



E-TENDER NOTICE

YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION
Raj Bhavan Complex, Baner Road, Pune 411 007.
Phone No. (020) 25608033 & 25608208, Fax No. (020) 25608100

DETAILED TENDER NOTICE

YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION

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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 21/09/2022, Blank tender will be available on <https://mahatenders.gov.in> up to 21/09/2022 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

(2022-2024)

1	Approx. Estimated cost of work	700 Lacs
2	Security Deposit	3 % of Accepted Tender Cost
3	Earnest Money Deposit	7,00,000/- (To be Submitted online)
4	Cost of Tender Form	Rs.25,000/- (Non-refundable) (To be Submitted online)
5	Date of issue of Tender Form	30/08/2022 to 21/09/2022 up to 03:00 PM
6	Pre-Bid Meeting	13/09/2022 at 11:00 AM
7	Last Date of Submission of E-Tender Offer	21/09/2022 up to 03:00 PM
8	Date and time of opening of Technical Bid	23/09/2022 at 11:00 AM.

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TENDER CONDITIONS

1. The bidders should submit in all respects their complete bids online. 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.
 - A. Envelope No.1 should be uploaded online duly filled in and complete with supporting documents, as per clause 7.1 to 7.20.
 - B. Envelope No.2 should be uploaded online and should contain duly filled in and complete offer taking into consideration all terms and conditions mentioned in the Tender Document.
2. 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 respects as per Tender Conditions and qualified in technical evaluation shall be considered for Opening of Envelope No. 2.
3. **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.
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 bid is liable to be rejected. Bidders are allowed to enter the bidder Name and Values only.
5. The Director General YASHADA, Pune, reserves the right to reject any or all tenders without giving any reasons at any stage.

6.0

COMPOSITE FACILITIES MANAGEMENT SERVICES

6.1 Management Development Center (MDC) is a prestigious center of YASHADA, and clientele of MDC is drawn from Government, Corporate sector, and International Agencies. MDC complex comprises of Sampada and Sanwad Buildings with its adjoining area. Considering the MDC clientele, quality of food, hygiene, housekeeping and all services have to be consistently of high standards, equivalent to 3-Star facilities. 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). The selected agency will be appointed for a **period of two years** from the date of commencement of contract.

6.2 The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, which possesses the required licenses, registrations etc. as per law **valid at least for 12 months** from the date of bid opening. The Bidder shall be a professional Contractor, with a minimum of **Five years' experience** in providing Composite Facility Management Services or Separately in Housekeeping Services as well as in-house multi-cuisine catering services (i.e., Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, Asian, Western, etc.) to hotels with a rating of 3 star and above or Central or National level training institutions or establishments, Financial Institutions or Corporate Sector or Multinational companies having lodging facilities of at least 100 rooms (single or double) and catering facilities for a minimum of 100 Persons in any particular location for which the services are rendered. In case the bidder is having experience separately in Housekeeping Services and in-house multi-cuisine catering services, five-year experience in each field is necessary.

6.3 If bidders wish to bid as a Joint Venture, the JV should be in existence and valid before filing the tender and legally valid registration document between the parties to the joint venture would need to be enclosed in the technical bid envelop No.1, and partners in JV 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, at the time of bidding and which claim shall be supported by acceptable evidence, or else such bids will be rejected. The experience criteria cited at para 6.2 above shall be equally applicable to JV Partners, they can have individual experience in their fields independently to comply with tender requirements, however they should have five-year experience in those fields.

6.4 The bidder should not have been blacklisted by any organization in the past or debarred to participate in tender for any organization.

6.5 Workload - Housekeeping: Area of Housekeeping of MDC is approximately 9200 sq. mtrs. consisting of -

a) Sampada building which has 100 rooms (with an average occupancy of 50%, though efforts will made to increase occupancy to higher levels), three classrooms, two syndicate rooms, office area, Banquet and Dining hall and kitchen (appx 5400 sq. mtrs.),

b) Sanwad building which has 250-seater auditorium, four classrooms, multi room, faculty room, Director office and coordinator office (appx 2800 sq. mtrs.) and

c) Surrounding area of 1000 sq. mtrs.

6.6 Agency will have to provide Sugar/tea/coffee/milk/whitener sachets to be kept in the room at their own cost and housekeeping and cleaning services for the entire complex of MDC (Sampada & Sanwad) building which would include cleaning of premises (including facade, pavement blocks), rooms including bathrooms, corridors, common toilets, elevators, etc. Agency shall provide machinery or equipment like vacuum cleaners, scrubbing machines, jet pressure pump, carpet/sofa shampooing machine, etc., required for cleaning. Maintenance of rooms includes changing linen **twice a week or whenever there is change of occupant or if requested by occupant**, providing laundry services for the items related housekeeping, replacement of consumable items, classroom arrangements and maintenance of all utilities. Bidder will provide trained team to include professional supervisory staff, technical manpower, skilled manpower and unskilled manpower to maintain and manage MDC complex.

6.7 Workload – Catering: The bidder has to provide catering facilities on an average to 100 persons at any point of time and it may be increased or decreased as per the requirement of the organization as the full capacity of the MDC is of 200 residents and there may be some nonresident participants. Catering involves

management and maintenance of catering related equipment and infrastructure (Banquet, Dining hall, kitchen, stores & surrounding areas) of YASHADA. The activities include catering related activities and services i.e., to serve bed tea, breakfast, mid-morning tea biscuits, lunch, afternoon tea biscuits and dinner, apart from special occasional requirements. Bidders would have to provide food as per the menu given in annexure V. Apart from this, Continental or Chinese or Mexican menu need to be provided as required.

6.8 The wages for manpower (as per Annexure II and II A) will be reimbursed by YASHADA, from the date of commencement of contract, along with applicable taxes. Consumables and cleaning material shall be procured by Agency as per tender conditions clause no 9.5 and shall be reimbursed by YASHADA. Rates quoted would be for an integrated package for all the services described above and more specifically mentioned in the Tender Document. Offers for partly/individual services would not be entertained.

6.9 Bidders shall quote fixed rates valid for 2 years as per tender clause Financial Bid Paragraph 8.3 (Catering - Part A, Service charge - Part B and Other items - Part C) excluding wages for manpower (as per Annexure II and II A) which will be reimbursed by YASHADA. However, it may be noted that the bidder is eligible to claim 5 % more of the catering charges quoted for every 10 % increase in the CPI for prepared meals, snacks, sweets etc. Please note that the CPI Data (Final) as per reports of Ministry of Statistics and Program Implementation shall be the base for this claim.

All India Consumer Price Indices

Current base year i.e., F.Y. 2011-2012 (Base: 2012=100)

Subgroup code (1.1.12) prepared meals, snacks, sweets etc.

May 2022 index is 184.9 as per the base year denoted above (Urban Area)

If the base year changes necessary calculation to ensure payment as per above formula shall be done.

The agency shall be eligible for this claim from a month after declaration of final CPI data figures (Subgroup code (1.1.12) for prepared meals, snacks, sweets etc. for urban area) and shall be in commensurate with increase or decrease of CPI data figures. The final data of CPI for urban areas (Related to subgroup code (1.1.12) prepared meals, snacks, sweets etc. for urban area) shall be considered as base from the month of signing of the contract for such evaluation.

6.10 Bidders shall describe their capabilities and strengths to provide all services under/as per this tender with their bid (Technical Evaluation Criteria) and evidence to support their experience as well as capabilities to provide such services of the standards equivalent to 3-Star facilities by way of providing details of organizations/institutions where they are providing services. YASHADA shall inspect and verify the same before award of contract.

6.11 For all purposes of disputes arising during day-to-day functioning, discipline, performance 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.

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

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

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

6.14 EARNEST MONEY DEPOSIT AND TENDER FEE:

Earnest Money Deposit of Rs. 7,00,000/- & Tender Fee of Rs. 25,000/- (Non-refundable) along with the tender should be paid on-line only.

6.15 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.

6.16 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 non-interest-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:

6.15 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.

