

# **TENDER DOCUMENT**

**FOR**

**Procurement of IITM Guest House Management, Prithvi  
Hall of Residence Catering or management and Canteen  
Catering Services**

**INDIAN INSTITUTE OF TROPICAL METEOROLOGY**

**(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)**

**Dr. Homi Bhabha Road, Pashan,**

**PUNE - 411008**

**INDIAN INSTITUTE OF TROPICAL METEOROLOGY**  
**(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)**  
**Dr. Homi Bhabha Road, Pashan, PUNE-411008**

Tel (O): 020-25904200 Fax : 020-25865142 E-mail: admin@tropmet.res.in Website: [www.tropmet.res.in](http://www.tropmet.res.in)

**Invitation for Bids / Notice Inviting Tender**

**Date: 24-01-2019**

Indian Institute of Tropical Meteorology is an esteemed Autonomous Institute working under Ministry of Earth Science, Govt. of India. It is a premiere research Institute doing research on the Ocean-Atmosphere Climate System required for improvement of Weather and Climate Forecasts. It generates scientific knowledge in the field of meteorology and atmospheric sciences that has potential application in various fields such as agriculture, economics, health, water resources, transportation, communications, etc. It functions as a national center for basic and applied research in monsoon meteorology. The Director, IITM would like to outsource following Services for Institute's day-to-day activities by inviting offers / bids. The required Scope of Services is given in Chapter 3 appended herewith.

Sr. No.	Tender No.	Brief Description of Services	Quantity	Single / Two Bid
1	IITM/GA/142/01/2019	Procurement of IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services	As mentioned in Chapter 3	<b>Two</b>

- The bid has to be submitted online on Institute's e-procurement system hosted at website <http://www.mstcecommerce.com/eprochome/iitm> as per the process mentioned on the same website. Bidder has to register on the above website & to pay the transaction fee directly to MSTC Limited to participate in the bidding process through e-procurement. Bidders are advised to follow the instructions provided in 'Vendor's Guide' available on the said e-procurement website. Bidders can contact at **022-2286 6261** for any technical queries regarding registration and submission of bid on the above portal. NIT has also been published on Government's Central Procurement Portal (CPP) <http://www.eprocure.gov.in> as well as Institute web site <http://www.tropmet.res.in>.
- The address for submission of bids and for obtaining further information:  
 Administrative Officer  
 Indian Institute of Tropical Meteorology,  
 Dr. Homi Bhabha Road, Pashan,  
 PUNE-411008. Tel (O): 020-25904200 Fax : 020-25865142
- A Pre-bid Conference will be held as per schedule mentioned below. All prospective bidders are requested to kindly submit their queries to the address indicated above so as to reach the Administrative Officer at least one day before Pre-Bid Conference.

Date & Time	Venue
<b>06<sup>th</sup> Feb 2019 1100 hrs (IST)</b>	Indian Institute of Tropical Meteorology, Pune

- The Bid prepared by the Bidder shall include the following:-  
 i) Bid Security / EMD of Rs. 2,50,000/- (Rs. Two lakh fifty only)
- All bids must be accompanied by a Bid Security as specified above and must be delivered to the above office within 05 days from the last date of submission of online bids. In the event of the date specified for bid receipt is declared as a closed holiday, the due date for submission of bids will be the following working day at the appointed time.
- The Schedule for Submission of Bids is as follows:-  

	Date	Time in hours (IST)	Submit to / Venue
Submission of Bids	27 <sup>th</sup> February, 2019	Upto 1500 hrs	As detailed at Sr. No.2
Opening of Bids	27 <sup>th</sup> February, 2019	1530 hrs	
- The Director, Indian Institute of Tropical Meteorology, Pune reserves the right to accept or reject any or all bids / offers either in part or in full or to split the order without assigning any reasons there for.

## CONTENTS OF TENDER / BIDDING DOCUMENT

The bidding documents, apart from the Invitation for Bids / Notice Inviting Tender have been divided into Five Chapters as under:

Chapter No.	Name of the Chapter	Page No.
1	Instructions to Bidder (ITB)	4
2 A	General Conditions of Contract (GCC)	17
2 B	Special Conditions of Contract (SCC)	23
3	Scope of Services	27
4	Eligibility & Qualification Requirements and Evaluation Methodology	39
5	Standard Forms	42

## LIST OF SHORT FORMS AND FULL FORMS

SHORT FORM	FULL FORM
BG	BANK GUARANTEE
BS	BID SECURITY
EMD	EARNEST MONEY DEPOSIT
ESIC	EMPLOYEES STATE INSURANCE CORPORATION
GCC	GENERAL CONDITIONS OF CONTRACT
GOI	GOVERNMENT OF INDIA
IPC	INDIAN PENAL CODE
ISO	INTERNATIONAL ORGANISATION FOR STANDARDISATION
IST	INDIAN STANDARD TIME
IT	INCOME TAX
ITB	INSTRUCTIONS TO BIDDERS
IITM	INDIAN INSTITUTE OF TROPICAL METEOROLOGY
NIT	NOTICE INVITING TENDER
PS	PERFORMANCE SECURITY
PPF	PUBLIC PROVIDENT FUND
SCC	SPECIAL CONDITIONS OF CONTRACT
HACPL	HIGH ALTITUDE CLOUD PHYSICS LABORATORY
SA	SOCIAL ACCOUNTABILITY
OHSAS	OCCUPATIONAL HEALTH AND SAFETY ASSESSMENT SPECIFICATION
FSSAI	FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA

## CHAPTER 1 - INSTRUCTIONS TO BIDDERS - TABLE OF CONTENTS

Clause No.	Contents	Page No.
<b>A. Introduction</b>		<b>5</b>
1.1	Eligible Bidders	5
1.2	Cost of Bidding	5
1.3	Fraud and Corruption	5
1.4	Bidders Responsibilities	5
<b>B. The Bidding Documents</b>		<b>6</b>
1.5	Cost of Bidding Documents	6
1.6	Content of Bidding Documents	6
1.7	Clarification of Bidding Documents	6
1.8	Amendment to Bidding Documents	7
<b>C. Preparation of Bids</b>		<b>7</b>
1.9	Language of Bid	7
1.10	Documents Comprising the Bid	7
1.11	Bid form	8
1.12	Bid Prices	8
1.13	Bid Security (BS) / Earnest Money Deposit (EMD)	8
1.14	Period of Validity of Bids	9
1.15	Format and Signing of Bid	9
<b>D. Submission and Sealing of Bids</b>		<b>9</b>
1.16	Submission, Sealing and Marking of Bids	9
1.17	Due date for Submission of Bids	11
1.18	Late Bids	11
1.19	Withdrawal, Substitution and Modification of Bids	11
<b>E. Opening and Evaluation of Bids</b>		<b>11</b>
1.20	Opening of Bids by the Contracting Institute	11
1.21	Confidentiality	12
1.22	Clarification of Bids	12
1.23	Preliminary Examination	12
1.24	Responsiveness of Bids	13
1.25	Non-Conformity, Error and Omission	13
1.26	Examination of Terms & Conditions, Technical Evaluation	13
1.27	Evaluation and Comparison of Bids	14
1.28	Contacting the Contracting Institute	14
1.29	Post qualification	14
<b>F. Award of Contract</b>		<b>14</b>
1.30	Negotiations	14
1.31	Award Criteria	14
1.32	Contracting Institute's right to vary Quantities at the Time of Award or later	14
1.33	Contracting Institute's right to accept any Bid and to reject any or all Bids	15
1.34	Notification of Award	15
1.35	Signing of Contract	15
1.36	Order Acceptance	15
1.37	Performance Security	15

## A. Introduction

Instructions to bidder are broad guidelines to be followed while formulating the bid and its submission to the Contracting Institute. It also describes the methodology for opening and evaluation of bids and consequent award of contract.

### 1.1 Eligible Bidders

- 1.1.1. This Invitation for Bids is open to all firms providing Services as given in Scope of Services Chapter 3.
- 1.1.2. In addition the bidder should fulfil eligibility criteria as specified in Chapter 4 (Clause 4.1)

### 1.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and “the Contracting Institute”, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### 1.3 Fraud and corruption

- 1.3.1. The Contracting Institute requires that the bidders observe the highest standard of ethics during the execution of such contracts. In pursuit of this policy, the following are defined:

Sr. No.	Term	Meaning
(a)	Corrupt practice	The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.
(b)	Fraudulent practice	A misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract.
(c)	Collusive practice	Means a scheme of arrangement between two or more bidders, with or without the knowledge of the Contracting Institute, designed to establish bid prices at artificial, non-competitive levels.
(d)	Coercive practice	Means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

- 1.3.2. The Contracting Institute will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

### 1.4 Bidder’s Responsibilities

- 1.4.1 The Bidder is responsible for the following:

- (a) Having taken steps to carefully examine all of the Bidding Documents;
- (b) Having acknowledged all conditions, local or otherwise, affecting the implementation of the contract;
- (c) Having made an estimate of the facilities available and needed for the contract to be bid, if any;
- (d) Having complied with its responsibility to inquire or secure Supplemental/Bid Bulletin(s) if made available.
- (e) Ensuring that it is not “blacklisted” or barred from bidding by the GOI/State Governments or any of its agencies, offices, corporations or autonomous bodies.
- (f) Ensuring that each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
- (g) Authorizing the Head of the Contracting Institute or its duly authorized representative/s to verify all the documents submitted;

- (h) Ensuring that the signatory is the duly authorized representative of the Bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the Bidder in the bidding, with the duly notarized Certificate attesting to such fact, if the Bidder is a corporation, partnership, cooperative, or joint venture.
- (i) The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents.
- (j) It shall be the sole responsibility of the Bidder to determine and to satisfy itself by such means as it considers necessary or desirable as to all matters pertaining to the contract to be bid, including: (a) the location and the nature of this Contract; (b) climatic conditions; (c) transportation facilities; and (d) other factors that may affect the cost, duration, and execution or implementation of this service contract.
- (k) The Contracting Institute shall not assume any responsibility regarding erroneous interpretations or conclusions by the prospective or eligible bidder out of the data furnished by the Contracting Institute.
- (l) Before submitting their bids, the Bidder is deemed to have become familiar with all existing laws, decrees, ordinances, acts and regulations which may affect this Contract in any way.
- (m) The Bidder should note that the Contracting Institute will accept bids only from those that have paid BS/EMD for the Bidding Documents at the office indicated in the Invitation to Bid.
- (n) Complying with existing labour laws & standards.

## **B. The Bidding Documents**

### **1.5 Cost of Bidding Documents**

- 1.5.1 The Tender documents are to be downloaded from e-procurement website <http://www.mstcecommerce.com/eprochome/iitm>, <http://www.eprocure.gov.in> as per the procedure mentioned on the said website and also Institute's website [www.tropmet.res.in](http://www.tropmet.res.in). The bidding document is free of cost however transaction fees mentioned on the website has to be paid according to the procedure mentioned at the website.

### **1.6 Content of Bidding Documents**

- 1.6.1 The Services required, bidding procedures and contract terms are prescribed in the bidding documents which should be read in conjunction. The bidding documents, apart from the Invitation for Bids / Notice Inviting Tender have been divided into Five Chapters.
- 1.6.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents.
- 1.6.3 Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

### **1.7 Clarification of bidding documents**

#### **1.7.1 In case when there is PRE-BID CONFERENCE**

- a) A prospective Bidder requiring any clarification of the Biding Documents shall contact the Contracting Institute in writing at the Contracting Institute's address specified in the Special Conditions of Contract (SCC), latest by the date specified in the Invitation for Bids / NIT which would be deliberated as per **Clause 1.7.2 (b)** of Instructions to the Bidders. No request for clarification or query shall normally be entertained after the **Pre-Bid Conference**. Should the Contracting Institute deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under **Clause 1.8** relating to amendment of Bidding Documents and **Clause 1.17** relating to Due Date for Submission of Bids. The

clarifications and amendments issued would also be hosted on the website of the Contracting Institute for the benefit of the other prospective bidders.

- b) A Pre-bid Conference shall be held as indicated in Invitation to Bid. All prospective bidders are requested to kindly attend the Pre-bid Conference. In order to facilitate IITM for proper conduct of the Pre-bid Conference, all prospective bidders are requested to kindly submit their queries (with envelope bearing Tender No. and Date on top and marked "Queries for Pre-bid Conference") so as to reach IITM as indicated in Invitation to Bid. IITM shall answer the queries during the pre-bid conference, which would become a part of the proceedings of the Pre-bid Conference. These proceedings will become a part of clarifications / amendments to the bidding documents and would become binding on all the prospective bidders. These proceedings would also be hosted on IITM website [www.tropmet.res.in](http://www.tropmet.res.in) for the benefit of all the prospective bidders. Before formulating and submitting their bids, all prospective bidders are advised to surf through the IITM website after the Pre-bid Conference, in order to enable them take cognizance of the changes made in the bidding document.
- c) Any Statement made at the pre-bid conference shall not modify the terms of the bidding documents unless such statement is made part of clarification proceeding of Pre-Bid Conference.

## **1.8 Amendment to Bidding Documents**

- 1.8.1 At any time prior to the due date for submission of bids, the Contracting Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- 1.8.2 All prospective bidders who have down loaded the Tender Document should surf our website from time to time to know about the changes / modifications in the Tender Document. The changes / modifications would also be hosted on the website of the Contracting Institute and all prospective bidders are expected to surf the website before formulating and submitting their bids to take cognizance of the amendments.
- 1.8.3 In order to allow prospective bidders reasonable time to take the amendment into account while formulating their bids, the Contracting Institute, at its discretion, may extend the due date for the submission of bids and host the changes on the website of the Contracting Institute.

## **C. Preparation of bids**

### **1.9 Language of Bid**

- 1.9.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Contracting Institute, shall be written in English language only especially when the details are technical. However, if GOI makes it mandatory under Rajbhasha Abhiyan, in that case views of Rajbhasha unit of IITM may be sought.
- 1.9.2 The bidder shall bear all costs of translation, if any, to the English language and bear all risks of the accuracy of such translation, for documents provided by the Contractor.

### **1.10 Documents Comprising the Bid**

- 1.10.1 The bid prepared by the bidder shall include the following as per the requirement of the Tender Document:

a	BS/EMD as specified in the Invitation to Bids
b	Bid Form
c	Documents required to fulfilling Eligibility & Qualification criteria and other requirements as specified in Chapter-4 and forms as per Chapter 5.

The documents comprising bid should be submitted in the **above sequence in orderly manner.**

### 1.11 Bid form

The bidder shall complete the Bid Form (Chapter -5, Annexure-B) as furnished in the bidding documents. These forms must be completed without any alterations to its format and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested. The Bid Form shall be submitted with the bidding documents.

### 1.12 Bid Prices

- 1.12.1 The Bidder shall indicate in the price bid (Chapter 5 Annexure-L) the Contractor charges of the services, it proposes to provide under the contract. IITM Guest House Management, Prithvi Hall of Residence Catering or management and Canteen Catering Services price shall be in rupees payable to Contractor under the contract.
- 1.12.2 The Contractor charges quoted shall remain fixed during the contract period and shall not vary on any account.
- 1.12.3 The quotation should be only in Indian Rupees only.
- 1.12.4 Govt. Dues like Goods and Service Tax, ESIC/ PPF rate shall be paid at actual rates applicable on the date.
- 1.12.5 All payments due under the contract shall be paid after deduction of statutory levies at source i.e. TDS as applicable.

