



E-TENDER DOCUMENT
COMPOSITE FACILITY MANAGEMENT SERVICES (2019-2021)
FOR MANAGAMENT DEVELOPMENT CENTER (MDC) YASHADA,
PUNE

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

DETAILED TENDER NOTICE

**YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT
ADMINISTRATION**

Raj Bhavan Complex, Baner Road, Pune 411 007.

Phone No. (020) 25608004 & 25608357, Fax No. (020) 25608100

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 16 /05/2019, Blank tender will be available on <https://mahatenders.gov.in> upto 16/05/2019 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 MDC
YASHADA (2019-2021)**

1. Approx. Estimated cost of work	Rs 500 Lacs.
2. Security Deposit	Rs. 25,00,000/-
3. Earnest Money Deposit	Rs. 5,00,000/- (To be Submitted online) (Refundable)
4. Cost of Tender Form	Rs. 20,000/- (Nonrefundable)
5. Date of issue of Blank Tender Form	02/05/2019 to 16/05/2019 Upto 3:00 pm.
6. Pre-Bid Meeting	07/05/2019 at 11:00 am.
7. Last Date of Submission of e-Tender Offer.	16/05/2019 Upto 03:00 pm.
8. Date and time of opening of Technical Bid	20/05/2019 at 03:00 pm.

TENDER CONDITIONS

1. The bidders should submit in all respects their complete bids online.
 - A. Envelope No.1 should be uploaded online duly filled in and complete with supporting documents, as per clause 7.1 to 7.18.
 - B. Envelope No.2 should be uploaded online and should contain duly filled in and complete offer as per Annexure I, II, III, & IV.
- 2 A. Technical offer (envelope No.1) shall be opened first. The Financial Offer (Envelope No. 2) of those bidders who's Technical Bids are found complete and valid in all respect shall be qualified for Opening of Envelope No. 2.
- 2 B. **Bidder should scan & upload all required papers and documents required for technical evaluation, in proper sequence as mentioned in Technical Offer (Envelop No.1).** If any of the required papers / certificates as specified in the Tender are not included, the offer will be disqualified without providing any clarification in this regard and envelope No.2 shall not be opened. Cost of bid to be borne by bidder.
3. Bids submitted by post/ couriers/by hand will not be accepted or incomplete bid/s or bid/s submitted after the submission date & time of closure of the tender will not be entertained.
4. The BOQ template (Envelop No.2-Price Bid) must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the bidder Name and Values only.
5. The Director General YASHADA, Pune, reserves the right to reject one or all tenders without giving any reasons at any stage.

6.0 COMPOSITE FACILITIES MANAGEMENT SERVICES

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

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

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

6.3 Housekeeping for the entire complex of MDC (Sampada & Sanwad) Building will have to be provided, which would include cleaning of premises, rooms, changing daily linen, laundry services, classroom arrangements and maintenance of all utilities. The agency would have to provide cleaning materials and trained staff plus labour to maintain an area of about one lacs sq. ft built-up and other adjoining areas.

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

6.5 Bidders shall describe their capabilities and strengths to provide all services under/as per this tender with their bid and the evidence to support their experience as well as capabilities to provide such services of the standards equivalent to 3-Star facilities, YASHADA shall inspect and verify the same before award of contract. If bidders wish to bid as a Joint Venture the legally valid registration document between the parties to the joint venture would need to be enclosed in the technical bid envelop No.1, and these shall be jointly and severally responsible and accountable to YASHADA for delivery of integrated services commitment. All parties of such bids of Joint Venture must be active as service providers, which claim shall be supported by acceptable evidence, or else such bids will be rejected. In case of Joint Venture each of the agencies shall be jointly and severally liable for the satisfactory completion of contractual services.

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

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

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

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

6.10 TENDER FEE & EARNEST MONEY:

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

6.11 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.

6.12 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:

6.13 Manner of submission of tender and its accompaniments:

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

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

Technical evaluation

Sr. No.	Technical points	Minimum & maximum	Marks
1	Presently Providing catering facility to No. of persons	Upto 200	10
		201-400	15
2	Experience in Composite Management Services or separately in Catering and Housekeeping or running Hotel Establishment equivalent to 3-Star facilities.	2 Years	10
		3-5 Years	15
		More than 5 Years	20
3	Number of Employees working in Organization/Agency.	50	15
		51-100	20
		More than 100	25
4	ISO certificate holder	General	05
		Catering Services	10
5	Presently providing Hotel/Hostel Services	25-50 rooms	10
		51-100 rooms	20
		More than 100 rooms	30

- Self attested Certified/True copy of documents mentioned above shall be submitted for Technical evaluation as mentioned in Sr.No.7.0 for envelop No.1 (Technical offer).
- The bidders obtaining minimum 50 marks shall be qualified.
- Self attested Certified/true copy of above mentioned documents if not submitted then the tender will be disqualified without providing any clarification in this regard and envelope No.2 of such bidder shall not be opened.
- Successful bidder shall provide all such documents related to the bidders taxation and financial capabilities as per Yashada's requirement.

