



भौतिकी संस्थान
Institute of Physics

भौतिकी संस्थान
भुवनेश्वर

Institute of Physics

Bhubaneswar - 751005, India

(परमाणु ऊर्जा विभाग, भारत सरकार का एक स्वायत्त अनुसंधान संस्थान)

(An autonomous research institution of Dept. of Atomic Energy, Govt. of India)

No. 1381 /IP

Dated : 18/12/2024

Sub : Tender Notice for "Providing House-keeping, Hospitality and Catering Services at IOP Guest House, Bhubaneswar.

Dear Sir,

Institute of Physics, Bhubaneswar is an autonomous research Institute under the Department of Atomic Energy, Govt. of India. Institute Guest House is situated in its campus near Apollo Hospital, Po-Sainik School, Bhubaneswar. The Guest House is a Ground + 1 storeyed building consisting of 12 double-bedded rooms, 3 VIP suites, 5 Nos Double Rooms (DR) & 8 Single Rooms (SR) in Efficiency Appartment, One suit in the colony area and Student Mess (About 100 Nos. students).

In order to provide Hospitality, Catering & House-keeping services at IOP Guest House, Efficiency Appartment, Colony Area Guest House & Student Mess, the rate quotations are invited from the the eligible bidders with the following enclosed annexures covering the terms and conditions of the contract :-

01.	Annexure-I	General Note for bidders
02.	Annexure-II	Scheduled of Quantity & Rates (per month)
03.	Annexure-III	General Terms, Conditions and specifications
04.	Annexure-IV	Catering Charges
05.	Annexure-V	Staff Dress Code
06.	Annexure-VI	Profoma Bank Guarantee
07.	Annexure-VII	Proforma for Bid Security Declaration
08.	Annexure-VIII	Checklist

Bidders are requested to submit their competitive offer for providing House-keeping, Hospitality & Catering Services at IOP Guest House with the detailed break-up of the rates.

डा.घ.-सैनिक स्कूल, भुवनेश्वर - 751 005, भारत

P.O. : SAINIK SCHOOL, BHUBANESWAR - 751005, INDIA

दूरभाष / Phone : 0674 - 2300637, 2301058, 2301823, फैक्स / Fax : 0674-2300142, वेब/ Web : <http://www.iopb.res.in>

हमेशा हिंदी में पत्र व्यवहार करके देश का गौरव बढ़ाएं

Bidder who fulfills the following requirements shall be eligible to submit the quotations:

1. Should have executed works of similar nature (Similar work shall mean : Providing House-keeping, Hospitality & Catering Services) for Central Government/State Government/Semi-Government/Reputed Private or Corporate organisations and should have experience to carry out similar works at least for three years ending previous day of last date of submission of tenders. This should be certified by a authorised officer of the organisation (Copy of experience certificate to be attached)
2. Must have registered office/Catering Center near by areas of the Institute of Physics, Bhubaneswar.
3. Should have minimum average annual financial turnover of Rs.9.0 lakhs during the last three years ending 31st March, 2025 (Copy of ITR certificate to be attached).
4. The quotation should be accompanied with the bid security declaration form duly signed by bidder.
5. Estimated cost is Rs.2,70,000.00 (Two lakh seventy thousand rupees) per month. Security Deposit shall be 2.5 % of tendered value and performance guarantee shall be 3% of tendered value to be paid by successful bidders.

The quotation should be sent in a sealed envelope super-scribing “**Quotation for providing House-keeping, Hospitality & Catering Service at IOP Guest House**” addressed to the undersigned at the address given below :-

To
The Registrar
Institute of Physics, Po-Sainik School
Bhubaneswar-751005.

Note :- Before submission of quotation, bidder may visit IOP Guest House for assessment of the job likely to be taken up at the Guest House/Student Mess etc.

GENERAL NOTE FOR BIDDERS

Bidders who fulfill the following requirements shall only be eligible to apply. (Joint Ventures are not allowed).

1. The intending bidder must carefully go through the terms and conditions as per the "NOTICE INVITING TENDERS" before submitting tender. The bidders who are not fulfilling the the NIT stipulations and / or having adverse report on the works done by them in the past, shall not be eligible and their bid shall be summarily rejected. Those bidders having all the valid documents as required by the tender should submit their bids.
2. The Institute reserves the right to accept/reject any prospective application without assigning any reason thereof.
3. It is necessary to submit the Police Verification Certificate from the Local Police Authority to this Institute for the persons to be engaged for this job on selection of successful bidder.
4. If any information furnished by the bidder is found to be incorrect at a later stage they shall be liable to be debarred from tendering/taking up works in Institute.
5. IOP reserves the right to verify the particulars furnished by the bidder independently and reject any application without assigning any reason and to restrict the list of pre-qualified agencies to any number deemed suitable in case too many bids are received satisfying the laid down pre-qualification criteria.
6. Prospective agencies shall satisfy themselves of fulfilling at the NIT criteria before submission of the tender. Institute shall not consider tender of the agencies not fulfilling the stipulated criteria and unsigned documents submitted by the bidder.
7. Justified rate should be quoted by the bidders on the basis of the prevalent market rate of materials.