### 1.13 Bid Security (BS) / Earnest Money Deposit (EMD)

- 1.13.1 The Bidder shall furnish, as part of its bid, a Bid security (BS) / Earnest Money Deposit (EMD) of amount as specified in NIT in the form of a Bank Guarantee / Demand Draft drawn on any Scheduled / Commercial / Nationalized Bank in favour of “**The Director, The Indian Institute of Tropical Meteorology (IITM), Pune**”. The scan copy of the Bid Security / Earnest Money Deposit (EMD) has to be uploaded in the e-procurement website of the Institute and Original copy of the same has to be kept in the Technical Bid envelop which needs to be submitted on or before date submission of bids. Alternately EMD amount can be deposited in IITM, Pune account by RTGS/NEFT/SWIFT. The details of online transfer may be communicated to IITM Pune immediately.
- 1.13.2 Bids submitted without BS/EMD will stand rejected. BS/EMD will be accepted in the form of FDR, Banker’s cheque, DD, RTGS/NEFT and Bank Guarantee as per BG format at Chapter 5 Annexure-C. No interest is payable on BS/EMD.
- 1.13.3 The bid security shall be in Indian Rupees in one of the following forms at the bidders option:

(a)	A Bank Guarantee (BG) issued by a <b>Nationalized / Scheduled bank</b> in the form provided in the bidding documents and valid for 45 days beyond the validity of the bid
(b)	A demand draft in favour of “ <b>Director, IITM, Pune</b> ” issued by any <b>Nationalized / Scheduled Indian bank</b> .
(c)	EMD amount can be deposited in IITM, Pune account by RTGS/NEFT Account No. : 11099449733 Bank Name and address : STATE BANK OF INDIA IFSC Code : SBIN0000454 Swift Code : SBININBB238

- 1.13.4 The bid security is required to protect the Contracting Institute against the risk of Bidder's conduct, which would warrant the Bid security's forfeiture.
- 1.13.5 The bid security shall be payable promptly upon written demand by the Contracting Institute in case the conditions listed in the **ITB clause 1.13.10** are invoked.
- 1.13.6 The bid security should be submitted in its original form. Copies shall not be accepted.
- 1.13.7 The Bid Security of unsuccessful bidder will be discharged / returned / refunded as promptly as possible but positively within a period of 30 days after the expiration of the period of bid validity or placement of order whichever is later, without any interest.



1.13.8 The successful Bidder's bid security will be discharged upon the Bidder furnishing the Performance Security, without any interest. Alternatively, the BS could also be adjusted against Performance Security, if it is paid through Demand Draft / Bankers cheque.

1.13.9 The bid security may be forfeited:

(a)	If Bidder withdraws or amends or modifies or impairs or derogates its bid during the period of bid validity specified by the Bidder on the Bid Form;
<b>OR</b>	
(b)	In case of successful Bidder, if the Bidder fails to furnish order acceptance within 15 days of the order or fails to sign the contract and / or fails to furnish Performance Security within 21 days from the date of contract / order.

1.13.10 Whenever the bidder chooses to submit the Bid Security in the form of Bank Guarantee, then he should advise the banker issuing the Bank Guarantee to immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee directly to the Contracting Institute with a covering letter to compare with the original BG for the correctness, genuineness, etc.

#### **1.14 Period of Validity of Bids**

1.14.1 Bids shall remain valid for minimum of 90 days after the date of bid opening prescribed by the Contracting Institute. A bid valid for a shorter period shall be rejected by the Contracting Institute as non-responsive.

1.14.2 In exceptional circumstances, the Contracting Institute may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or e-mail). The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid.

1.14.3 Bid evaluation will be based on the bid prices without taking into consideration the above corrections.

#### **1.15 Format and Signing of Bid**

1.15.1 The bids may submitted as Two-bid as specified in the Invitation for Bids / NIT through e-procurement system hosted at website <http://www.mstcecommerce.com/eprochome/iitm> as per the process mentioned on the same website.

1.15.2 The Bidder shall submit the technical bids in two format i.e. 1) online 2) hard copy same as submitted on online. Technical bid comprising all documents listed under **Chapter 4 Clause No. 4.1.1 and 4.2.1** relating to Documents Comprising the Bid excepting price bid form. The second part shall (i.e. financial bid) comprising Price Bid Form and Price Schedule form submitted only through e-procurement web portal <http://www.mstcecommerce.com/eprochome/iitm>.

1.15.3 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed and stamped by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.

1.15.4 Any interlineations, erasures or overwriting shall be valid only if they are initialled by the person or persons signing the bid.

### **D. Submission and sealing of Bids**

#### **1.16 Submission, Sealing and Marking of Bids**

1.16.1 The bidders may submit their bids online on Institute's e-procurement portal hosted at [http://www.mstcecommerce.com/eprochome/hild/buyer\\_login.jsp](http://www.mstcecommerce.com/eprochome/hild/buyer_login.jsp) and duly sealed technical bids (hard copy) along with Earnest Money Deposit may be submitted generally by post or by hand at the Institute within 05 days from the last date of submission of online bid.

- a) **The soft copy of the Technical Bid has to be submitted on Institute e-procurement site <http://www.mstcecommerce.com/eprochome/iitm> as per the instruction given at the site.**
- b) Price has to be filled on Institute's e-procurement site <http://www.mstcecommerce.com/eprochome/iitm>. The scanned copy of dully filled in and signed Price Bid has to be uploaded on the above e-procurement site. The prices filled in the e-procurement site will be treated final and shall be binding to the vendor.
- c) Bidders are advised to follow the instructions provided in 'Vendor's Guide' (Attached as Annexure-K) available on the said e-procurement website. For any query / technical help regarding MSTC E-procurement portal, bidders may directly contact to the following officials of MSTC Limited : -
  - i) Shri. Tejas, Executive - (022) 22882854 / +91-9535718617
  - ii) Shri. Ganesh Yadav, Senior Manager - (022) 22866261 / +91 9869043055
  - iii) Smt. Lisbeth Dias, Senior Manager - (022) 22883501 / +91 9820158988

#### **1.16.2 Sealing of Bids in the case of bids invited on Two bid basis:**

- (a) Technical Bid should contain documents as listed in Clause- 1.10 **without mentioning Prices on Price Bid Form**. The Bidder shall seal the original Bid and copy Bid, duly marking the Bids as "original" and "copy". The original and copy Bids shall then be sealed in the Envelope and marked as Technical Bid.
- (b) Price Bid should contain Price Bid Form with Agency Rates / charges filled in. Price Bid must be submitted online only through e-procurement portal.

1.16.3 The Bidder shall furnish, as part of its bid, Bid security (BS) / Earnest Money Deposit (EMD) of amount as specified in NIT in the form of a Bank Guarantee / Demand Draft drawn on any Scheduled / Nationalized Bank in favour of the Director, Indian Institute of Tropical Meteorology, Pune.

#### **1.16.4 Marking of Envelopes:**

- a) The inner and outer envelopes shall be addressed to the Contracting Institute as indicated in the Special Conditions of Contract (SCC).
- b) The name and address of the bidder, Tender No., due date and a warning "Do not open before \_\_\_\_\_" to be completed with the time and date as specified in the invitation for bids.
- c) All envelopes should be super scribed with
  - Tender Number: \_\_\_\_\_
  - Due Date\_\_\_\_\_ Time\_\_\_\_\_
  - Name of the Bidder \_\_\_\_\_
  - Addressed To:  
**The Director**  
**Indian Institute of Tropical Meteorology,**  
**Dr. Homi Bhabha Road, Pashan,**  
**PUNE - 411008. (MAHARASHTRA)- INDIA**

1.16.5 If the outer envelope is not sealed and marked as required above, the Contracting Institute will assume no responsibility for the bid's misplacement or premature opening of the submitted bid. In such cases, bids received in open condition within the due date and time will be accepted at the risk of the bidder if the same is presented to the Administrative Officer before expiry of the due date and time of opening of the bids.

## **1.17 Due date for Submission of Bids**

- 1.17.1 Bids must be received by the Contracting Institute at the address specified in NIT not later than the time and date specified in NIT. In the event of the specified date for the submission of Bids being declared a holiday for the Contracting Institute, the Bids will be received up to the appointed time on the next working day.
- 1.17.2 The Contracting Institute may, at its discretion, extend the due date for submission of bids by amending the bid documents in accordance with **Clause 1.8** relating to Amendment of Bidding Documents in which case all rights and obligations of the Contracting Institute and previous subject to the due date will thereafter be subject to the due date as extended.
- 1.17.3 The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website <http://www.mstcecommerce.com/eprochome/iitm> e-procurement portal of the Institute.
- 1.17.4 Bidders may also refer instructions towards terms and conditions and procedures for bidding through e-procurement portal <http://www.mstcecommerce.com/eprochome/iitm> as per detailed in **Annexure – K**.

## **1.18 Late Bids**

- 1.18.1 Any bid received by the Contracting Institute after the due date for submission of bids prescribed by the Contracting Institute will be rejected. It is responsibility of the bidder to ensure timely delivery of bid to contracting Institute and no reasons for delay shall be entertained.
- 1.18.2 Late tenders shall be marked as delayed/ late and not considered for further evaluation. They shall not be opened at all and be returned to the bidders in their original envelope without opening.

## **1.19 Withdrawal, substitution and Modification of Bids**

- 1.19.1 The Withdrawal, substitution and Modification of Bids is permitted as per the provisions of the e-procurement system.
- 1.19.2 No bid may be withdrawn, substituted, or modified in the interval between the due date for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form or any extension thereof.

## **E. Opening and Evaluation of Bids**

### **1.20 Opening of Bids by the Contracting Institute**

- 1.20.1 The Contracting Institute will open all bids one at a time in the presence of bidders' authorized representatives who choose to attend, as per the schedule given in Invitation for Bids. The Bidders' representatives who are present shall sign the quotation opening sheet evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the Contracting Institute, the Bids shall be opened at the appointed time and location on the next working day. In case of two-bid, the Price bid of technically qualified shall be opened only after technical evaluation.
- 1.20.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Next, envelopes marked "SUBSTITUTION" shall be opened and read out and exchanged with the corresponding Bid being substituted, and the substituted Bid shall not be opened, but returned to the Bidder. No Bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at bid opening. Envelopes marked "MODIFICATION" shall be

opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further.

- 1.20.3 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Contracting Institute, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at the time of bid opening, except for late bid(s). The contents of the price bid form would however be announced only at the time of opening of Price Bids.
- 1.20.4 Bids that are received late shall not be considered further for evaluation, irrespective of the circumstances.
- 1.20.5 Bidders interested in participating in the bid opening process, should depute their representatives along with an authority letter to be submitted to the Contracting Institute at the time of bid opening.

**1.21 Confidentiality**

- 1.21.1 Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until Award of the Contract.
- 1.21.2 Any effort by a Bidder to influence the Contracting Institute in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.

**1.22 Clarification of Bids**

To assist in the examination, evaluation, comparison and post qualification of the bids, the Contracting Institute may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. However, no negotiation shall be held except with the lowest bidder, at the discretion of the Contracting Institute. Any clarification submitted by a bidder in respect to its bid which is not in response to a request by the Contracting Institute shall not be considered.

**1.23 Preliminary Examination**

- 1.23.1 The Contracting Institute shall examine the bids to confirm that all documents and technical documentation requested in **ITB Clause 1.10** have been provided, and to determine the completeness of each document submitted.
- 1.23.2 The Contracting Institute shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected.

(c) All the tenders received will first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the tender document. The bidders, who do not meet the basic requirements, will be treated as non-responsive and rejected. The following are some of the important points, for which a tender may be declared as non-responsive and will be rejected, during the initial scrutiny:

i	The Bid is unsigned
ii	The Bidder is not eligible
iii	The Bid validity is shorter than the required period
iv	Bid is without BS/EMD of required amount
v	Bidder has not agreed to give the required performance security
vi	The bidder has not agreed to some essential condition(s) incorporated in the tender.
vii	Bid Form is not in accordance with <b>ITB Clause 1.11</b>

**1.24 Responsiveness of Bids**

1.24.1 Prior to the detailed evaluation, the Contracting Institute will determine the substantial responsiveness of each bid to the bidding documents. For purposes of this clause, a substantive responsive bid is one, which conforms to all terms and condition of the bidding documents without any deviations, reservations or omissions. Any deviation, reservation or omission is one that:

(a)	affects in any substantial way the scope, quality, or performance of the Services specified in the Tender; <b>OR</b>
(b)	limits in any substantial way, inconsistent with the Bidding Documents, the Contracting Institute’s rights or the Bidder’s obligations under the Proposed Contract; <b>OR</b>
(c)	if rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

1.24.2 The Contracting Institutes’ determination of a bid’s responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

1.24.3 If a bid is not substantially responsive, it will be rejected by the Contracting Institute and may not subsequently be made responsive by the Bidder by correction of any deviation, reservation or omission.

**1.25 Non-Conformity, Error and Omission**

1.25.1 Provided that a Bid is substantially responsive, the Contracting Institute may waive any non-conformities or omissions in the Bid that do not constitute any material deviation.

1.25.2 Provided that a bid is substantially responsive, the Contracting Institute may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify non-material non-conformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request in reasonable time may result in the rejection of its Bid.

1.25.3 Provided that the Bid is substantially responsive, the Contracting Institute shall correct arithmetical errors on the following basis:

(a)	if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Contracting Institute there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
(b)	if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
(c)	if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

1.25.4 Provided that a bid is substantially responsive, the Contracting Institute may request that a bidder may confirm the correctness of arithmetic errors as done by the Contracting Institute within a target date. In case, no reply is received then the bid submitted shall be ignored and its Bid Security may be forfeited.

**1.26 Examination of Terms & Conditions, Technical Evaluation**

1.26.1 The Contracting Institute shall examine the Bid to confirm to all terms and conditions specified in the GCC, the SCC and Scope of Services have been accepted by the Bidder without any deviation or reservation.

1.26.2 The Contracting Institute shall evaluate the technical aspects of the Bid submitted in accordance with **Clause 1.10**, to confirm that all requirements specified in Chapters 3 & 4 of the Bidding Documents have been met without any deviation or reservation.

1.26.3 If, after the examination of the terms and conditions and the technical evaluation, the Contracting Institute determines that the Bid is not substantially responsive in accordance with **ITB Clause 1.24**, it shall reject the Bid.

1.26.4 Technical evaluation shall be carried out based on the criteria given in **Chapter 4**.

### **1.27 Evaluation and comparison of bids**

1.27.1 The Contracting Institute shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.

1.27.2 The Contracting Institute shall compare all substantially responsive technically qualified bids to determine the lowest evaluated bid, in accordance with Price Bid evaluation criteria given in Chapter 4.

1.27.3 To evaluate a bid, the Contracting Institute shall only use all the factors, methodologies and criteria defined in **Chapter 4**. No other criteria or methodology will be used.

### **1.28 Contacting the Contracting Institute**

1.28.1 Subject to **ITB Clause 1.21**, no Bidder shall contact the Contracting Institute on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.

1.28.2 Any effort by a Bidder to influence the Contracting Institute in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

### **1.29 Post qualification**

1.29.1 In the absence of pre-qualification, the Contracting Institute will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in **Chapter 4**

1.29.2 The determination will take into account the Eligibility & Qualification criteria listed in the bidding documents and will be based upon an examination of the documentary evidence of the Bidder's eligibility & qualifications submitted by the Bidder, as well as such other information as the Contracting Institute deems necessary and appropriate.

1.29.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid.

## **F. Award of contract**

### **1.30 Negotiations**

1.30.1 Normally, there shall not be any negotiation. Negotiations shall be held with the lowest evaluated responsive bidder. Counter offers tantamount to negotiations, shall be treated at par with negotiations.

### **1.31 Award Criteria**

Subject to **ITB Clause 1.33**, the Contracting Institute will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

### **1.32 Contracting Institute's right to vary Quantities at Time of Award or at later stage of contract**

The Contracting Institute reserves the right at the time of Contract award to increase the number of manpower originally specified in the Chapter 3. However minimum wages charges should be considered for payment

### **1.33 Contracting Institute's right to accept any Bid and to reject any or all Bids**

The Contracting Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.