Table No. 1
Technical Evaluation Criteria

Sr. No.	Technical points	Minimum & maximum	Marks	Max. Weightage
T1.1	Capacity in providing catering facility to institutions where No. of persons for a day's meal (that include BT, BF, Tea/Biscuits, Lunch, Dinner) at a time in one or many institutions in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022. (As per Clause 6.2 & 6.7)	100 - 199 Persons at a time in a single location	5	15
		200 - 299 Persons at a time in one or two locations	10	
		300 and above Persons at a time in one or more locations (with a minimum of 100 at each location)	15	
T1.2	Capacity in Providing Housekeeping Services to No. of rooms/suites/cottage (Irrespective of type & No. of Beds) in an institution in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022. (As per Clause 6.2, 6.5 and 6.6)	50 – 99 rooms at a time in a single location	5	15
		100-149 rooms at a time in one or two locations	10	
		150 rooms and above at a time in one or more locations (with a minimum of 50 at each location)	15	
T1.3	Experience in Composite Management Services or providing services separately in Catering and Housekeeping in an institution (as per Clause 6.2) or running Hotel Establishment equivalent to 3-Star facilities.	5-7 Years	5	15
		8-10 Years	10	
		More than 10 Years	15	
T1.4	No. of qualified Catering manpower: No. of Chefs (Head Cook/Cook/Asst. Cook) on the pay roll of the bidder in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022 with professional qualification like Degree/PG/Diploma in Hotel Management or in Culinary Studies, (Minimum 6 Months duration) from any recognized domestic or international Hotel Management institutes (Documentary Proofs to be attached) Or No. of Chefs (Head Cook/Cook/Asst. Cook) having a minimum of 10 years of professional experience on pay roll of the bidder in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022.	4 to 7	5	10
		8 and above	10	
T1.5	No. of qualified supervisory manpower: No. of Sr. supervisors/F & B Supervisors/ Supervisors on the pay roll of the bidder in any one of the past Five years, i.e., from FY	5 to 10	5	10

	2017-2018 to 2021-2022 with professional qualification like Degree/PG/Diploma in Hotel/Hospitality Management (Minimum 6 Months duration) from any recognized domestic or international institutes in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022. Or No. of Sr. supervisors/ F & B Supervisors/ Supervisors having a minimum of 10 years of professional experience on pay roll of the bidder in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022.	11 and above	10	
T1.6	Financial Capacity: Annual Turnover from composite /catering/housekeeping services for any of the three financial years during the period from FY 2017-2018 to 2021-2022.	2 crore to 3 crore	5	10
		More than 3 crore	10	
T1.7	Employees Strength: Number of Employees in respect of catering and housekeeping services working in Bidders Organization/Agency in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022.	50-100	5	15
		101-150	10	
		151 and above	15	
T1.8	No. of large clients served: Size and quality of Client for whom Catering and/or Housekeeping Services are being provided (annual billing per client should be at least Rs. 50 lakhs) in any one of the past Five years, i.e., from FY 2017-2018 to 2021-2022.	5-10 clients	4	10
		11-15 clients	6	
		16-20 clients	8	
		More than 21 clients	10	
				100

NOTE: -

- A consolidated report pertaining to T1.1 to T1.8, in addition to supporting documents mentioned above shall be submitted as per Table 2, Table 3, Table 4, Table 5 and Table 6. This shall form as content of Envelope No 1.
- 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.
- The bidders obtaining minimum 65 marks in technical evaluation shall be qualified for evaluation of financial bid. In case of non- availability of at least 3 qualified bidders (Having 65 marks or above), YASHADA reserves the right to reduce the qualifying marks by 5 at a time till at least 3 bidders are found qualified.

Table No. 2

Supporting Documents for Technical Evaluation (Table 1)

1. Documentary proof for the claims made above shall be submitted in the following manner.
2. Please highlight the employees name in the documents (E.g., EPF/EPR report) detailing employees.

Reference	Documents Required	Page No.
T1.1, T1.2 and T1.8	1. Work experience certificate from the clients 2. Work order issued by the clients 3. Proof of payment made by the clients for the entire year. Note: The above documents should clearly establish the no of persons for whom catering services are provided and no of rooms for which housekeeping services are provided throughout the year.	
T1.3	The documents mentioned above against point no. T1.1 and T1.2 for the entire duration for which experience is claimed.	
T1.4 and T1.5	1. For professional qualification: certificate issued by recognized institution. 2. For experience: Legally reliable documents like ESIC or EPF contribution or payment through proper banking channel for the entire period.	
T1.6	1. Annual Turnover Certificate duly certified by Chartered Accountant on CA Firms letter head with UDIN No. 2. Income Tax Return relevant to certificate of C.A.	
T1.7	Legally reliable documents like ESIC or EPF contribution or payment through proper banking channel for the entire period.	

7.0 ENVELOPE NO.1 (Technical Offer)

Sr. No.	Below Documents shall be submitted.	Documentary Proof Page No. From – To
7.1	Online challan copy as a proof of Payment of Earnest Money Deposit (As per clause No.6.14 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 (Whichever is applicable) [As per clause 6.2 and 6.3, with legally valid document] with Detailed Addresses, Names, Fax. Nos. of the chief executive of the bidder.	
7.3	Copy of certificate of Registration under Shops & Commercial Establishments Act along with renewal entries or Intimation Receipt (सुचना पावती)	
7.4	Valid Copy of License from Food and Drug Administration under FSSAI Act	
7.5	Copy of Goods and Service Tax registration certificate.	
7.6	Valid Copy of License from Labour Commissioner to employ contract labour	
7.7	Copy of Registration Certificate under Employees Provident Fund & Miscellaneous Provision Act 1952	
7.8	Copy of registration certificate under ESIC Act	
7.9	Copy of Income Tax PAN/TAN of the bidder company	
7.10	Latest Goods and Service tax no dues certificate from Chartered Accountant on C.A. firms' letterhead	
7.11	Proof of experience in providing catering facility to no of persons as per point 1 of Table-1 (T1.1)	
7.12	Proof of experience in Providing Housekeeping Services to No. of rooms as per point 2 of Table-1 (T1.2)	
7.13	Proof of experience in no of years (providing Composite Management Services or providing services separately in Catering and Housekeeping) as per point 3 of Table-1 (T1.3)	
7.14	Proof of having qualified chefs as per point 4 of Table-1 (T1.4)	
7.15	Proof of having qualified supervisors as per point 5 of Table-1 (T1.5)	
7.16	Proof of Annual Turnover from composite/catering/housekeeping services as per point 6 of Table-1 (T1.6)	
7.17	Proof of Number of Employees in respect of catering and housekeeping services working in Bidders Organization/Agency as per point 7 of Table-1 (T1.7)	
7.18	Proof of Size and quality of Client for whom Catering and/or Housekeeping Services as per point 8 of Table-1 (T1.8)	
7.19	ISO certificate (Related to Hospitality & Catering)	
7.20	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".	
7.21	The bidder shall submit self-declaration on letterhead as per format given in Annexure I.	
7.22	The bidder shall submit bidder's bank details on letterhead as per format given in Annexure VII.	

Note:

1. 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.

