

Phone: +91 (03712) 268077/268107
Fax: +91 (03712) 268007,
Website: www.neriwalm.gov.in



Dolabari,
P.O. Kaliabhomora,
Tezpur – 784 027. Assam (India)

NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND MANAGEMENT (NERIWALM)

An Institute under the Ministry of Jal Shakti,
Department of Water Resources, RD & GR, Govt. of India
(Registered under Society Registration Act, 1860)



जल बचत जल निर्माण

No.: NRWM/THGH/16/Part-I/ 2020-21

3700

Dated 12.05.2021

NOTICE INVITING TENDER

e-Tenders are invited by the Director, NERIWALM, Dolabari, Tezpur, from registered company/firm for ““ ANNUAL SERVICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE OF TRAINEES’ HOSTELS, GUEST HOUSE AND STUDENT’S HOSTELOF NERIWALM””. Details may be viewed or downloaded from the Institute web site www.neriwalm.gov.in. The bidding process can be carried out in CPP Portal.



A.K. Sharma
12/05/2021
(A.K. Sharma)
Deputy Director (Admin)
NERIWALM



**NORTH EASTERN REGIONAL INSTITUTE OF WATER
AND LAND MANAGEMENT (NERIWALM)**

An Institute under the Ministry of Jal Shakti,
Department of Water Resources, RD & GR, Govt. of India
(Registered under Society Registration Act, 1860)



जल बचत जल निर्माण

No.: NRWM/THGH/16/Part-I/ 2020-21

3692

dated 12 .05. 2021

NOTICE INVITING TENDER

e-Tenders are invited by the Director, NERIWALM, Dolabari, Tezpur for “ ANNUAL SERVICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE OF TRAINEES’ HOSTELS, GUEST HOUSE AND STUDENT’S HOSTELOF NERIWALM”.

2. The last date of submission of filled in e- tender is **31.05.2021 upto 5 PM** and will be opened at 11:00 hrs. of 01.06.2021 in conference hall of NERIWALM in presence of the tenderer or their authorized representatives, if any.

3. In the event of 01.06.2021 being declared a holiday, the tender will be opened on the next working day at the same time and place.

4. Interested bidder may collect the detailed tender document along with terms and conditions from institute’s website www.neriwalm.gov.in and can be viewed in CPPP Portal during the all working days from 13.05.2021 to 31.05.2021 upto 1700 hrs.

5. The tenders along with terms and condition may be viewed and downloaded from the institute’s website www.neriwalm.gov.in and can be viewed in CPP Portal.

6. The volume and scope of the work is given in detail at tender document as Annexure-I.

7. The annual estimated amount of the work is **Rs. 15,95,000.00** (Rupees Fifteen lakhs Ninety Five Thousand) only which **include manpower component, consumables, GST and contractor’s profit.**

8. Earnest money is 2% of the quoted amount.

(Handwritten signature)
12/05/2021

(A.K. Sharma)
Deputy Director (Admin)
NERIWALM

Copy for information and necessary action to:

1. PS to the Director for kind information of the Director, NERIWALM.
2. Professor (WRE), NERIWALM for kind information.
3. CVO, NERIWALM for kind information.
4. Assistant Director (Civil), NERIWALM for information and necessary action.
5. Accounts Officer, NERIWALM for information and necessary action.
6. Shri M. Nath, Assistant Professor (Agriculture) & O.C. Trainees’ Hostel
7. Notice Board, NERIWALM for wide Circulation
8. NERIWALM website: www.neriwalm.gov.in & CPP portal for publication

NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND MANAGEMENT
(An institute under the Ministry of Jal Shakti, department of Water Resources, RD & GR, Govt. of India)
Dolabari, Kaliabhomora, Tezpur-784027, Assam

**TENDER NOTICE FOR ANNUAL SERVICE FOR CATERING, HOUSE KEEPING AND
MAINTENANCE OF TRAINEES' HOSTELS, GUEST HOUSE AND STUDENT'S HOSTELOF
NERIWALM**

Form:

DD No. _____
Date: _____
DD Amount _____
Bank _____
Issued to _____
Signature

GENERAL GUIDELINES FOR SUBMITTING TENDER DOCUMENTS

1. e-Tenders are invited by the Director, NERIWALM, Dolabari, Tezpur for "Annual Service for Catering, Housekeeping and Maintenance of Trainees' Hostel, Guest House and Student's Hostel of NERIWALM".
2. The annual estimated amount of the work is **Rs. 15,95,000.00** (Rupees Fifteen lakhs Ninety Five Thousand) only **which include manpower component, consumables, GST and contractor's profit.**
3. Each page of the tender documents, terms and conditions etc. should be signed with seal by the tenderer. `
4. Demand draft or banker's cheque of the value of 2% of quote amount only drawn in favor of the Director, NERIWALM, Tezpur of any Nationalized bank towards earnest money to be submitted off line along with the pass phrase and should reach the O/o Director NERIWALM before opening of the bids. Outside of the envelop it should clearly written that "**DD for earnest money and Pass Phase for Catering, Housekeeping and Maintenance of Trainees' Hostel, Guest House and Student's Hostel of NERIWALM**".
5. Tenders not accompanied by the aforesaid earnest money shall be summarily rejected.
6. Photostat/scan copy of the following testimonials/ documents to be attached along with the tender documents:
 - (i) Registration certificate of the firm/agency.
 - (ii) PAN card.
 - (iii) Up-to-date Income Tax return of the last year.
 - (iv) GST Registration number.
 - (v) Experience certificate in similar nature of work from Govt./ autonomous/ undertaking/ reputed private organization.
 - (vi) PF and ESIC registration.
 - (vii) Labour License.

The tender may be rejected in the absence of any of these documents.



Signature of the tenderer with seal

7. The Contractor will have to provide necessary **insurance cover, EPF etc.** in respect of the workers provided by him and such insurance shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act. 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act 1952; The Payment of Bonus Act, 1965; The Minimum Wages Act. 1948; Employer's Liability Act.1938; Employment of Children Act. 1938 and/or any other rules/regulations and/or statutes that may be applicable to them and shall further keep the NERIWALM, Tezpur indemnified from all acts of omission, fault, breaches and/or any claim, demand; loss; injury and expenses arising out from the noncompliance of the aforesaid statutory provision. Contractor's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, the NERIWALM, Tezpur shall be entitled to recover any of the such losses or expenses which it may have to suffer or incur on account of such claims, demands, loss or injury from the Contractor's monthly payments.
8. The Contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at NERIWALM, Tezpur in their respective names before submitting the bill for the subsequent month.
9. The Contractor shall deploy his persons in such a way that they get weekly rest. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of Shops and Establishment Act. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs.
10. The Contractor shall take all reasonable precautions to prevent any unlawful riots or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of NERIWALM, Tezpur.
11. The Tenderer must ensure that wages to workers against the contract should not be less than the minimum wages as per the minimum wages Act. 1948 amended from time to time. Payment of wages to the workers must be disbursed through DBT.
12. The persons employed through the Contractor for all purposes will be the employees of the Contractor and cannot claim employment and other benefits from NERIWALM, Tezpur. The persons provided by the Contractor should be physically fit and healthy and below the age of 50 years and above the age of 18 years.
13. The Contractor/Tenderer shall submit details such as names, parentage, residential address, age etc. of the persons provided by him in the office of NERIWALM, Tezpur for the purpose of proper identification of the employees of the Contractor engaged for "Annual Service for Catering, Housekeeping and Maintenance of Trainees' Hostel, Guest House and Student's Hostel of NERIWALM".



Signature of the tenderer with seal

14. Uniforms will be supplied by the Contractor at his own cost to the persons deployed for this work which shall include White shirt, Black pant, Shoes, Gum Boots, Rain Coats, Hand Gloves, Protective attires and equipment during work etc.
15. The worker deployed by the Contractor should possess identity card certified by proper signatory of NERIWALM, Tezpur. Attested photographs (2 nos.) of the workers shall be submitted to NERIWALM, Tezpur for identification at the time of disbursement of wages which must be witnessed by the Office-in-charge, Trainees' Hostel, NERIWALM, Tezpur.
16. At any time during the continuation of the contract, if it is observed that the Contractor is not complying with the provisions of the contract or other provisions of various Labour and other Acts applicable, the contract may be terminated by the Director, NERIWALM, Tezpur by giving one month notice.
17. Canvassing in any forms in connection with the tender is prohibited and the tender submitted by the Contractor who resorts to canvassing are liable for rejection.
18. Tenders submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.
19. The Security money will be forfeited if the Contractor fails to execute the agreement as per the letter of award.
20. The Contractors/Bidders should certify that there are no any legal disputes against him in any court of law in relation to the labor disputes and he or his agency is not black listed either by Central Govt., State Govt. or by any public/private organization.
21. The last date of submission of ONLINE tender is **5.00 PM of 31.05.2021** address to, The Director, North Eastern Regional Institute of Water and Land Management (NERIWALM), Dolabari, P.O. Kaliabhomora, Tezpur- 784 027 (Assam).
22. The tender will be opened by a duly constituted Committee at NERIWALM on **01.06.2021 at 11.00 AM** in presence of the tenderers or their authorized representatives. If 01.06.2021 is a holiday, tender will be open on the next working day at the same time.
23. Tenders are not transferable.
24. Tenderer must be reputed Caterer/Firm/Organization having proven track record for providing catering/housekeeping and maintenance services. Documents relating to past experiences are to be submitted along with the tender documents.