### **1.34 Notification of Award**

1.34.1 Prior to the expiration of the period of bid validity, the Contracting Institute will notify the successful bidder in writing by registered letter or by cable or telex or fax or e mail that the bid has been accepted and a separate work order shall follow through post.

1.34.2 Until a formal contract is prepared and executed, the notification of award should constitute a binding contract.

1.34.3 Upon the successful Bidder's furnishing of the signed Contract and Performance Security pursuant to **ITB Clause 1.37**, the Contracting Institute will promptly notify each unsuccessful Bidder and discharge its bid security.

### **1.35 Signing of Contract**

1.35.1 Promptly after notification, the Contracting Institute shall send the successful Bidder the Work Order.

1.35.2 Within twenty-one (21) days of date of the Work Order, the successful Bidder shall enter into Contract Agreement as per **Chapter 5, Annexure-J**.

### **1.36 Order Acceptance**

1.36.1 The successful bidder should submit Order acceptance within 15 days from the date of issue of Work Order, failing which it shall be presumed that the vendor is not interested and his bid security is liable to be forfeited pursuant to **ITB Clause 1.13.9**.

1.36.2 The order acceptance must be received within 15 days. However, the Contracting Institute has the powers to extend the time frame for submission of order acceptance and submission of Performance Security (PS). Even after extension of time, if the order acceptance / PS are not received, the contract shall be cancelled and limited tenders irrespective of the value shall be invited from the responding firms after forfeiting the bid security of the defaulting firm, where applicable, provided there is no change in specifications. In such cases the defaulting firm shall not be considered again for re-tendering in the particular case.

### **1.37 Performance Security**

Within 21 days of receipt of the notification of award / Work Order as per the **GCC Clause 2.8**, the Contractor shall furnish Performance Security for the amount specified in SCC, valid for the period of the contract.

## CHAPTER 2

### TABLE OF CONTENTS

<b>Clause No.</b>	<b>Contents</b>	<b>Page No.</b>
<b>A. GENERAL CONDITIONS OF CONTRACT</b>		
2.1	Definitions	17
2.2	Contract Documents	17
2.3	Fraud and Corruption	18
2.4	Joint Venture, Consortium or Association/Amalgamation/Acquisition, Indemnity etc.	18
2.5	Scope of Services Contract	18
2.6	Contractor's Responsibilities & Liabilities	18
2.7	Contract price	18
2.8	Performance Security (PS)	18
2.9	Terms of Payment	19
2.10	Change Orders and Contract Amendments	19
2.11	Assignment/Subcontracts	20
2.12	Penalty clause	20
2.13	Rights and Exclusions of the Contracting Institute	20
2.14	Force Majeure	20
2.15	Termination for Default	20
2.16	Termination for Unlawful Acts	20
2.17	Termination for Insolvency	21
2.18	Termination for Convenience	21
2.19	Settlement of Disputes	22
2.20	Governing Language	22
2.21	Applicable Law / Jurisdiction	22
2.22	Notices	22
2.23	Period of Contract	22



## A. GENERAL CONDITIONS OF CONTRACT

### 2.1. Definitions

The following words and expressions shall have the meanings hereby assigned to them:

Sr. No.	Words Expressions	Meaning
(a)	Contract	The Contract Agreement entered into between the Contracting Institute and the Bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
(b)	Contract Documents	The documents listed in the Contract Agreement, including any amendments thereto.
(c)	Contract Price	The price payable to the Bidder as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.
(d)	Day	Calendar day
(e)	Completion	The fulfilment of the Related Services by the Bidder in accordance with the terms and conditions set forth in the Contract.
(f)	GCC	The General Conditions of Contract.
(g)	Goods	All of the commodities, raw material, machinery and equipment, and/or other materials that the Bidder is required to supply to the Contracting Institute under the Contract
(h)	Services	The services that the Bidder is required to provide to the Contracting Institute under the Contract and any other such responsibilities, liabilities & obligations of the Bidder under the Contract.
(i)	SCC	The Special Conditions of Contract.
(j)	Sub-Contractor	Any natural person, private or government entity, or a combination of the above, to which any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Bidder.
(k)	Contractor	Any natural Person, Private or Government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Contracting Institute and is named as such in the Contract Agreement.
(l)	Contracting Institute	Indian Institute of Tropical Meteorology (IITM) or any of its constituent laboratory situated at any designated place in India specified in SCC
(m)	Places of work	The places named in the SCC where Guest House Management, Prithvi Hall of Residence catering or Management and Canteen Catering services are to be provided
(n)	Bidder	Any natural person, private or government entity, or a combination of the above who is eligible to bid for the contract.
(o)	Service Management Charges	Charges (in Rupees) per month payable to the Contractor under the contract.

### 2.2 Contract Documents

2.2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.

2.2.2 Successful bidder shall have to enter into Contract Agreement on Rs.1000/- non judicial stamp paper within 21 days of placement of Work Order.

## 2.3 Fraud and Corruption

The Contracting Institute requires that bidders and consultants, if any, observe the highest standard of ethics during the execution of such contracts. In pursuit of this policy,

(a) The terms set forth below are defined as follows:

I	Corrupt practice	The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution
II	Fraudulent practice	A misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract
III	Collusive practice	A scheme of arrangement between two or more bidders, with or without the knowledge of the Borrower, designed to establish bid prices at artificial, non-competitive levels
IV	Coercive practice	Harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution process of a contract

(b) The Contracting Institute will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

## 2.4 Joint Venture, Consortium or Association/Amalgamation/Acquisition, Indemnity etc.

If the Bidder is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Contracting Institute for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Contracting Institute.

### 2.4.1 Amalgamation/Acquisition etc.

In the event the Bidder proposes for amalgamation, acquisition or sale its business to any firm during the contract period, the Buyer/Successor of the Principal Company is liable for execution of the contract and also fulfilment of contractual obligations. You may confirm this condition while submitting the bid.

### 2.4.2 Indemnity Bond

In order to safeguard the interest of IITM, the Bidder should submit Indemnity Bond as given in **Chapter-5** (Annexure-I).

## 2.5 Scope of Service Contract

Scope of services shall be as specified in the **Chapter 3**.

## 2.6 Contractor's Responsibilities & Liabilities

The bidder shall provide all the Services, perform all related responsibilities and be responsible for liabilities as specified in SCC.

## 2.7 Contract price

Service management charges quoted by the Contractor for the services to be provided and performed under the Contract shall not vary during the period of contract and extension of contract mutually agreed upon.

## 2.8 Performance Security (PS)

2.8.1 The amount of the **Performance Security** shall be as specified in SCC, valid up to the period of the contract plus 60 days.

2.8.2 Within 21 days of receipt of the notification of award of contract, the Contractor shall furnish performance security in the amount specified in SCC, valid till the period of the contract plus 60 days.

2.8.3 The proceeds of the performance security shall be payable to the Contracting Institute as compensation for any loss resulting from the Contractors failure to complete its obligations under the Contract.

2.8.4 The Performance security shall be in one of the following forms:

(a)	A Bank guarantee issued by a Nationalized / Scheduled bank provided in the bidding documents.
<b>OR</b>	
(b)	FDR, RTGS/NEFT, A Banker's cheque or Account Payee demand draft in favour of Director, IITM, Pune.

2.8.5 The performance security will be discharged by the Contracting Institute and returned to the Bidder after the completion of the duration of the contract or termination of the contract, without levy of any interest.

2.8.6 In the event of any contract amendment, the Contractor shall, within 21 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the contract.

2.8.7 The order confirmation should be received within 7 days from the date of notification of award. However, the Contracting Institute has the powers to extend the time frame for submission of order confirmation and submission of Performance Security (PS). Even after extension of time, if the order acceptance and PS are not received, the contract shall be cancelled and limited tenders irrespective of the value would be invited from the responding firms after forfeiting the bid security of the defaulting firm, where applicable provided there is no change in specifications. In such cases the defaulting firm would not be considered again for re-tendering in the particular case.

2.8.8 Whenever, the bidder chooses to submit the Performance Security in the form of Bank Guarantee, and then he should advise the banker issuing the Bank Guarantee to immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee directly to the Contracting Institute with a covering letter to compare with the original BG for the correctness, genuineness, etc.

## **2.9 Terms of Payment**

The payment will be made as per the terms as given in SCC.

## **2.10 Change Orders and Contract Amendments**

2.10.1 No variation or modification in the terms of the contract shall be made except by written amendment signed by the parties.

2.10.2 Contracting Institute will reserve the right at the time of award of contract to increase or decrease the required number of manpower to perform the services specified in the Chapter 3 without any change in charges of the offered quantity or other terms and conditions.

## **2.11 Assignment/Subcontracts**

2.11.1 The Bidder shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Contracting Institute's prior written consent.

2.11.2 The selected Contractor shall not outsource the work to any other associate/franchisee/third party under any circumstances. If it so happens then Contracting Institute shall impose sanctions which shall include: forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.

## 2.12 Penalty clause

Subject to GCC Clause on Force Majeure, if the Bidder fails to perform the Services as specified in the Contract, the Contracting Institute shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to the percentage specified in SCC of the unperformed Services or contract value for each day or part. The SCC shall also indicate the basis for ascertaining the value on which the penalty shall be applicable.

## 2.13 Rights and Exclusions of the Contracting Institute

The contracting Institute holds the rights as specified in SCC and the exclusions which are specified in SCC.

## 2.14 Force Majeure

2.14.1 Notwithstanding the provisions of GCC Clauses relating to Extension of Time, Penalty and Termination for Default the Bidder shall not be liable for forfeiture of its Performance Security, Liquidated Damages or Termination for Default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

2.14.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Bidder. Such events may include, but not be limited to, acts of the Contracting Institute in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

2.14.3 If a Force Majeure situation arises, the Bidder shall promptly notify the Contracting Institute in writing of such conditions and the cause thereof within 21 days of its occurrence. Unless otherwise directed by the Contracting Institute in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

2.14.4 If the performance in whole or in part or any obligations under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 10 days, either party may at its option terminate the contract without any financial repercussions on either side.

## 2.15 Termination for Default

2.15.1 The Contracting Institute may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part at any time of its convenience. The notice of termination shall specify that termination is for IITM's convenience, the extent to which performance of work under the work order and /or the contract is terminated, and the date upon which such termination becomes effective. IITM reserves the right to cancel the remaining part and pay to the Contractor an agreed amount for partially completed Services.

(a)	If the Bidder fails to perform any or all of the services as specified in the contract,
(b)	If the Bidder fails to perform any other obligation(s) under the Contract

2.15.2 In the event the Contracting Institute terminates the contract, the Performance Security/EMD will be forfeited.

## 2.16 Termination for Unlawful Acts

2.16.1 The Contracting Institute may terminate this Contract in case it is determined prima facie that the Contractor has engaged, before or during the implementation of this Contract, in unlawful deeds and behaviours relative to contract acquisition and implementation. Unlawful acts include, but are not limited to, the following:

- (a) Corrupt, fraudulent, and coercive practices as defined in **GCC Clause 2.3.**
- (b) Drawing up or using forged documents;

- (c) Using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade; and
- (d) Any other act analogous to the foregoing.

## **2.17 Termination for Insolvency**

The Contracting Institute may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Contracting Institute.

## **2.18 Termination for Convenience**

2.18.1 The Contracting Institute, by written notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time. The notice of termination shall specify that termination is for the Contracting Institute's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

### **2.18.2 Procedures for Termination of Contract**

The following provisions shall govern the procedures for termination of this Contract:

- (a) Upon receipt of a written report of acts or causes which may constitute ground(s) for termination as aforementioned, or upon its own initiative, the Implementing Unit shall, within a period of seven (7) calendar days, verify the existence of such ground(s) and cause the execution of a Verified Report, with all relevant evidence attached;
- (b) Upon recommendation by the Implementing Unit, the Head of the Contracting Institute shall terminate this Contract only by a written notice to the Contractor conveying the termination of this Contract. The notice shall state:
  - (i) That this Contract is being terminated for any of the ground(s) afore-mentioned, and a statement of the acts that constitute the ground(s) constituting the same;
  - (ii) The extent of termination, whether in whole or in part;
  - (iii) An instruction to the Contractor to show cause as to why this Contract should not be terminated; and
  - (iv) Special instructions of the Contracting Institute, if any.
- (c) The Notice to Terminate shall be accompanied by a copy of the Verified Report;
- (d) Within a period of seven (7) calendar days from receipt of the Notice of Termination, the Contractor shall submit to the Head of the Contracting Institute a verified position paper stating why this Contract should not be terminated. If the Contractor fails to show cause after the lapse of the seven (7) day period, either by inaction or by default, the Head of the Contracting Institute shall issue an order terminating this Contract;
- (e) The Contracting Institute may, at any time before receipt of the Contractor's verified position paper described in item (d) above withdraw the Notice to Terminate if it is determined that certain items or works subject of the notice had been completed, delivered, or performed before the Contractor's receipt of the notice;
- (f) Within a non-extendible period of ten (10) calendar days from receipt of the verified position paper, the Head of the Contracting Institute shall decide whether or not to terminate this Contract. It shall serve a written notice to the Contractor of its decision and, unless otherwise provided, this Contract is deemed terminated from receipt of the Contractor of the notice of decision. The termination shall only be based on the ground(s) stated in the Notice to Terminate;

- (g) The Head of the Contracting Institute may create a Contract Termination Review Committee (CTRC) to assist him in the discharge of this function. All decisions recommended by the CTRC shall be subject to the approval of the Head of the Contracting Institute and;
- (h) The Contractor must serve a written notice to the Contracting Institute of its intention to terminate the contract at least thirty (30) calendar days before its intended termination. The Contract is deemed terminated if it is not resumed in thirty (30) calendar days after the receipt of such notice by the Contracting Institute.

**2.19 Settlement of Disputes**

2.19.1 The Contracting Institute and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

2.19.2 If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Contracting Institute or the Contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration.

2.19.3 The dispute settlement mechanism / arbitration proceedings shall be concluded as under:

(a)	In case of Dispute or difference arising between the Contracting Institute and Contractor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 2015, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director, Indian Institute of Tropical Meteorology and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the Contract.
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2.19.4 The venue of the arbitration shall be the place from where the Work Order or Contract is issued.

2.19.5 Notwithstanding any reference to arbitration herein,

(a)	the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; <b>and</b>
(b)	The Contracting Institute shall pay the Contractor any monies due.

**2.20 Governing Language**

The Contract shall be written in English language which shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the English language only.

**2.21 Applicable Law / Jurisdiction**

The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction as specified in SCC.

**2.22 Notices**

2.22.1 Any notice given by one party to the other pursuant to this contract / order shall be sent to the other party in writing or by cable, telex, FAX, e-mail or / and confirmed in writing to the other party's address specified in the SCC.