TABLE NO 3

(Refer Table 1, Points T1.1, T1.2 and T1.3)

**CAPACITY IN COMPOSIT FACILITY MANAGEMENT SERVICE/CATERING SERVICE/
HOUSEKEEPING SERVICE –From FY 2017 - 18 to 2021-22**

Profile of the Bidder:

1. Name of Bidder:
2. Type of Organization: Proprietary/ Joint Venture / Company / LLP
3. In case of JV, please provide name of the agency having experience in
 - a. Catering:
 - b. Housekeeping:

Sr. No.	Year of Report	Sr. No.	Name of the company to whom service provided by Bidder	No. of persons for whom Catering is provided	No. of rooms for which House Keeping services are provided
1	FY 2017-2018	1.1			
		1.2			
		1.3			
		1.4			
		1.5			
2	FY 2018-2019	1.1			
		1.2			
		1.3			
		1.4			
		1.5			
4	FY 2019-2020	1.1			
		1.2			
		1.3			
		1.4			
		1.5			
5	FY 2020-2021	1.1			
		1.2			
		1.3			
		1.4			
		1.5			
6	FY 2021 - 2022	1.1			
		1.2			
		1.3			
		1.4			
		1.5			

Note: - To support the claims made above, documents as mentioned in table-2 should be submitted

TABLE No 4

(Refer Table 1, Points T1.4, T1.5 and T1.6)

BIDDERS ANNUAL TURNOVER AND DETAILS OF QUALIFIED CHEFS AND SUPERVISORY STAFF ON BIDDERS PAY ROLL- FROM FY 2017-18 TO 2021-22

Name of Bidder:

Sr. No.	Year of Report	Annual Turnover in Crores	No. of Chefs (Head Cook/Cook/Asst. Cook)		No. of Sr. Supervisors/F & B Supervisors/ Supervisors	
			With Qualification	With Experience	With Qualification	With Experience
2	FY 2017-2018					
3	FY 2018-2019					
4	FY 2019-2020					
5	FY 2020-2021					
6	FY 2021 - 2022					

Note: - To support the claims made above, documents as mentioned in table-2 should be submitted

TABLE NO. 5

(Refer Table1 Point T1.7)

**DETAILS OF EMPLOYEES WORKING UNDER BIDDER
IN ANY ONE OF THE FY FROM 2017 - 2018 TO 2021- 2022**

Name of Bidder:

Sr. No.	Designation*	Employee Name on Payroll	Experience In years	Qualification *	ESIC*	EPFO No.*
A	Chef					
1						
2						
3						
4						
B	Supervisory Staff					
1						
2						
3						
C	Other Employees					
1						
2						
3						

* Please provide detailed designation like Head Cook, Assistant cook, sr. supervisor etc.

TABLE - 6
(Refer Table T1.8)

CLIENT FOR WHOM CATERING AND/OR HOUSEKEEPING SERVICES ARE BEING PROVIDED
(ANNUAL BILLING PER CLIENT SHOULD BE AT LEAST RS. 50 LAKHS)

Financial Year	Sr. No.	Name of the Client	Address and Contact No.	Duration of Contract	Type of Service Provided	Annual Bill Amount
	1					
	2					
	3					
	4					
	5					

ANNEXURE I

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 2022-2024.

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 2022-2024

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/We certify that "The firm has never been blacklisted by any organization in the past or debarred to participate in tender for any organization".
4. I/We certify that there are no Criminal Cases pending against the firm/firms in any court of law within the country in the past.
5. 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.
6. I hereby certify that if there is any increase in 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 shall not be responsible for such increased payments or liabilities beyond terms of tender document.

Thanking you,

Yours faithfully,

Date: -

Signature & Seal of Bidder with
Name & Designation

ANNEXURE II
Manpower Deployment Pattern including Holidays
(Minimum requirement)

The manpower requirement shown below is the minimum requirement to be positioned and the wages for the same is reimbursable from YASHADA as defined in the tender. 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. YASHADA reserve the right to direct deployment of additional manpower for the said purposes. The impact of additional requirement of manpower as per necessity as well as for providing reliever for employee who are on leave or on off days shall be taken into account by the bidder while quoting service charges in the financial bid as the same is not reimbursable.

Housekeeping

Manpower required for MDC - Sampada & surrounding area

First shift 04 Supervisors (floor)
07 am to 1600 hrs 02 Classroom Assistant
 08 Room attendants

Second shift 02 Supervisor (floor)
1300 hrs to 2200 hrs 02 Classroom Assistant
 08 Room 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

Manpower required for MDC- Sanwad inclusive of Auditorium

General shift
07 am to 1600 hrs. 01 Supervisor
 01 Room attendants

Second shift
1300 hrs to 2200 hrs 01 Supervisor
 01 Room attendants

Maintenance Manpower required for MDC-and as when required for anywhere in YASHADA Complex.

Electrician 3 (1 per shift)
Plumber 1 (General)
Carpenter 1 (General)
Mason cum Painter 1 (General)
Technical Assistant 1 (General)

Manpower required for Reception

First shift 01 Receptionists
07 am to 1600 hrs Male/Female

General shift 01 Receptionists
09 am to 1800 hrs. Male/Female

Second shift 01 Receptionists
1300 hrs to 2200 hrs Male/Female

Third shift
2200 hrs. To 0730 am

01 Receptionists
Male

CATERING

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

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

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. All supervisory staff and Reception staff should be well conversant in Marathi, Hindi and English and other staff in Marathi and/ or Hindi. The Agency shall appoint professionally qualified Staff. The agency shall arrange for a refresher training to them once in six months compulsorily at his own cost.

Housekeeping

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 02 year, should have knowledge of cleaning material and cleaning equipment's, 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.

Catering

6. The F & B Supervisor, Head Cook should have Degree or Diploma in Culinary studies or Hotel & Catering Management from recognized hotel management institute, trained in multi-cuisine food preparation with work experience of minimum 2 years.

OR

F & B Supervisor & Head Cook having work experience of minimum 10 years.

7. The Assistant Cooks should have completed certificate course in cookery or Degree or Diploma in Culinary studies or Hotel & Catering Management from recognized hotel management institute, should be trained in multi-cuisine food preparation, with work experience of minimum one year.

OR

Assistant Cooks having work experience of minimum five years.

Note: For the purpose of **point 6 & 7** above, experience should be 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. YASHADA reserve the right to verify the credentials before award of the contract and the selected manpower shall be deployed only after the approval and satisfaction of the YASHADA Authorities.

8. Helpers, Cleaners, Service boys' staff should be experienced in the nature of work required to be performed at MDC by them.

ANNEXURE II A

MDC CATERING & HOUSEKEEPING SERVICES - WAGE STRUCTURE

(The rates shown here are applicable as on 31.07.2022. Any revision, from time to time, in any of the items in column 2 will be paid by agency and reimbursable)

Sr. No	Particulars	Description	Skilled	Unskilled
1	2	3	4	5
1	Basic	As per Govt. Rate	Rs.11632.00	Rs. 10021.00
2	Special Allowance (VDA)	As per Labour Commissioner Notification	As applicable	As applicable
3	Total Minimum Wage (1+2)	Total Minimum Wage (1+2)		
4	HRA	As applicable	As applicable	As applicable
	Total (A)	Sr No 3 + 4		
5	EPF, ESIC, Leave & N.H. Wages, Bonus & Labour Welfare Fund	As applicable	As applicable	As applicable

Note: The payment of wages for the minimum agency employees deployed at MDC (refer Annexure II) shall be as per Minimum Wages Act and in case of certain categories higher wages as detailed below shall be payable at the minimum and the same is reimbursable from YASHADA.

- A. The basic wages for Head Cook (one no.), shall be considered as 2.5 times (Two & half times) of the existing basic wages of skilled manpower (refer table above) and applicable allowances, bonus and all statutory compliances there of as per table mentioned above shall be reimbursed by YASHADA.
- B. The basic wages for Assistant Cook (two nos.) shall be considered as 1.5 times (One & half times) of the existing basic wages of skilled manpower (refer table above) and applicable allowances, bonus and all statutory compliances thereof, as per table mentioned above, shall be reimbursed by YASHADA.
- C. The basic wages for F & B Supervisor, Senior Supervisor, Electrician (03 nos.), Plumber, Mason Cum-Painter and carpenter (one each) shall be considered as double that of existing basic wages of skilled manpower (refer table above) and applicable allowances, bonus and all statutory compliances there of as per table mentioned above.
- D. Supervisor (Nine nos.) and Receptionist (four nos.) shall be paid Rs. 1500 per month as an incentive in addition to wage structure applicable to Skilled Manpower as per Minimum Wages Act (refer table above)
- E. For all other staff, wage structure applicable to Unskilled Manpower as per Minimum Wages Act shall be applicable.
- F. The Agency can consider higher wages to these employees over and above wage structure as given in annexure II A and foot notes A to D depending on their qualifications, experience and expertise at their own cost.
- G. Wherever applicable, insurance as per provisions of workmen's compensation Act, 1923 shall be paid by the agency and shall be reimbursed by YASHADA.