Handwritten mark

The quotation should reach the undersigned on or before 31.01.2025 at ~~1:00~~^{18:00} hrs
The quotation shall be valid for a period of atleast 03 months from the date of opening the Tender.

If any vendor/bidder withdraws its tender before the above period, or issue of work order, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the Institute, then the Institute shall, without prejudice to any other right or remedy, be at liberty to suspend the bidder for a period of three years.

Yours faithfully,

Encl : As above

(Lt Col Bibekananda Pattanaik)

REGISTRAR

Copy to : All Notice Boards/ Mr. Makarand Siddhabhatti, Systems Manager for uploading on IOP home page

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Schedule of Quantity & Rates (Per month)

Sl. NO.	Particulars	Nos. of person	Amount (Rs.) person
A) Wages of manpower (per month)			
1.	Cook		
	Waiter		
	Sweeper		
Total			
B)	Cost of Toiletry items/Cleaning materials and cleaning charges of bed sheets, towels etc.		
C)	Service Charges (Per month) minimum 3.85%		
D)	Grand Total (Per month) (A+B+C) excluding GST		

Note :

- i. Menpower are required to perform duties in two shifts.
- ii. GST shall be reimbursed as actual on submission of proof of payment for the same
- iii. Minimum wages as per Orders issued by Govt. of India, Ministry of Labour and Employment, O/o the Chief Labour Commissioner, New Delhi and revised rate time to time and / or as applicable as on date of submission shall be applicable for the work.

Signature & seal of the Proprietor



भौतिकी संस्थान, भुवनेश्वर
Institute of Physics, Bhubaneswar

**Terms and Conditions for providing housekeeping, hospitality and Catering
Services at Institute of Physics Guest House**

1. Regular cleaning of rooms and premises of the Guest House/Student Mess, Efficiency Apartment .
2. Change of bed room linen and bath towels daily whenever rooms are in occupation.
3. The rooms, including bathrooms and toilets should be cleaned daily and mopped with floor cleaners, washed thoroughly. A kit containing fresh bath soap, toothpaste & toothbrush should be provided each time on arrival of the new guest. Toilet papers, and odonil are to be provided in bath room. A mosquito liquid to be provided in each room whenever rooms are in occupation.
4. Kitchen and Dinning Hall should be kept clean and tidy.
5. All inputs for catering services and cosmetic maintenance including LPG be procured by the service provider at their own cost.
6. Furniture, fixtures, furnishings and other items in the rooms be maintained dust-free and repairing charges, if any will be reimbursed by the Institute after certification by the Institute authorised official.

7. Food items be prepared using high quality ingredients under hygienic conditions by trained cooks.
8. Bed Tea shall be served in the rooms, while breakfast, lunch and dinner in the Dining hall during fixed hours.
9. Laundry charges of room linen items like bedsheets, pillow covers, bath towels, hand towels, bed spread, napkins, blankets, curtains, sofa covers is to be borne by the service provider at their own cost.
10. Bills for catering services provided to the guests should be provided to the guests and payment shall be collected.
11. Catering service shall be provided at the fixed rate as per the fixed menu as decided by the Institute (Annex-I) .
12. Tea/Coffee, biscuits etc. should be made available between 06:00 a.m. to 11:00 a.m and 04:00 to 6:00 p.m. in the Guest House.
13. Dry foods should also be made available between 06:00 a.m. to 10:00 p.m. in the Guest House.
14. Use of colours/banned items as per industrial practices is prohibited.
15. High Quality (Branded) raw cooking materials such as atta, rice, cooking oil, butter, wheat flour, grams, vegetables, etc. must be used by the service providers and the quality of the cooking material will be checked by the authorised person.
16. All the furnitures/window curtain/tube lights/bulbs/fans/ windows should be thoroughly cleaned/dusted.
17. Cable TV/DTH charges will be borne by the service provider.
18. Bed-Sheets/pillow covers, bath towels, blankets should be fresh washed and well pressed. They should not have any marks/stains. These item must be changed and washed each time the guest checks out and must be replaced by the washed fresh items.
19. Kitchen should have a fresh stock of vegetables /bread / butter / jam / egg / lemon /cucumber for salad/soft drinks and such items should be stored properly in a hygiene condition.
20. All the staff should be in clean and well pressed dress, closely cut hair, and proper shave, nails cut and properly bathed.
21. Water flasks and glasses should be cleaned. Cold/boiled water, as per requirement of the guest should be filled in the flask daily and kept in every room.