2.22.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

**2.23 Period of Contract**

The period of contract will be as specified in SCC

## B. SPECIAL CONDITIONS OF CONTRACT (SCC)

The following Special Conditions of Contract (SCC) shall supplement and / or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

GCC Clause	Special Condition of Contract (SCC)	
<b>GCC 2.1 (I)</b>	<p><b>The Contracting Institute is:</b></p> <p>INDIAN INSTITUTE OF TROPICAL METEOROLOGY Dr. HOMI BHABHA ROAD, PASHAN, PUNE- 411 008 (MAHARASHTRA)- INDIA</p>	<p><b><u>Address for Communication</u></b></p> <p>Administrative Officer Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road, Pashan, PUNE-411008. Tel (O): 020-25904200 Fax : 020-25865142</p>
<b>GCC 2.6</b>	<p><b>Contractor's Responsibility and Liability :</b></p> <ul style="list-style-type: none"> <li>i) The Contractor shall provide IITM Guest House Management, Prithvi Hall of Residence Catering or management and Canteen Catering Services and perform all related work included in the Scope of Services as specified in <b>chapter 3</b>.</li> <li>ii) The Contractor is fully responsible for timely claiming the bill and disbursing monthly payment of wages as per the Minimum wages Act to the personnel deployed by them in the Contracting Institute.</li> <li>iii) The Contractor will provide food as per details given in <b>Chapter 3</b> during all days (including holidays). It will be the responsibility of the Contractor to collect the food charges from the people. Institute will in no way be responsible or intervene in any case of non-payment of the price of food by anybody. No complaints from the Contractor will be entertained in this respect.</li> <li>iv) The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed.</li> <li>v) The Contractor is responsible for providing the necessary undertaking and documentary evidence in the regard of deployment of manpower.</li> <li>vi) The Contractor is responsible for the verification of the character and antecedents of all the personnel before their deployment at Contracting Institute and a certification to this effect will be submitted to Contracting Institute.</li> <li>vii) The Contractor shall ensure that the personnel deployed are healthy to perform the assigned duty.</li> <li>viii) The Contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to interest of the Contracting Institute.</li> <li>ix) If any sort of food poisoning, either minor or major, is reported for any of the food, the complete responsibility shall be with the contractor. The contractor shall take immediate steps for the medical aid for the diners, fully at their own cost. Under any such case, the contract can be terminated with the recommendation of the Competent Authority of IITM and may forfeit the security deposit.</li> <li>x) All the workers engaged by the Contractor for carrying out tasks under this contract shall be deemed to be the employee of the Contractor only. The Contractor shall be solely responsible for purpose of their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The Contractor shall also provide its workers uniform, photo-identity cards which shall be checked by the Contracting Institute, as and when necessary.</li> <li>xi) Non-compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.</li> </ul>	

	<p>xii) The Contractor is solely responsible and liable for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations such as Minimum Wages Act, allowances, EPF, Bonus, Gratuity, ESI, etc. relating to personnel deployed in Contracting Institute. The Contracting Institute shall have no liability in this regard.</p> <p>xiii) In case of any administrative delay in releasing the payment, the contractor shall continue providing the Services at Contracting Institute as per scope as given in chapter 3.</p> <p>xiv) The Contractor shall not be permitted to transfer or assign his rights and obligations under the contract to any other organization or otherwise.</p> <p>xv) The Contractor shall not assign, transfer, pledge or subcontract the performance of service without the prior written consent of this office.</p> <p>xvi) The Contractor shall be contactable at all times and messages sent by e-mail / fax/ special messenger form the Contracting Institute to the service provider shall be acknowledged immediately on receipt on the same day. Non Compliance to this will invoke the penalty.</p> <p>xvii) The Contract manpower working should be polite, cordial, positive and efficient. Their action shall promote goodwill and enhance the image of this office. The contractor shall be responsible for any act of indiscipline on the part of persons deployed by him.</p> <p>xviii) In case of any theft or loss of property due to negligence or carelessness of your manpower, Contractor will be fully responsible and Contractor will have to make good of the losses so insures to Contracting Institute, otherwise the same will be deducted from the security deposit or from the Contractor Charges payable.</p> <p>xix) The contractor shall not change any canteen manpower frequently or without intimation to Competent Authority of IITM.</p>
<b>GCC 2.8.1</b>	The amount of the <b>Performance Security</b> shall be <b>10 % of the approximate yearly contract value</b> , valid up to the period of the contract plus 60 days.
<b>GCC 2.9</b>	The <b>method and conditions of payment</b> to be made to the Contractor under this Contract shall be as follows:
	<p>(a) <b>E-Payment:</b> All payments, IITM prefers to make Electronic Transfers (RTGS/PFMS) through State Bank of India, NCL Branch, Pashan, Pune.</p> <p>(b) All payments due under the Contract shall be paid after deduction of statutory levies at source (like GST, Income Tax, etc.), wherever applicable.</p> <p>(c) <b>Terms of Payment;</b></p> <p><b>Payment to Contractor</b></p> <p>i) The Payments to the Contractor will be made monthly on the basis of the bill and as per the services provided by the Contractor.</p> <p>ii) Monthly bills shall be submitted in duplicate as specified in contract and duly certified by the designated officer by the Contracting Institute. The copy of GST paid challan for the previous month/quarter as the case should be produced along with the bills for payment. The copy of certificate indicating all the employees of the Contractor have been paid the wages as per minimum wages act will also be attached in the bill.</p> <p>iii) All payments to Contractor shall be made subject to deduction of TDS (Tax deduction at Source) as per the income-Tax Act, 1961 and other taxes if any as per Government of India rules made applicable from time to time.</p>



<p><b>GCC 2.12</b></p>	<p><b>PENALTY:</b></p> <p>(a) The Institute reserves the right to impose a penalty on the Contractor for any serious lapses in maintaining the quality by the Contractor or his staff or for any adulteration etc.</p> <p>(b) In the event of findings the Guest House, PHR and Canteen premises dirty or some heap of garbage are noticed lying here and there or staff are negligent in performing work allotted, 1<sup>st</sup> notice cum intimation letter will be issued to the contractor. If after issuing the 1<sup>st</sup> notice, the contractor has not rectify his negligence or laps in the performing work the penalty from 0.5 % to maximum up to 5% of the yearly bill will be imposed. And at the 3<sup>rd</sup> time the contract will be terminated with the one month notice. The decision of the Director IITM in such matter will be final and binding on the Contractor</p> <p>(c) The Contractor will have to follow instructions of the Competent Authority of IITM related to Menu, meal frequency service. Any change without prior permission from the competent authority may lead to breach of contract and in such a case Institute reserves the right to impose penalty or may lead cancellation of the contract.</p> <p>(d) All the eatables served by the Contractor should be wholesome, clean and having quality as per the approved standard by the Government. Only fresh vegetables on daily basis are to be procured from the approved vegetable vendors selling vegetables from bio-farms or farms using permitted pesticides and insecticides of Central/State Government. In case of any violations observed at any time contract will be terminated and suitable penalty shall be imposed by the authority.</p> <p>(e) Only best/ branded quality store provisions shall be used for preparing food. No adulterated items, curry powders, oils, vegetables shall be used. Samples shall be tested as and when required for the food items in Govt. approved labs and results shall be submitted to the Guest House committee of IITM. Re-use of oil is strictly prohibited. In case of any violations observed at any time, contract will be terminated and suitable penalty shall be imposed by the authority</p> <p>(f) The raw material used for cooking may be checked by Competent Authority at any time and if sub-standard material is found, it will be treated as breach of contract and the Institute may review the contract and decision of IITM shall be final and binding</p>
<p><b>GCC 2.10.1</b></p>	<p>(i) No variation or modification in the terms of the contract shall be made except by written amendment signed by the parties.</p> <p>(ii) The Contracting Institute reserves the right at the time of Contract award to increase or decrease the number of manpower / scope of work originally specified in the Chapter 3. However minimum wages charges should be considered for payment.</p>
<p><b>GCC 2.13</b></p>	<p><b>Contracting Institute's Rights and Exclusion</b></p> <p>i. The Contracting Institute shall have no liability in for any accident/medical/health related liability for the personnel deployed by Contractor at Contracting Institute.</p> <p>ii. No leave of any kind to the personnel shall be sanctioned by Contracting Institute's authority. The Contractor shall be liable to make substitute arrangements in case if it required.</p> <p>iii. The deployed personnel of the Contractor shall not claim any absorption at any cadre in Contracting Institute at any point of time.</p> <p>iv. The person deployed shall not claim any master &amp; servant relationship against this office.</p> <p>v. The Contracting Institute shall not be liable to provide any residential accommodation to the personnel.</p> <p>vi. The personnel provided by the Contractor will not claim to become the employees of the</p>

	<p>Contracting Institute and there will be no Employee and Employer relationship between the personnel engaged by the Contractor for deployment in Contracting Institute.</p> <p>vii. Decision of Contracting Institute in this regard to interpretation of the Terms and Conditions of the Agreement shall be final and binding on the Contractor.</p> <p>viii. Estimated number of Personnel is subject to reasonable change at the discretion of the competent authority at Contracting Institute.</p> <p>ix. The Contracting Institute may check and ensure that the personnel engaged by the Contractor, at no point of time, will be paid less than the minimum rates of wages as prescribed and revised for time to time by state/ Central Govt Labour department under Minimum Wages Act.</p> <p>x. Contracting Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers. . In case of any theft or pilferages, loss or other offences, the Contractor will investigate and submit a report to the IITM and maintain liaison with the police. FIR will be lodged by the IITM Wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility shall be fixed.</p> <p>xi. In case of any loss that might be caused to the IITM due to lapse on the part of the personnel discharging duties &amp; responsibilities will be borne by the Contractor and in this connection, the IITM shall have the right to deduct appropriate amount from the bill of contracting Contractor to make good such loss to the IITM besides imposition of penalty. In case of frequent lapses on the part of the personnel deployed by the Contractor, the IITM shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.</p> <p>xii. In case, the personnel deployed by the Contractor are found absent from duty any time or sleeping or found engaged in irregular activities, the IITM shall deduct the requisite amount at the pro-rata from the bill of the Contractor besides imposition of penalty for non-observance of the terms of contract.</p> <p>xiii. In case of breach of any of the terms of agreement, the performance security deposit of the Contractor shall be liable to be forfeited by the IITM. In addition, the contract/Agreement will also be liable to be terminated. Any sum of money due or payable to the IITM including the security deposit refundable to him under the contract can be appropriated by the IITM against any amount which the Contractor may owe to the IITM.</p> <p>xiv. If the Competent Authority of IITM is not satisfied with the quality of eatables served, services provided or behaviour of the Contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect[s], failing which Contracting Institute will be at liberty to take an appropriate action as deemed fit.</p> <p>xv. The Contractor and his staff shall comply with all instructions and directions of the Contracting Institute authorities given from time to time. In the event of any emergent situation, the staff of the Contractor shall comply with instructions given by the Contracting Institute authorities, without waiting for confirmation by the Contractor.</p>
<b>GCC 2.21</b>	The place of jurisdiction is Pune, Maharashtra, India.
<b>GCC 2.22.1</b>	<p><b>For notices</b>, the Contracting Institute's address is</p> <p>THE DIRECTOR  INDIAN INSTITUTE OF TROPICAL METEOROLOGY  Dr. HOMI BHABHA ROAD  PUNE-411 008 (MAHARASHTRA)- INDIA  <b>Telephone #</b> : -20-25904322 /441 / <b>E-mail address:</b> <a href="mailto:qa.admin@tropmet.res.in">qa.admin@tropmet.res.in</a></p>
<b>GCC 2.23</b>	The period of contract will be 01 year, which will be further extended up to 02 years on yearly basis on same terms and conditions and service management charge. The extension of the contract will be on the basis of satisfactory performance of the services.

## CHAPTER 3

### **3.1 Scope of Work for IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services**

Indian Institute of Tropical Meteorology (IITM), Pune, is an autonomous organization under Ministry of Earth Sciences; Govt. of India located at Pashan would like to avail the services of reputed Catering and Guest House Management Agencies / Contractors to run the Institute's canteen, Guest House and Prithvi Hall of Residence (Hostel cum Guest House facility) at IITM.

IITM has around 600 staff including permanent Staff, Staff on IITM Contract and Private contractual staff. IITM has General Canteen, VIP Guest House and Prithvi Hall of Residence (Hostel cum Guest rooms).

### **3.2 IITM Guest House**

IITM Guest House was constructed in the year 1984. The guest house is located in the south-west corner of the Institute premises and recently got renovated. The guest house has 01 single AC room, 8 double A.C. rooms (4 each in the ground and first floor), 01 Deluxe suit and 01 luxurious VIP suit in the first floor with full modern amenities. IITM Guest House has total 11 rooms. There is a huge dining area and elegantly arranged with state-of-the art furniture and equipment at the ground floor. The whole dining area is converted into WiFi zone. The VIP suite also has the WiFi facility. All the rooms are given telephone and internet connectivity. This facility is working in tune with the IITM and adding much to the comfort of the visiting scientists of the Institute.

The use of guest house is only for the guests approved by the competent authority / In-charge Guest House & their bonafide guests. The Guest House will be kept open for service round the clock on all days.

The Guest house has been extensively used by various national as well international VIPs', Dignitaries and Guests of the Institute. Most of the time it is fully occupied and also it has been used for catering / serving food during various workshop, events and meetings of the Institute.

#### **3.2.1 Scope of works for Guest House Catering Services**

IITM Guest House has dining area which can accommodate around 24 persons at a time. In addition, there is an outdoor catering area which can accommodate 50 persons.

1. One Supervisor cum Manager to manage whole Managerial/Administrative activities of Canteen, Guest House and Prithvi Hall of Residence.
2. To properly run the catering facility service for the Guest house the contractor's has to appoint sufficient nos. of Cook, Serving Person and Helpers for smooth functioning of the Guest House Catering Service. It is the responsibility of the contractor to provide best service to the Guest & other users, especially in rush hours. Failing which Institute reserve right to put appropriate penalty.
3. Contractor has to manage the catering service like providing breakfast, lunch, and dinner as per requirement of the guest / Office as per the rates given in menu rate list at 3.3. Apart from these tea/coffee/snacks for various meetings (100 tea/day), various hi-tea parties of Institute, lunched to visitors has to be served by the contract on prior request.
4. Contractor has to purchase required quality materials / ingredients for preparing food. Vendors have to keep required material in stock and in no case services should be denied due to non-availability of the material.

5. Contractor has to keep the guest house premises clean and maintain hygiene in the dining / kitchen area. Contractor has to keep the sufficient stock material for cleaning utensils / floor areas / kitchen / dining hall, etc.
6. Contractor has to prepare & serve the food as per the menu list.
7. Weekly menu should be decided one week in advance and approved by the committee.
8. All food items should be cooked in Refined Sunflower Oil (with AGMARK/FAO approved only). Milk (buffalo/cow), Tea-leaves/powder, coffee powder of standard quality should be used.
9. All grocery items should be of high quality (preferably with FSSAI approved) only.
10. All packed items (biscuits, fruit, juice etc.) should be sold at MRP.
11. Disposal of Wet and Dry garbage daily outside and away from IITM premises has to be arranged by the Canteen Contractor.
12. Procurement of raw materials and ingredients for preparation of the food. To arrange the cooking fuel, utensils and other materials required for serving. All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the Contractor. Crockery shall be of "Bone-China" clay of quality manufacturers. Cutlery shall be of a very good quality. Contractor should be equipped to provide catering to approx. 300 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintain.
13. Contractor should provide regular services of bed tea, breakfast, lunch / dinner, tea/coffee and snacks to the guest of the guest house.
14. Contractor should provide catering services i.e. special lunch / dinner for occasion such as seminar / symposia / conference with the rates mentioned in menu rate list of contract subject to the following;
  - i) **If member less than 50** : As per the Menu rate list of contract
  - ii) **If member more than 50** : The rent for utensils / materials hired from outside and the daily wages for manpower hired from outside would be paid extra by the Institute
15. Generally Indian food would be served but on occasions as per requirement, the Contractor should be able to provide South Indian food, Chinese food and continental food also. The Institute organizes various international programs every year, foreign participants have to be provided continental food.
16. All the consumable should be of ISI / AGMARK / FAO / FSSAI approved and reputed brand only. Only Iodized Salt shall be used. Refined groundnut or sunflower oil to be used.
17. **Disposal of Wet and Dry garbage daily outside and away from IITM premises to be arranged by the Canteen Contractor.**
18. Contractor should maintain cleanliness and hygiene at Dining area, kitchen, store room and Guest rooms by arranging Herbal pest control, fogging, Anti rodent Treatment, Anti-termite Treatment, Treatment for bed bugs, Treatment for cockroaches and insects etc. periodically. Total area of Guest House should be clean, hygiene and cockroaches/insects/flies free.
19. The purpose of housekeeping is that the Guest house premise must look neat and clean at every time and the Contractor has to undertake all such jobs/activities required to maintain the Guest house premises neat and clean whether such activities are elaborated hereunder or not.