Note:

1. The invoice shall be payable to the agency after submission of proof of payment of wages paid to the staff engaged subject to statutory deductions.
2. The consolidated wages payable to the manpower deployed in YASHADA shall be as per the wage structure as mentioned in Annexure II A above with foot notes (A to G) and shall be in compliance with all statutory provisions applicable in this regard and as may be revised from time to time by the concerned authorities. It will be the responsibility of the Agency to pay to the person deployed and YASHADA in no way will be liable.
3. The changes in rates prescribed in Annexure II A which might occur on account of changes in Variable Dearness Allowances (VDA special Allowance) and wage structure declared by State/Central govt. or any other changes in statutory provisions. Such wages paid by agency to its employees deployed at YASHADA shall be reimbursed by YASHADA on submission of proof of payment.
4. GST will be paid as applicable. The bidder should provide necessary documentation enabling YASHADA to claim input tax credit.

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 – 25608033, 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

PART - A CATERING CHARGE			
	Description of Service	Comprehensive Rate [in Rupees] (in figure & words) Including all taxes, excluding GST.	
1	<p>The Bidder should quote lump sum Catering Charge to include Meal/food package per day - per person – for Bed Tea, Break Fast, Mid-Morning Tea/coffee biscuits, Lunch, afternoon tea/coffee biscuits, Dinner (As per details and raw material specification mentioned in annexure V). The rate should be comprehensive considering Deployment of additional manpower (as and when required) but excluding the cost of wages for manpower mentioned in annexure II & II A.</p> <p>The cost of Catering would involve management and maintenance of the equipment and infrastructure as specified in the Tender Clause 6.7.</p> <p>The bidder is eligible to claim 5 % more of the catering charges quoted here for every 10 % increase in the CPI for prepared meals, snacks, sweets etc. (Refer - 6.8)</p>		
2	The bidder shall give breakup of above rate for full day package mentioned against Part –A as follows: -	[Unit]	[Amount in Rs]
I	Bed Tea/ Tea/coffee	[1]	
II	Breakfast	[1]	
III	Mid-Morning Tea/coffee biscuits	[1]	
IV	Afternoon Tea/coffee biscuits (Rate for III & IV should be same)	[1]	
V	Lunch	[1]	
VI	Dinner (Rate for V & VI, i.e., for lunch & dinner should be same)	[1]	
<p>Note: - For Working Lunch* (See Annexure V) The rate for working lunch will be considered as 90 % of the quote given in V or VI above.</p>			

PART – B SERVICE CHARGES		
Sr. No.	Description of Service	[Amount in Rupees (In figures and words) Excluding GST]
	<p>The Bidder should quote its Service Charges for Housekeeping Services on per month basis considering following activities and services more specifically as under -</p> <p>a. For Housekeeping considering expenses for and supply and use of machinery required for cleaning of glass (Window/Façade/ Tabletop, etc.), furniture, carpet and corridors/pavements, supervision of activities of the agency as per scope of work in the tender; Sugar/ tea / coffee/milk/whitener sachets to be kept in the room, flower arrangements, dry cleaning of curtains, pelmet covers, bed covers, mattress protector and blankets (every six months or as and when required), along with laundry charges of linen in all rooms. (Refer schedule for as mentioned in annexure VI of tender document)</p> <p>The rate should be comprehensive considering Deployment of additional manpower (if and when required) but <u>excluding</u> the cost of wages for manpower mentioned in Annexure II and IIA and the cost of consumables and cleaning material mentioned in Annexure VI.</p> <p>b. Providing and maintaining tidy uniform with shoes and two pairs of socks, Identity Card and cost of medical examination and police verification and in wake of pandemic required vaccination certificate for manpower deployed at MDC as per Annexure II</p> <p>All taxes (Excluding GST), levies, duties, transport charges, Central, State & Corporations, to be paid by agency and shall not be reimbursed by YASHADA.</p>	<p>Service Charges in Rupees (Per month in figures and words) (Excluding GST)</p>

PART – C OTHER ITEMS (Other Food Items Rates) [For packed food or beverages quote should not be above MRP]		
Sr. No.	Particular	[Amount in Rupees (In figures and words) Excluding GST]
1	High Tea (See Annexure V)	
2	Extra or Additional items (per pax)	
A	Fruit basket (Minimum 4 fruits of different varieties) (See Annexure-IV)	
B	Milk 150 ML cup	
C	Buttermilk/Fresh Lemon Juice (Minimum 125 ML)	
D	Fresh Fruit Juice (Minimum 125 ML)	
E	Fresh Coconut Water (Minimum 125 ML)	
F	Dry Fruits (50 gm each in separate bowl -Almond, Cashew nuts & Prunes)	
G	Soup-Veg. 150 ml	
H	Soup Non-Veg. 150 ml	
I	Snacks / Veg. Sandwich /Cheese Sandwich, etc. (See Annexure V)	
J	Grilled 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)/ Sheera (100 gm)/Jalebi (02 piece) /Pastry (01 piece), Millet 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 150gms a) French Fries or b) Paneer Pakoda or c) Harabhara Kabab or d) Mixed Pakora	
U	Non-Veg Starter Mutton 150gm	
V	Non-Veg Starter Chicken 150gm	
W	Non-Veg Starter Fish 150gm	

ITEMS ON MRP		
X	Cold Drinks (rates for Standard Coldrinks - per bottle) a) 200 ML b) 500 ML	
Y	Mineral Water	
	Bisleri /Aquafina/Bailley/Oxyrich 20 Liters	
	Bisleri /Aquafina/Bailley/Oxyrich 1000 ML	
	Bisleri /Aquafina/Bailley/Oxyrich 500 ML	
	Bisleri /Aquafina/Bailley/Oxyrich 200 ML	

Note: -

- 1) Pro rata rate shall be paid for service providers for providing housekeeping services if required as per Annexure VI point no 6.
- 2) Weight mentioned above shall be of cooked food where applicable.
- 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

9.0 Points to be considered while submitting rates

9.1 Breakup of Catering comprehensive rate per day per person with rate for Bed Tea, Break Fast, Mid-Morning Tea/coffee biscuits, Lunch, afternoon tea/coffee biscuits, Dinner (shall be in accordance with Annexure V and clause 8.3 Part A) and should cater for requirement of additional manpower as and when required.

9.2 All items, including extra items need to be prepared and delivered anywhere or on YASHADA Campus as per requirements. 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.

9.3 The item wise rates given in 8.3 Part- A (2) 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 cold drink
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.

9.4 For service Charge Part – B, Bidder should quote service charges considering services provided for Housekeeping at MDC, YASHADA. In addition, agency to consider the cost of providing agency employees uniform, shoes with two pair of socks and maintaining it, I card. Conduct of medical examination and police verification and also breakages, damages and loss of inventory, etc.

9.5 All Consumables and Cleaning material (refer Annexure VI) of all sorts for e.g., brooms, detergents, dusters, etc. required for cleaning the premises shall be provided by Agency and shall be reimbursed by YASHADA. The agency shall procure standard cleaning material of Johnson diversey brand required for toilet, floor, & upholstery cleaning, liquid hand wash. Toilet paper, Tissue Paper (wipro water dissolvable) & all other required material such as gloves, brooms, brushes, dusters etc. of reputed brand. The indent of such material will be approved by the Manager MDC as required from time to time. The cleaning material should be procured from company/their authorized dealer/ reputed supplier from market approved by YASHADA authority, all such stock brought on Campus will be physically verified by Manager MDC. The agency shall submit all bills in triplicate copies, pertaining to purchase of above cleaning materials, one such copy of bill along with delivery challan should be submitted at security gate of YASHADA.

9.6 The rates quoted in financial bid shall include all taxes, cess, duties, charge/surcharge, fees, rates, etc. levied by Central Government/State Government and any local authorities excluding GST. 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.