7.0 ENVELOPE NO.1 (Technical Offer)

- 7.1** Online challan copy as a proof of Payment of Earnest money (As per clause No.6.10 of tender document).
- 7.2** Certified/true copy of certificate of Registration under Shops & Commercial Establishments Act 1948, along with renewal entries.
- 7.3** Bidder shall submit document related to company profile in details such as Name of Individual / Company (Public/Pvt.) / Association of persons / Partnership / Joint Venture (With legally valid document) (Which ever is applicable) with Detailed Addresses, Names, Fax. Nos. of the chief executive of the bidder.
- 7.4** Experience certificate of more than two preceding years from the clients of bidder of having provided successfully the Services (Composite Facility Management Services or Separately in Catering and Housekeeping) to Govt. /Semi Govt. /Private Sector or running hotel establishment of the standard equivalent to 3-Star facilities shall be submitted.
- 7.5** Document showing minimum 50 number of Employees working in bidders organization / agency in such works shall be submitted (It will be considered for evaluation/marking purpose). (e.g. P.T/E.S.I/E.P.F statement to show employment to minimum 50 number of employees).
- 7.6** ISO certificates is not mandatory, but it will be considered for evaluation/ marking purpose only.
- 7.7** Bidder shall provide their present client list for presently providing such type of services as per format given on page No.10. Also certificate of presently providing Hotel/Hostel services to more than 25 rooms shall be submitted. Besides, certificate of presently providing catering services to minimum average 200 persons per day shall be provided.
- 7.8** Certified/true copy of License from Food and Drug Administration under FSS Act, 2006 shall be submitted.
- 7.9** Certified/true copy of Service Tax/Goods and Service Tax registration certificate.
- 7.10** Certified/true copy of License from Labour Commissioner to employ contract labour shall be submitted.

- 7.11** Certified/true copy of Registration Certificate under Employees Provident Fund & Miscellaneous Provision Act 1952.
- 7.12** Certified/true copy of registration certificate under ESIC Act.
- 7.13** Certified/true Copy of Income Tax PAN card of the bidder company.
- 7.14** Latest Goods and Service tax no dues certificate from Chartered Accountant on C.A. firms letterhead.
- 7.15** Bidder having Minimum turnover of Rupees Two Crore annually for last three financial years (2015-2016, 2016-2017 & 2017-2018) from business of Composite Management Services or separately in Catering and Housekeeping or running Hotel Establishment shall submit the turn over certificate stating the above duly certified by Chartered Accountant on C.A. firms letterhead.
- 7.16** 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".
- 7.17** The bidder shall submit proof of existence of cash credit / overdraft facility above Rs.5,00,000/- from scheduled bank.
- 7.18** The bidder shall submit self declaration on letterhead as per format given on page No.11.

Format for submitting Present Client List

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

In respect of clause No.7.7, The bidder shall provide copy of work order/certificate in the same sequence as per mentioned in the above chart. The same shall be verified before award of contract.

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

FORMAT FOR SELF DECLARATION

Bidder's Name and Address

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

Reference: Tender for providing Composite Facility Management Services
at MDC, YASHADA for the year 2019-2021.

Sir,

In response to the Tender Document No. MDC-II/2019-21/CFMS
Tender, dated _____ issued to me/us for Composite Facility
Management Services in conformity with the terms and conditions, laid down
therein. I/We do hereby submit my/our tender for providing Composite
Facility Management Services 2019-2021.

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. The rates for providing Composite Facility Management services at
Yashada, MDC given in the format enclosed for the year 2019-2021
(Two Years).