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22. The crockery and cutlery should be properly cleaned. The plates and water glasses should not be chipped. All the crockery even with hairline cracks should not be used.
23. Fresh meals should be served well in time. There should not be any kind of delay.
24. The following toiletry items/cleaning materials are to be used by the service provider at their own cost-Phenyl, Liquid soap, Cleaning powder, Cotton mop, broom soft, broom hard, toilet brush, scrubber, yellow duster, floor duster, room freshner spray, bath freshner, naphthalene balls, bath soap chiplets, toilet paper rolls, tissue papers, harpik etc.
25. Use of plastic tea cups and plastic carry bags is discouraged, and the vendor shall use environment-friendly material only for serving coffee, tea and for packing & carrying of food items.
26. The contract is a comprehensive work for carrying out hospitality, housekeeping and catering service at Institute Guest House.
27. The rate quoted shall remain firm throughout the currency of the work order. However, Escalation/upward revision of rates for manpower shall be considered during the currency of the contract period as and when the rates of minimum wages is revised by the Govt. of India as amended from time to time.
- 28. The service provider shall obtain licence, if required, under the Contract Labour (R&A) Act, 1970 and the rules framed thereunder before commencement of the work and continue to hold it till the completion of the contract period.**
29. The service provider shall comply with the provisions of the payment of wages Act, 1936 and amendments thereof and other laws relating thereof and the Rules made thereunder from time to time.
30. The service provider is liable to pay all admissible taxes to the Central/State Govt. from time to time and the rates quoted by him will be exclusive of all such taxes. The Institute shall not be responsible in any manner whatsoever, for any default by the service provider. TDS as admissible will be deducted from the bill.
31. Any theft or damage caused to the Institute property/personnel by the service provider's personnel shall be borne by the service provider.



32. The Institute will not be responsible for any injury or loss of life of any of the Contractor's personnel during the course of their duties in the Guest House premises. Any compensation or expenditure towards the treatment for such injury or loss of life shall be sole responsibility of the Contractor.
33. All the fittings, fixtures, furniture, furnishings, linen, crockery, cutlery and all other items will be properly handed over.
34. Payment will be made on monthly basis on submission of the bills. Bill shall be raised on monthly basis and submit the same succeeding month for payment. No advance payment will be made to the agency under any circumstances.
35. The contract will be valid initially for a period of six months, but may be extended for a further period of six months subject to satisfactory performance. However, this Institute reserves the right to terminate the contract at any time during the currency of contract by giving one month notice in writing to the service provider. If the Contractor intends to terminate the contract, he may also give one month notice in writing.
36. If the performance of the service provider is not found to be satisfactory, the contract will be terminated by giving one month notice. Without prejudice to any right accruing to either party prior to such termination. During the period of notice, both the parties shall continue to discharge duties and obligations.
37. Any question, dispute or difference arising under the contract, shall be referred to the Sole Arbitration of the person appointed by the Director, IOP, Bhubaneswar. The Arbitrator's decision shall be final and binding on both the parties.
38. All equipment and the items at the Guest House shall be handover to the service provider and the service provider shall be responsible for any loss or damage thereto and deliver the same in their proper condition at the time of expiry of the agreement.
39. The Contractor shall maintain a Complaint/Suggestion Book at prominent place to record any complaints/suggestions on the services, by the visitors and ensure that all complaints are attended to promptly to the satisfaction of the Guests.
40. The bidder shall deposit 10% of the monthly service charges as security deposit in the form Performance Bank Guarantee within 10 days of the



contract, which would be returned on successful completion of the contract.

41. No departmental accommodation / conveyance shall be provided to the persons deployed by the service provider.
42. The prospective bidder will provide the list of workers and their details who will be engaged in IOP site.
43. Three or more consecutive complaints regarding any of the above points will attract a *financial penalty depending on gravity of the issue and in case of similar repetition IOP admin can cancel the contract unilaterally without notice and bank guarantee will be forfeited. (*Financial Penalty may be between 1 to 10 % per day service charge).
44. The monthly bills shall be submitted to the authorized person of the Institute duly pre-ricpted by the service provider, who will forward it along with a certificate that the services rendered are satisfactory and monthly wages to the staff engaged for the work are paid. The Contractor will be required to follow the Government's orders regarding mode payment ect. from time to time.
45. Performance Guarantee for the job shall be 3% of the total work order value. The amount should be remitted in advance, in one lump-sum & can be remitted in the form of Demand Draft/Govt. Securities/Fixed Deposit Receipt from any Scheduled Bank/Irrecoverable Bank Guarantee from any Scheduled Bank, in the prescribed format given in Annex-VII.
46. In addition to the Performance Guarantee, you are required to deposit 2.5 % of the total work order value for Security Deposit (SD) which shall be recoved @ 5% of the gross value of your running account bill for this work, till the full amount of SD is recovered. The total SD shall be refunded without interest, after the satisfactory completion of the job. A clearance certificate from the concerned Section stating that no issue are pending, should be produced for release of the SD.
47. The Contractor shall provide Uniform, Aprons, Name Plate, Shoes, Socks etc. and any other accessories required for the person engaged by him for the work as per dress code indicated in Annexure -V