9.7 The applicability of rates for Composite Facility Management shall be as per Tender Clause 6.8 and 6.9.

9.8 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 marks in descending order 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.

9.9 In such a case, an Evaluated Bid Score (Z) 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

$$Z = [W \text{ low}/W] * 100 * X + [T / T \text{ High}] * 100 * (1 - X)$$

Where

W = Evaluated Bid Price (A+B+C) (Weightage is 50%, 40% and 10% respectively)

W 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 (Z) among responsive Bids shall be the Most Advantageous Bid.

9.10 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 tender, three proposals, L, M & N were received. The technical evaluation committee awarded the following marks as under:

L: 75 Marks

M: 80 Marks

N: 90 Marks

9.11 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.

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

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

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

9.12 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:

L: Rs 120

M: Rs 100

N: Rs 110

Note: For this tender quoted price shall be calculated as under:

Tender Clause	Price quoted for	Details of Bid	Bid Amount
8.3 Part A	Catering	Comprehensive Rate in Rupees- Including all taxes, (Excluding GST)	[Part A amount]
8.3 Part B	Service Charge	Service Charges in Rupees (Per month in figures and words) (Excluding GST)	[Part B Amount]
8.3 Part C	Other Food Items	Comprehensive Rates in Rupees (Excluding GST)	[Part C Amount]

Bid amount to be considered for QCBS calculations (in figures and words) In Rupees along with weightage as per Para 8.8			[Part A Amount plus Part B Amount plus Part C Amount]
[W]			

Note: - $W = (A+B+C)$

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

L: $(100/120) * 100 = 83$ points

M: $(100/100) * 100 = 100$ points

N: $(100/110) * 100 = 91$ points

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

Proposal L: $83 \times 0.30 + 83 \times 0.70 = 83$ points

Proposal M: $100 \times 0.30 + 89 \times 0.70 = 92.3$ points

Proposal N: $91 \times 0.30 + 100 \times 0.70 = 97$ points

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

Proposal L: 83 points: H-3

Proposal M: 92.3 points: H-2

Proposal N: 97 points: H-1

Proposal N 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.

9.16 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 65 marks out of 100 in the technical qualification. Tenders earning at least 65 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 [90% for Part-A plus 05% for Part-B plus 05% Part C] 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.

COMPOSITE FACILITIES MANAGEMENT SERVICES

Terms and Conditions

10.0 General Conditions

10.1 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 service charges 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. The successful tenderer shall be referred to in this document for the purpose of this contract as 'Agency'.

10.2. 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.

10.3. The 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.

10.4. 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; noncompliance or violation thereof shall be the Agency's sole responsibility.

10.5. 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 staff/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 agency 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, compensation 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. 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.

10.6. 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 Complex including facilities provided in the rooms, 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. The Agency will be fully responsible for articles/items kept in the MDC rooms for the use of Participants. Agency would give the receipt of such articles/items kept in the MDC rooms/received from YASHADA from time to time. Yearly inventory verification will be carried out by YASHADA. YASHADA will have right to deduct (recover) the amount for shortages and losses found during stock verification/inventory from the bills payable. Recovery will not be done for the articles which are returned due to being unserviceable such as linen & other articles.

10.7. The agency should 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 V and VI. 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.

10.8 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 of YASHADA. YASHADA will not accept or entertain any claim in such cases.

10.9 The Agency shall co-operate with other agencies on the campus while performing their duties during the period of contract and including extension of contract period where applicable.

10.10 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 "AGENCY" 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.

10.11 The Agency shall be responsible for always maintaining the entire premises clean and tidy. The agency shall also be responsible at their own cost and equipment for:

- a) Vacuum cleaning of the panels, carpets, chairs & sofas in the MDC & MDC Auditorium premises once in a month.
- b) Shampooing of carpets & sofas once in every six-month.
- c) Mechanized cleaning of Paver blocks in open space area including backyards of MDC Building & MDC Auditorium once in every four months and as required.
- d) Facade cleaning of MDC Building & Auditorium once in every six months.

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.

10.12 The agency or their 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.

10.13 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 Competent Authority at YASHADA concerning any aspect of the catering, housekeeping, front office, and maintenance services. The Sr. Supervisor and F & B Supervisor of the agency should be available round the clock in the MDC hostel premises for ensuring proper supervision of Maintenance, Front Office, Housekeeping services and Catering Services. The selected Agency shall provide necessary Insurance cover to applicable employees under provisions of Workmen's Compensation Act, 1923 and intimate to YASHADA within six weeks from the date of deployment of the employee. The cost of Insurance under Workman Compensation act shall be reimbursed by YASHADA. 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 YASHADA premises. It shall be the sole responsibility of the selected Agency in respect of its employees.

10.14 All the employees engaged by the agency shall be professionally qualified, trained, experienced, good character, well behaved, obedient, and skillful in their tasks as described in Annexure II. All employees deployed at YASHADA should be in good health. 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 commencement of the contract period date at the cost of the Agency (As per Annexure IV). 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-III.

10.15 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.

10.16 It may be noted that the contractual relation is only between YASHADA and agency in the nature of agency being provider of services. 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.

10.17 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.

10.18 The agency should take necessary measures to safeguard safety of agency's employees working on hazardous task by providing safety equipment and personal protective equipments such as facade cleaning (safety belts), electrical repairs work (leather gloves), kitchen (fire resistant aprons) etc. 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 YASHADA premises. It shall be the sole responsibility of the successful Agency to repay all such expenses in respect of its employees. The agency shall be responsible for entire risk coverage of all its employees deployed by them. The agency should ensure safety of the belongings of the inmates in the MDC however, in case of any untoward incidents like theft or loss of any belongings/cash that takes place from the occupant's room/classroom/dining hall due to negligence on the part of the workers employed by the agency, the agency would be liable for compensating the loss.

10.19 Any packing and unpacking of material, shifting of furniture, and loading and unloading of articles, lawn arrangements etc. as per requirement and also preparing lecture halls, for use, placement, and management of equipment such as OHP, TV, Computer, Remote Microphones, Laptop, Audio Visual Equipment's etc. shall be the part of services under this agreement without any extra payments or claims on that account.

10.20 The agency will inspect electrical points and electronic equipment's, water supply points, plumbing installation, toilets, carpentry work, civil work, painting work, etc. every day as a part of its service maintenance job under this agreement and in case of repairs / maintenance get it done in working condition 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. Repair material shall be supplied/ replaced by YASHADA.

10.21 Necessary clothing and stationery should be provided by the agency such as Uniform with name tag with shoes and two pair socks, Registers, files, etc., at its own cost. The uniform of Supervisor and other staff shall be distinct from one another and that of YASHADA 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.

10.22 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.

10.23 The Agency shall ensure that none of its personnel on duty is in inebriated state or consumes drug, prohibited substances, smoke, etc., while on duty or otherwise inside YASHADA premises. YASHADA 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.

10.24 For emergency and night services the staff members of the agency will be provided limited (06 persons/ as per availability) accommodation within/near the campus.

10.25 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 MDC 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.

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

10.27 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 it 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.

10.28 Yearly Periodic inventory of items such as Crockery, Cutlery, Utensils, machinery, etc., issued to the Agency would be checked and reconciled by YASHADA. The Agency is bound by contract to replace the shortfall of such items / articles of similar brand. In case the Agency cannot replace, the cost of such shortfall, cost thereof would be recovered from the Agency.

10.29 Shortage/Breakage of up to 15% per annum of the crockery/cutlery supplied time and again by YASHADA during the inventory period to the Agency can be considered as a discount on cutlery and crockery items in favor of the Agency. Short fall of crockery and cutlery items, over and above 15% shall be recovered from Agency Bill at the purchase price of the deficient item. In respect of unserviceable items only (unbroken but soiled Crockery, Cutlery and full piece Linen) the agency should return such items to MDC, YASHADA so that no recovery will be made against such items.

