



## **Invitation of Tenders for Catering & House Keeping Services**

**Zonal Training Centre, LIC of India, Prithvipakkam, Ambattur, CHENNAI - 600053**

Phone No 26860676 Fax: 26860253 E-mail: [sz\\_ztc@licindia.com](mailto:sz_ztc@licindia.com)

Intends to invite tenders for Catering & House Keeping Services at ZTC, Chennai in sealed envelopes from reputed licensed Organizations/individuals having sound financial capacity and proven track record of at least 3 years, providing above Services to large training institutions/ PSUs etc.,with an annual turnover of Rs.25 lakhs and above.

The tenderers meeting the eligibility criteria specified in the tender format shall only be considered for further evaluation. Various Tender formats and Terms & Conditions for House Keeping & Maintenance Services are available in our website [www.licindia.in](http://www.licindia.in) from 08.12.2011 to 24.12.2011. Last date for submission of filled in tenders to our office will be on 24.12.2011 before 13.00 hrs.

The Principal, Zonal Training Centre, Chennai, reserves the right to reject/issue the tender to any agency at his sole discretion without assigning any reason whatsoever.

Date: 08.12.2011

PRINCIPAL



LIC of India, Zonal Training Centre, Prithvipakkam, Ambattur, CHENNAI - 600053  
Phone No 26860676 Fax: 26860253 E-mail: [sz\\_ztc@licindia.com](mailto:sz_ztc@licindia.com)

LIC of India, Zonal Training Centre, Prithvipakkam, Ambattur, CHENNAI - 600053  
Phone No 26860676 Fax: 26860253 E-mail: [sz\\_ztc@licindia.com](mailto:sz_ztc@licindia.com)

## **Re: TENDER FOR CATERING & HOUSE KEEPING SERVICES AT Z.T.C., CHENNAI.**

The ZTC campus is constructed on a five acre complex with an Academic, Hostel Block, Principal & Faculty Quarters and other structures which have been provided with electricity and water facilities. The hostel block consists of 48 double bed rooms, a large dining hall, kitchen, etc., besides gymnasium and recreation facilities. Ours is a Training Institution where the Trainees will be mainly LIC Officers, employees and Agents. Besides the trainees, canteen/catering services will be availed of by the Faculty Members, Office Staff, Guest, etc., as per our requirement.

Sealed tenders are invited (separately for Technical Bid and Price Bid) for providing Catering & House Keeping Services at our Zonal Training Centre, Ambattur, Chennai as per the attached formats.

1. The tender forms can be downloaded from our Website [www.licindia.in](http://www.licindia.in) ,

2. Tenders should be submitted in the form of two bid system viz. 1 sealed cover superscribed as 'Technical Bid' in 'Annexure-A1 & A2' and another sealed cover superscribed as 'Price Bid' in 'Annexure-B'. These two individual sealed covers are to be kept in a single big sealed cover superscribed as Tender for Catering & House Keeping Services at ZTC, Chennai - Last Date to reach us 24-12-2011 before 13.00 hrs

3. The sealed quotation should be accompanied with a refundable EMD of Rs.50,000/- in the form of DD drawn favoring "LIC of India" payable at Chennai, without which the Bid will not be considered. The EMD will not carry any interest and it will be refunded to the unsuccessful bidders on or before 07-01-2012. The successful bidder will be required to remit a Security Deposit of Rs 2,00,000/- , as per the terms & conditions of the contract. This EMD of 50000/- will be adjusted towards the Security Deposit, and the balance amount of Rs 1,50,000 will be required to be remitted by the successful bidder, **within one week** from the date of intimation of the award of the contract. The successful bidder will be required to commence the catering & house keeping services **within 10 days** from the date of intimation of the award of the contract.

4. The Terms and Conditions governing the tender are given herewith. The tender for Catering & House Keeping Services contains **31** pages (marked TD 1, TD2 etc..) numbered serially. All pages of the tender forms will have to be signed by the tenderer as proof of acceptance. The tenders should reach the above address before 13.00 hrs on or before 24.12.2011. The tenders received after the due date and time will not be considered.