Thanking you,

Yours faithfully,

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

8.0 ENVELOPE NO.2 (Financial Offer)

8.1 Schedule of Rates to be submitted by bidder

YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION,

Raj Bhavan Complex, Baner Road, Pune 411007

Telephone: - 25608004 – 25608357, Fax. : - 25608100

8.2

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

8.3 Rate Offer

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

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

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

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

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

8.4 Cold Drinks /beverages shall be provided as per requirement.

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

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

8.7 The Agency shall also provide wage structure for the staff to be deployed, required minimum manpower as per Annexure-I (Page one to two). The manpower requirement shown is the minimum requirement. The Agency shall deploy sufficient staff and manpower as per the work load so that quality of services should not hamper. No extra payment will be made for additional deployment.

8.8 Evaluation and deciding (L-1) lowest bidder.

- (a) The lowest (L-1) bidder for 8.3 Part-A 1 and Part-B shall be considered eligible for awarding and finalizing of contract only after negotiation and finalizing item wise rates in 8.3 Part-C.
- (b) In case the bidder quoting L-1 rates in 8.3 Part-A 1 is not L-1 in 8.3 Part-B, then he shall have to match L-1 in 8.3 Part-B. In this case also the item wise rates of 8.3 Part-C shall be negotiated and finalized with the L-1 in 8.3 Part-A 1.
- (c) The L-1 so decided as per (a) and (b) above along with negotiated final item wise rates for 8.3 Part-C shall be considered for award of contract under this tender.

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

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

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

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

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

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

**COMPOSITE FACILITIES MANAGEMENT SERVICES
Terms and Conditions**

9.0 General Conditions

- 9.1.** The contract will initially be valid for two years and may be renewed in writing for future period on such terms and conditions as may be mutually agreed upon. The rates agreed and accepted herein shall remain unchanged during the operative period of this Agreement and the Agency and its employees shall not raise any demand imposing additional financial burden on YASHADA on any count, including raise in any kind of allowances, on whatsoever account. The successful tenderer shall be referred to in this document for the purpose of this contract as 'Agency'.
- 9.2.** The Agency shall obtain all necessary permits / licenses for running the establishment from authorized agencies such as Municipal Corporation, other Local Authorities, State / Central / Govt. Department, Labour Department, etc. at its own cost. YASHADA shall not be held responsible for any breach of these rules and regulations by the Agency.
- 9.3.** It will be the responsibility of the Agency to make suitable arrangements for proper and efficient services to guard movable and immovable properties of Management Development Centre & MDC Auditorium building including kitchen and housekeeping equipment, furniture and all other articles supplied to the agency for the upkeep in the course of all activities under this agreement.
- 9.4.** Agency shall not transfer or assign or share benefits of this Agreement to or with anyone. Any such violation shall render the agreement to be cancelled at the risk and cost of the successful bidders.
- 9.5.** The Agency shall be solely responsible for all statutory payments to its employees /labour under all relevant statutes for the purposes of this Agreement. Further the agency shall keep YASHADA effectually indemnified against all claims for compensation under the provisions of any law for the time being in force / brought in to force, by or in respect of any workman deployed by the Agency directly or indirectly in carrying out the obligations under the contract and against all costs and expenditures incurred by YASHADA in connection therewith. YASHADA shall be entitled to deduct or otherwise recover from his dues, any amount from all the money payable by Yashada to the Agency on any account by way of compensation as aforesaid or of any other nature and costs or expenses in connection with any claim thereto. For this purpose an indemnity bond will have to be executed by the

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

- 9.6. The agency should strictly comply all standard quality parameters of raw material, tangible and intangible services. There will be no compromise on quality standards whatsoever of the composite facility services provided by the bidder as spelled in Annexure-I, page-one to eight, Annexure-II, Annexure-III, page-one to six, & Annexure-IV, page-one to five.
- 9.7. A minimum penalty of Rs.5,000/- per violation /per occasion will be levied on the Agency for low quality of food service or intermittent service or any lapse in service, i.e. Catering, Housekeeping, Reception & Maintenance on the part of the Agency and / or its employees. (Low quality feedback and observation will be judged by Senior Officer of YASHADA duly nominated by Director General, YASHADA).
- 9.8. It will be the responsibility of the Agency to store the materials purchased by the Agency for its use in neat, tidy, clean and hygienic manner in the space provided by YASHADA.
- 9.9. The agency shall at all times keep Yashada effectually indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or by reason of anything done or omitted to be done by the Agency and against all costs and expenditure incurred by YASHADA in that respect. The Agency shall also keep YASHADA indemnified against all claims for compensation under the provision of any law for the time being in force / brought in to force by or in respect of any workman deployed by the Agency in carrying out the obligations under the contract and against all costs and expenditure incurred by YASHADA in connection there with. YASHADA shall be entitled to deduct any amount due from all money payable to the agency by way of compensation as aforesaid or of any other nature and costs and expenses in connection with any claim thereto. For this purpose an Indemnity Bond will have to be executed by the Agency on Rs.500/- stamp paper.