10.30 YASHADA will provide kitchen room and food preparation dead stock items/ equipment/ machinery to the agency. All these dead stock items/equipment/machineries will be provided to the agency free of charge for use at MDC. The agency should check all the dead stock items/equipment/machineries, whether they are in good condition or not while taking possession of the kitchen. Thereafter no complaints will be entertained. In addition to the items provided by YASHADA, the additional requirement of items/equipment/machinery required will have to be procured by the agency at its own cost. All dead stock 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/repared 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 competent authority 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. Agency to convey unserviceable nature of machinery provided by YASHADA in writing as soon as it occurs to avoid penalties and recovery'

10.31 Agency should carry out repair & maintenance of machinery provided by YASHADA during the period of contract at their cost periodically to avail good results. Agency to convey in writing requirement for repairs or servicing of machinery provided by YASHADA if it is unable to do so and which shall be got done at cost of Agency. If agency returns machinery items issued by YASHADA, in unserviceable condition YASHADA will recover the repairing cost from payments due to agency.

10.32 Gas - YASHADA shall provide empty BPCL commercial LPG gas connection/MNGL connection as and when available during contract period or extension thereof and the agency shall arrange for refill/recharge regular supply of commercial LPG gas refills/MNGL 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 from authorize dealer/gas agency to avail good results at its own cost. A record of periodic servicing shall be maintained by the agency and shall be produced to YASHADA on demand.

10.33 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.

10.34 Penalties and Termination: If the performance of the Agency is found poor due to lack of quality manpower or in providing services (i.e., Catering, Housekeeping, Reception & Maintenance on the part of the Agency and / or its employees) as per tender conditions (based on low quality feedback and observations which will be judged by Senior Officer of YASHADA duly nominated by Director General, YASHADA) and despite instructions, agency fails to improve the same, the agency shall be liable to pay penalty and/or is subject to termination as detailed below. The Agency shall not be entitled for compensation to any loss which agency may incur in this regard.

- a) In case of non-compliance with the contract, the YASHADA reserves its right to:
 - i) Impose penalty of 10% of the **catering bill** (excluding amount reimbursable for wages) related to the duration of the course for which the average feedback by the participants about the quality of food is less than the rating of 3 out of 4.
 - ii) Impose penalty of 10% of the **housekeeping bill** (excluding amount reimbursable for wages) related to the duration of the course for which the average feedback by the participants about the quality of housekeeping is less than the rating of 3 out of 4.
 - iii) Recover damages equal to the losses suffered by YASHADA due to failure or poor performance of the bidder.
 - iv) Impose penalty of rupees 5000/- for each occasion of failure or poor performance by the bidder which is not covered by clauses i ii and iii. Provided that for the purpose of clauses i & ii, YASHADA reserves it's right to take feedback (from participants/users) of any frequency including weekly and course wise.
- b) In case of continuous non-compliance, the YASHADA reserves its right to terminate the contract and appoint another agency during the remainder of the contract period at the risk and cost of the bidder.

10.35 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.

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

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

11.1. 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.

11.2. 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.

11.3. The Successful Bidder shall be responsible for all legal compliances whether monetary or otherwise, in such cases if their employees are found at fault.

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

12.0 PAYMENT

12.1. 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 three months of contract period completion or

extension period if any, subjected to 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.

12.2. In the event of pandemic like situation, the manpower deployed can be decreased/ increased by YASHADA. It will be binding on the service provider to provide the Goods / Services at the same rates, terms & conditions during the tender period & any extension thereof.

12.3. 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 provisions of Tender Document.

12.4. The Agency shall submit its monthly wages/salary bill to YASHADA along with Certificate of compliance regarding Monthly statutory payments, duly filled check list in YASHADA's prescribed format and attendance report certified by authorized representative of YASHADA for reimbursement as per minimum deployment of staff on or before 15th day of succeeding month. The agency shall submit cleaning reports as prescribed in the cleaning schedule for catering at Annexure V and housekeeping at Annexure VI 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 II. The quantity of manpower can be increased/ decreased by YASHADA as per situation. The Agency shall increase manpower within a week from the date of such communication Similarly one week notice period shall be given by YASHADA for decreasing manpower. Such instructions will be given in writing by YASHADA from time to time and payment will be made proportionately. If any inadequacy is found in the above documents (Document adequacy will be judged from complaints and observations of Senior Officer of YASHADA duly nominated by Director General, YASHADA) penalty as per tender clause 10.34 will be levied on any default on the specifications mentioned at annexure II. In respect of penalties imposed to the agency in all cases GST will be charged extra at actual.

12.5. 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.

12.6. 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".

12.7. 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 regarding statutory payments to be submitted to Director, MDC along with monthly bill (**as per clause 12.4**). YASHADA shall have a right to withheld reimbursement 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. The Agency shall in no case, withheld the payments due to their employees for any reason whatsoever including that on account of non-clearance of its bills by YASHADA. YASHADA shall not bear any interest on withheld amount due to statutory non-compliance.

13. TERMINATION

13.1. 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 its 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.

13.2 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.

13.3 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 Mutual Settlement.

13.4 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 III
STANDARDS FOR PERSONAL HYGIENE & GROOMING

1. Grooming is the combination of style and discipline. It is to project an image of YASHADAs culture and ethics to our esteemed costumers. The Agency shall provide front office staff/ employees 2 sets while back office staff/ employees will receive 3 sets of uniforms according to her/his position for a period of 2 years

2. Generic grooming policy at YASHADA

- a) Hair: Clean, trimmed and neatly combed or arranged.
- b) Facial Hair (men only): Freshly shaved, mustache or beard neatly trimmed.
- c) Fingernails: Neat, clean and trimmed.
- d) Breath: Beware of foods which may leave breath odor. Beware of tobacco, alcohol and coffee odor. Use a breath mint if needed.
- e) Body: Freshly bathed/ showered. Use deodorant.
- f) Make-up (women only): Use sparingly and be natural looking.
 - g) Perfumes/Colognes/After-Shave: Use sparingly or none at all. Your scent should not linger after you leave.

3. **Uniform with Name Tag and Identity Card**

Agency and their employees need to keep our uniform clean, properly ironed, tidy and free of stains and tears. Nametags should always be worn with Uniform as it assists our guests and for our fellow associates. To guests, nametags show that they are someone whom they can ask for assistance. All employees are to wear an identity card on the left-hand side of their shirt pocket.

- Reception staff should wear dress code along with tie/sari/salwar& Kameez, Color to be selected in consultation with concerned YASHADA authority
- 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 Uniform for waiters is usually made of a jacket / mandarin collar jackets/waist coats (for men) and a spencer (for women). or of more modern solutions, such as employ the **aprons**, which are usually very long – a bit shorter for women – and with bib. The most popular colours for the uniforms for waiters are cream – a real must – and black, used almost everywhere.

4. **Hair**

Haircut must always be properly maintained in a neat condition. Staffs need to shampoo at least once every couple of days and most importantly, need to keep their natural hair color. Other things that staff need to consider are:

- a) Utilization of hair wig is not allowed.
- b) No hair-doing in the working area, especially not in front of our guests.
- c) **H**air bangs must be kept above eyebrows, no hair covering your eyes.
- d) **H**air accessories must be kept simple and black in color.
- e) Food handlers must wear a hat or hair covering, a beard restraint (if applicable), and clothing that covers body hair. Front-of-house staff should keep hair pulled back from the face.

5. **Shoes, Socks and Hosiery**

Appropriately, staff need to use:

- a. Simple plain black socks and hosiery.
- b. Plain black lace style or plain black slip-on style shoes with low heels.
- c. Non-slip sole to avoid injury.
- d. No sandals, open toed or strap shoes are permitted.
- e. Well-polished shoes at all times.

6. **Belt**

Only plain simple black leather belts are allowed.

7. **Nail**

Only clean, trimmed and well-manicured fingernails are allowed.

- a) Nail longer than the fingertips are not permitted.
- b) Artificial nails and nail arts are not permitted.
- c) Only clear or natural nail polish is permitted

8. **Make Up**

- a) Present a polished, professional, five-star image.
- b) Look natural, be well applied, with no garish colors.
- c) Earth and Natural Color is highly recommended.