### **3.2.2 Scope of works for Guest House Management Services**

1. To properly run the Guest House Management service for the Guest house the contractor's has to appoint sufficient nos. of Receptionist, Room Boy and Helpers for smooth functioning of the Guest House Management Service. It is the responsibility of the contractor to provide best service to the Guest & other users, especially in rush hours. Failing which Institute reserve right to put appropriate penalty.
2. The contractor has to maintain the entire activities of Guest House i.e. maintenance of guest entry register, issue of bills/receipts with the approval of In-Charge, Deposit of cash collected from guest to Account Section, Reporting the visits of foreign guests to the concern authority, Feedback Register, inventory management and daily reporting to the In-Charge Guest House.

3. Contractor should maintain cleanliness of whole Guest House like changing of bed-sheets, daily room cleaning with proper cleaning material, laundry etc.
4. To fulfil the statutory requirements in respect of the persons engaged for catering service. To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to IITM Guest House In-charge and or competent authority.
5. Contractor has to carried out following activities strictly apart from other activities

**A. Daily Operations.** Must be completed before 09:30 AM daily.

- (i) Brooming, cleaning of floors, sweeping and washing of corridors and staircases.
- (ii) Sweeping and mopping of toilets, bathrooms, urinals twice a day.
- (iii) Spraying of ROOM FRESHNER/DEODORANT in toilets and rooms
- (iv) Dusting and cleaning of furniture, including tables, chairs, side tables, racks and doors, paper trays and other installations.
- (v) Sweeping of floors, mopping of floors daily.
- (vi) Dusting of doors, windows, cleaning of wash-basin and mirror, cleaning of toilet seats/urinals (with sanitary and water) twice a day.
- (vii) Sweeping of open space and removal of garbage there from.
- (viii) Complete cleaning with soft brooms.
- (ix) Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided & directed by the IITM).
- (x) Sweeping of open area.
- (xi) Emptying of dustbins of all rooms
- (xii) Replenishment of toilet paper, soap, urinal cubes, naphthalene balls/air purifiers {As and when required}.
- (xiii) Disposal of Wet and Dry garbage daily outside and away from IITM premises to be arranged by the Contractor.
- (xiv) Cleaning of front lawn and approach road

**B. Weekly Operations:**

- (i) Polishing of floors, cleaning of walls and windows panes.
- (ii) Washing and wiping/mopping of floors. Thorough cleaning of toilets with suitable cleaning agents.
- (iii) Wiping and cleaning of fixtures, fittings.
- (iv) Cleaning and sprinkling in open areas.
- (v) Cleaning of drains.
- (vi) Dusting of files and file racks and cleaning of walls and windows panes.
- (vii) Polishing of staircase railings, cleaning of Venetian blinds and cobwebs on walls.
- (viii) Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner.
- (ix) Dusting of doors, dusting of room coolers, air conditioners, cleaning of water flask and glass tumblers.
- (x) Cleaning and dusting both sides of doors, glazed doors, door frames, fixed glazed panels, vanishing blinds with liquid glass/metal cleaner.
- (xi) Cleaning and dusting of entire electrical fixtures, ceiling fans, brackets fans, exhaust fans, pedestal and table fans, light fixtures etc. using agent colin, cleaning compounds etc.
- (xii) The Contractor will undertake vacuum cleaning of carpet, sofa set, curtains, cushion, providing and key management of the rooms, pest, and rodent control spray once in a week.

**C. Monthly Operations :**

- (i) Dusting of room coolers, ceiling fans, tube lights, fixtures and furniture's and steel almirah, thorough cleaning of window panes, window iron grills. Vanishing blinds and

wall scrubbing and washing of rooms, floors, cleaning of duct ways outside the toilets, wiping/mopping of furniture, arranging of files and loose papers, special cleaning of sanitary/electrical fire fighting/building hardware etc. Fitting / fixture, door windows. Thorough checking and cleaning of sewer and drainage system as and when they occur, other misc., cleaning work etc.

- (ii) Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, roads, and sewers etc. within IITM premises, preventive maintenance of the same, other misc. cleaning work.
  - a. Sweeping, mopping, dry cleaning & wet cleaning of all the halls including adjacent eight toilets of the halls has to be maintained as per the contract terms and condition.
  - b. Wet Shampoo cleaning of carpet in the hall on quarterly basis. Also shampoo cleaning of Guest house chairs and sofa to be done twice a year.
  - c. A special care has to be taken for screen cleaning by using specialized / required chemicals.
- (iii) Cleaning of storm water drains, road side galleys and other open drains, all types of drainage blockage and choke up, rain water pipes, balconies, extended slabs/ sills by sweeping, dusting and using water detergent, chemicals and soap etc. of approved quality.
- (iv) Cleaning of carpets thoroughly by vacuum cleaner, brushing carefully along grains, removing stains with stain remover, cleaning compounds etc.
- (v) Cleaning of terraces of building, balconies, canopies and rain water pipes and under water tanks and as and when required during rainy seasons.
- (vi) The Guest House Management Contractor has to carry out an herbal pest control treatment once/twice (as per the requirement) in three months.

### **3.3 PRITHVI - The Hall of Residence**

State-of-the-art “PRITHVI - The Hall of Residence” an accommodation facility of the Ministry of Earth Sciences (MoES), Government of India, for students. Ministry of Earth Sciences (MoES) has constructed the facility with a vision to cater and support students, trainees, researchers and scientists from various parts of India and abroad, who will be enrolled with/visiting Indian Institute of Tropical Meteorology (IITM) and India Meteorology Department (IMD) for research activities. PRITHVI is a 10-story building comprising of 215 single occupancy rooms for students and researchers and 12 guest rooms and is well-equipped with essential facilities such as Canteen, Wi-fi, Gymnasium, Outdoor Play area, Doctor's Chamber, Warden Residence etc. This students Hostel is situated in the IMD Colony, Pashan, Pune. The use of PHR Canteen is only for the students and guests approved by the competent authority / Chairman PHR Accommodation Committee. The Canteen will be kept open as per the time slot for students and round the clock for the guest on all days.

#### **3.3.1 Scope of work for Prithvi Hall of Residence Catering Services**

1. To properly run the catering facility service for the **Prithvi Hall of Residence (PHR)** the contractor's has to appoint sufficient nos. of Cook, Serving Person and Helpers for smooth functioning of the Guest House Catering Service. It is the responsibility of the contractor to provide best service to the Guest & other users, especially in rush hours. Failing which Institute reserve right to put appropriate penalty.
2. Contractor has to manage the catering service like providing breakfast, lunch, and dinner as per requirement of the guest / Office. Contractor may be required to serve about 70 breakfasts, 100 lunches and 80 evening snacks and tea/coffee 300 -400 on an average per day as per the rates given in menu rate list at 3.3. This number may vary on day to day basis. Apart from this various hi-tea parties of Institute, lunched to visitors has to be served by the contract on prior request.
3. Contractor has to purchase required quality materials / ingredients for preparing food. Vendors have to keep required material in stock and in no case services should be denied due to non-availability of the material.

4. Contractor has to keep the PHR premises clean and maintain hygiene in the dining / kitchen area. Contractor has to keep the sufficient stock material for cleaning utensils / floor areas / kitchen / dining hall, etc.
5. Contractor has to prepare & serve the food as per the menu list.
6. Weekly menu should be decided one week in advance and approved by the committee.
7. All food items should be cooked in Refined Sunflower Oil (with AGMARK/FAO approved only). Milk (buffalo/cow), Tea-leaves/powder, coffee powder of standard quality should be used.
8. All grocery items should be of high quality (preferably with FSSAI approved) only.
9. All packed items (biscuits, fruit, juice etc.) should be sold at MRP.
10. Disposal of Wet and Dry garbage daily outside and away from IITM premises has to be arranged by the Canteen Contractor.
11. Procurement of raw materials and ingredients for preparation of the food. To arrange the cooking fuel, utensils and other materials required for serving. All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the Contractor. Crockery shall be of "Bone-China" clay of quality manufacturers. Cutlery shall be of a very good quality. Contractor should be equipped to provide catering to approx. 300 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintain.
12. Contractor should provide regular services of bed tea, breakfast, lunch / dinner, tea/coffee and snacks to the guest of the PHR.
13. Contractor should provide catering services i.e. special lunch / dinner for occasion such as seminar / symposia / conference with the rates mentioned in menu rate list of contract subject to the following;
  - iii) **If member less than 50** : As per the Menu rate list of contract
  - iv) **If member more than 50** : The rent for utensils / materials hired from outside and the daily wages for manpower hired from outside would be paid extra by the Institute.
14. Generally Indian food would be served but on occasions as per requirement, the Contractor should be able to provide South Indian food, Chinese food and continental food also. The Institute organizes various international programs every year, foreign participants have to be provided continental food.
15. All the consumable should be of ISI / AGMARK / FAO / FSSAI approved and reputed brand only. Only Iodized Salt shall be used. Refined groundnut or sunflower oil to be used.
16. Disposal of Wet and Dry garbage daily outside and away from IITM premises to be arranged by the Canteen Contractor.
17. The contractor's main responsibility is to (1) provide Receptionist, Cook, Counter staff, Housekeeper / Helpers in adequate numbers (2) Manage the entire activities of Prithvi Hall of Residence i.e. maintenance of guest / Student entry register, issue of bills/receipts with the approval of chairman to the Guest, Deposit of cash collected from guest to Account Section, Feedback Register, inventory management and daily reporting to the In-Charge Prithvi Hall of Residence. (3) Purchase required quality materials / ingredients for preparing food (4) purchase required material for cleaning utensils / floor areas / kitchen / dining hall, Housekeeping work etc. (5) prepare & serve the food as per the menu list.
18. Contractor may be required to serve about 70 breakfasts, 100 lunches and 80 evening snacks and tea/coffee 300 -400 on an average per day as per the rates given in menu rate list. This number may vary on day to day basis.
19. Vendor should provide South/North Indian, Local and Chinese dishes.
20. Weekly menu should be decided one week in advance and approved by the committee.
21. All food items should be cooked in Refined Sunflower Oil (with AGMARK/FAO approved only). Milk (buffalo/cow), Tea-leaves/powder, coffee powder of standard quality should be used.
22. All grocery items should be of high quality (preferably with FSSAI approved) only all packed items (biscuits, fruit juice etc.) should be sold at MRP.
23. Disposal of Wet and Dry garbage daily outside and away from the premises to be arranged by the Canteen Contractor.

24. Contractor should maintain cleanliness and hygiene at Dining area, kitchen, store room, students rooms, passages/all floor/open common area/pantry and Guest rooms (i.e. whole PHR Building and surrounding area) by arranging housekeeping works, Herbal pest control, fogging, Anti rodent Treatment, Anti-termite Treatment, Treatment for bed bugs, Treatment for cockroaches and insects etc. periodically. Total area of Guest House should be clean, hygiene and cockroaches/insects/flies free.
25. The purpose of housekeeping is that the Prithvi Hall of Residence premise must look neat and clean at every time and the Contractor has to undertake all such jobs/activities required to maintain the PHR premises neat and clean whether such activities are elaborated hereunder or not.

### **3.3.2 Scope of work for Prithvi Hall of Residence Management Services**

1. To properly run the PHR Management service, the contractor's has to appoint sufficient nos. of Manager, Receptionist, Room Boy and Helpers for smooth functioning of the Guest House Management Service. It is the responsibility of the contractor to provide best service to the Guest & other users, especially in rush hours. Failing which Institute reserve right to put appropriate penalty. Engagement of proper qualified / skilled manpower.
2. The contractor has to maintain the entire activities of Guest House i.e. maintenance of guest entry register, issue of bills/receipts with the approval of In-Charge, Deposit of cash collected from guest to Account Section, Reporting the visits of foreign guests to the concern authority, Feedback Register, inventory management and daily reporting to the In-Charge Guest House.
3. Contractor should maintain cleanliness of whole Guest House like changing of bed-sheets, daily room cleaning with proper cleaning material, laundry etc.
4. To fulfil the statutory requirements in respect of the persons engaged for catering service. To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to IITM Guest House In-charge and or competent authority.
5. To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to Chairman, IITM Guest House Accommodation Committee.
6. Manager duties include overall monitoring of catering, housekeeping, reception and attendant works. Manager should also coordinate the daily operations of electric lights/fans, ACs, appliances of Laundry and pantry rooms and canteen, water motors and monitoring of water levels in all the water tanks. Manager should coordinate and inform immediately to the concern sections of IITM for issues related with malfunction of any electronic and electrical appliances, water shortage, electricity, plumbing, civil, security, internet, PCs, etc.
7. Reception staff duties include facilitating the guests and students on arrival and provide rooms as per the instructions from the Chairman, IITM Guest House Accommodation Committee. Staffs' duties also include collecting room charges from guests/students and submit the same to IITM as per the instructions. Reception staff should take care of rooms' keys and keep records of all the guests and students residing in the PHR. These works are to be done round the clock.
8. The Contractor shall employ the number of staff as per tender failing which, the bidder may after warning be imposed a penalty-equivalent to 1.5 times of the wages for that category of person(s).
9. Contractor has to carried out following activities strictly apart from other activities
  - A. Daily Operations.** Must be completed before 09:30 AM daily.
    - (i) Brooming, cleaning of floors, sweeping and washing of corridors and staircases.
    - (ii) Sweeping and mopping of toilets, bathrooms, urinals twice a day.
    - (iii) Spraying of ROOM FRESHNER/DEODORANT in toilets and rooms
    - (iv) Dusting and cleaning of furniture, including tables, chairs, side tables, racks and doors, paper trays and other installations.
    - (v) Sweeping of floors, mopping of floors daily.
    - (vi) Dusting of doors, windows, cleaning of wash-basin and mirror, cleaning of toilet seats/urinals (with sanitary and water) twice a day.
    - (vii) Sweeping of open space and removal of garbage there from.
    - (viii) Complete cleaning with soft brooms.



- (ix) Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided & directed by the IITM).
- (x) Sweeping of open area.
- (xi) Emptying of dustbins of all rooms
- (xii) Replenishment of toilet paper, soap, urinal cubes, naphthalene balls/air purifiers {As and when required}.
- (xiii) Disposal of Wet and Dry garbage daily outside and away from IITM premises to be arranged by the Contractor.
- (xiv) Cleaning of front lawn and approach road

**B. Weekly Operations:**

- (i) Polishing of floors, cleaning of walls and windows panes.
- (ii) Washing and wiping/mopping of floors. Thorough cleaning of toilets with suitable cleaning agents.
- (iii) Wiping and cleaning of fixtures, fittings.
- (iv) Cleaning and sprinkling in open areas.
- (v) Cleaning of drains.
- (vi) Dusting of files and file racks and cleaning of walls and windows panes.
- (vii) Polishing of staircase railings, cleaning of Venetian blinds and cobwebs on walls.
- (viii) Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner.
- (ix) Dusting of doors, dusting of room coolers, air conditioners, cleaning of water flask and glass tumblers.
- (x) Cleaning and dusting both sides of doors, glazed doors, door frames, fixed glazed panels, venetion blinds with liquid glass/metal cleaner.
- (xi) Cleaning and dusting of entire electrical fixtures, ceiling fans, brackets fans, exhaust fans, pedestal and table fans, light fixtures etc. using agent colin, cleaning compounds etc.
- (xii) The Contractor will undertake vacuum cleaning of carpet, sofa set, curtains, cushion, providing and key management of the rooms, pest, rodent control spray once in a week.

**C. Monthly Operations :**

- (i) Dusting of room coolers, ceiling fans, tube lights, fixtures and furniture's and steel almirahs, thorough cleaning of window panes, window iron grills. Venetian blinds and wall scrubbing and washing of rooms, floors, cleaning of duct ways outside the toilets, wiping/mopping of furniture, arranging of files and loose papers, special cleaning of sanitary/electrical fire fighting/building hardware etc. Fitting / fixture, door windows. Thorough checking and cleaning of sewer and drainage system as and when they occur, other misc, cleaning work etc.
- (ii) Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, roads, and sewers etc. within IITM premises, preventive maintenance of the same, other misc. cleaning work.
- (iii) Sweeping, mopping, dry cleaning & wet cleaning of all the halls including adjacent eight toilets of the halls has to be maintained as per the contract terms and condition.
- (iv) Wet Shampoo cleaning of carpet in the hall on quarterly basis. Also shampoo cleaning of Guest house chairs and sofa to be done twice a year.
- (v) A special care has to be taken for screen cleaning by using specialized / required chemicals.
- (vi) Cleaning of storm water drains, road side galleys and other open drains, all types of drainage blockage and choke up, R.W. pipes, balconies, extended slabs/ sills by sweeping, dusting and using water detergent, chemicals and soap etc. of approved quality.
- (vii) Cleaning of carpets thoroughly by vacuum cleaner, brushing carefully along grains, removing stains with stain remover, cleaning compounds etc.
- (viii) Cleaning of terraces of building, balconies, canopies and rain water pipes and under water tanks and as and when required during rainy seasons.
- (ix) Contractor has to carry out an herbal pest control treatment once/twice (as per the requirement) in three months.

### 3.4 IITM Canteen

IITM Canteen is used to serve food for Morning & evening breakfast and tea, lunch to staff and other visitor. Canteen has dining area which can accommodate around 60 persons at a time. For this canteen has fully equipped with Fridge, Deep freezer, Hot Serving table, Table, chairs, reception counter and crockery.

The Canteen provides its services from Monday to Saturday. Currently approx. 70 breakfasts, 100 lunches and 80 evening snacks and tea/coffee has been served per day. (This number may be varying on day to day basis.) Apart from this various hi-tea parties of Institute, lunches to visitors has been served by the canteen.

#### 3.4.1 Scope of works for IITM Canteen Catering Services

1. The contractor's has to appoint sufficient nos. of Cook, Counter staff and Helpers for smooth functioning of the canteen. It is the responsibility of the contractor to provide best service to the canteen users, especially in rush hours. Failing which Institute reserve right to put appropriate penalty.
2. Contractor has to purchase required quality materials / ingredients for preparing food. Vendors have to keep required material in stock and in no case services should be denied due to non-availability of the material.
3. Contractor has to keep the canteen premises clean and maintain hygiene in the dining / kitchen area. Contractor has to keep the sufficient stock material for cleaning utensils / floor areas / kitchen / dining hall, etc.
4. Contractor has to prepare & serve the food as per the menu list.
5. Contractor may be required to serve about 70 breakfasts, 100 lunches and 80 evening snacks and tea/coffee 300 -400 on an average per day as per the rates given in menu rate list at 3.4.2 This number may vary on day to day basis.
6. Feast Lunch to be provided once in month as per rates mentioned in rate list.
7. Vendor should provide South/North Indian, Local and Chinese dishes.
8. Weekly menu should be decided one week in advance and approved by the committee.
9. All food items should be cooked in Refined Sunflower Oil (with AGMARK/FAO approved only). Milk (buffalo/cow), Tea-leaves/powder, coffee powder of standard quality should be used.
10. All grocery items should be of high quality (preferably with FSSAI approved) only.
11. All packed items (biscuits, fruit, juice etc.) should be sold at MRP.
12. Disposal of Wet and Dry garbage daily outside and away from IITM premises has to be arranged by the Canteen Contractor.
13. Contractor should maintain cleanliness and hygiene at Dining area, kitchen and store room by arranging Herbal pest control, Anti rodent Treatment, Anti-termite Treatment, Treatment for cockroaches and insects etc. periodically. Total area of canteen should be clean, hygiene and cockroaches/insects/flies free.

### 3.5 Rate List for Menu to be provided at IITM Guest House, Prithvi Hall of Residence and IITM Canteen

Menu rates shall remain fixed during the contract and food is to be provided as per menu rates only.

S.No.	Description of Item
Beverages Type I	Tea 100ml (with and without sugar option)
	Lemon Tea/black tea (with or without lemon)
	Green tea
	Butter milk (200 ml)

Beverages Type II	Special tea
	Coffee-100ml (with and without sugar option)
	Plain Milk
Beverages Type III	Milk with Bournvita/Horlicks (200 ml + 1 spoon bournivita)
	Fruit Juice – 200 ml

	Description
Breakfast Type I	Boiled egg (02 No.)
	Single Omlette / two bread sluce
	Plain Dosa(100gms.)with Sambhar(100ML.)
	Poha/Upma/Sheera (200gms)
	Bread Butter / Jam Toast (3 piece of medium size bread)
Breakfast Type II	Puri – 4 Nos (120 gms) with Aloo Kurma (150gms)
	Masala Dosa & Chutney (100gms.)with Sambhar(100ML.)
	Urid Vada (2 Nos. (150gms)) with Sambar(100 ml), Chutney-30 gms
	Uttappa with Chutney (200gms+50gms)
	Misal with 2 breads (Pav) 200 gms with onion and lemon
	Pav Bhaji with butter, 2 piece pav, bhaji 200 gm , onion and lemon (50 gms)
	Veg Sandwich with sauce – 4 pieces
	Aloo Paratha 2 No. – 150 gms with pickle & curd
	Methi Paratha 2 No. – 100 gms with pickle & curd
	Gobhi Paratha 2 No. – 150 gms with pickle & curd
	Sabudana Khichadi (with curd)/wada 2No. 200 gms
	Double Omlette
	Idli – 2 Nos. (150 gms.) with Sambar(100ml)and Chutney(30gms)
Breakfast Type III	Veg. Grilled Sandwich 4 pieces
	Veg. Noodles (200 gms) with sauce (50 gms)
	Veg. Momos 5 No. (150 gms) with chutney (50 gms)
	Double Omlette with 4 bread slice.
	Chicken Momos 5 No. (150 gms) with chutney (50 gms)
Lunch/ Dinner	Rice(150 gm), Dal (100ml) , Mixed veg with curry(100 gms), dry veg(100 gms), Chapati (3 Nos/Phulka 4 nos.standared size about 30 gm each), Papad, ,Salad, Pickle, Sweet(75gms), Raita/Chutney, curds (100 gms) .
Mini Lunch (Veg)	Mini Lunch/ Dinner 01 Veg + 3 chapati / fulka or 01 veg + 5 puri or Dal (150 ml) Rice (200 gm)
Mini Lunch (non veg)	Chicken curry (200 gms) + 03 chapati / fulka + rice (150 gms)
	Fish curry (200 gms) + 03 chapati / fulka + rice (150 gms)
	Eggs curry with two eggs (200 gms) + 03 chapati / fulka + rice (150 gms)

<b>Feast Lunch (Once in a week)</b>	<b>Feast Lunch (Once in a week)</b> Puri (4 Nos) /Chapati / fulka 3 Nos (120 gms each) ,Vegetable mix dry(120gm), vegetable gravy(paneer, 120gms), Jeeral rice/Masala Rice/Veg Pulav (200gm),Salad,Papad, Pickle,sweet dish /fruit, curd (75gm) Sweet dish consisting of 2 pieces of gulab jam(100 gm) / moong halwa(150 gms)/ Gajar Halwa (100 gms )/ burfi / Jalebi <b>(Any one of the above sweet dish item to be served as decided by IITM)</b>
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#### Afternoon snacks

	Description	Quantity
<b>Snacks Type I</b>	Wada Pav	Single wada (75gms) and pav
	Kachori	Single with chutney /sauce(75 grms.)
	Plain Maggi	1 Plate
<b>Snack Type II</b>	Veg Maggi	1 Plate
	Pakoda	1 Plate (150 gms)
	Cutlet	1 Plate 2 pieces with sauce/chutney 150 gms
	Alu wada	1 plate (2 wada) + 2 Pav with chutney/sauce(150gms )
	Finger Chips	One plate 150gms with sauce
	Samosa	One Plate -2 pieces (150 gms)
	Bhel	One plate 150gms (dry)
	Bhel	One plate 150gms (wet)
	Pani puri	One plate Consisting of 7 Puries
	Dal Wada	One Plate -2 pieces (150 gms)
	Toast Butter	3 medium size bread pieces
	Dahi wada	One Plate -2 pieces (150 gms)
	Sabudana wada	1 plate 2 pieces with sauce/chutney (150 gms)

\* Soft Drinks, Packaged juice, Ice cream, Biscuits, wafers, items with MRP should be provided at MRP.

#### List of Consumables:

Item	BRAND
Salt	Tata, Annapurna
Spices	MTR, Everest, MDH
Ketchup	Maggi, Kissan, Heinz
Oil	Sundrop, Saffola
Ghee	Milkfood / Amul / Gowardhan
Pickle	Mother's Recipee
Atta	M.P. Sharbati, Aashirvad, Pillsbury, Annapurna
Butter	Amul, Britannia, Nutralite
Bread	Harvest, Britannia, Modern
Jam	Kissan, Mother's
Milk	Mother Dairy, Amul (Full Cream)
Paneer	Amul, Britannia, Gowardhan

Tea	Brook bond, Lipton, Red Label, Tata Tea
Coffee	Nescafe/Bru etc
Biscuits	Britannia / Parle / Sunfeast or any other reputed brand
Ice Creams	Mother Dairy / Amul/ Kwality
Mineral Water	Kinley/Bisleri/Aquafina
Rice (Basmati only)	Premium Brands only like Kohinoor, Daawat
	Basmati first quality
Pulses	Branded/ first quality
Papad	Halidram, Lizzat
Vegetables/Fruits	Fresh first quality vegetables/fruits only
Beverages	Fanta, Limca, Coca Cola, Pepsi, Mirinda, Thumsup, Maaza, Slice
Chips	Lays, Kurkure.

### 3.6 The Institute will provide following Facilities and items to the Contractor

- Space for operation of above three different activities
- Electricity
- Raw Water for washing purpose
- Furniture and Infrastructure
- Kitchen appliances and Utensils available with the Institute
- LPG Gas connection set up excluding cost of LPG consumption
- Stationary (Books of Accounts only) will be provided at reception of Guest House and Prithvi Hall of Residence

3.6.1 Contractor should note that all consumable materials for House Keeping and cleaning work should provide by the firm. The house keeping materials and consumables such as hard brooms, mops, cob web removal brooms, dusters, buckets, scrubbers, liquid soap, disinfectant, toilet cleaner, acids, toilet papers, odonil, hard wipe napkins, phenyl, naphthalene, liquid soap near the basin etc. should be provided by the firm. (Procure by, quality/brand/record keeping of consumable materials)

### 3.7 Instruction to Bidder

- (1) Contractor has to quote for all service i.e. Catering and Management Service of Canteen, Guest House and Prithvi Hall of Residence being a turnkey project. Quotation for partial services will not be considered and such offer will be summarily rejected.
- (2) Contractor has to appoint well trained and skilled manpower required for providing such services.
- (3) Contractor should provide appropriate uniforms to all the staff members as per the post.
- (4) The Contracting Institute shall have no liability in for any accident/medical/health related liability for the personnel deployed by Agency at Contracting Institute.
- (5) If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the Contracting Institute at Agency's own cost.
- (6) No leave of any kind to the personnel shall be sanctioned by Contracting Institute's authority. The agency shall be liable to make substitute arrangements in case of the absence of the personnel.
- (7) The deployed personnel of the contractor shall not claim any absorption at any cadre in Contracting Institute at any point of time.
- (8) The person deployed shall not claim any master & servant relationship against this office.
- (9) The Contracting Institute shall not be liable to provide any residential accommodation to the personnel.
- (10) The personnel provided by the Agency will not claim to become the employees of the Contracting Institute and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in Contracting Institute.

- (11) Decision of Contracting Institute in regard to interpretation of the Terms and Conditions of the Agreement shall be final and binding on the Agency. ix. Estimated number of Personnel is subject to reasonable change at the discretion of the competent authority at Contracting Institute.
- (12) The Contracting Institute may check and ensure that the personnel engaged by the agency, at no point of time, will be paid less than the minimum rates of wages as prescribed and revised for time to time by state/ Central Govt. Labour department under minimum wages Act.
- (13) Contracting Institute `s authority reserves the right to ask for replacement of a particular personnel employed by the agency if the service of the individual are found unsatisfactory. But in case such a request for replacement is made, the agency will ensure the compliance of the required legal formality.
- (14) Contracting Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the IITM and maintain liaison with the police. FIR will be lodged by the IITM Wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility shall be fixed.
- (15) In case of any loss that might be caused to the IITM due to lapse on the part of the personnel discharging duties & responsibilities will be borne by the Agency and in this connection, the IITM shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to the IITM besides imposition of penalty. In case of frequent lapses on the part of the personnel deployed by the contractor, the IITM shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- (16) In case, the personnel deployed by the agency are found absent from duty any time or sleeping or found engaged in irregular activities, the IITM shall deduct the requisite amount at the pro-rata from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
- (17) In case of breach of any of the terms of agreement, the performance security deposit of the agency shall be liable to be forfeited by the IITM. In addition, the contract/Agreement will also be liable to be terminated. Any sum of money due or payable to the IITM including the security deposit refundable to him under the contract can be appropriated by the IITM against any amount which the agency may owe to the IITM.
- (18) The burning of dry/wet leaves waste material is not permitted in the campus.

**3.8 Financial bid is to be submitted in form of Price Bid Form - A along with Price bid form B and C (Chapter-5, Annx-L) by considering above scope of services and manpower required to manage the contract (No of persons/biometric attendance/police verification/legal compliance/uniform/safety measures). The bidders should quote Catering and Management charges considering statutory increase in Minimum Wages and Variable Dearness Allowance (VDA) applicable from time to time.**

## CHAPTER 4

### Eligibility & Qualification Requirements and Evaluation Methodology

#### 4.1. Eligibility Criteria

The following shall be the minimum eligibility criteria for selection of bidders technically.

- a. **Legal Valid Entity:** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of Sole Proprietorship, and Partnership is permitted. A proof for supporting the legal validity of the Bidder shall be submitted.
- b. **License:** The bidder shall have the license to operate catering or the Guest House Management Services.
- c. **Registration:** The Bidder should be registered with the Income Tax and also registered under the labour laws, Employees Provident Fund Organisation, Employees State Insurance Corporation and Good and Services Tax.
- d. **Clearance:** The Bidder should also have clearance from Income Tax Department and GST Department. Relevant proof in support shall be submitted.

#### 4.1.1 Documents supporting the Minimum Eligibility Criteria

- (i) In proof of having fully adhered to the minimum eligibility criteria at 1(a), attested copy of Certificates of Incorporation issued by the respective registrar of firms/companies.
- (ii) In proof of having fully adhered to the minimum eligibility criteria at 1(b), attested copy of Certificates issued by Food Safety and Standards Authority of India (FSSAI).
- (iii) In proof of having fully adhered to minimum eligibility criteria at 1(c), attested copies of PAN, Labour Registration, EPFO Registration, ESIC Registration and GST Registration shall be acceptable.
- (iv) In proof of having fully adhered to minimum eligibility criteria at 1(d), attested copies of Clearance Certificate (Last three years returns) from Income Tax Department and GST returns for last four quarters shall be acceptable.

#### 4.2 Qualification CRITERIA

- a. **Number of years in Operations /Experience:** The Bidder shall have minimum five years' experience of operation in the similar field. Also, the Bidder should have experience in the similar field of providing Catering or Guest House Management Services in the Government Departments / Govt. Autonomous bodies / Public Sector (Central or State) for the last three consecutive years. In case bidder has not provided government experience / public sector experience, then the bidders with experience in Private reputed organizations may be considered by the competent authority of the contracting Institute.
- b. **Turnover:** The Bidder should have the turnover of minimum 75 lakh and above per annum.
- c. **EPFO and ESIC challan:** The Bidder should have subscribed regularly EPFO and ESIC subscription of his employees to concerned organisation.
- d. The bidder shall have office in Pune

#### 4.2.1 Documents supporting the Qualification Criteria

The Bidder shall be required to produce attested copies of the relevant documents in support of in addition to the documentary evidences of **Clause 4.1.1** for being considered during technical evaluation.

- (i) In proof of having fully adhered to qualification criteria at 4.2 (a), relevant work experience certificate as per format given in **Chapter-5 Annexure-F** supporting with attested copies of Service Contract & Contract completion certificate for each completed contract issued by the Government Departments / PSUs / reputed Private organisations during the last 5 years shall be acceptable.
- (ii) In proof of having fully adhered to qualification criteria at 4.2 (b), attested copy of the audited Balance Sheets and Profit & Loss A/c for the completed three financial year i.e. for 2015-16, 2016-17 and 2017-18. The bidder has to submit the relevant turnover certificate as per format given in **Chapter-5 Annexure-E**.
- (iii) In proof of having fully adhered to qualification criteria at 4.2 (c), attested copy of EPFO & ESIC Challans duly submitted to concern organisation for last 3 months (i.e. Sep, Oct and Nov 2018) shall be acceptable.
- (iv) In proof of having fully adhered to qualification criteria 4.2 (d), attested copy of Shop Act License should be acceptable.

**Note:**

The bidders who do not fulfil the above Qualification Criteria shall be rejected during the Evaluation of Technical Bid. However, Director, IITM reserves right to relax above technical qualification criteria if sufficient bidders are not meeting the criteria.

### 4.3 TECHNICAL EVALUATION OF SERVICE FACILITIES (SEGREGATED TYPE)

- 4.3.1 Bidder qualifying in criteria mentioned in clause 4.1 & 4.2 will be eligible for further evaluation. The committee formed by the Institute will visit at least 2 to 3 sites of each bidder and shall assign the marks, based on the following parameters.

Sr No	Criteria	Maximum Marks
1	Food Quality and taste	15
2	Cleanliness and hygiene : of cooking area, service area, dining area, rooms upkeep etc.	15
3	Staff : trained, experienced, clean uniform, behaviour, Appearance etc.	15
4	Food storage facility : cold storage, Pantry storage, cooked food storage etc.	15
5	General : Garbage disposal , Exhaust system, fire fighting system, record keeping etc.	15
6	Individual presentation before committee about execution of work/services	25
	<b>Total</b>	<b>100</b>

- 4.3.1 The bidders who get minimum 60 marks out of 100 in technical evaluation of their Service facilities shall be qualified for next stage of financial opening of bids. The bidders who get less than 60 marks shall stand rejected from further process of bid evaluation.



4.3.2 The total marks obtained by a Bidder in the technical bid shall be allocated 30% of weightage and the financial bids shall be allocated 70% weightage, and thereby making a total of 100% weightage for the evaluation of bids.

4.3.3 If a Bidder has secured 65 marks out of the total 100 marks in technical evaluation, his technical evaluation value shall be 19.5 (30% X marks obtained in Technical evaluation).

4.3.4 The bidder who is qualified in the technical evaluation stage shall only be called for opening of financial bids. Contracting Institute shall intimate the bidders, the time/ venue for the financial Bid opening by e-mail/ Telefax.

#### 4.4 **FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER**

4.4.1 The financial evaluation shall be carried out and financial bids of all the bidders shall be given 70% of weightage.

4.4.2 The valid Bidder (fulfilling criteria in 4.3) with the lowest Service Management price shall be assigned value of 70 (i.e. 70% x 100).

4.4.3 The financial value of the other bidders shall be computed as under  
(Lowest bid Price / Quoted bid price) X 70

4.4.4 The Value of Financial bid shall be as given in Illustrations below

**Illustration -1:**

If the price quoted by lowest bidder is Rs. 7,00,000/- then its financial bid value is  
 $(7,00,000 / 75,000) \times 70 = 70$

**Illustration-2:**

If Bidder has quoted 750000/- as its price bid and lowest bid price is 7,00,000/- then its financial value is  
 $(7,00,000 / 7,50,000) \times 70 = 65.33$

4.4.5 The total value of bidder for ranking shall be as given in Illustration -3 below

**Illustration-3:**

If the bidder in Illustration 2 whose technical evaluation marks is 19.5 then its total marks will be  
 $19.5 + 65.33 = 84.83$ .

4.4.6 The Bidders' ranking shall be arranged depending on the values obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

4.4.7 The bidder with highest value (Technical plus Financial evaluation) shall be deemed as the L-1 Bidder for award of contract.

**CHAPTER 5**  
**STANDARD FORMS**

<b>Sr. No.</b>	<b>Name of the Form</b>	<b>Annexure</b>
1	Bidder Information Form	A
2	Letter of Bid/Bid form	B
3	Bid Security Form/BG	C
4	No-Relation certificate	D
5	Statement Showing Turnover	E
6	Details of work experience	F
7	Document check list	G
8	Performance Security Form	H
9	Indemnity Bond	I
10	Contract Form	J
11	Instruction for online bidding	K
12	Price Bid form	L

**NOTE:**

1. Forms at Annexure A to G to be submitted along with Technical bid.
2. The Successful Bidder shall submit Documents with reference to Annexure –H, I & J after Award of Contract as mentioned in Work Order.
3. Price bid (Annexure-L) should be submitted only through e-procurement web portal.

**BIDDER INFORMATION FORM**

1	NAME OF THE COMPANY	
2	NAME AND DESIGNATION OF AUTHORISED REPRESENTATIVE	
3	COMMUNICATION ADDRESS	
4	PHONE NO./MOBILE NO.	
5	FAX No.	
6	E-MAIL I.D.	
7	Attached attested copy of certificate of incorporation or registration in the name of firm named in 1, above	
<b>PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE</b>		
1	NAME OF THE CONTACT PERSON	
2	DESIGNATION	
3	PHONE NO.	
4	MOBILE NO.	
5	E-MAIL I.D.	
6	Attached copy of authorization letter in the name of bidders representative named in 1, above	

Date :-

Signature of the Authorized Signatory

Place:-

Designation :(Office seal of the Bidder)

Date:

**BID FORM**

To,

The Director,  
Indian Institute of Tropical Meteorology,  
Dr. Homi Bhabha Road, Pashan  
Pune 411 008

**Ref: Invitation for Bid No. TENDER NO. \_\_\_\_\_**

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents, including Agenda issued in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the Bidding Documents for providing IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services for The Director, Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road, Pashan, Pune.
3. Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorized Signatory

Note: Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company.

Full Name and Designation  
(To be printed on Bidder's letterhead)

**BID SECURITY FORM**  
**(For Bank Guarantee)**

Whereas \_\_\_\_\_  
(here in after called the tenderer)  
has submitted their offer dated \_\_\_\_\_ for the providing of IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services against the Contracting Institute's Tender No.IITM/GA/142/01/2019 KNOW ALL MEN by these presents that WE  
\_\_\_\_\_ of \_\_\_\_\_ having our registered office at \_\_\_\_\_ are bound un to Indian Institute of Tropical Meteorology, Pune (here in after called the "Contracting Institute") in the sum of Rs. 2,50,000/-(Rupees Two lakh fifty thousand only).

For which payment will and truly to be made to the said Contracting Institute, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

THE CONDITIONS OF THIS OBLIGATION ARE:

(1)	If the tenderer withdraws or amends or modifies or impairs or derogates from the Tender in any respect within the period of validity of this tender.
(2)	(a) If the tenderer having been notified of the acceptance of his tender by the Contracting Institute during the period of its validity. If the tenderer fails to furnish the Performance Security for the due Performance of the contract. <b>OR</b> (b) Fails or refuses to accept/execute the contract.

We undertake to pay the Contracting Institute up to the above amount upon receipt of its first written demand, without the Contracting Institute having to substantiate its demand, provided that in its demand the Contracting Institute will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_  
(Signature of the authorized officer of the Bank)

Name and designation of the officer  
Seal, name & address of the Bank and address of the Branch

**Note: Whenever the bidder chooses to submit the Bid Security in the form of Bank Guarantee, then he should advise the banker issuing the Bank Guarantee to immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee directly to the Contracting Institute with a covering letter to compare with the original BG for the correctness, genuineness, etc.**

**No Relation Certificate**

I..... son of ..... resident of ..... hereby certify that none of my relative (s) called for Providing IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services, vide Tender No: IITM/GA/142/01/2019 is / are employed in Indian Institute of Tropical Meteorology, Pune. In case at any stage, it is found that the information given by me is false / incorrect, IITM shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

Signed.....

For and on behalf of the Bidder

Name .....

Designation .....

Date.....

**ANNEXURE - E****TURNOVER CERTIFICATE SHOWING TURNOVER DURING LAST THREE FINANCIAL YEARS  
As specified in Clause 4.2 (b) & 4.2.1 (ii)**

(Attached certified copies of Balance Sheet & Profit and Loss Account for each financial year)

**NAME OF CONTRACTOR:**

Sr. No.	Financial Year	Amount of Annual Turnover (Rs.)	Copy of Balance Sheet Attached	Copy of Profit & Loss Account Attached	Remarks
1	2015-2016		Yes / No	Yes / No	
2	2016-2017		Yes / No	Yes / No	
3	2017-2018		Yes / No	Yes / No	
Grand Total RS.					
Average annual turnover					

**Signature and seal of Contractor**

Note: This is only a standard form. Details are to be finished in this format in the form of typewritten statements which shall be enclosed in Technical bid. Please mention the Grand total and Average Annual Turnover.

**ANNEXURE -F****WORK EXPERIENCE****As Specified in Clause 4.2 (a) & 4.2.1 (i)**

(Attached certified work order copies for present Contract & Contract completion certificate for each completed contract for the last five year)

**NAME OF THE CONTRACTOR:**

Sr. No.	Name of work	Work Order No. & Date	Tendered Amount (Rs. In lakhs)	Date of commencement	Stipulated Date of completion	Remarks
1	2	3	4	5	6	7

**Signature and seal of Contractor**

Note: This is only a standard form. Details are to be furnished in this format in the form of typewritten statements which shall be enclosed in Technical bid.

**Documents supporting Eligibility criteria and Qualification requirement and other supporting documents**

Sr.No.	Description	Particulars	Copy Attached
	<b>Documents Supporting Eligibility Criteria</b>		
1.	Certificate for Legal Valid Entity/ Incorporation		Yes/No
2.	License related to operating catering or Guest House Management Services (Certificate issued by Food Safety and Standards Authority of India (FSSAI))		Yes/No
3.	Registration Certificates for Income Tax, Labour registration, EPFO registration, ESIC registration , GST Number registration		Yes/No
4.	Attested copies of last three years returns from Income Tax Dept and GST Returns for last four quarters		Yes/No
	<b>Documents supporting Qualification Criteria</b>		
5.	Copies of work order for present Contract and services completion Certificates for completed contract along with Experience certificate as described in Annexure "F"		Yes/No
6.	Attested copies of balance sheet and Profit & Loss A/c for the last 3 years duly certified by the CA (2015-2016,2016-2017 and 2017-2018) along with Turnover Certificate as described in Annexure "E"		Yes/No
7.	Attested copies of EPFO & ESIC challan duly submitted to concern organisation for the month Sep, Oct & Nov 2018		Yes/No
8.	Shop Act License for proof of Branch Office in Pune		
	<b>Other Documents</b>		
9.	List of Arbitration Cases (if any)		Yes/No
10.	Bank draft for Earnest Money of Rs. 2,50,000/-		Yes/No
11.	Attached copy of authorization letters in the name of bidders representative named in bid form		Yes/No
12.	Name and Address of Directors, in case of Company: Name and Address of Sole Proprietor Name and Address of Partners in case of partnership firm		Yes/No
13.	(a) Name of Bankers and branch with full address (b) Style of account and Number (c) Name(s) of Person (s) operating the account (enclose banker's certificate).		Yes/No
14.	Annexure "A" ,"B" ,"C" ,"D" ,"E" ,"F" and "G"		Yes/No

**Note: (i) Above documents to be submitted as part of Technical bid.**

**(iii) Price Bid form (Annexure-L) is to be submitted only online through e-procurement web portal. It should not be submitted in Technical bid.**



**PERFORMANCE SECURITY FORM**

(To be executed on Non Judicial stamped paper of an appropriate value)

Date : .....  
 Bank Guarantee No : .....  
 Amount of Guarantee : .....  
 Guarantee Period : From ..... to.....  
 Guarantee Expiry Date : .....  
 Last date of Lodgement : .....

**WHEREAS office of the Director, IITM** having its office at Dr. Homi Bhabha Road, Pashan, Pune (hereinafter referred to as "**The Owner**" which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [*Please insert date of acceptance of the letter of acceptance(LoA)*] ("**Contract**") with [*insert name of the Successful Bidder*] .....(hereinafter referred to as the "**Contractor**" which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and providing of IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services ("**IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services**") shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [*insert reference number of the Tender Documents*] Dated: - [*insert date of issue of Tender Documents*] .....and various other documents forming part thereof.

**AND WHEREAS** one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at Pune for an amount equal to 10% (ten percent) of the total Contract Sum (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the "**Guaranteed Amount**") against due and faithful performance of the Contract including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the services being provided and executed by under the Contract. This bank guarantee shall be valid from the date hereof up to the expiry of the Contract Period including any extension thereof.

**AND WHEREAS** the Contractor has approached [*insert the name of the scheduled bank*] (here in after referred to as the "**Bank**") having its registered office at [*insert the address*].....  
 ..... and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:-

(i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set-offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PBG to the bank for amendment in price.

(ii) However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding [figure of Guaranteed Amount to be inserted here].....only)

(iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the Contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.

(iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.

(v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is affected.

(vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of New Delhi for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.

(vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.

(viii) NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Warranty Period under the Contract.

(ix) Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.

(x) However, in the opinion of the Owner, if the Contractor's obligations against which this bank guarantee is given are not completed or fully performed by the Contractor within the period prescribed under the Contract, on request of the Contractor, the Bank hereby agrees to further extend the bank guarantee, till the Contractor fulfills its obligations under the Contract.

(xi) We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the

Power of Attorney Dated: -

[date of power of attorney to be inserted]..... granted to him by the Bank.

Date:

Bank Corporate Seal of the Bank

\By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

**INDEMNITY BOND**

(To be executed on Non Judicial stamped paper of an appropriate value)

No. -----

Date:-----

**1) Amalgamation/Acquisition**

In the event of M/s. -----proposes for amalgamation, acquisition or sale of its business to any other firm during this contract period, M/s.----- and proposed Buyer/Successor of the Principal Company are liable to execute, fulfill contractual obligations without any deviations. For this purpose M/s. -----/M/s.----- and proposed Buyer/Successor of the Principal Company shall indemnify itself to the Director, Indian Institute of Tropical Meteorology, Pune to fulfill the contractual obligations as per the terms of the IITM Tender and quotation of M/s. -----No. ----- dated-----and Indian Institute of Tropical Meteorology P.O. No.-----dated -----. The contractual obligations are providing IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services as per the above mentioned Work Order.