The schedule for processing of tender is as under:

1. Availability of tender forms in Website : From 08.12.2011 to 24.12.2011
2. Last Date for Submission of tender forms : 24.12.2011 up to 13.00 hrs
3. Opening of Technical Bid: 11.30 hrs on 26.12.2011
4. Opening of Price Bid: 11.30 hrs on 29.12.2011

The concerned tenderers may send their representatives at the time of opening of both the Tenders. Only the sealed price bids of those who have qualified under technical bids will be opened. The price bids must have break up figures for the items mentioned in the format.

PRINCIPAL

## Eligibility Criteria

TD 1

1. The applicant must be a Registered / Licensed Company / Partnership firm / Sole proprietorship / organization/ Individual.
  2. The applicant must have a proven track record of minimum 3 years with reputed clients in rendering Catering & House Keeping services.
  3. The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.
  4. The applicant must have average annual turnover of Rs.25 lakhs during the last three financial years.
  5. a. The applicant must produce relevant documentary evidence along with the tender application form.  
b. Non disclosure of relevant information or furnishing of incorrect information / documents will lead to disqualification of the application.
  6. The applicant must not have been at any time declared as insolvent or convicted for any offence by any Authority.
  7. The applicant shall comply with all the requirements of labour laws; obtain all licences /approvals / permissions to carry on the business of Catering & House Keeping services.
  8. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority.
  9. The applicant should not have rescinded/abandoned any Catering & House Keeping contract awarded by any of his clients before the expiry of prescribed period of contract.
  10. The applicant should neither be a sub-contractor to any other entity/ person nor has at any time sub-let the contract awarded to the applicant to any other person.
  11. The applicant does not suffer/ has not suffered any disqualification to render the Catering & House Keeping services at any time in respect of matters not enumerated herein.
  12. The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.
  13. The tenderers are advised to inspect the premises etc., where the services are required to be offered and assess for requirements themselves before submission of the tender.
  14. The rates to be quoted shall be inclusive of all i.e., providing Catering & House Keeping services and inclusive of all taxes, charges, levies etc., if any, but excluding Service tax.
  15. No Corrections in the quotation would be accepted.
  16. Any tender not complying with requirements/conditions either wholly or partially shall be liable for rejection.
  17. The Principal, Zonal training Centre, reserves the right to change the relevant dates; to accept or reject all or any of the applications; to accept any higher bid; or cancel all tenders without assigning any reasons whatsoever.
- .....

**Signature & Seal of the tenderer**

**Contract for Catering & Housekeeping Services at LIC ZTC CHENNAI.****PART I (TECHNICAL BID)**

Annexure – A 1

Name & Full address of the  
Tenderer :

Telephone/ mobile no :

Type of organisation :  
(Ltd. Company/ Partnership/ Sole proprietorship etc.,)

Names &amp; addresses of Proprietor/ Directors/ partners:

Licence/ Registration particulars with various Govt. Agencies for carrying out Catering & House keeping Services	:	AUTHORITY	LICENCE/ REGN DETAILS
		1.	
		2.	
		3.	
		4.	

**Details of Catering & House Keeping work already done & being done during  
past THREE YEARS**

Description of the work	Full Postal Address & Phone Nos of <b>Client/s.</b>	Value of Contract	Date of Commencement of Work	Period of Contract.

**Signature & Seal of the tenderer**

## Contract for Catering & Housekeeping Services at LIC ZTC CHENNAI.

Annexure – A 2

Name of the Tenderer:

### FINANCIAL DATA FOR LAST THREE FINANCIAL YEARS:

YEAR	ANNUAL TURN OVER	CAPITAL	PROFIT BEFORE TAX	TAX PAID	REMARKS

I / We hereby declare that the details furnished in Annexure A-1 & Annexure A-2 are true and correct. I / We have read and understood the eligibility criteria and the terms & conditions of the contract and agree to abide by the same.