9. **Teeth Braces**

Only clear and silver braces are allowed.

10. **Eyeglasses and Contact Lenses**

Only plain simple black, brown or silver framed eyeglasses with clear lens are permitted, as well as only clear contact lenses are too.

11. **Jewellery**

- a) Wedding & engagement ring is permitted
- b) One additional regular ring also permitted
- c) Simple in model
- d) Plain, no stone/ diamond/ other additional material
- e) Gold, silver, or its combination color only.
- f) Large bulky rings & rows of rings on each hand are not permitted
- g) Toe rings are not permitted

12. **Tattoo and Piercing**

Visible body piercing and tattoo are not permitted. Face or tongue or other visible body piercings must be removed before commencing every shift.

13. **Kitchen Staff**

- a) 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.
- b) 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.
- c) 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
- d) After going to the toilet, wash hands with soap.
- e) No staff should enter from the front office area. Separate entrance from the rear of the kitchen to be used.
- f) No staff should eat in the Banquet Hall.
- g) The staff should avoid using guest lifts for service or otherwise they should predominantly use the service lift.
- h) 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 covid protocol as per government guidelines to be followed by deployed staff at all times. 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 IV

Medical test recommended for medical examination of the Agency's employees

1. Hemogram
2. Vidal test
3. E.S.R
4. H.B.S.A.B.C (Hepatitis – B test)
5. Urine routine / Stool routine.
- 7 X- ray Chest.
1. General Hygiene- Nails, Cleanliness. Etc.

(Signed By)

Registered Medical practitioner

ANNEXURE V
MENU DETAILS

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

Breakfast (Buffet) :-

- ✓ Full/cut Fruit bowl, Fresh Fruit Juice,
- ✓ Corn flakes with milk/ Vegetable Dhaliya.
- ✓ 2 x Vegetarian Preparations- (Varieties as per sample menu)
- ✓ Add ons: Boiled Egg/Egg to Order (omlet/double fry), Toast, Butter, Jam, Tea /Coffee/ Milk.

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

Lunch / Dinner

Regular Menu	
✓	Soup-Veg.& Non-Veg ((Varieties as per sample menu)
✓	Salad: Lunch- Green Salad/ Sprouts/Kachumbar Dinner- Russian/ Italian Salad/ Chinese salad/Colesaw Salad
✓	Main Menu: One X Non-Veg preparation, Two X Veg preparations, One X Dal Rice two types (Pulao, Steam, Biryani, Curd Rice, Masala Rice) Variety of Rotis (Phulka, Chapati, Tandoori Roti, Bhakri, Poori, Nan)
✓	Accompaniments: 1. Steam Vegetables, 2. Papad, 3. Pickle, 4. Curd/ 5. Chutney/ Mirchi Thecha,
	Dessert: Varieties as per sample menu
NOTE: FOR VARIETIES AND COMBINATIONS REFER SAMPLE MENU. MENU WILL BE APPROVED BY MANAGER, MDC	

Working lunch/ Dinner: One Veg. Preparation (Dry/gravy), Roti, Pulav/plain rice, Dal, Accompaniments (Papad, Pickles, Curd, Chutney, Salad) and 1 Dessert.

High Tea: Any two snack items, Tea, Coffee, Minimum 4 Biscuits (2 from cat 1 & 2 from Cat 2 as per Annexure V serial 16)
Snack items: - Sandwiches (2 piece), rolls (2 piece), bhakarwadi (4 piece), wafers (50 grm), 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.]

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

Fixed: 4 x Bananas and Apples - 02 Quantity (200 gram)

Seasonal (Any Two): Pear / Kiwi - 02 Quantity, Fig - 05 Quantity / Chikoo - 05 Quantity
Oranges / Pomegranate - 02 Quantity Grapes - 250 gram.

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/ MASALA DOSA SAMBER & CHUTENY SABUDANA WADA WITH CUCUMBER CHUTNEY Add-ons BF	MILLET KHICHADI/ KANCHIPURAM IDLI WITH SAMBAR CHUTNEY CHOLE BHATURE Add-ons BF	MIX VEG PARATHA WITH CURD/ PONGAL SHEERA Add-ons BF	MENDU WADA WITH SAMBAR CHUTNEY MISAL PAV Add-ons BF
LU NC H	CREAM OF TOMATO SOUP CHICKEN HOT&SOUR 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/ SPROUT 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 SPROUT 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 MULTI GRAIN ROTI / CHAPATI TOSS SALAD Add-ons L KALA JAMUN	TUM YUM VEG SOUP CHICKEN MINSTRON E SOUP PANEER BHURJI VEG BHUNA MUTTON ROGAN JOSH PALAK RICE / PLAIN RICE MASOOR DAL Tamdoori ROTI / CHAPATI SPROUT 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
DI NN ER	VEG HOT & SOUR 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/ MULTIGRAIN ROTI/ CHAPATI KHIMCHI 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 & SOUR SOUP GOBI MANCHURIAN BHENDI ACHARI CHICKEN KOLAPURI VEG FRIED RICE / PLAIN RICE DAL PALAK Tandoori 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	CHINESE VEG THUKPA SOUP CHICKEN THUKPA SOUP VEGETABLE IN BURNT GARLIC SAUCE KING PAO POTATO/ TOFU CHICKEN MANCHURIAN VEG FRIED RICE CHICKEN SCHEZWAN NOODLES SALAD Add-ons D BANANA TOFFEE

* Add-ons BF – 1. FRESH FRUIT JUICE, 2. FRESH FRUIT, 3. CORNFLAKES WITH MILK/ VEGETABLE DHALIYA, 4. BOILED EGG/EGG TO ORDER, 5. TOAST BUTTER JAM, 6. TEA/COFFEE.

* Add-ons L/D – 1. STEAMED VEGETABLES, 2. PAPAD, 3. PICKLE, 4. CHUTNEY/ MIRCHI THECHA, 5. CURD.

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

CHINESE MENU OPTIONS

CHINESE STARTERS

Spring Rolls Vegetables/chicken, Chilli Potatoes/Paneer/chicken, Crispy vegetables in hot garlic sauce, Honey Chilli Potatoes/Honey Chilli Chicken, Crispy Chilli stir fry (Chicken/Mixed Vegetable)

CHINESE SOUPS

Hot and sour soup, Ginger and Spring Onion Egg Drop Soup, Manchow soup, Veg Thukpa Soup/Non-Veg, Veg Garden/8 treasure Soup, Veg Momo Soup, Chicken spicy garlic coriander/ lemon coriander

CHINESE MAINS

Vegetable/Chicken in burnt Garlic Sauce, Gobi/Chicken Manchurian, Soft-Fried Chicken/tofu with Lemon Sauce

King Pao potato/ Tofu/Chicken

CHINESE RICE/NOODLES

Veg /Chicken Schezwan Fried Rice/noodles, Veg/Chicken Hakka Rice/Noodles, Veg/chicken Burnt Garlic Rice/ Noodles

CHINESE DESSERTS

Darsaan, Banana toffee, Coconut milk, melon with sago pudding

ASIAN MENU OPTIONS

ASIAN STARTERS

Adobo Chicken Wings, Padang-Style Mashed Potato Fritters, Chicken Satay

ASIAN SOUP

Tom kha, Tom yum, Khao soi soup, Laksa soup

ASIAN RICE/NOODLES

Nasi Goreng, Pad Thai Noodles, Mi Goreng rice/noodles

ASIAN CURRIES

Thai red curry (veg/Non-veg), Thai green curry (veg/Nonveg), Malaysian Yellow Curry, Exotic veg in Sambal Sauce, Served with rice/ coriander rice

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 –III & Annexure-V. 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) Use of ajinomoto (Mono Sodium Glutamate - MSG) and cooking soda is prohibited.
- 11) YASHADA reserves right for random sampling of cooked food to the Food and Hygiene Analysis Lab for testing.
- 12) 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 on the spot if any.