**2) Joint Venture, Consortium or Association**

If the Contractor is a joint venture, consortium, or association, all the parties shall be jointly and severally liable to the IITM for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the IITM.

**3) Responsibility and liability**

The Contractor shall be solely responsible for any accident/Medical/ health related liability/compensation for the personnel deployed by it at IITM. The IITM shall have no liability in this regard.

For M/s. -----

**Contract Form**

Contract No. \_\_\_\_\_ Date: \_\_\_\_\_

THIS CONTRACT AGREEMENT is made on \_\_\_\_\_ day of \_\_\_\_\_ year \_\_\_\_\_

**BETWEEN**

- (1) Indian Institute of Tropical Meteorology working/associated under the Ministry of Earth Science, Government of India having its registered office at Dr. Homi Bhabha Road, Pashan, Pune- 411008. ( herein after called “the Contracting Institute”), and
- (2) \_\_\_\_\_, a corporation incorporated under the laws and having its principal place of business at \_\_\_\_\_ (hereinafter called “the Contractor”).

WHEREAS the Contracting Institute invited bids for providing IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services and has accepted the Bid for the providing of these Services as per the schedule of rates of Contractor charges given in **Annexure-L**

**NOW THIS AGREEMENT WITNESSES AS FOLLOWS:**

- 01. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
- 02. The following documents shall constitute the Contract between the Contracting Institute and the Contractor, and each shall be read and construed as an integral part of the Contract:

(a)	This Contract Agreement
(b)	General Conditions of Contract
(c)	Special Conditions of Contract
(d)	Scope of Services
(e)	The Contractor’s Bid Annexure B
(f)	The Contracting Institute’s Notification of Award
(g)	

- 03. This Contract shall prevail over all other Contract documents in the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
- 04. In consideration of the payments to be made by the Contracting Institute to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Contracting Institute to provide IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services as given in Scope of Services
- 05. The Contracting Institute hereby covenants to pay the Contractor in consideration of the provision of the Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Union of India on the day, month and year indicated above.

**For and on behalf of the Indian Institute of Tropical Meteorology**

Signed : \_\_\_\_\_  
 in the capacity of \_\_\_\_\_  
 in the presence of \_\_\_\_\_

Signed : \_\_\_\_\_  
 in the capacity of \_\_\_\_\_  
 in the presence of \_\_\_\_\_

**For and on behalf of the Contractor**

Signed : \_\_\_\_\_  
 in the capacity of \_\_\_\_\_  
 in the presence of \_\_\_\_\_

This is an e-Procurement event of IITM, Pune. The e-Procurement service provider is MSTC Ltd., 225C, A.J.C. Bose Road, Kolkata-700 020.

Bidders are requested to read the terms & conditions of this tender before submitting their online tenders. Bidders who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender process for opening of Commercial bid.

**Process of E-Tender :**

**A) Registration:** The process involves Bidder's registration with MSTC e-Procurement portal which is free of cost. Only after registration, the Bidder(s) can submit his/their bids electronically.

Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Bidder should possess Class III signing type digital certificate. Bidders have to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID, COMMERCIAL BID HAVE TO BE SUBMITTED ON-LINE AT [www.mstcecommerce.com/eprochome/iitm](http://www.mstcecommerce.com/eprochome/iitm)

- Bidders are required to register themselves online with [www.mstcecommerce.com/eprochome/iitm/](http://www.mstcecommerce.com/eprochome/iitm/) -> Register as vendor -- Filling up details and creating own user id and password and submit the details.
- Bidders will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact IITM, Pune /MSTC, (before the scheduled time of the e-tender).

**Contact person (IITM ):**

**G.A. Incharge**

Telephone No. : 020 25904441/322/321

**Contact person (MSTC Ltd):**

**1. Shri Tejas V**

Executive

Tel: 022 22882854 / +91-9535718617

**2. Shri Ganesh Yadav**

Sr. Manager

Tel. No.: 022 22022096 / +91-9869043055

e-mail: [ganeshyadav@mstcindia.co.in](mailto:ganeshyadav@mstcindia.co.in)

**3. Smt. Lisbeth Dias**

Sr. Manager

Tel No: 022 22883501 / +91-9820158988

email: [lpaadickan@mstcindia.co.in](mailto:lpaadickan@mstcindia.co.in)

**B) System Requirement:**

System Requirements are indicated under **Vendor Guide** available on Login Page of Website:

[www.mstcecommerce.com/eprochome/iitm](http://www.mstcecommerce.com/eprochome/iitm)

Latest version of Java software to be downloaded and installed in the system. Security level should be medium

To enable ALL active X controls and disable 'use pop up blocker' under Tools->Internet Options->custom level (Please run IE settings from the page [www.mstcecommerce.com](http://www.mstcecommerce.com) once). **Prospective vendors are suggested to refer to "Vendor Guide" at**

[www.mstcecommerce.com/eprochome/iitm](http://www.mstcecommerce.com/eprochome/iitm).

- Part I Technical bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.
- Part II Commercial bid will be opened electronically of only those bidder(s) who's Part-I Technical Bid is found to be acceptable by IITM, Pune. Such bidder(s) will be intimated date of opening of Part-II Commercial bid, through valid email confirmed by them.
- All entries in the tender should be entered in online Technical & Commercial Formats without

any ambiguity.

- C) **Special Note towards Transaction fee:** Transaction fee is to be paid by RTGS/NEFT to **MSTC Limited**. Vendor should require to use link "Transaction Fee Payment" for payment of Transaction fee. The detail procedure and to generate Challan for bank account details can be checked under **Vendor Guide** provided on Login Page of Website : [www.mstcecommerce.com/eprchome/iitm](http://www.mstcecommerce.com/eprchome/iitm)

**OR**

Vendor Guide Can be Downloaded from below URL:

<http://www.mstcecommerce.com/eprchome/Vendor-Guide-V5.pdf>

- **NOTE:** The bidders should submit the transaction fee **ON OR BEFORE THE PRESCRIBED DATE** as they will be authorized for bid submission only after receipt of transaction fee by MSTC.
- Click on Transaction Fee Payment -> Select event no from the drop down box -> Select NEFT/ RTGS or Online Payment.  
On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. Take the printout of the challan and make the payment. There shall be auto authorization of payment. Bidder shall be receiving a system generated mail.
- Bidders may please note that the transaction fee should be deposited by debiting the A/C of the bidder only; **transaction fee deposited from or by debiting any other party's a/c will not be accepted. Transaction fee is non-refundable.**
- In case of failure to submit the payment towards Transaction fee for any reason, the Bidder, will not have the access to online E-Tender.

- D) All notices. /corrigendum and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by IITM, Pune. Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of Bidder with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

- E) E-Tender cannot be accessed after the due date and time mentioned in NIT.

- F) Bidding in E-Tender:

- Bidder(s) need to submit necessary Transaction fees to be eligible to bid online in the E-Tender. Transaction fees are non-refundable.
- The process involves Electronic Bidding for submission of Technical and Commercial Bid
- The bidder(s) who have submitted the above fees can only submit their Technical Bid and Commercial Bid through internet in MSTC website [www.mstcecommerce.com/eprchome/iitm/](http://www.mstcecommerce.com/eprchome/iitm/) → Vendor Login → My menu → Auction Floor Manager → live event → Selection of the live event
- The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that clicking on the Technical bid. If this application is not run then the bidder will not be able to save/submit his Technical bid.
- After filling the Technical Bid, bidder should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has

to filled up and then bidder should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the bidder can click on the “Final submission” button to register their bid

- Bidders are instructed to use ‘Attach Docs’ link to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.
- G) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- H) During the entire e-Tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- I) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- J) All electronic bids submitted during the e-Tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply.
- K) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- L) Purchaser reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- M) Submission of bid in the e-Tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- Unit of Measure (UOM) is indicated in the e-Tender. Rate to be quoted should be as per UOM indicated in the e-Tender floor.

- The Purchaser has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

- The online tender should be submitted strictly as per the terms and conditions and procedures laid down on website [www.mstcecommerce.com/eprochome/iitm/](http://www.mstcecommerce.com/eprochome/iitm/) of MSTC Ltd.

- The bidders must upload all the documents required as per terms of NIT / Tender Document. Any other document uploaded which is not required as per the terms of the NIT / Tender Document shall not be considered. The bid will be evaluated based on the filled-in technical & commercial formats.

- The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, appropriate punitive action / legal action can also be taken against defaulting bidders.

- Bidders are requested to read the Bidder guide and see the video in the page [www.mstcecommerce.com/eprochome/iitm/](http://www.mstcecommerce.com/eprochome/iitm/) to familiarize them with the system before bidding.

**(To be submitted only online through e-procurement web portal)**  
**(Scan copy of Price Bid dully filled in and singed has to be uploaded on the above e-procurement site)**  
**(Detail may be submitted in Price Bid Form B & C)**

**PRICE BID FORM - A**

IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services Price per month are to be quoted. Institute shall bear the liability of Goods and Services Tax and other statutory charges as applicable from time to time on the bills payable by the Institute. TDS will be recovered as per the prevailing rate on gross billed amount.

IITM Guest House Management, Prithvi Hall of Residence Catering or Management and Canteen Catering Services Charges is to be quoted taking into consideration of Cost of disposal of wet and dry garbage as per PMC norms, cost for repair and maintenance of kitchen appliances, cost of cleaning /Housekeeping materials, cost of Paste control and providing food items as per the rate list.

Sr. No.	Particulars	Amount in Rupees
I)	Total Monthly wages as per Price bid form – B	
II)	* Quarterly cost of Menu as per Price bid form -C	
III)	@ Services charges of the contractor	
IV)	Goods and Service Tax on Sr. No. I & III	
V)	Total in Rs. (A+B+C+D)	
Amount in Rs. _____		

\* The Cost quoted for Menu at Sr. No. II is only for evaluation purpose.

@ The Price quoted at Sr. No. III is fixed throughout the contract period.

Date:

Signature of Guest House Management, Prithvi  
Hall of Residence Catering or Management and  
Canteen Catering Services Contractor

With Name, Address with rubber stamp



(Scan copy dully filled in and signed to be submitted only online through e-procurement web portal along with Price bid Form A)

**PRICE BID FORM – B (Part I)**

Sr. No.	Designation	Category	No. of Manpower			Total	Total No. of Manpower	*Rate of wages per head	Total Monthly wages payable to each category (Col 8 X 9)
			Guest House	Prithvi Hall of Residence	Canteen				
1	2	3	4	5	6	7	8	9	10
1	Manager	Highly Skilled	1			1	1		
2	Receptionist	Skilled	2	3	0	5	10		
3	Cook		1	2	2	5			
4	Room Boy	Semi-Skilled	2	0	0	2	14		
5	Attendant		0	2	0	2			
6	Waiter		4	0	0	4			
7	Helper to Cook		0	2	0	2			
8	Canteen Counter Staff		0	2	2	4			
9	Helper	Un-Skilled	1	0	1	2	17		
10	House Keeper		0	12	0	12			
11	Cleaning Staff		0	0	3	3			
Total No. of Manpower						42			
Total Monthly wages payable to Manpower in Rs.									

\* Details of wages structure should be provided in Price Bid form – B (part II)

Date:

Signature and seal of Contractor

(Scan copy dully filled in and singed to be submitted only online through e-procurement web portal along with Price bid Form A)

**PRICE BID FORM – B (Part II)**  
**Manpower wages as the per Minimum Wages Act**

Particulars	%	Highly Skilled	Skilled	Semi-Skilled	Un-Skilled
No. of Manpower		01	10	14	17
Basic Wages					
Special Allowance/ DA					
<b>Total A</b>					
PF					
ESIC					
<b>Total B</b>					
Gross Total					
Monthly Wages payable to each category					
Total Monthly Wages payable to Manpower in Rs.					

Date:

Signature and seal of Contractor

**ANNEXURE-L**

**(Scan copy dully filled in and signed to be submitted only online through e-procurement web portal along with Price bid Form A)**

**PRICE BID FORM – C (Please refer the menu list at Clause no. 3.5)**

Sr. No.	Description	No. of unit per Quarter		Total no. of unit per per quarter	Rate per unit	Total in Rs. (Col. 5 X Col. 6)	No. of unit per Quarter		Rate Per unit (20 % extra on rate quoted in col. No. 6)	Total in Rs. (Col. 8 X Col. 9)
		Canteen	* Prithvi Hall of Residence				Guest House			
1	2	3	4	5	6	7	8	9	10	
1	Beverages Type I	11250	* 2250	<b>13500</b>			<b>3750</b>			
2	Beverage Type II	7500	* 1500	<b>9000</b>			<b>2500</b>			
3	Beverages Type III	3750	* 750	<b>4500</b>			<b>1250</b>			
4	Breakfast Type I /Snacks Type I	2700	* 2250	<b>4950</b>			<b>150</b>			
5	Breakfast Type II /Snacks Type II	1800	* 1500	<b>3300</b>			<b>100</b>			
6	Breakfast Type III	900	* 750	<b>1650</b>			<b>50</b>			
7	Lunch / Dinner	4500	* 2700	<b>7200</b>			<b>950</b>			
8	Mini Lunch (Veg)	1500	* 1300	<b>2800</b>			<b>0</b>			
9	Mini Lunch (non Veg)	1000	* 900	<b>1900</b>			<b>0</b>			
10	* Feast Lunch	720	0	<b>720</b>			<b>0</b>			
<b>Total A in Rs.</b>							<b>Total B in Rs.</b>			
<b>Grand Total (Total A + Total B) in Rs.</b>										

\* These numbers are related to the regular students staying in the Hostel. The numbers may increase 2-3 times at the time of seminar/conferences/meetings.

Note :

- Food/tea/coffee/snacks served at Guest house and at official meetings need to be served in good quality crockery/cup-saucer with buffets system and will be given 20% extra from the quoted price in the column No. 06. It is the liability of contractor to serve the food at meeting place or room with no extra cost. Contractor has to maintain the crockery in clean & neat condition.

2. In addition to the above, the contractor should provide Special official lunch / Dinner @ Rs. 150/- (including taxes) at IITM Guest House and the same shall remain fixed throughout the period of contract. Similarly, the rate of High tea shall remain fixed i.e Rs. 50/- (including taxes). The special official lunch and High tea should be served as per the below menu on the days whenever symposia/seminar/conference are held in the Institute.

1.	<b>Special Official Lunch/Dinner</b>
	2 veg starters, Soup, one dish of paneer, two dish of seasonal vegetables, green salad, papad,mixed pickle, dal tadka, curd, raita, butter roti/paratha/puri/naan, basmati rice/pulav, Icecream or rasgulla (2 nos)/Gulab Jamun (2 nos) or Bengali sweets (2 nos.), Rasmalai etc.
2.	<b>High tea full plate Menu</b>
	1. Light snacks (2 Wada/ Cutlet/Corn Samosa/ Patties/1 sandwich Dhokla/2 Dhokla/fried Idly (100 gms) with chutney ) 2. 2 Sweet Items (1 Pastry (Black Forest)/ 1 Bengali Sweets/Kayani cake (8 <sup>th</sup> portion)/ kaju katli or roll/ etc.) 3. Loose salted items (Chiwada/chips branded) 4. Tea and Coffee

3. The total quarterly numbers shown at column no. 5 & 8 is only for calculation, but quantities may increase or decrease as per the actual demand.  
4. Feast Lunch should be provided once in a week.  
5. IITM staff colony having 123 quarters is adjacent to the office premises therefore, take away for all items of the menu list are allowed with the same rates.  
6. Live counter may be set up at canteen as per convenience.  
7. Rate quoted above should be inclusive of Taxes.

Date:

**Signature and seal of Contractor**