- 9.10. In case, there arises any dispute regarding interpretation of any clause or term of this agreement and any related document the decision of the Director General, YASHADA, will be final and binding on both the parties.
- 9.11. The Agency shall co-operate with other agencies on the campus while performing their duties.
- 9.12. 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.
- 9.13. The Agency shall ensure that it fully complies with and observes all the provisions of the Contract Labour (Regulation & Abolition) Act, 1970. The Minimum Wages Act, 1948, Payment of Wages Act 1935, Employees Provident Fund and Miscellaneous Provision Act 1952, the ESI Act 1948 and such other statutory enactments rules and regulations laid down by the Govt. or local body in force; compliance or violation thereof shall be the Agency's sole responsibility, and subsequent amendments thereof. YASHADA shall have the right to withhold the payment of monthly bill in Case the Agency fails to comply with statutory requirements or fails to submit proof of statutory payments made by them in respect of their employees deployed at YASHADA.
- 9.14. The workmen deployed by the Agency shall be its own employees under their exclusive management, supervision and control and YASHADA shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity or any other allowance, leave salary, wages for holidays or any compensation notice pay etc. The professional and skilled manpower required shall be paid over and above minimum wages act as per market norms commensurate with the qualification, experience and skills required for the job.
- 9.15. YASHADA shall not accept and entertain any claim in the event of the Agency's employee sustaining any injury, damage or loss either to person or property either inside or outside the Academy premises. It shall be the sole responsibility of the successful Agency to repay all such expenses in respect of his employees. The successful Agency shall provide necessary Insurance cover to his all employees under Workmen's Compensation Act under intimation to YASHADA.
- 9.16. The Agency shall regularly make payment of contribution to the Provident Fund, family Pension, Employees State Insurance Corporation, Deposit Linked Insurance Scheme and all other statutory dues that may become due or payable by the Agency for the labour

deployed by them and maintain all such records as may be statutorily required and produce as and when demanded to the concerned officer of YASHADA in respect of dues paid in previous month (name wise). For this purpose the Agency shall fill up separate challans in respect of employees deployed at YASHADA. If the Agency fails to submit all documents YASHADA shall have a right to withhold payment of bill until total satisfaction with regard to compliance by the Agency as per Annexure-V.

- 9.17. A complete list of personnel along with their bio-data photographs, proof of residence, etc. should be submitted to the Authorized Officer of MDC before they are deployed, and then approved by Director MDC of YASHADA. Also Police Verification of all the employees deployed should be submitted by the agency within 01 month from the recruitment date.
- 9.18. The Agency shall be fully responsible for the articles / items kept in the area covered by the Facility Management Services under MDC.
- 9.19. All personnel deployed by the Agency shall at all times be medically fit including employee being free from any infectious disease. The medical fitness certificate issued by Registered Medical practitioner of all the employees deployed should be submitted by the Agency within 10 days from the recruitment date at the cost of the Agency. The grooming and hygiene standards should be as per Annexure-I, page- four to eight. The employees should be supplied with proper uniform by the Agency. Employees should be in prescribed uniform at all the times during the duty hours.
- 9.20. The workers / staff of the Agency will have nothing to do with the YASHADA and shall have no presumptive or any kind of right of absorption in the services of YASHADA. In order to give effect to this the Agency shall incorporate suitable clause in the appointment orders to be issued to its workers / staff under intimation to YASHADA.
- 9.21. 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

Auditorium premises once in a month, shampooing of carpets & sofas once in every six month, mechanized cleaning of Paver blocks in open space area including backyards of MDC Building & MDC Auditorium once in every two month & Facade cleaning of MDC Building & Auditorium once in every six months at their own cost, men, material and equipment. In case of failure of the agency to do so YASHADA shall get the same done through other sources at the cost and risk of the Agency.