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 as per PMC norms and also ensure that no accumulation of garbage takes place in any of the facility housekeeping areas.

PROCEDURE FOR WASHING THE CROCKERY & CUTLERY

1. The crockery & cutlery will be deposited in different locations 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 sink system will be used.
4. Soap & sanitizer will be used respectively along with hot water.
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. After wiping, the cloth should be washed after every meal / service.
8. Staff as per Annexure II.
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. Bins should be lined with appropriate color bags & Regular cleaning to be done for the bins.
 - Garbage & Waste material (Food, left areas, trimmings etc.) should be disposed in appropriate bins.

RAW MATERIAL SPECIFICATIONS TO BE USED FOR COOKING

Sr No	Particulars	Specifications
1.	Rice	Rice for Pulav/Biryani: Basmati Rice, India Gate, Dawat, Kohinoor Rice for Daily Use: Kolam Surati/ Basmati Rojana / Ambemohor, Patanjali Sampoon. 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 –Tata Sampanna, Ashirwad, Sarvagun, Pure and Sure, Fortune
3.	Edible Oil	Sunflower refined/ Groundnut/ Kardai (<u>Gemini/Dhara/Foutune/Kirti gold</u>)
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 / Mapro
11.	Milk And Milk Product	Chitale / Katraj / Amul / Gowardhan / Gokul
12.	Packed Juice (for special orders)	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)	Category 1: a) Britannia Marie Gold/Nutrichoice/Priya Gold Marie/Sunfeast. b) Salted Biscuits (50-50, Monaco, Krackjack, etc.). Category 2 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, Baramati agro (Packed chicken)
19.	Meat	Good quality, fresh from local market, Packed Meat form Branded butcheries like AIKAbir and Godrej.
20.	Fish	Good quality, fresh from local market types of fish like (Pomfret, Surmai, Prawns, Rawas and Bangada)
21.	Spices	Pravin/Everest/Bedekar/Kepra/Badshaha/MDH/ Suhana/Vkl.
22.	Fruits	Good quality (Daily Purchase) 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, Knorr
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)
33	Ladoo	• Til, Ragi, Millet, Groundnut and Beetroot.
34	Halwa	• Carrot, Lauki

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 difference in rate from standard raw material plus Rs.2000/- on each occasion will be levied and recovered from the bills of the Agency.

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.

Specialized Cleaning Chart for Week

Sunday	Kitchen Exhaust System
Monday	Main Kitchen Area Tiles, Wall, Ceiling and Kitchen Garbage
Tuesday	Pantry Area and Equipment's
Wednesday	Both Utility Areas
Thursday	Wet Preparation Areas.
Friday	Vegetables Store Area Grocery Storage Area
Saturday	Office Premises.

ANNEXURE VI
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

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, terraces & 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-III.
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. Any other cleaning area specified by the Director General, Director MDC, Manager MDC of YASHADA.

THE CLEANING MATERIALS AND CONSUMABLES TO BE USED

Sinks and Tubes	Bathroom Cleaner RI
Commode & Urinals	R 6 (Toilet Bowl Cleaner)
Furniture Maintainer	
Glass/ TV/ Computer & Keyboard	Glass Cleaner R3 (Collins, All Clean)
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 / Mediclone
Washing Hands	Handwash – Dettol/Crew/Diversey/ Godrej/ Lifebuoy/Savlon Sanitizer -Rossari/Roots/Diversey/Satol/ Godrej/ /Dettol/Lifebuoy/Savlon/3M
Carpet cleaning Chemicals	
Bathroom cleaner cum sanitizer concentrate	
Floor Cleaner concentrate	
For remove stains from	
Bathroom / Taps	Metal Polish 100ml, Crew emerald
Brass	Brasso
Glass Cloth	Wiping for the Cutlery & Crockery.
Dusters	Dusting
Floor Mops Wet with refill	Mopping
Floor Mops Dry with refill	Mopping
Hard Broom	Bathroom Cleaning
Soft Broom	Floor Cleaning
Glass Cleaner Wiper	Glass Cleaning
Mopping bucket	to carry water for mopping
Choke up pump	Bathroom/ Drainage Cleaning
Toilet Roll	
Odonil Cubes (50 gm per piece), Harpic Flushmatic Cubes	
White Naphthalene Balls	
Big Garbage Bags -10 Kg (Size 29X39)	
Small Garbage Bags-19 x 21	
Hand gloves	
Mask	

Caution Sign Flap / Board	
Floor Scrubbing Brush (Nylon Bristles)	
Scroch Brite or any equivalent	
a) All out refill 30 night /b) Good Night	
Liril/Santoor/Lux –15/75/120 grms	
C fold Paper -1 Box Contain 20 pkt	
Sanitary Cubes	
Floor Wiper Medium Size (2 Feet)	
Nylon Scrubber	
Odor control Refills	
Coir Mat- Big and small	

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.

SCOPE OF WORK FOR HOUSEKEEPING

- 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.
- All the linen will be changed after 2 nights or as per the requirement. For making beds three bedsheet system shall be followed.
- Blankets, Bed Covers, Mattresses Protectors, Curtains, Pelmet Covers, will be washed/dry-cleaned once in every six months or as and when required.
- All cleaning material to be procured by the Agency should be according to the Annexure VI
- The agency shall arrange to spread brown papers in the cupboards, drawers of the writing table and the bedside table.
- Laundry should preferably be given to the agency having automated laundry.
- All stains should be removed time to time from the linen.
- Stock checking will be done, jointly by the Agency representative & hostel manager.
- Housekeeping staff should be in clean uniform and well groomed.
- Each floor should have staff according to the Annexure-III.
- Housekeeping room boys should carry a tray/housekeeping trolley where all the cleaning material will be stocked & should have proper mopping bucket.
- No equipment small or big or cleaning agents will be left in the rooms or corridors.
- No cleaning equipment or material should be kept on the furniture or beds or sinks.
- All the rooms should be furnished with clean linen & the dustbin should be furnished with garbage bags by the Agency.
- All the staff will enter & leave from the side entrance.
- No staff will wander around other floors than stipulated floors.
- On duty, the staff should not shout, smoke, or chew tobacco or pan.
- Staff will have lunch in a stipulated place & time.
- Rooms should be checked by the floor supervisor immediately after the guests leave and discrepancy to be brought to the notice of Front Office.
- In VIP rooms, the food will be supplied by the service staff.
- 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 the Agency.
- All preventive maintenance to be done by technical maintenance staff provided by the agency.
- The cleaning in respect of catering and housekeeping services has to be conducted as per the government guidelines for pandemic.

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. Loss of any articles/equipment's/material placed in the room should be reported to YASHADA by agency.
- All waste collected from the MDC building should be deposited in the garbage dumps. Garbage disposal will be the sole responsibility of the Agency at its 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 equipment's, 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 (refer clause 6.6), 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 VI.
- The agency shall bear the cost to bring the equipment's like vacuum cleaners, scrubbing machines, Jet pressure pump, Shampooing machine, etc. on his own (as per tender clause 6.6).

ANNEXURE VIII

(To be scanned and uploaded in technical Envelope) Bidders Bank Details
for RTGS

All columns are mandatory

SR. NO.	BIDDERS DETAIL	
1.	NAME OF THE COMPITANT PERSON & AGENCY	
2.	ADDRESS OF THE AGENCY	
3.	CONTACT DETAILS	1) LANDLINE NO.:
		2) MOBILE NO.:
		3) E-mail ID:
5.	PAN NO.	
6.	GST NO. –	
BANK DETAIL		
1.	NAME OF THE AGENCY FOR RTGS	
2.	NAME OF THE BANK	
3.	CITY OF THE BANK	
4.	ACCOUNT NO	
5.	ACCOUNT TYPE	
6.	BRANCH CODE	
7.	ADDRESS OF THE BRANCH	
8.	IFSC CODE	
9.	MICR NO.	

Place:

Date:

(Signature of Authorized Person)

Name:

Designation:

Address:

