

GOVERNMENT OF INDIA
DEPARTMENT OF SPACE,
NATIONAL REMOTE SENSING CENTRE
BALANAGAR, HYDERABAD - 500 625

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NRSC WEBSITE: www.nrsc.gov.in under commercial link
ISRO WEBSITE : www.isro.gov.in under commercial link

TENDER DOCUMENT

REF: NRSC/PT- 69 /65- 2011000872

DATE: 01.02.2012

SUB: CONTRACT FOR CANTEEN SERVICES AT EARTH STATION, SHADNAGAR FOR A PERIOD
OF ONE YEAR FROM 01-04-2012 TO 31-03-2013.

REF: OUR TENDER No. NRSC/PT- 69/65-2011000872

To
M/s.

The following Tender Documents pertaining to the above referred Tender is enclosed herewith:

CONTRACT FOR CANTEEN SERVICES AT EARTH STATION, SHADNAGAR FOR A PERIOD OF ONE YEAR FROM
01-04-2012 TO 31-03-2013.

TERMS & CONDITIONS AS PER ANNEXURE ATTACHED

NOTE :

A Crossed Demand Draft for an amount of ₹. 220/- (Rupees two hundred and twenty only) from a Nationalized/ Scheduled Bank drawn in favour of Pay and Accounts Officer, NRSC is to be submitted to NRSC towards the cost of Tender Document(s) for collecting the same from NRSC, Purchase Division on all working days before 1630/hrs. In case the Tender Documents are down loaded from Website: www.nrsc.gov.in/www.isro.gov.in , a Demand Draft for an amount of ₹. 220/- drawn in favour of Pay and Accounts Officer, NRSC payable at Hyderabad is to be submitted along with the Bid.

- This is a Single Part Bid.
- Quotation should be valid for a period of 90 days from the date of opening of the bids.
- The last date of issue of Tender Documents is on 01-03-2012 up to 1630 Hrs.

The last date for submission of quotation is on or before 02-03-2012 at 1030/Hrs.

- The Tender will be opened on 02-03-2012 at 1400/Hrs. in Purchase & Stores Conference Hall, NRSC, Balanagar, Hyderabad.


PURCHASE & STORES OFFICER

CANTEEN, NRSC EARTH STATION SHADNAGAR

The following canteen services are to be extended by the Contractor by deploying sufficient manpower

The canteen services are extended from 0600 hrs to 2200 hrs on all days during 'A' shift (0600 hrs to 1400 hrs), General Shift (0900 hrs to 1730 hrs) and 'B' Shift (1400 hrs to 2200 hrs) to the Regular Staff of NRSC, CISF Staff and non-NRSC Employees.

GENERAL CATERING SERVICES FROM MONDAY TO SUNDAY
TIME SCHEDULE

01	Preparation and serving of Tea/Coffee	0630 hrs to 0645 hrs
02	Collection of milk supplied by APDDCF Ltd and accounting	Morning hours
03	Preparation and serving of Breakfast with Tea/Coffee	0800 hrs to 0900 hrs
04	Preparation and serving Tea/Coffee	1030 hrs to 1045 hrs
05	Pantry Services (as required by Indentors), including preparation and serving)	0930 hrs to 1100 hrs 1400 hrs to 1630 hrs
06	Preparation and serving of Lunch for all employees & non-NRSC employees	1230 hrs to 1330
07	Preparation and serving of Special Lunch at Canteen as required.	1330 hrs to 1430 hrs
08	Preparation and serving of Snacks / Tea / Coffee etc. during other special occasions. etc.	1500 hrs to 1700 hrs
09	Preparation and serving of Tea & snacks to the staff, including non-NRSC Staff	1530 hrs to 1600 hrs
10	Preparation and serving of Tea with Snacks to the NRSC staff, including non-NRSC Staff	1800 hrs to 1815 hrs
11	Preparation and serving of Dinner to the staff, including non-NRSC Staff	2000 hrs to 2100 hrs
12	Preparation and serving of Tea/Coffee to the Staff and CISF Duty Personnel.	2130 hrs to 2200 hrs

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SCOPE OF WORK

1. **SUPERVISOR:
(General Shift)**

0900 hrs to 1730 hrs.
(also required on special occasions)

The Supervisor is responsible for the following services:

- Receiving of Milk from APDDCF Limited and accounting
- Preparation and Service of Tea/Coffee
for 30 to 50 Officials 0630 hrs to 0645 hrs.
- Preparation and service of Breakfast
Tea/Coffee 120-150 Officials 0800 hrs. to 0900 hrs.
- Issue of required raw materials/Provisions for 120-150Users of Canteen
- Overall supervision for cutting of vegetables as planned in Menu for the day,
including Allocation of duties to the work force.
- Issue of required materials for Tea/Coffee/Special Lunch etc.,
- Preparation and service of Tea/Coffee/Snacks 0930 hrs to 1045 hrs a.m.
- Issue and service of Biscuits/Snacks/Cool Drinks (for Official services)
- Preparation and serving of Official Lunch / Official Special Lunch for 120-150/300
Offiials
- Counter service and overall supervision at Dining Hall during Lunch/Dinner services
- Supervision of overall service at VIP Dining Hall and conference hall and VVIP Lounge
50 – 100 Officials
- Preparation and serving of Tea/Coffee/Snacks 1530 hrs. to 1600 hrs.
- Preparation and serving of Tea/Coffee/Snacks 1800 hrs. to 1815 hrs.
Arrangements for Dinner
- Any other related works pertaining to Canteen

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2. **COOKS** ..
(A, B Shifts & General)
(Monday to Sunday)
- 0600 hrs to 1400 hrs.
0900 hrs to 1730 hrs.
1400 hrs. to 2200 hrs.
- Preparation of Tea/Coffee
for 30 to - 50 Officials 0630 hrs to 0645 hrs
- Preparation of Breakfast
Tea/Coffee for 120-150 Officials 0800 hrs to 0830 hrs
 - Cutting of vegetables and preparation of food as per Menu
 - Preparation of Tea/Coffee for 120-150 officials 0930 hrs to 1045 hrs
 - Preparation of Official Lunch / Special Lunch 120-150/300 Officials
(for serving between 1230 and 1400 hrs)
 - Boiling Milk and Setting of Curd for next day
 - Preparation of Tea/Coffee/Snacks 1430 hrs. to 1600 hrs.
 - Preparation of Tea/Coffee/Snacks 1800 hrs. to 1815 hrs.
 - Preparation of Dinner for 120-150 officials 1900 hrs. to 2030 hrs.
3. **SERVICE BOYS/ Helpers to Cook**
(A,B shifts and General)
(Monday to Sunday)
- 0600 a.m. to 1400 hrs.
0900 a.m. to 1730 hrs.
1400 hrs to 2200 hrs.
- Serving Tea/Coffee
for 30 to - 50 Officials 0630 hrs to 0645 hrs.
 - serving Breakfast
Tea/Coffee for 120 – 150 Officials 0800 hrs to 0900 hrs
 - Serving Tea/Coffee 1030 hrs to 1100 hrs
 - Official and Pantry services at different
identified points & Serving for official meetings and at VIP Dining Hall
 - Assisting in cutting, Cleaning of vegetables and Grinding related works
 - Preparation of Dough for Chapathi
 - Preparation of Chapathi and pressing
 - Assisting in all activities of preparation of Food and Services.
 - Lunch / Dinner Counter Service
 - Tea/Coffee/Snacks
 - serving Tea/Coffee/Snacks 1800 hrs. to 1815 hrs.
 - serving & assisting for Dinner services 1900 hrs. to 2030 hrs.

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4. **CLEANERS :**

(A,B Shifts and General)
(Monday to Sunday)

0600 a.m. to 1400 hrs.
0900 a.m. to 1730 hrs.
1400 hrs to 2200 hrs.

• Cleaning of S/Steel Plates	450 Plates	per day
• Cleaning of S/Steel Katories	900 Katories	per day
• Cleaning of Glasses	500 Glasses	per day
• Cleaning of Melamine Plates	200 plates	per day
• Cleaning of Melamine Cups	200 Cups	per day
• S/Steel Spoons	500 Spoons	per day
• Aluminum Vessels (Big)	08 Vessels	
• Aluminum Vessels (Small)	08 Vessels	
• S/Steel Tea Urns	05 Urns	
• S/Steel Flask	05 nos.	
• Deep Fry pans	05 nos.	
• iron Jaras	08 nos.	
• Aluminum Civis	05 nos.	
• Iron Ladles	05 nos.	
• Cooking /Service Platforms	04 nos.	
• Stoves	04 nos.	
• Tables	12 Tables	
• Chairs	120 Chairs	
• Soup Bowls	100 nos.	
• Soup Spoons	100 nos.	
• Glass Tumblers	100 nos.	
• Case Rolls	10 nos.	
• Chaffing dishes	10 nos.	

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IMPORTANT ADDITIONAL NOTES TO THE CONTRACTORS ON MINIMUM WAGES AND PROVIDENT FUND

NAME OF THE WORK: Annual Contract for Canteen Services at ES (NRSC), Shadnagar

Notwithstanding anything contrary contained in any other clause of the contract and/or Additional conditions, special condition and important notes attached to the contract document, the following notes shall also be scrupulously followed as part of fulfilling the contractual obligation. Any violation or noncompliance of any of the above condition shall render the contract liable for termination at any stage of the work under clause 2 and 3 of conditions of contract.

A) MINIMUM WAGES:

1. The contractor shall pay the minimum wages as fixed by the Ministry of labour (Central) Government of India under order issued on 12/08/92 for fixing Minimum wages published through Gazette Notification NO: SO.09(E) , NO:S.O. 113(E) dt: 3rd & 28th January 2002, NO: 1(6) / 2004 – LS. II Dt : /09/2004 and in furtherance of these aforesaid notification issued orders every six months viz., April and October of each year or as fixed by Government of A.P,or Department SOR rates, whichever is higher, for the entire work force.
2. Immediately after receipt of work order the contractor has to obtain temporary registration duly certified by the Regional Labour Commissioner (Central) and furnish a copy of the same to the PRO within 45 days from date of commencement of work.
3. Every worker so employed shall be issued with employment card as per Form. XIV under Rule 76 of contract labour (R & A) Central Rules 1971 and a Xerox copy shall be furnished to the concerned Officer.
4. Similarly, the following forms prescribed by Regional labour Commissioner (Central) shall be maintained.
 - a. Form XV (Rule 77) Service Certificate
 - b. Form XVII (Rule 78(1) (a) (i) Register of wages
 - c. Form XVIII (Rule 78(1) (a) (i) Register of wages cum muster roll
 - d. Form XIX (Rule 78(1) (b) wages slip.
 - e. Form No: XX (Rule 78 (1) (d) (iii) and (vi) Register of deduction of damage or loss.
 - f. Form No: XXI (Rule 78 (1) (d) (iii) and (VI) Register of fines.
 - g. Form No: XXII (Rule 78 (1) (d) (10) Register of advance.
 - h. Form No: XXIII (Rule 78 (1) (d) (10) Register of over time.
 - i. From No: XXIV (Rule 82 (1). Half yearly return to Regional labour commissioner Office.
 - j. Any other forms being prescribed by Regional Labour commissioner Office during the currency of contract.

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5. The wages to the workers are to be paid during working hours on a working day and shall be paid before 7th of every month in the presence of Admn. Representative of NRSC . In the present case the payment shall be paid on 7th working day of succeeding month.
6. Unpaid wages shall be kept under the safe custody of the contractor and shall be paid on the next working day. On any account, the unpaid wages shall not be kept in the premises of ES (NRSC), Shadnagar.

B) PROVIDENT FUND & ESI CONTRIBUTIONS:

1. The contractors have to pay the ESI & PF for the workforce engaged in the work as per the relevant statutory requirements in force and submit their claims for reimbursement along with the monthly bills.
2. The rates quoted by the tenderers shall be exclusive of ESI & PF and shall be in accordance with minimum wages Act or the department SOR, whichever is higher, for the entire workforce. The contractors are bound to pay as per the above.
3. The contractors have to make the payment towards ESI & PF to relevant authorities for the workforce engaged and claim reimbursement by producing the documentary proof for payments. The department shall reimburse the payments, upon receipt of claim by contractor.
4. The 2nd and subsequent RA bills shall be paid only when the contractors produce receipts for the payment of ESI & PF for the previous months. The Final Bill shall not be paid unless the contractors produce the receipts for the payments of ESI & PF for the workforce engaged in the works.
5. Every worker shall be provided with the P.F. & ESI contribution card (P.F. & ESI pass book) towards the payment made against each worker or the worker shall be provided with Annual statement together with eligible interest within 135 days of completion of work.
6. The contractor shall equip him self to the latest changes of P.F. & ESI rules approved by various State and Central Legislatures and take suitable action.
7. In case the work for succeeding year is not gone in favour of his/their firm, the contractor has to take either of the following course of action:
 - i. To settle the P.F. & ESI account of all worker and ensure release of payment through P.F. authorities.
 - ii. To transfer the P.F. & ESI account to the new agency through P.F. & ESI Authorities within 90 days from the date of award of work to new agency.
 - iii. To abide by the instruction given by the department or concerned Officer.

8. On completion of contract period the entire P.F. & ESI account of each and every individual workforce shall be settled within 60 days including the matching contribution and shall be remitted to P.F. & ESI authorities and proof of payment shall be furnished to department.

OTHER IMPORTANT NOTES TO THE CONTRACTOR:

1. The Contractor has to submit copy of registration certificate of the firm, PF and ESI with concerned Authorities along with above required documents.
2. The Security Deposit of 5% shall be recovered from the monthly bill and returned only after the entire obligation of the P.F & ESI are fulfilled and commitment settled. The decision of NRSC shall be final and binding on the contract. No part payment in respect of Security Deposit shall be refunded on any account.
3. The contractor shall provide three sets of uniforms per year as specified by the Department to each workforce engaged by him. The rate quoted by the contractor shall be inclusive of the cost of uniforms. No separate payment may be paid for which may be noted. No work force without uniforms shall be permitted to work in the office premises.
4. The contractor shall furnish Police Verification Certificates towards Antecedents of the workforce employed by him immediately on receipt of the work order from the angle of security angle.
5. The Contractor shall invariably quote their labour office License number and P.F & ESI Code No. In the absence of P.F & ESI Code No., the tenders are liable to be rejected.
6. The intended labour Wages and P.F & ESI recovery need to be Clearly mentioned in the tender below duly signed by the tenderers.
7. For security reason the successful tenderers shall furnish the names and residential address of workers / workforce they intend to deploy for the above work immediately after receiving the work order. If there is any addition or deletion of worker during the commencing of contract their names and their addresses also shall be furnished.
- 8.. It shall be the responsibility of the contractor to verify the conduct of the contract Employee / manpower and certify the bonafide of the contract labourers engaged by them.
9. The contractors shall visit NRSC work place and acquaint themselves with the Nature of work involved, assess the actual working mechanism that may be required in order to deploy for carrying out the works stipulated in the contract and to carry out the instructions of the Officer-in-charge.

10. The contractors have to specify along with their quotation, the number of work force they intend to deploy per day as indicated in the Annexure enclosed.
11. In the event of the contractors not arranging the agreed quantum of workforce them in the quotation or if the works envisaged in the specification are caused to suffer either in quantity and due to their non-deployment of the committed quantum of work force, the department shall recover such amounts from the bills of the contractor based on assessment as follows:
 - I. The total quantum of work force required for a particular month shall be assessed as per the work order quantity.
 - ii. The quantum of work force actually engaged by the contractor shall be assessed as per the statement to be furnished by the contractor after the same from records.
 - III. Difference, in case becomes less than actually committed shall be recovered on prorata basis.

The Contractor shall have no claim whatsoever in this matter and the decision of the OFFICER-IN-CHARGE shall be final and binding.

12. The books of accounts shall be maintained by the contractor as per applicable rules more specifically indicating the attendance, acquaintance of wages paid, PF & ESI Account etc; and the department shall have the right to inspect these records at any point of time and take necessary penal action for non-compliance of these provisions.
13. The contractor shall obtain a valid license under – Employees P.F and Miscellaneous Provisions Act 1952 – and amended as on date to be issued by Regional Provident Fund Office and for ESI.
14. Any damages caused to the equipment inside the premises must be made good by the contractor at no extra cost.
15. The period of contract shall be for two years. However, work order will be initially for three months on trial basis and to extend for the balance nine months only after the satisfactory performance during the trial period. The contract will be extended for second year on satisfactory service during first year period. The Department reserves the right to extend the contract for further period beyond contract period of two years on the same terms and conditions.
16. In case the work is awarded for entire period of operation, then also the Department reserves the right to review the performance and if the performance is not satisfactory during initial period of three months the work is likely to be terminated and the balance work shall be carried out at the cost and risk of the contractors which may please be noted.

17. Non-compliance of any of the above conditions shall render the contract liable for termination at any stage of the work.
18. In case the work is awarded, the contractor shall immediately arrange to obtain from Commercial Tax Office, a certificate for the works contract not involving any transfer of property or goods (form 50C) failing which APST will be recovered at rates as applicable from time to time.
19. The rate shall include all taxes / levies applicable, except service tax and educational cess on service tax and nothing extra will be paid by the department on account of this. The Service tax and cess component for the work shall be shown separately in the tender and shall become reimbursable, if applicable, only upon submission of all necessary documentary proof of the same, having already been paid, by the contractor.
20. The Contractor shall submit names and address of the serving organizations along with the details of workforce provided (category wise). The years of experience is also required to be mentioned alongwith manpower available at the disposal. The proof of payment of minimum wages be submitted.
21. The Contractor should have relevant experience in the areas of catering and maintenance of Guest Houses of Govt./reputed MNCs etc., and documentary proof shall be furnished.
22. The Contractor shall furnish the location and addresses of the branches of the firm, if any.
23. A copy of PAN card is required to be submitted by the Contractor as proof of paying Income Tax.
24. Annual turnover of the firm shall be furnished with documentary proof.
25. The Contractor shall submit documentary proof having registered the firm in concerned areas of Catering/maintenance of Guest Houses as evidence.
26. Payment Terms: Payment will be made on monthly basis on submission of bills in duplicate along with proof of payment of minimum wages & proof of ESI & EPF to the work force.
27. Purchaser reserves the right to terminate the contract at any time during the Contract period by giving one month notice.
28. The Purchaser reserves the right to enter into Parallel Rate Contract at any time during the period of the Rate Contract with one or more tenderers.

ANNEXURE-I

**QUALIFICATIONS, EXPERIENCE AND NO.OF WORKFORCE REQUIRED
AT NRSC EARTH STATION – SHADNAGAR:**

S.No.	Designation	Qualifications & Experience	No.of persons (to be deployed by the Contractor)
01.	Supervisor	Graduate with 3 years experience in similar line	01No.
02.	Service Boys: Helpers to Cook	8 th standard pass with good health Three years experience in serving in good Hotel / Canteen	07 Nos.
03.	Cleaners	Should possess good experience and health	07 Nos.
04.	Cooks	8 th Standard pass with good health. Three years experience in reputed Guest Houses/ Hotels	03 NO.

ANNEXURE-II

Sl No.	Designation	Minimum wages per day	EPF	ESI	S.Tax	Service Charges	Total
01	Supervisor (Skilled)						
02	Cook] (Skilled)						
03	Service Boy/ Helper to cook (Semi Skilled)						
05	Cleaners (Unskilled)						