Signature of the tenderer with seal

25. The tenderer should quote rates "**Per month**" for Housekeeping and maintenance works. Requirements for housekeeping / maintenance service given as **SCOPE OF THE WORK at Annexure-I**. However, the **Scope of the works (Annexure-I)** may be seen carefully before quoting the rates.
26. The rates of the food item of the Catering Services of trainees' hostel will be fixed by a committee formed by the NERIWALM authority by mutual understanding with the service provider depending on the market rate and considering the support provided by the institute for catering services.
27. The rates quoted should be inclusive of all taxes and **GST has to be shown separately**. The rates quoted will be valid for one year.
28. The contract will be **valid for two years** from the date of taking over the work and extendable for further period of one year or more on mutual understanding of both the parties provided the authority is satisfied by the work performance.
29. No request for withdrawal before the end of Contract period will be permitted. The Institute reserves the right to terminate the contract period with one-month notice, if the performance is found to be unsatisfactory during the validity of the contract period.
30. The contractor has to execute an agreement within 7 days of the receipt of the letter of award of contract and Commencement of the contract will be within 7 days of the signing of the agreement or as decided by the Institute.
31. The contractor has to deposit an amount of **10% of total work value** only as **security Deposit** by means of a Demand Draft or Bankers Cheque drawn on any nationalized bank in favor of the Director NERIWALM., Tezpur within 14 days of the receipt of the letter awarding the contract.
32. Director, NERIWALM reserves the right to accept or reject any or all tender(s) without assigning any reasons whatsoever.

Signature of the Tenderer with Seal



NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND MANAGEMENT
(An institute under the Ministry of Jal Shakti, department of Water Resources, RD & GR, Govt. of India)
Dolabari, Kaliabhomora, Tezpur-784027, Assam

**TENDER NOTICE FOR ANNUAL SERVICE FOR CATERING, HOUSE KEEPING AND
MAINTENANCE OF TRAINEES' HOSTELS, GUEST HOUSE AND STUDENT'S HOSTELOF
NERIWALM**

Pre- Qualification Biodata to be enclosed along with the Tender

1. Name of the Caterer/Firm/
Organization and Address :
2. Telephone :
3. Fax No. :
4. Email address :
5. Month and year of establishment
(Copy of certificate enclosed) :
6. Details of Registration with Labour
Department/MCH (Central/State)
(Copy of labour license enclosed) :
7. GST No. :
(Copy of registration certificate enclosed)
8. PAN No. :
(Copy of PAN card and up-to-date Income
tax return document enclosed)
9. Employee provident Fund Registration No :
(Copy of certificate enclosed)
10. E. S. I Registration No. :
(Copy of certificate enclosed)
11. Experience certificate in similar nature :
of work from Govt./ autonomous/
undertaking/ reputed private organization
12. Name of the Proprietor/Partners :
13. Other documents attached, if any :

Place:

Date:



Signature of the Tenderer with Seal

NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND MANAGEMENT
(An institute under the Ministry of Jal Shakti, department of Water Resources, RD & GR, Govt. of India)
Dolabari, Kaliabhomora, Tezpur-784027, Assam

TENDER NOTICE FOR ANNUAL SERVICE FOR CATERING, HOUSE KEEPING AND MAINTENANCE OF TRAINEES' HOSTELS, GUEST HOUSE AND STUDENT'S HOSTEL OF NERIWALM

I/We hereby offer our services for making all necessary arrangements including catering in NERIWALM Hostel for a period of TWO YEARS (the rates quoted will be valid for two years) as per the Tender Notice.

I/We have understood the terms and conditions of the tender detailed in the tender documents supplies to us and are fully aware of the nature of contract. We affirm to strictly adhere to the terms and conditions stipulated therein.

I/We quote the rates inclusive of all taxes **excluding GST** for the said work as follows:

DONOT OVERWRITE

Sl.No.	Description	Rate in Rs. Per month	
		In Figures	In words
II.	HOUSEKEEPING SERVICES		
	Housekeeping and maintenance of (i) One Trainees' Hostel (52 bedded), (ii) One Guest Houses (10 bedded). (iii) One Girls' Hostel (6 bedded) (iv) One Boys' Hostel (16 bedded) (rate to be quoted per month which will include sweeping, cleaning, washing & pressing of linens and curtains, supply of toilet soap, toilet papers, disinfectants, mosquito/insects repellants, room fresheners etc. Details given at Annexure - I		
II	MAINTENANCE SERVICE		
	Maintenance/cleaning of Dining Hall, meeting Hall, VIP Lounge, Verandah and open space of Trainees' Hostel as well as one Assam guest houses and students' Hostel: Unskilled worker (rate to be quoted per month)- not less than minimum wages for the category rates approved by Ministry of Labour and employment, Govt. of India.		

Signature with seal of the Tenderer: _____

Name: _____

Date: _____

Seal _____

Telephone No. (Office) _____

Residence _____

Mobile No. _____

Fax No. _____

e-mail ID. _____



Signature of the Tenderer with Seal

SCOPE OF THE WORK

(Terms and conditions)

1. Manpower requirements:

Minimum manpower requirement (not below the age of 18 years and above the age of 50 years) to conduct both the catering and housekeeping/maintenance works should consists of the following persons who should be available round the clock though services may be as per stipulated schedule:-

- i. Supervisor/ Manager (Skilled)- 1 (one)
- ii. Room attendant/Housekeeping Person (unskilled)- 3(three)
- iii. Head cook (Skilled)- 1 (one)
- iv. Pot washer cum kitchen cleaner(unskilled)- 1 (one)
- v. Sweeper (Unskilled)- 1 (one)

Note: The Ministry of Labor and Employment, Govt. of India approved rate of wage is required to be considered while quoting the rate for catering, housekeeping and maintenance works. Uniform has to be provided.

2. The institute shall provide following facilities like water supply, electricity, reception and service counters, furniture, all types of linens materials, curtains, cooking ranges without gas cylinders, necessary kitchen utensils etc. under certain terms and conditions.
3. The recharging cost of cable TV/ DTH service to the TVs will be borne by the institute.

I: CATERING SERVICES

1. About 2000-2500 participants, officials, visitors and guests per year coming for different programmes, are likely to get caterer/housekeeping and maintenance service at NERIWALM's Trainees Hostels.
2. The service of the food is normally done in the respective dining halls of the hostel or any other designated place.
3. Forenoon and afternoon tea/coffee/milk are to be served in the tea lounge of the Institute Building, in the Director's chambers, Chambers of the Controlling Officers in the Institute whenever training, meeting or any other programmes are organized.
4. The Agency shall arrange tea/coffee on a daily basis whenever required by Guest on a tray in the rooms for enabling the Guests to prepare Tea/Coffee etc. on payment basis.: i) 2 Tea bags, ii) 2 Coffee sachets, iii) 4 Sugar sachets, iv) 4 Milk sachets, v) 2 Sugar free Sachet (as per requirement) should be kept in the room.
5. Service of the meals, breakfast, tea etc., to VIP's senior officers/ invited guests/sick persons, etc., should be done in their designated rooms.
6. Necessary utensils for cooking and serving foods will be provided/handed over to the contractor by NERIWALM under certain terms and conditions.



Signature of the Tenderer with Seal

7. Service of special lunch/dinner, high tea, tea or coffee with snacks etc., is to be organized in the lawns or any other place specified in the campus or as directed from time to time.

8. **Operation:**

Normally, the timings for providing catering services as per Menu is given below:

Bed Tea in Room	- 06.00 a.m. to 7.00 a.m.;
Breakfast	- 08.00 a.m. to 09.00 a.m.;
Lunch	- 01.00 p.m. to 02.00 p.m.;
Session tea	- 11.00 am and 3.15 p.m.
Evening Tea and Snacks	- 05.00 p.m. to 06.00 p.m.
Dinner	- 08.00 p.m. to 09.00p.m.

9. **Standard Menu of Food items with kits:** enclosed separately as **Annexure i**.

II: HOUSE KEEPING SERVICES

1. The Institute has one Trainee's hostel with modern facilities & amenities and also state-of-the-art gadgets with the rooms mentioned below and respective kitchens, meeting halls, VIP lounge and dining halls. The details of rooms in hostel and guest house are as follows.

Details of Hostel	Standard rooms (double beds)	Deluxe Rooms (double beds)	VIP Rooms (double beds)	Dormitory in guest house	Common place etc.	Total Beds	Total toilet set
Trainees Hostel	20	3	3	--	1 lounge, 1 VIP lounge, 2 dining halls and 4 corridors	52	30
Guest house			3	1	1 lounge cum dining hall and 1 veranda	10	6
Students ' Hostel (Boys)	Single beaded 16	-	-	-	8 common rooms, 8 kitchens,	16	8
Students ' Hostel (Girls)	Single beaded 6	-	-	-	2 common rooms, 2 dinning spaces 2 kitchens	6	4

2. Housekeeping Trainee's Hostels and Guest House which include all the above-mentioned rooms by daily sweeping, cleaning, washing & pressing of used linens supply of toilet soap, toilet papers, disinfectants, mosquito/insects repellants, room fresheners etc. The curtains of all rooms, meeting halls, dining halls, VIP lounge to be washed and pressed at least once in a month. Dry cleaning/ sundry of woolen blankets to be done at least once in three months. **Washing machine and irons are not provided by the institute.**



Signature of the Tenderer with Seal

3. Housekeeping for students' hostel, washing and pressing of private linens of students are not covered. No any consumables like toilet soap, toilet papers, disinfectants, mosquito/insects repellants, room fresheners etc. are not provided to the boarder of Students' Hostel.
4. The housekeeping workmen shall help the participants/ guests/ VIPs in taking luggage's to the rooms and taking out from their rooms while checking out.
5. It is to be ensured that the keys are collected back when an occupant leaves the room.
6. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the Trainees' hostel premises. In the event of noticing unauthorized stay penalty of Rs.5,000/- will be imposed. However, provision for a change room/rest room will be provided by NERIWALM for employees on duty. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Agency.
7. The Agency shall provide other toiletries/cosmetic items of reputed brands to the guest(s) on payment basis, whenever requested.
8. The Agency shall arrange for Laundry/Dry Cleaning facility for the Guests on payment basis, to be borne by the guests, **washing machine and irons are not provided by the institute.**

III. MAINTENANCE SERVICE

1. Maintenance of dining halls (including VIP), corridors, meeting hall, common area, VIP Lounge and surrounding areas (hostel premises) and guest house by keeping the floors, toilets (including the common toilets) and premises etc., in a neat and tidy condition at all times of the day. It is expected that the contractor shall provide all necessary services during the stay of the participants/ guests in the hostel from the time of arrival till their departure.
2. Operating ACs/TVs/VCDs in the rooms and Meeting Halls and providing drinking water in each room. The details of the workers address, identity, qualifications etc. are to be reported to the institute, soon after they are engaged. The institute reserves the right of removal of such of the contractor's workers as are found to be unsuitable.
3. The contractor shall attend to all complaints pertaining to plumbing, carpentry and electrical at all times and report the OC Hostels for taking necessary action for repair or rectification.



Signature of the Tenderer with Seal

4. Provision of daily, weekly and monthly services as given below

- A) **DAILY SERVICES** i) Removals of waste material from open areas and or other areas not covered under horticulture. ii) Sweeping and wiping of all floors, dusting and vacuuming of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time. iii) Vacuum cleaning/washing of Sofas, carpets wherever provided at the Hostel. iv) Filling water in desert/room/water coolers etc. wherever provided. v) Upkeep of hostel/hostel rooms/catering areas/ /reception counter/store/lobby etc. vi) Spray mosquito, fly and insect repellent etc. in rooms, office rooms, hall, dining room etc. to keep all such areas insects free
- B) **WEEKLY SERVICES** i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc. ii) Removal of cobwebs, dusts, termites, insects, pests etc. iii) Windows sponging and cleaning. iv) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free. v) Cleaning of dustbins and buckets with detergents. vi) Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals. vii) Detergent cleaning of sanitary wares including in toilets. viii) Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc. ix) Polishing of taps and other steel fittings in the toilets with Silvo/Brasso. x) Spray mosquito fly and insect repellent etc in rooms, office rooms, hall, dining room etc. to keep all such areas insects free. xi) Vacuuming /Shampooing/Spraying/Disinfecting, all carpet areas.
- C) **MONTHLY SERVICE:** All exterior walls, glasses etc. are to be washed and cleaned.

Signature of the Tenderer with Seal