- 9.27. It will be the responsibility of the Agency to ensure that the lights within buildings / rooms are put off when not in use. Corridors light to be put on and off as per sunset and sunrise and should ensure that all rooms are locked properly.
- 9.28. All the employees are liable for security checks from time to time as VIPs will be on constant visits to MDC & MDC Auditorium.
- 9.29. Agency will have to do any other duties not specifically mentioned hereinabove pertaining to MDC services maintenance as assigned by YASHADA through its Director General, Director MDC, and Manager MDC.
- 9.30. **Yearly periodic inventory** of items such as Crockery, Cutlery, Utensils, machinery, etc., issued to the Agency would be checked and reconciled. The Agency is bound by contract to replace the shortfall of such items / articles of similar brand. Shortage/Breakage of 15% per annum can be considered as a discount on cutlery and crockery items in favor of the Agency. In case the Agency can not replace, the cost of such shortfall, cost thereof would be recovered from the Agency. In respect of machinery items repairing cost will be recovered, also agency should carry out repair & maintenance of machinery periodically to avail good results. In respect of unserviceable items (Crockery, Cutlery and Linen) the agency should return such items to the academy so that no recovery will be made against such items.
- 9.31. All the staff required for providing service in catering, housekeeping & maintenance should have appropriate qualifications as prescribed in Annexure-I, page-three required for the specific job requirement for front office, Senior Supervisor, and F & B Supervisor.
- 9.32. If any case arises due to unhygienic food/low quality of food service such as food poisoning then it shall be the sole responsibility of the agency to repay all expenses either to person or property or

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

- 9.33. For emergency and night services the staff members of the agency will be provided limited (06 person) accommodation within the campus.
- 9.34. In case of breach of contract by the agency, YASHADA will initiate appropriate action, including blacklisting if necessary.

10.0 PAYMENT

- 10.1. The appointed Agency will be required to pay a security deposit in form of demand draft of 5% of the accepted cost (Rupees Twenty Five Lakh Only interest free) as security for the effective implementation of the terms and conditions of the contract. This will be refunded subject to deductions, if any, after one month on satisfactory completion of the terms of the contract. YASHADA shall have the right to forfeit the amount of the Security Deposit or the part thereof in case of breach of contract by the Agency and to recover Yashada's dues on any account under this agreement.
- 10.2. The Agency shall enter into contract with YASHADA as soon as decision in this regard is taken on appropriate stamp paper as per government G.R. in respect of outsourcing activities and execute an Indemnity Bond on non-judicial stamp paper of Rs.500/- indemnifying YASHADA against all claim disputes, damages, costs etc. more particularly with regard to employees deployed by the Agency as per clause 9.5 & 9.9 hereinabove.
- 10.3. The Agency shall submit its monthly bill for reimbursement after making salary payments of the employees with Annexure-V along with the contents and Attendance Report duly certified by the authorized representative of YASHADA. Also in respect of Catering Services, Production & Service staff & utility staff Attendance report is must. Manpower supply must be as per Annexure-I, Page one and two. If found inadequate (adequate will be judged from complaints and observations of Senior Officer of YASHADA duly nominated by Director General, YASHADA) penalty of Rs.5,000/- will be made per occasion.

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

11. TERMINATION

11.1. During the course of this agreement the agency on completion / termination of contract will peacefully vacate the premises after repairing the premises wherever necessary within a period of 30 days' notice in writing by Yashada. For this purpose YASHADA shall be the sole judge to decide whether the performance of the Agency is satisfactory or not and such decision of the **Director General YASHADA** shall be final, conclusive and binding on the Agency and the Agency shall not be entitled to any compensation in this regard. Furthermore if on account of non-renewal of the contract and / or termination of this contract the agency has to terminate its employee then it shall be the responsibility of the Agency to pay the legal dues to his employees. In the event of non-compliance of legal provisions or non-payment of legal dues the Agency itself shall be solely liable for all the costs and consequences. In case the Agency desires to terminate the contract within the continuance of contract period, Agency will be required to give 90 days prior notice to YASHADA.

11.2. 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.

12.1 Settlement through Court

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

12.2 Jurisdiction of Courts

Jurisdiction of courts for dispute resolution shall be PUNE only.

13.0 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.

14.0 Force Majeure

When an extraordinary event or circumstance beyond the control of the parties, such as a war, strike, riot, crime, or an event described by the legal term "act of God" (such as flood, earthquake, or volcanic eruption), prevents one or both parties from fulfilling their obligations under the contract. In such situations decision of "Director General Yashada" will be a final decision & binding on both the parties.

ANNEXURE I (Page- one)

Manpower deployment pattern including Holidays

(Minimum requirement)

The manpower requirement shown is the minimum requirement. The bidder should deploy sufficient staff as per the work load so that quality of services should not hamper. No extra payment will be made for additional deployment.

