

## Sub: Tender for providing Housekeeping Services / Catering Services for Guest House / Centenary Visitors House.

Following are the clarifications in respect of queries raised by the prospective bidders at the pre bid meeting held on 30<sup>th</sup> Nov. 2015.

1. With regard to the annual turn-over exclusively in hospitality services, it was clarified that hospitality services would include house-keeping in guest houses, and facility house-keeping/facility management in star hotels. This however will not include house-keeping in office and other environments.
2. The minimum experience required for primary bidder and consortia partner (for catering services) is reduced from 3 years to 1 year (Item no. 1 in Sections 3A and 3B). All other conditions in the bidder's eligibility criteria remain as in the original tender document. The technical evaluation scheme will accordingly change, and a minimum of 2 marks will be awarded for 1 year of experience. Each additional year will get an additional mark subject to a maximum of 5 marks (rows 1 and 6 in Annexure I). Further row 6 of Annexure II corresponds specifically to experience in catering services.
3. The AMC of kitchen equipment in CVH (after the warranty period) will be taken care of by IISc. Normal wear-and-tear in cutleries provided in the MGH/CVH will also be taken care of by IISc.
4. The manpower deployed at the guest house should be at least at the following levels:

Facility manager, Chef	Highly Skilled
Cooks	Skilled
Supervisor, Asst. Cooks	Semi-Skilled
Housekeeping, Room boys, Helpers	Unskilled

5. Wages in the Commercial bids (Annexures III A – III H) should use Central Government Minimum wage as applicable in Oct. 2015. Any increase in VDA during the contract will be automatically approved and paid by the Institute. The agency can quote the administrative / service charges as a percentage of the total cost in Annexure III-A and III-C.
6. Cleaning materials and equipment rental charges can be included in Annexure III-A and III-C; a delivery challan indicating the quantity supplied and the total cost should be attached to the monthly bill. No separate bill/invoice need to be given for the consumables. No administrative charges can be levied on consumables. A complete list of consumables to be supplied, unit rate and quantity required and the total cost for each item as well as the equipment to be supplied and their monthly rental costs should be provided as a separate list as a part of the commercial bid. Provide separate list for MGH (along with Annexure III-A) and CVH (with Annexure III-C).
7. Character certificate from a Gazetted officer of the Central / State Government or certificate of verification of antecedents of persons by local police authority/private security agency must be provided for each contract labour deployed at IISc.