Annexure -IV

CATERING CHARGES

Sl. NO.	Name of items	Rate (Rs.)
1.	Tea (per cup)	
2.	Coffee per cup	
3.	Breakfast (Vegetarian) i. Idli-4, Ghuguni, Sambar, Chutney, tea/Coffee ii. Upama & Medu Bada-2, Sabji, Sambar, Chutney, Tea & Coffee. iii. Puri-4, Sabji, achar, Tea/Coffee iv. Stuffed Paratha- 2, Sabji, & Curd-100 gm	
4.	Toasted bread slice-4 pieces with jam, butter & sauce	
5.	Milk per glass	
6.	Omlet (2 eggs)	
7.	Omlet (1 egg)	
8.	Lunch / Dinner i. Rice super fine ii. Chapati iii. Seasonal vegetable iv. Dal v. Seasonal Vegetable dry vi. Salad, Papad	
9.	Chicken – 200 gm (4 pcs)	
10.	Fish – 200 gm (1 pc)	
11.	Any special item (veg./ non-veg on demand)	

Signaute of bidder (s)

Name :

Date :



Annex-V

STAFF/ WAITER/ROOM ATTENDANT

- I. Shirt (White)
- II. Trouser (Blue)
- III. Name Plate
- IV. Socks & Shoes
- V. Hand Glove

Signaute of bidder (s)

Name :

Date :

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**TO BE SUBMITTED BY THE BIDDER ON THEIR LETTER HEAD DULY
SIGNED AND SEALED WITH DATE**

Proforma for Bid Security Declaration

Whereas, I/We. (Name of agency) have submitted bid for providing of House-Keeping, Hospitality & Catering services at IOP Guest House, Bhubaneswar.

NIT No. _____ Dated : _____

I/We hereby submit following declaration in lieu of submitting earnest Money Deposit.

(1) If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents.

And

(2) If, after the award of work, I/We fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents.

I/We shall be suspended for one year shall not be eligible to bid for IOP tenders from date of issue of suspension order.

Signature of bidder (s)

Name :

Date :

Annexure -VII

FORM OF BANK GUARANTEE BOND

In consideration of the Director, Top BSN President of India (hereinafter called "The Government") having agreed under the "Notice Inviting Tender and tender documents" (hereinafter called "the said tender documents"), between Pay & Accounts Officer, DCSEM, Mumbai and M/s. (hereinafter called "the said Contractor(s)"), for the tendered work") having agreed to production of a irrevocable Bank Guarantee for Rs. (Rupees only), as a Earnest Money / guarantee from the Contractor(s) for compliance of his obligations in accordance with the said tender documents.

1. We (Indicate the name of the Bank) (hereinafter referred to as "the Bank") hereby undertake to pay to the Government an amount not exceeding Rs. (Rs. only) on demand by the Government

2. We (Indicate the name of Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. (Rupees only).

3. We, the said bank, further undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.

4. We (Indicate the name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the due fulfillment of the said tender documents and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said tender documents have been fully paid and its claims satisfied or discharged or till Engineer-in-charge on behalf of the Government certifies that the terms and conditions of the said tender documents have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee

5. We (Indicate the name of Bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said tender documents or to extend time of tender validity by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said tender documents and we shall not be relieved from our liability by reason of any such extension given by the said Contractor(s) or for any forbearance, act of omission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).

7. We (Indicate the name of Bank) lastly undertake not to revoke this guarantee except with the previous consent of the Government in writing

8. This guarantee shall be valid up to unless extended on demand. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. (Rupees only) unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged

Signed and sealed

Dated the day of for (Indicate the name of Bank)

CHECKLIST

Following documents to be submitted by the bidders alongwith tender

Sl. No.	Documents	Yes/No
Cover-I	a. Tender documents duly signed	
	b. Experience of executing similar work for Central Govt./ State Govt./ Semi Govt./ Reputed Private or Corporate organizations. (Copy of Experience Certificates)	
	c. Food Licence (Copy of Licence certificate)	
	d. Copy of certificate of Income Tax for Annual Turnover in last 3 years ending March, 2025	
	e. Bid Security Declaration and submitted all documents duly signed.	
FINANCIAL BID		
Cover-II	Duly filled Annex-II	
	Duly filled Annex-IV	

Signature & Seal of Proprietor

Date :