Manpower required for MDC

First shift 07 am to 1600 hrs	04 Supervisors (floor) 08 Room attendants 02 Classroom Attendants
Second shift 1300 hrs to 2200 hrs	03 Supervisor (floor) 08 Room attendants 02 Classroom Attendants
Third shift 2200 hrs to 0730 hrs	01 Supervisor (floor) 02 Room attendants
General shift 0900 to 1800 hrs	01 Sr.Supervisor for Housekeeping & front office

MDC Auditorium

General shift 0900 to 1800 hrs	01 Supervisor 01 Room attendants
--	-------------------------------------

Maintenance for MDC and Auditorium

Staff to be provided as per qualification mentioned in this Annexure

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

ANNEXURE I (Page- two)

RECEPTION

First shift 07 am to 1600 hrs	01 Receptionists Male/Female
General shift 900 to 1800 hrs	01 Receptionists Male/Female
Second shift 1300 hrs to 2200 hrs	01 Receptionists Male/Female
Third shift 2200 hrs to 0730 hrs	01 Receptionists Male

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

(Minimum requirement)

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

ANNEXURE I (Page- three)

Qualifications of Staff mentioned above

1. All the attendants and housekeeping staff should be experienced in the nature of work required to be performed at MDC by them.
2. The Senior Supervisor, Housekeeping should be well qualified having experience of at least 02 years of having served in such capacity in any hotel / establishments.
3. The F & B Supervisor should be well qualified with at least 02 years relevant experience in this field in any hotel or establishments.
4. The Head Cooks, Assistant Cooks/Helpers, Cleaners, Service boys staff should be experienced in the nature of work required to be performed at MDC by them.
5. The front office reception staff should have experience of at least 06 months to 1 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.
6. The floor supervisors should have proven experience of having worked in similar capacities for at least 06 months and proven skills to handle multi task activities.
7. 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.

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

Front office

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

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

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

ANNEXURE I (Page- five)

Housekeeping

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

Clothing

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

Jewellery

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

ANNEXURE I (Page- six)

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

Hair

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

Identification

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

Other

- Visible tattoos are not permitted and must be appropriately covered with a skin tone bandage at all times.
- Conservative use of make up is required.
- Only clear or French nail polish is permitted. Fingernails should be kept clean and cut.
- Due to allergies, strong perfume/after shave is not permitted. A conservative approach to this is required.
- Due to the hot and humid conditions experienced in Broome it is particularly important to be mindful of good hygiene including the use of deodorant.
- All staff should have short nails and short hair.
- Should have 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 daily basis.

ANNEXURE I (Page- seven)

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

Kitchen Staff

1. Hair must be neat and clean at all times. Long hair should be tied up and once secured should be above the collar. If working in the kitchen, a hair net is to be worn by all staff members. F&B Attendants with long hair must have their hair in a bun. Hair accessories should match with the uniform provided. No extreme hairstyles or colors will be permitted.
2. Flat black shoes, closed in heel and toe, non-slip sole.
3. No visible tattoos are permitted. Employees must shower, use deodorant, and brush teeth daily. All nails to be clean and short. No nail polish permitted for Food and Beverage staff. Uniforms must be clean, in good repair, ironed and worn correctly.
4. All staff should have short nails and short hair.
5. Should have 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 daily basis.
6. Kitchen staff should wear headgear, mouth mask and apron while working in kitchen and cooking area. Service staff should wear dark trouser, light Shirt with jacket, bow and Headgear, with proper identity card, Should have one clean napkin placed in left hand trouser pocket.

ANNEXURE I (Page- eight)

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

ANNEXURE III (Page – one)
MENU DETAILS

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

Breakfast (Buffet) :- Fruit, Slice / Bowl of fruit & Fruit Juice, Corn flakes with milk. Boiled Eggs, Bread toast, 2 Veg preparations- (Variety) stuffed parathas/dosa/idli /puribhaji, etc.
(Any 2 of these items minimum),
Tea, Coffee, Milk, Jam sachet and Butter cubs should be kept separately.

Mid – Morning/Afternoon : - Tea, Coffee with Biscuits
(Minimum 4 varieties)

Lunch / Dinner

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

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

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

Snack items :- Sandwiches, rolls, bhakarwadi, wafers, patties, Samosa, potato wada, Veg. Puffs and other snack items, Sweet items (Pastries, Varieties of barfis, Cookies, etc.)

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

ANNEXURE III (Page – two)

- Note: 1) The quantity of food will be intimated to kitchen one day in advance to procure perishable raw material.
- 2) The menu would include a wide variety of ingredients and preparations from the Indian and Chinese, Cuisine.
- 3) The menu would predominantly be Indian cuisine.
- 4) Weekly menu on above pattern will be provided by Yashada and will be binding on the Contractor.
- 5) Food quality should be of high standard equivalent to 3-Star facilities maintaining best quality, using branded & healthy raw material & practicing highest hygiene standards as per Annexure –I, page-seven to eight & Annexure-III, page– two to six.
- 6) 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.

ANNEXURE III (Page-four)

PROCEDURE FOR WASHING THE CROCKERY & CUTLERY

1. The crockery & cutlery will be deposited in different stations by the guests in the trolleys (used plate counter).
 2. The trolleys will be brought to washroom & first the remaining food will be cleared in the garbage by a brush and thrown in the garbage can, which will be covered with the garbage bag, and will be collected in two separate (bins - like wet and dry garbage bins).
 3. Three sinks will be used.
 4. Soap & sanitizer will be used respectively along with hot water. (The cleaning materials to be used as per Annexure-IV, page-three.)
 5. After washing the crockery & cutlery it will be kept on racks.
 6. Crockery and cutlery will be wiped with glass duster & not with table cloth & Bed sheets and stored in the dining hall. Separate wiping cloths to be used for wiping.
 7. After wiping, the cloth should be washed after every meal / service.
 8. Staff as per Annexure I.
 9. Dish Washer Machine should be used for cleaning of crockery/cutlery and required detergent should be purchased by the agency.
- * Procedure for washing the crockery and cutlery as mentioned above should be observed strictly if found any lapses a penalty of Rs.1000/- will be charged per occasion.

ANNEXURE III (Page-five)

RAW MATERIAL SPECIFICATIONS
TO BE USED FOR COOKING

Sr No	Particulars	Specifications
1.	Rice	Basmati and Kollam
2.	Pulses	
	Split red gram	Good quality – No.1
	Green gram	Good quality – No.1
	Bengal gram	Good quality – No.1
	Lentil	Good quality – No.1
	Split black gram	Good quality – No.1
3.	Edible Oil	Sunflower refined (<u>Gemini</u>)
4.	Flour	Fresh wheat Atta (lokwan)
5.	Pickle	Bedekar/pravin /Kepra/Suhana
6.	Papad	Lijjat, pravin, Suhana
7.	Bread	Britannia/ Modern/Shakti/Gold/Oven fresh
8.	Butter, Cheese	Amul
9.	Jam	Kisaan/ Mapro
10.	Sauce	Maggi/Kisaan/Winn
11.	Milk	Chitale / Katraj / Gokul / Krishnai / Bhujbal / Phadke / Amul/ Navnath.
12.	Tea	Tajmahal/Society
13.	Coffee	Ness coffee / Bru

Sr No	Particulars	Specifications
14.	Biscuits (Four different varieties)	a) Britannia Marie Gold/Nutrigoice/Priya Gold Marie. b) Salted Biscuits (50-50, Monaco, Krackjack, etc.). c) Cream Biscuits (Bourbon, Oreo, Hide & Seek). d) Good Day.
15	Cookies	Kayani Bakery / Maharashtra Bakery, etc.
16.	Chicken	Godrej, Venkey's, Baramati Agro, Alkabeer, fresh from local market.
17.	Meat	Good quality, Alkabeer, fresh from local market
18.	Fish	Good quality, fresh from local market (Pomfret, Surmai, Prawns, Rawas, Bangada)
19.	Spices	Pravin/Everest/Bedekar/Kepra/Badshaha/Suhana.
20	Fruits	Good quality (Daily Purchase)
21.	Vegetables /Leafy vegetables	Good quality fresh vegetables. (Daily Purchase)
22	Fruit Basket (Minimum 04 Fruits of different variety)	a) Apples - 02 Quantity (Fixed) b) Pear / Kiwi - 02 Quantity (Fixed) c) Oranges / Pomegranate - 02 Quantity d) Grapes - 250 gram e) Fig - 05 Quantity / Chikoo - 05 Quantity f) Banana - 04 Quantity.

