|---|---|
| First shift 07 am to 1600 hrs | 04 Supervisors (floor) 08 Room attendants 02 Classroom Attendants |
| Second shift 1300 hrs to 2200 hrs | 03 Supervisor (floor) 08 Room attendants 02 Classroom Attendants |
| Third shift 2200 hrs. To 0730 am | 01 Supervisor (floor) 02 Room attendants |
| General shift 09 am to 1800 hrs. | 01 Sr. Supervisor for Housekeeping & front office |

MDC Auditorium

| | |
|--|-------------------------------------|
| General shift 09 am to 1800 hrs. | 01 Supervisor 01 Room attendants |
|--|-------------------------------------|

Maintenance for MDC and Auditorium

Staff to be provided as per qualification mentioned in this Annexure

| | |
|--------------------|-----------------|
| Electrician | 3 (1 per shift) |
| Plumber | 1 (General) |
| Carpenter | 1 (General) |
| Painter | 1 (General) |

ANNEXURE I (Page- two)

RECEPTION

| | |
|---|---------------------------------|
| First shift 07 am to 1600 hrs | 01 Receptionists Male/Female |
| General shift 09 am to 1800 hrs. | 01 Receptionists Male/Female |
| Second shift 1300 hrs to 2200 hrs | 01 Receptionists Male/Female |
| Third shift 2200 hrs. To 0730 am | 01 Receptionists Male |

**Catering Services will be provided 24 x 7 including Holidays
with sufficient Staff**

(Minimum requirement)

- 01 Head cook
- 02 Assistant cooks
- 02 Helpers
- 04 Cleaners
- 08 Service boys
- 01 F & B Supervisor

The quantity of manpower can be increased/decreased by YASHADA as per situation. Such instructions will be given in writing by YASHADA from time to time and payment will be made proportionately.

ANNEXURE I (Page- three)
Qualifications of Staff mentioned above

All the employees engaged by the agency shall be trained and experienced people having good health, character, well behaved, obedient, and skillful in their tasks. They should be conversant in Hindi, English, and Marathi. The Agency shall appoint professionally qualified Staff.

1. The Senior Supervisor, Housekeeping should have Degree or Diploma in Hotel Management with at least 02 years' experience of having served in such capacity in reputed 3 star and above hotels or Central/National level training institutions or establishments, Financial Institutions or in Corporate Sector, Multinational companies, or Facility Management Companies.
2. The front office reception staff should be graduate and must have experience of at least 01 year of having served in such capacity. The staff should have pleasing personality, good knowledge of spoken English - Marathi – Hindi and good communication skills. They should have enough knowledge of operating software packages and having typing skills of English and Marathi. Also, they should possess good knowledge of surroundings and places of interest in and around Pune and Maharashtra. They should also possess knowledge and skills for addressing customer's requirement such as Airline, rail & local transport enquiries.
3. The floor supervisors should be graduate and must have proven experience of having worked in similar capacities for at least 01 year, should have knowledge of cleaning material and cleaning equipments, and proven skills to handle multitask activities.
4. The Maintenance staff namely electrician, plumber, carpenter, and painter should have trade certificate from ITI or any recognized Institute and experience of at least 02 years in this field with proven skills to address functional maintenance work.
5. All the attendants and housekeeping staff should be experienced in the nature of work required to be performed at Management Development center (MDC) by them.
6. The F & B Supervisor & Head Cook should have Degree or Diploma in Hotel & Catering Management, trained in multi-cuisine food preparation, with work experience of minimum two years in reputed 3 star and above hotels or Central/National level training institutions or establishments, Financial Institutions or in Corporate Sector, Multinational companies, or Facility Management Companies.

ANNEXURE I (Page- four)
Qualifications of Staff mentioned above

7. The Assistant Cooks should have completed certificate course in cookery or Degree in Culinary studies/ degree/diploma in Hotel Management from recognized hotel management institute, should be trained in multi-cuisine food preparation, with work experience of minimum two years in reputed 3 star and above hotels or Central/National level training institutions or establishments, Financial Institutions or in Corporate Sector, Multinational companies, or Facility Management Companies.
8. Helpers, Cleaners, Service boys' staff should be experienced in the nature of work required to be performed at MDC by them.

ANNEXURE I (Page- five)
Standards for Personal Hygiene & Grooming

Front office

1. Keep shoes polish and in good shape.
2. All male staff should have short nails and hair. Female staff should wear clean or pearl nail polish with no chips.
3. Reception staff should wear dress code along with tie/sari, Color to be selected in consultation with concerned YASHADA authority.
4. Hair should be clean and neat all the time. Female associates with hair longer than collar length must tie up in a bun safely secured. Male staff should keep their hair above collar length all the time.
5. Shave daily. This is compulsory. No excuse will be accepted.
6. Try to maintain personal hygiene all the time. Breath and body odor must be kept fresh all the time.
7. Wear a proper uniform and make sure it fits you. Bend tie properly.
8. All employees are to wear an identity card.
9. *Footwear - Female:* Black court shoe, no lace ups, no wedges, must be closed in heel and toe.

Male: Flat, black lace up or slip-on shoes

**** Some more personal grooming tips for female staff: -**

- Never use heavy make-up. Use light make-up.
- No exclusive or eye appealing jewelry is allowed.
- Proper hair bands to be used to cover the head.
- Don't use high heels. This could be dangerous. Use flat shoes.

ANNEXURE I (Page- six)

Housekeeping

- All shoes are to be rubber soled to reduce slipping and noise.
- Shoes are to be clean and polished regularly.
- It is important that the condition of shoes is maintained i.e., no broken soles or holes, due to occupational health and safety requirements.

Clothing

- Uniforms are agency's responsibility to ensure they are clean and freshly pressed when reporting for duty.
- *Female:* Black shoes, either court style or slip on (ballet) style; no sneakers.

Jewellery

- One visible silver or gold chain with no pendants or charms attached is permitted. The only exceptions will be the wearing of a religious symbol on the condition that it is plain silver or gold and no larger than 2cm or a single pearl (in consideration of our unique location) that is also no larger than 1 cm.
- No leather or beaded wristbands or necklaces are permitted whatsoever.
- One visible gold / silver conservative bangle or bracelet with no pendants or charms attached is permitted.
- Conservative watch face and band (gold, silver, black, white, or beige is considered conservative). Bright colors, sparkles, cartoon faces, and the like are not acceptable. Anything that could be considered as costume jewellery is not permitted.
- No visible body piercing other than one conservative earring per ear (small plain gold, silver, or pearl stud).
- No other facial piercing or jewellery is permitted including nose, eyebrow, tongue, or other facial piercing whilst on duty or in uniform.
- A maximum of three (3) finger rings for both hands (i.e., two rings on one hand and one ring on the other) are permitted. The rings are to appear conservative. Plain gold and silver bands with unobtrusive gems such as diamonds and pearls are fine. Dress rings or costume pieces particularly those that are large are prohibited.

ANNEXURE I (Page- seven)

- For safety reasons management reserves the right to ask staff to remove jewellery when it's deemed unsafe during the operation.

Hair

- Only conservative hairstyles, including colors and accessories are permitted. No lurid or multi-colored hair colors, Mohawks, dreadlocks, or partly shaved hair is permitted. Hair accessories must be plain (black, brown, or beige) and closely blend with hair color. No bright colored hair accessories including bands, hair ties, clips, slides, or flowers are permitted.
- All staff with hair longer than shoulder length is to be tied back, off the face and away from the front of shoulders in a neat and conservative style. A neat ponytail or bun is preferable.
- Facial stubble is not acceptable.

Identification

- All employees are to wear an identity card on the left-hand side of their shirt pocket.

Other

- Visible tattoos are not permitted and must be appropriately covered with a skin tone bandage at all times.
- Conservative use of make up is required.
- Only clear or French nail polish is permitted. Fingernails should be kept clean and cut.
- Due to allergies, strong perfume/after shave is not permitted. A conservative approach to this is required.
- Due to the hot and humid conditions experienced in Broome it is particularly important to be mindful of good hygiene including the use of deodorant.
- All staff should have short nails and short hair.
- Should have a regular bath and wear clean uniform and rubber shoes / leather shoes / sandals. The uniform should be clean without stains. The socks, which they will be wearing, should be washed on a daily basis.

ANNEXURE I (Page- eight)

- Housekeeping staff should wear dress (color and dress different from banquet service staff as approved by concerned YASHADA authority and should have one clean napkin placed in left hand trouser pocket.
- The staff should avoid using guest lifts for service or otherwise they should predominantly use the service lift.

Kitchen Staff

1. Hair must be neat and clean at all times. Long hair should be tied up and once secured should be above the collar. If working in the kitchen, a hair net is to be worn by all staff members. F&B Attendants with long hair must have their hair in a bun. Hair accessories should match with the uniform provided. No extreme hairstyles or colors will be permitted.
2. Flat black shoes, closed in heel and toe, non-slip sole.
3. No visible tattoos are permitted. Employees must shower, use deodorant, and brush teeth daily. All nails to be clean and short. No nail polish permitted for Food and Beverage staff. Uniforms must be clean, in good repair, ironed and worn correctly.
4. All staff should have short nails and short hair.
5. Should have a regular bath and wear clean uniform and rubber shoes / leather shoes / sandals. The uniform should be clean without stains. The socks, which they will be wearing, should be washed on a daily basis.
6. Kitchen staff should wear headgear, mouth mask and apron while working in the kitchen and cooking area. Service staff should wear dark trousers, light Shirt with jacket, bow and Headgear, with proper identity card, should have one clean napkin placed in left hand trouser pocket.

ANNEXURE I (Page- nine)

7. Should not sneeze in the kitchen of the serving area, if required should quickly move away to a corner area with the nose covered with a personal handkerchief and immediately wash hands with soap thereafter.
8. After going to the toilet, wash hands with soap.
9. No staff should enter from the front office area. Separate entrance from the rear of the kitchen to be used.
10. No staff should eat in the Banquet Hall.
11. The staff should avoid using guest lifts for service or otherwise they should predominantly use the service lift.
12. Before and after working, time to time, Service and kitchen staff should maintain their hands clean by washing with standard liquid soap & sanitizers on dry hands.

Note: - All staff should wear a clean mask & maintain their hands clean, time to time by washing with standard liquid soap and sanitizers on dry hands.

ANNEXURE II

The financial bid to be offered should be separated as follows:

Part I: Catering

Catering (per participant / per day, incl. Bed Tea Breakfast, mid-morning tea /coffee biscuit/ lunch /Evening tea/Coffee biscuit, dinner. Rates should be incl. of all taxes) as Per Annexures I & III.

Part II: Housekeeping

Preparation and cleaning & making hostel rooms in neat & tidy manner.

Flower arrangements (At reception, classroom, VIP rooms, Directors Chamber, Banquet Hall, Dining Hall & MDC Auditorium) wherever directed by Manager MDC & Director MDC.

Laundry (Laundry expenses -washing, pressing, and dry-cleaning, for Linen in MDC & MDC Auditorium to be borne by bidder.) Guest laundry should be provided & handled with care by the bidder, the charges will be collected by the bidder directly, and any loss or damage to guest laundry will be compensated by the bidder.

Cleaning (All cleaning material & toiletry consumables required for cleaning & use of MDC & MDC Auditorium premises & adjoining areas to be purchased & provided by bidder as Annexure-IV page-three. Cleaning material & consumables including all detergents/chemicals/ Sanitary items/cleaning powders, remote/clock cells, sanitizers, mosquito repellents, odonil packets, naphthalene balls, brown paper in cupboards, WC bands, soaps, tissues, glass coasters/covers, dustbin garbage bags, air fresheners for classrooms and toilets to be purchased & provided by bidder. (Please refer clause No.11.5)

Sugar/tea/ coffee/milk/whitener sachets to be kept in the room need to be provided by the bidder as part of this tender work in entirety. The agency shall bear the cost of equipment like vacuum cleaners, scrubbing machines, jet pressure pump, Carpet/sofa Shampooing machine, etc. on his own required for cleaning purposes.

Part III: Reception –

Manpower deployment as per Annexure – I, page – one and two.

Part IV: Maintenance –

Manpower deployment & schedule of Housekeeping & Cleaning as per Annexure – I, page – one to nine & Annexure-IV, page – one to five.

ANNEXURE III (Page – one)
MENU DETAILS

Bed Tea : - Tea / coffee /Milk / Fresh lime

Breakfast (Buffet) :- 1) Fruit, Slice / Bowl of fruit
2) Fruit Juice, 3) Corn flakes with milk.
4) Boiled Eggs, 5) Bread toast, 6) 2 Veg preparations- (Variety) stuffed parathas/dosa/idly/puribhaji, etc.
(Any 2 of these items minimum),
7) Tea, Coffee, Milk, 8) Jam sachet and Butter cubes should be kept separately.

Mid – Morning/Afternoon : -Tea, Coffee with Biscuits
(Minimum 2 varieties)

Lunch / Dinner

| Regular Menu |
|---|
| Soup-Veg.& Non-Veg., Steamed Vegetables, 1 non-Veg preparation, 2 Veg preparations, Variety of Rotis, 2 variety of Rice and Dal, Accompaniments, 1 Dessert |

Working lunch/ Dinner: -One Veg. Preparation (Dry/gravy), roti, pulav/plain rice, dal, Accompaniments, and 1 Dessert.

High Tea : - Any two snack items, Tea, Coffee, Biscuits

Snack items:- Sandwiches (2 piece), rolls (2 piece), bhakarwadi (4 piece), wafers (50 gm), patties (2 piece), Samosa (2 piece), potato Vada (2 piece), Veg. Puffs (2 piece), Pakoda (04 Piece), Cutlet/Kabab (2 piece) and other snack items, Sweet items [Pastries (1 piece), Varieties of barfi's (2 piece), Cookies (2 piece), etc.]

Accompaniments : - Papad, Pickles, Curd, Chutney, Salad.

Fruit Basket: - (Minimum 04 Fruits of different variety)

- a) Apples - 02 Quantity (Fixed) b) Pear / Kiwi - 02 Quantity (Fixed)
- c) Oranges / Pomegranate - 02 Quantity d) Grapes - 250 gram
- e) Fig - 05 Quantity / Chikoo - 05 Quantity f) Banana - 04 Quantity

ANNEXURE III (Page – two)

Sample Menu

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---------------|---|--|--|---|--|---|--|
| B/F | IDLI SAMBAR WITH CHUTNEY UPMA Add-ons BF | BATATA WADA WITH SAMBAR CHUTNEY KANDHA POHA Add-ons BF | ALOO PARATHA WITH CURD SABUDANA KHICHADI WITH CUCUMBER CHUTNEY Add-ons BF | ONION UTTAPPA SAMBER & CHUTENY SABUDANA WADA WITH CUCUMBER CHUTNEY Add-ons BF | KANCHIPURAM IDLI WITH SAMBAR CHUTNEY CHOLE BHATURE Add-ons BF | MIX VEG PARATHA WITH CURD SHEERA Add-ons BF | MENDU WADA WITH SAMBAR CHUTNEY MISAL PAV Add-ons BF |
| LUNCH | CREAM OF TOMATO SOUP CHICKEN HOT&SOUP SOUP PANEER CHETTINAD DUM ALOO PUNJABI MUTTON MARATHA VEG PULAV/ STEAM RICE DAL TADAKA ROTI / CHAPATI GREEN SALAD Add-ons L VANILLA ICE CREAM WITH H/C SAUCE | VEG LUNG FUNG SOUP CHICKEN MANCHOW SOUP VEG KOFTA CURRY GOBI MUTTER COCONUT FISH CURRY LEMON RICE/ STEAM RICE METHI DAL ROTI/CHAPATI TOSS SALAD Add-ons L GAJAR HALWA | FRENCH ONION SOUP CHICKEN SHORBA BAINGAN MASALA CHHOLE CHATPATA CHICKEN SUKKA MASALA BHAT /STEAM RICE DAL KOLAPURI PURI/CHAPATI KACHUMBER Add-ons L SHRIKHAND | CABBAGE CHOWENDER SOUP CHICKEN CLEAR SOUP KAJU CURRY VEG HANDI CHICKEN KADHAI VEG BIRYANI / PLAIN RICE DAL TADKA CHAPATI/ROTI VEG RAITA Add-ons L MOOGDAL HALWA | VEG NOODLE SOUP SWEET CORN CHICKEN SOUP BAINGAN BHARTA METHI MUTTER MALAI GOAN FISH CURRY PLAIN RICE/CURD RICE DAL MAKHANI ROTI / CHAPATI SPROUT SALAD Add-ons L KALA JAMUN | TUM YUM VEG SOUP CHICKEN MINESTRON E SOUP PANEER BHURJI VEG BHUNA MUTTON ROGAN JOSH PALAK RICE / PLAIN RICE MASOOR DAL ROTI / CHAPATI STICK SALAD Add-ons L DOODHI HALWA | MASHROOM SOUP CHICKEN MANCHOW SOUP ALOO JEERA PANEER MUTTER MASALA CHICKEN LAHORI JEERA RICE / STEAM RICE DAL TADKA ROTI / CHAPATI GREEN SALAD Add-ons L JALEBI |
| DINNER | VEG HOT & SOUP YAKHANI SHORBA VEG TAVA VEG MAKHANWALA CHICKEN HYDERABADI JEERA RICE/ STEAM RICE DAL LASOONI ROTI/CHAPATI RUSSIAN SALAD Add-ons D SEVAI KHEER | VEG CLEAR SOUP CHICKEN CHOWDER SOUP CORN CAPSICUM DRY VEG MARATHA CHICKEN HANDI ONION RICE/ STEAM RICE DAL FRY ROTI/ CHAP ATI KHMICHI SALAD Add-ons D CHIROTE | SWEET CORN VEG SOUP CHICKEN LUNG FUNG SOUP VEG KOLHAPURI MOONG DAL METHI MUTTON CHETTINAD VEG PULAV / PLAIN RICE DAL PANCHARATNA STREEK SALAD ROTI / CHAPATI Add-ons D SHITAFAL RABDI | VEG MINEESTRONE SOUP CHICKEN HOT & SOUP GOBI MANCHURIAN BHENDI ACHARI CHICKEN KOLAPURI VEG FRIED RICE / PLAIN RICE DAL PALAK ROTI / CHAPATI CHINESE SALAD Add-ons D PINEAPPLE PESTRY | DHANYA SHORBA CREEM OF CHICKEN SOUP PALAK LASOONI CHOLE MASALA CHICKEN KALIMIRI JAFARANI PULAV / PLAIN RICE DAL HARYALI ROTI / CHAPATI ITALIAN SALAD Add-ons D BASUNDI | VEGETABLE SOUP CHICKEN NOODLE SOUP RAJMA M/S VEG JALFREZI CHICKEN BIRYANI / PLAIN RICE DAL MAHARANI BOONDI RAITA ROTI/ CHAPATI Add-ons D FRUIT CUSTARD | CREEM OF PALAK SOUP CHICKEN SHORBA MATKI DRY VEG LABABDAR EGG. MASALA ONION RICE/PLAIN RICE DAL LAUKI ROTI / CHAPATI COLESLAW SALAD Add-ons D CHOCOLATE PASTRY |

* Add-ons BF - JUICE, FRESH FRUIT, CORNFLAKES WITH MILK, BOILED EGG, TOAST BUTTER JAM, TEA/COFFEE.

* Add-ons L/D - STEAM VEGETABLES, PAPAD, PICKLE, CHUTNEY, MIRCHI THECHA, CURD.

Note :- It will be mandatory to give the above diet in unlimited form.

ANNEXURE III (Page – three)

Note:-

- 1) The quantity of food will be intimated to kitchen one day in advance to procure perishable raw material.
- 2) Sufficient quantity of provisions will be made available in the kitchen for cooking at least 3 hours before the time of meal by the agency. If the agency fails to supply the meals on due time on account of his failure to stock sufficient quantity of provisions, the Institute will be free to arrange the meals at or from any reputed hotel, cost of which will be borne by the contractor. Agency should display daily Menu on Notice Board in kitchen and menu tags at the food counters.
- 3) The menu would include a wide variety of ingredients and preparations from the Indian and Chinese, Cuisine.
- 4) The menu would predominantly be Indian cuisine.
- 5) Weekly menu on above pattern will be provided by Yashada and will be binding on the Contractor. Food menu shall be subject to change from time to time. The same shall be communicated in writing.
- 6) In the event of the agency not being able to provide a particular item of menu on a particular day, the agency will provide a substitute of the same standard in consultation with the Institute authorities.
- 7) Food quality should be of high standard equivalent to 3-Star facilities maintaining best quality, using branded & healthy raw material & practicing highest hygiene standards as per Annexure –I, page-eight to nine & Annexure-III, page– two to seven. All food items, materials used, recipes, techniques and workmanship shall be in accordance with highest accepted national/international standards.
- 8) The cooked food will be checked by the food-testing officer half an hour before the service and will suggest any change required to be made.
- 9) Wherever it is essential to use Cashew and Magaz Based gravy the proportions should be maintained strictly 50:50. Please note only kaju petals (Kaju Pakali) should be used and no broken cashews shall be used for preparing gravy. The thickness of the gravy must be observed according to the preparation (Consistency – Thick pouring).

10) The sample of cooked food will be sent once in a month to the Food and Hygiene Analysis Lab for testing by the agency, the Agency shall submit the test report and bill of Food Testing Lab to YASHADA. The cost for the same will be reimbursed to the Agency by YASHADA on producing paid bills.

11) There will be internal, external, and un-announced audits by YASHADA appointed officials and agencies. Any default found in quality of service and food shall be liable for a penalty of Rs.10,000/- on the spot.

ANNEXURE III (Page-four)

PROCEDURE OF PREPARATION

1. All dry material should be cleaned and weighed before issuing.
2. All vegetables and fruits should be washed before cutting and chopping.
3. All the chopped vegetables should be put in colanders and kept covered.
4. All cooked and uncooked food should be kept covered.
5. All food that is stored in the fridge should be in food grade covered boxes or put in food grade polythene covers.
6. All the refrigerators should be thoroughly cleaned once in a week with soap & warm water & then with sanitizer.
7. No opened tins should be kept in refrigerator. If kept, leads to food poisoning.
8. No stale food should be served.
9. **Utensils for cooking non-vegetarian food** –The agency shall ensure that the cooking/cutting areas and cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food. A separate cooking arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non-Vegetarian dishes. There should be separate tandoors for Veg and Non-Veg items.
10. Hot food should be served hot & cold food should be served cold.
11. All beverages to be served should be chilled.
12. Three sink-systems should be used for washing.
13. All the surfaces of the kitchen & equipment should be scrubbed with detergent & washed daily after the food is cooked at least twice a day.
14. All Shelves and cupboards scrubbed and cleaned at least once in a week.
15. All edible items should be covered and then the walls & flooring should be scrubbed and cleaned with water & dried once in a week.
16. Garbage bins, which are covered with garbage bags, should be cleaned twice a day. The food which has to be thrown or the waste from the vegetables and fruits should be thrown in the garbage cans, which will be covered with the bags. Disposal of garbage will be the sole responsibility of the contractor at his own cost.

* Procedure of preparation of food above Sr. No. 1 to 15 will be randomly checked by authority. If any lapses found in this case a penalty of Rs.2000/- will be imposed.

ANNEXURE III (Page-five)

PROCEDURE FOR WASHING THE CROCKERY & CUTLERY

1. The crockery & cutlery will be deposited in different stations by the guests in the trolleys (used plate counter).
 2. The trolleys will be brought to washroom & first the remaining food will be cleared in the garbage by a brush and thrown in the garbage can, which will be covered with the garbage bag, and will be collected in two separates (bins - like wet and dry garbage bins).
 3. Three sinks will be used.
 4. Soap & sanitizer will be used respectively along with hot water. (The cleaning materials to be used as per Annexure-IV, page-three.)
 5. After washing the crockery & cutlery it will be kept on racks.
 6. Crockery and cutlery will be wiped with glass duster & not with tablecloth & Bed sheets and stored in the dining hall. Separate wiping cloths to be used for wiping.
 7. After wiping, the cloth should be washed after every meal / service.
 8. Staff as per Annexure I.
 9. Dish Washer Machine should be used for cleaning of crockery/cutlery. AMC from authorized dealer (IFB make) for dishwasher servicing shall be done by the agency to avail good results.
 10. Waste disposal methods as mentioned below to be taken care.
 - A. Bins should be lined with appropriate color bags & Regular cleaning to be done for the bins.
 - B. Garbage & Waste material (Food, left areas, trimmings etc.) should be disposed in appropriate bins.
- * In case if any food residue is found in drains or food residue causes drain choke up a severe penalty of Rs.10,000/- shall be levied per occasion.
- * Procedure for washing the crockery and cutlery as mentioned above should be observed strictly if found any lapses a penalty of Rs.2000/- will be charged per occasion.

ANNEXURE III (Page-six)

RAW MATERIAL SPECIFICATIONS

TO BE USED FOR COOKING

| Sr No | Particulars | Specifications |
|--------------|--|---|
| 1. | Rice | Basmati, Kollam, Ambemohar (Whole Rice), India Gate, Dawat, Kohinoor, Pantanjali Sampoomn [Use of Basmati (No.1 quality & fragrance) for pulav / biryani, as well as Use of Kolam Surati/ Basmati Rojana / Ambemohor for daily use] Idli Rawa - Cow Brand, Idli raja, Sakas,Agraj, Ashawad, Satyam |
| 2. | Pulses (Split red gram, Green gram, Bengal gram, Lentil, Split black gram) | Good quality – No.1 Tata Sampanna, Ashirwad, Sarvagun, Pure and Sure, Fortune |
| 3. | Edible Oil | Sunflower refined (Gemini/Dhara/Foutune/Kirti gold) |
| 4. | Wheat / Wheat Flour | Sehore, MP Lokvan (Preferable Sehore) |
| 5. | Pickle (Mango / Mix) | Pravin / Suhana /Mothers |
| 6. | Papad | Lijjat, Pravin, Suhana |
| 7. | Bread & Sandwich Bread (White/ Brown) | Britannia/ Modern/Oven fresh |
| 8. | Butter, Cheese | Amul / Gowardhan / Mothers Dairy / Britannia |
| 9. | Jam | Kisaan/ Mapro |
| 10. | Sauce | Maggi/Kisaan/ Heinz/ Veeba |
| 11. | Milk And Milk Product | Chitale / Katrinaj / Amul / Gowardhan / Gokul |
| 12. | Juice | Real/Tropicana/B-Natural |
| 13. | Ice cream | Amul / Quality walls / Mother Dairy/Dinshaws. |
| 14. | Tea | Tajmahal/Society/Brook Bond Red Label |
| 15. | Coffee | Ness cafe / Bru /Kaffe |

| | | |
|-----|--|--|
| 16. | Biscuits (Four different varieties) | a) Britannia Marie Gold/Nutrichochoice/Priya Gold Marie/Sunfeast. b) Salted Biscuits (50-50, Monaco, Krackjack, etc.). c) Cream Biscuits (Bourbon, Oreo, Hide & Seek). d) Good Day, ParleTwenty20, Pantanjali Cashew, Sunfest . |
| 17. | Cookies | Kayani Bakery , Amul, Unibic etc. |
| 18. | Chicken | Godrej, Venkey's, Chicken Viken (Packed chicken) |
| 19. | Meat | Good quality, fresh from local market, Packed Meat form Branded butcheries like AlKabir, Godrej, |
| 20. | Fish | Good quality, fresh from local market types of fish like (Pomfret, Surmai, Prawns, Rawas, Bangada) |
| 21. | Spices | Pravin/Everest/Bedekar/Kepra/Badshaha/MDH/Suhana/Vkl. |
| 22. | Fruits | Good quality (Daily Purchase) Should be approved, Quality Checks will be conducted by the organization on regular basis |
| 23. | Vegetables/Leafy vegetables | Good quality fresh vegetables. (Daily Purchase) Should be approved, Quality Checks will be conducted by the organization on regular basis |
| 24. | Aromatic Powder | Chef's Art, Knoor |
| 25. | Noodles | Ching's/Weikfield |
| 26. | Pasta | Weikfield/Colavita/Borges/Barilla |
| 27. | Dry Fruits | Good quality |
| 28. | Exotic Vegetables | Salad leaves, Capsicum (Green, red, yellow), Broccoli, Zucchini, Baby corn, Mushroom |

| | | |
|----|---------------------------|--|
| 29 | Corn flour/Custard powder | Weikfield, Foodix, Et-mi jelly mix |
| 30 | Bhakarwadi | Chitale/Kaka halwai/Mulchand |
| 31 | Wafers | Budhani/Chitale/Balaji |
| 32 | Burfi's | Amaba burfi/Kaju katli (Kaka Halwai/chitale) |

The best quality material to be used and to be got approved by Manager MDC. The quality of material will be checked regularly. If unbranded, Substandard, or expired food items/material found in store or used for cooking purpose, a penalty of Rs.2000/- on each occasion will be levied and recovered from the bills of the contractor.

ANNEXURE III (Page-seven)

MDC CANTEEN CLEANING SCHEDULE FOR KITCHEN

1. Cleaning of Banquet / Dinning area before / after every service i.e., Breakfast, Lunch & Dinner.
2. Sweeping and mopping of kitchen floor after every service, i.e., Breakfast, Lunch & Dinner.
3. Use of separate dustbins for Dry & Wet garbage and cleaning of these dustbins after every food service.
4. Cleaning of side table, kitchen platform after every meal i.e., Breakfast, Lunch & Dinner.
5. Cleaning of all kitchen equipment – every day.
6. Cleaning of deep fridge – every week and as required.
7. Cleaning and washing of kitchen utensil after every use.
8. Cleaning sweeping and dusting of backyard every day two times and as per requirement.
9. Cleaning of open drainage in the kitchen and washing area to be cleaned with hot water and disinfectant once in a week.

❖ **SPECIALISED CLEANING CHART FOR WEEK**

| | |
|-------------------------|--|
| <u>SUNDAY</u> | Kitchen Exhaust System |
| <u>MONDAY</u> | Main Kitchen Area Tiles, Wall, Ceiling and Kitchen Garbage |
| <u>TUESDAY</u> | Pantry Area and Equipments |
| <u>WEDNESDAY</u> | Both Utility Areas |
| <u>THURSDAY</u> | Wet Preparation Areas. |
| <u>FRIDAY</u> | Vegetables Store Area Grocery Storage Area |
| <u>SATURDAY</u> | Office Premises. |

ANNEXURE IV (page-I)
SCHEDULE FOR MDC HOUSEKEEPING WORK

| No | Description | Area | Periodicity |
|-----------|---|--|----------------------|
| 1 | Sweeping, Dusting, and mopping of rooms | MDC Hostel rooms, classrooms and complete building and MDC Auditorium, offices & classrooms. | Daily |
| 2 | Sweeping, Dusting, and mopping | MDC Hostel | Daily |
| 3 | Cleaning and mopping of rooms | Toilets, Wash Basins, floors, MDC Hostel complete building and MDC Auditorium, all floors. | Daily |
| 4 | Sweeping, Dusting, and mopping | All corridors of MDC & MDC Auditorium. | Thrice a day |
| 5 | Removal of Cobwebs, Cleaning of fans, cleaning of windowpanes, etc. | MDC Hostel room and building, MDC Auditorium | Once in 15 days |
| 6 | Cleaning | MDC utility Room, parking area of roads and all open space including backyards of MDC hostel rooms building & MDC Auditorium | Daily |
| 7 | Cleaning of internal drainage systems to avoid choking of drainage line | MDC Building and MDC Auditorium | Every week |
| 8 | Removal of grass and wild growth around MDC Building & auditorium outside the lawns | Adjoining areas of MDC Building and MDC Auditorium | Every week |
| 9 | Cleaning of Water Tanks (Carried out by YASHADA, it should be monitored by agency) | All covered and underground / overhead water tanks of MDC Building and Auditorium | Once in three months |
| 10 | Cleaning of Solar equipment (Solar plates) | Solar System (Equipment) at MDC Bldg. | Once in 15 days |
| 11 | Cleaning of Terraces | Terrace of MDC building and Auditorium | Once in 15 days |

| | | | |
|----|--|--|---|
| 12 | Cleaning of Water Coolers | All water coolers in the MDC Building & Auditorium | Once in a week |
| 13 | Vacuum Cleaning of carpets and furniture | All carpets, panels in MDC premises and Auditorium | Once in every month |
| 14 | Mechanized shampooing of carpets and Sofas | All carpets and sofas in MDC premises and Auditorium | Once in every six months |
| 15 | Mechanized Floor Cleaning | All corridors open space area and all passages in MDC area and MDC Auditorium | Once in a month |
| 16 | MDC Building & auditorium Fire Fighting equipment's monitoring | All firefighting equipment's to be monitored every day in every shift. Proper register must be maintained. | Every day every shift |
| 17 | Mechanized cleaning of Paver blocks | All open space area including backyards of MDC Building & MDC Auditorium | once in every Four month & as per requirement |
| 18 | Facade cleaning | MDC Building & MDC Auditorium | once in every six months |

ANNEXURE IV (Page-two)

Areas for cleaning in addition to items specified in schedule of Housekeeping

1. Lobby, classrooms, conference room, syndicate rooms & toilets of ground floor, 105 room including toilets, corridors, staircases & lifts.
2. Storeroom, kitchen, dining hall, banquet hall, supervisor's room, corridors & washrooms.
3. Manager MDC & Director MDC office rooms.
4. The staff will be according to the Annexure-I, page-one and two.
5. MDC Auditorium
 - Basement
 - 250-Seater auditorium and toilet foyers, lobbies, chairs, carpet cleaning & carpet shampooing and the Mezzanine floor & basement.
 - First floor
 - 2nd Floor, classrooms adjoining areas, foyers lobbies.
 - Terrace.
6. Probable inclusion of 24 room facility adjacent to YASHADA campus area.
7. Any other cleaning area specified by the Director General, Director MDC, Manager MDC of YASHADA.

ANNEXURE IV (Page-three)

The cleaning materials and consumables to be used

| | |
|--|--|
| Sinks and Tubes | Bathroom Cleaner RI |
| Commode & Urinals | R 6 |
| Glass/ TV/ Computer & Keyboard | Glass Cleaner R3 |
| Marble, Kota, Tiles | R2 |
| Wooden Furniture | R4 |
| stainless steel surfaces | Suma D7 |
| Air Freshener | R5 |
| Washing of Crockery & Cutlery in the three-sink unit | Suma Det – 1 |
| Washing of Kitchen | Standard Chemical |
| Vegetable / Fruits | Suma Tab / Mediclore |
| Washing Hands | Handwash – Dettol/Crew/Diversey/ Godrej/ Lifebuoy/Savlon Sanitizer -Rossari/Roots/Diversey/Satol/ Godrej/ Dettol/Lifebuoy/Savlon/3M |
| For remove stains from Bathroom / Taps | Crew emerald |
| Brass | brasso |
| Dusters | Dusting |
| Floor Mops Wet | Mopping |
| Floor Mops Dry | Mopping |
| Mopping bucket | to carry water for mopping |
| Glass Cloth | Wiping for the Cutlery & Crockery. |

| |
|---|
| Dry mops, Hard broom, soft broom, Floor wipers, Glass wipers |
| Sanitary cubes, White Naphthalene balls, Hand caddies, |
| Toilet roll, C fold paper, |
| Caution Sign Flap/Board |
| Toilet – Round & Hockey brush, Choke up pumps |
| Floor Scrubbing brush, Nylon scrubbers, |
| Garbage bags biodegradable |
| Hand gloves, Mask Disposable, |
| Room fresheners Godrej aer, Odor control refills, etc. |
| Dining paper rolls, dinner mats, Tissue Paper, Brown Papers in cupboard |

Note: - Any other cleaning material can also be required for the purpose of satisfactory performance as per directions. All cleaning material required for cleaning to be procured by the contractor as per cleaning requirements. All dispensers fitted in classrooms; toilets and wash basins will be replenished with standard refills required. The best quality material to be used and to be got approved by the person in charge. (Please refer clause No.11.5)

ANNEXURE IV (Page-four)

Scope of work for HOUSEKEEPING

All the linen:

1. Towel, Hand Towel, Face Towel, Bathroom mat for the rooms should be placed in the same places stipulated for these items. This linen should not be used for other purposes.
2. All the linen will be changed after 2 nights or as per the requirement. For making beds three bedsheet system shall be followed.
3. Blankets, Bed Covers, Mattresses Protectors, Curtains, Pelmet Covers, will be washed/dry-cleaned once in every six months or as and when required.
4. All cleaning material to be procured by the contractor should be according to the Annexure IV (page - three).
5. The agency shall arrange to spread brown papers in the cupboards, drawers of the writing table and the bedside table.
6. Laundry should preferably be given to automated laundry.
7. All stains should be removed time to time from the linen.
8. Stock checking will be done, jointly by contractor & hostel manager.
9. Housekeeping staff should be in clean uniform and well groomed.
10. Each floor should have staff according to the Annexure-I, page-one and two.
11. Housekeeping room boys should carry a tray/housekeeping trolley where all the cleaning material will be stocked & should have proper mopping bucket.
12. No equipment small or big or cleaning agents will be left in the rooms or corridors.
13. No cleaning equipment or material should be kept on the furniture or beds or sinks.
14. All the rooms should be furnished with clean linen & the dustbin should be furnished with garbage bags by the contractor.

15. All the staff will enter & leave from the side entrance.
16. No staff will wander around other floors than stipulated floors.
17. On duty, the staff should not shout, smoke, or chew tobacco or pan.
18. Staff will have lunch in a stipulated place & time.
19. Rooms should be checked by the floor supervisor immediately after the guests leave and discrepancy to be brought to the notice of Front Office.
20. In VIP rooms, the food will be supplied by the service staff.
21. OHP, Plasma TV, computers, LCD in the classrooms & TV, video, music system, etc. in recreation areas and various items required for various games like carrom, table tennis, chess, badminton, etc. will be provided by the academy and will be maintained by contractor.
22. All preventive maintenance to be done by technical maintenance staff provided by the contractor.
23. The cleaning in respect of catering and housekeeping services has to be conducted as per the government guidelines for pandemic.

Note: - See Annexure II for the room supplies by the contractor.

ANNEXURE IV (Page-five)

Duty Schedule of Housekeeping staff

- He shall ensure switching off the lights / fans / computer/ TV/ taps / close window panels and door, etc. after the participants /officers vacate the rooms.
- All waste collected from the MDC building should be deposited in the garbage dumps. Garbage disposal will be the sole responsibility of the contractor at his own cost.
- He will also be responsible to ensure that the water taps and brass articles in the MDC are protected from any type of damage.
- Cleaning and sweeping of all rooms involving changing of Linen, table's wares, towels, etc. Dusting and cleaning of furniture and fixtures, providing drinking water, etc., every day to participants, guests, etc. as demanded.
- Cleaning and sweeping of external areas such as passage, foyers, and staircases of the areas every day.
- Cleaning and sweeping the common toilet blocks, rooms twice a day.
- Cleaning and maintaining the furniture, fixtures and equipments, that are in use in these buildings every day.
- Occasional packing and unpacking of material, loading, and unloading of articles, etc.
- Shifting of furniture and its rearrangement as per requirements.
- The removal of garbage and its proper disposal every day twice.
- The room boy will have to change the linen as per requirement, cleaning the buckets, jugs, water jars, glasses, soap cases, toothbrush stand, water coolers, lamps, sachet containers, electric kettle, etc. will be done every day.
- Bed tea / coffee supplies to room will be furnished by the housekeeping boys.
- All the solar panels should be cleaned once in 15 days under supervision of Housekeeping Supervisor or electrician.
- Periodical cleaning, washing, dry cleaning, shampooing of Chairs, Sofas, Carpets, furniture, linen, etc., should be done as per mentioned in Annexure.
- The agency shall bear the cost to bring the equipments like vacuum cleaners, scrubbing machines, Jet pressure pump, Shampooing machine, etc. on his own. Refer Annexure IV (Page-one).

ANNEXURE V
Monthly Certificate of Compliance of Statutory Obligations by the Contractor

From: -..... W.C. No.....
For the Month of.....

1. Has the Attendance Muster Cum Wage Register of persons engaged during the month, duly signed by the individual employees, and countersigned by the Representative of the Company?

Yes / No

2. No. of man days worked. (Verified with Attendance Muster cum Wage Register)

Yes / No

3. Minimum Number of Persons employed on any working day during the month (Verified with Attendance Muster Cum Wage register)

Yes / No

4. Have all employees been paid wages, Special Allowance and HRA at rates, not lesser than the minimum rates prescribed by the Government under relevant enactments? (Verified with Attendance Muster cum Wage Register)

Yes / No

5. Have all the employees been extended coverage of PF /EPF as per the eligibility under PF Act?

Yes / No

6. Are appropriate deductions made towards Professional Tax and Income Tax from the Salary Wages paid? (Verified with Attendance Muster Cum Wage register)

Yes / No

7. Are all deductions affected from the Salary / Wages as per provisions of the Payment of Wages Act? (Verified with Attendance Muster Cum Wage register)

Yes / No

8. Are following Registers required under provisions of various statutes maintained upto date in the prescribed format, kept available the premises of the Company for the Inspection of any Statutory Authority on demand?

Yes / No

- a) Register of Persons Employed
- b) Muster Roll
- c) Register of Wages
- d) Register of Deduction
- e) Register of OT
- f) Register of Fines
- g) Register of Advances

9. The licenses under the provisions of Contractor labour (R & A) Act has been obtained / renewed and kept operative. The half yearly / yearly returns are submitted in time to the Authority under the Act. (Attach Xerox Copy)

Yes / No

(Signature of the Contractor)
After verification of the above list

(Signature of Director, MDC)