ANNEXURE III (Page-six)

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

❖ SPECIALISED CLEANING CHART FOR WEEK

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

No	Description	Area	Periodicity
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 month
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	Daily basis
13	Vacuum Cleaning of carpets and furniture	All carpets, panels in MDC premises and Auditorium	Once in every months
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 fire fighting equipment's to be monitored every day in every shift. Proper register has to 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 two month
18	Facade cleaning	MDC Building & MDC Auditorium	once in every six months

ANNEXURE IV (Page-two)

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

1. Lobby, classrooms, conference room, syndicate rooms & toilets of ground floor, 105 room including toilets, corridors, staircases & lifts.
2. Storeroom, kitchen, dining hall, banquet hall, supervisor's room, corridors & wash rooms.
3. Manager MDC & Director MDC office rooms.
4. The staff will be according to the Annexure-I, page-1.
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.

ANNEXURE IV (Page-three)

The cleaning materials to be used

Sinks and Tubes	- Bathroom Cleaner RI
Commode & Urinals	- R 6
Glass/ TV/ Computer & Keyboard	- Glass Cleaner R3
Marble, Kota, Tiles	- R2
Washing of Crockery & Cutlery in the three sink unit	- Suma Det – 1
Washing of Kitchen	- Standard Chemical
Vegetable / Fruits	- Mediclore
For remove strains from Bathroom / Taps	- Crew emerald
Brass	- brasso
Silver	- Silverin
Dusters	- Dusting
Floor Mops	- Mopping
Mopping bucket	- to carry water for mopping
Glass Cloth	- Wiping for the Cutlery & Crockery.

Note: - All dispensers fitted in classrooms; toilets and wash basins will be replenished with standard refills required.

ANNEXURE IV (Page-four)
Scope of work for HOUSEKEEPING

All the linen:

1. Towel, Hand Towel, Face Towel, Bathroom mat for the rooms should be placed in the same places stipulated for these items. This linen should not be used for other purposes.
2. All the linen will be changed everyday,
3. Blankets, Bed Covers, Mattresses Protectors, Curtains, Pelmet Covers, will be washed/dry-cleaned once in every six months or as and when required.
4. All cleaning material to be procured by the contractor should be according to the Annexure IV (page - three).
5. Laundry should preferably be given to automated laundry.
6. All stains should be removed time to time from the linen.
7. Stock checking will be done once in year for this purpose, jointly by contractor & hostel manager.
8. Housekeeping staff should have uniforms.
9. Each floor should have staff according to the Annexure-I, page-one and two.
10. Housekeeping room boys should carry a tray/housekeeping trolley where all the cleaning material will be stocked & should have proper mopping bucket.
11. No equipment small or big or cleaning agents will be left in the rooms or corridors.
12. No cleaning equipment or material should be kept on the furniture or beds or sinks.
13. All the rooms should be furnished with clean linen & the dustbin should be furnished with garbage bags by the contractor.
14. All the staff will enter & leave from the side entrance.

15. No staff will wander around other floors than stipulated floors.
16. On duty, the staff should not shout, smoke or chew tobacco or pan.
17. Staff will have lunch in stipulated place & time.
18. Rooms should be checked by floor supervisor immediately after the guests leave and discrepancy to be brought to the notice of Front Office.
19. Only in the VIP rooms, the food will be supplied by the service staff.
20. OHP Plasma, TV, computers, LCD in the classrooms & TV, video, music system, etc. in recreation area and various items required for various games like carom, table tennis, chess, badminton, etc. will be provided by the academy and will be maintained by contractor.
21. All preventive maintenance to be done by technical maintenance staff provided by the contractor.

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

ANNEXURE IV (Page-five)
Duty Schedule of Housekeeping staff

- He shall ensure switching off the lights / fans / computer/ TV/ taps / close window panels and door etc after the participants /officers vacate the rooms.
- All waste collected from the MDC building, should be deposited in the garbage dumps. Garbage disposal will be the sole responsibility of the contractor.
- He will also be responsible to ensure that the water taps and brass articles in the MDC are protected from any type of damage.
- Cleaning and sweeping of all rooms involving changing of Linen, table's wares, towels, etc. Dusting and cleaning of furniture and fixtures, providing drinking water, etc., every day to participants, guests, etc. as demanded.
- Cleaning and sweeping of external areas such as passage, foyers, and staircases of the areas every day.
- Cleaning and sweeping the common toilet blocks, rooms twice a day.
- Cleaning and maintaining the furniture, fixtures and equipments that 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 every day, cleaning the buckets, jugs, water jars, glasses, soap cases, water coolers, lamps, sachet containers; 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.

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

Yes / No

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

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

Yes / No

(Signature of the Contractor)

(Signature of Director, MDC)
After verification of the above list