**Signature & Seal of the tenderer**

Note:

1. Please attach copies of various licences / registration certificates etc.,
2. Copies of Letters of award of contract for the works-in progress and performance certificate for the work completed are to be enclosed.
3. **AUDITED Financial Statements** (income Statements, Profit & Loss Account, Balance Sheet **etc.**, including all related notes) & **INCOME TAX ASSESSMENT ORDERS FOR THE RELEVANT PERIODS** should be enclosed.
4. DD for Rs. 50,000/- favouring "LIC Of India" payable at Chennai  
( All the above documents along with TD 2 & TD 3 should be kept in one envelope)

**Contract for Catering & Housekeeping Services at LIC ZTC**

**PART II (PRICE BID)**

SL. NO.	P A R T I C U L A R S	RATE (RS)
01.	<b>Morning coffee/Tea/Milk</b>	
02.	<b>Breakfast</b>	
03.	<b>Forenoon Tea/Coffee/Milk</b>	
04.	<b>Lunch</b>	
05.	<b>Afternoon Tea/Coffee/Milk</b>	
06.	<b>Snacks (includes Tea/Coffee/Milk)</b>	
07.	<b>Dinner</b>	
	<b>Total</b>	<b>A</b>
08.	<b>I. Maintenance Charges (consolidated/PER MONTH)</b> <b>II. Break up cost:</b> <b>(a) Hostel Rooms/canteen maintenance (includes sweeping, mopping, removing cob webs, dusting of tables, chairs etc., making of beds daily, washing of linens, curtains, towels, cleaning of toilets, providing drinking water, cleaning parapet walls, upkeep of furniture, equipment, Scrubbing, etc.)</b> <b>(b) Academic Block Maintenance.</b> <b>(includes sweeping, mopping, removing cob webs, dusting of tables, chairs etc., cleaning of toilets, providing drinking water, cleaning parapet walls, upkeep of furniture's, equipment's, Scrubbing etc.)</b> <b>(c) Principal &amp; Faculty quarters – common outside area (includes sweeping, mopping, removing cobwebs etc.)</b>  <div style="text-align: right;"><b>TOTAL (PER MONTH)</b></div>	<b>B</b>

Estimated Trainee days (ie., per trainee per day) for 1 year 16000  
 Rate for providing catering (for 1 year) (A x 16000) ..... C

Rate for House keeping & Maintenance (for 1 year) (B x 12) ..... D

**TOTAL RATE QUOTED FOR THE CONTRACT (C+D) .....**

Amount in Words .....

**Signature & Seal of the tenderer**

## **TERMS AND CONDITIONS**

### **Definitions:**

ZTC means Southern Zonal Training Centre of Life Insurance Corporation of India, Chennai. and is represented by Principal or in his absence the Vice Principal or in the absence of both, any other official authorized by the principal.

Corporation means Life Insurance Corporation of India

Competent Authority means Principal or in his absence the Vice Principal or in the absence of both any other official authorized by the Principal.

The contract shall cover two aspects of the Corporation's Zonal Training Centre viz.

## **1. CATERING SERVICES    2. HOUSEKEEPING SERVICES**

The contract shall be for a period of **TWO** years. It can be extended for one more year on the existing terms and conditions and at the existing rates subject to mutual consent of both the parties.

The parties to the contract, may, by giving a written notice of **90** days to the other party, terminate the contract. The termination shall take effect at the close of 90 days from the date of receipt of **written notice**, by the other party.

**The contractor is not entitled to assign or transfer howsoever the benefit or burden of the contract to any other person or firm.** Nothing herein contained shall be construed to create any tenancy in contractor's favour of any of the ZTC's premises, properties or belongings and the ZTC may of its own motion, upon the termination of the contract, re-enter and retake and resume and retain absolute possession of the ZTC's belongings, both movable and immovable.

The contractor will have to remit a security deposit of Rs 2,00,000/-, which will be refundable **without any interest** after adjustment of outstanding dues/charges/ compensation, if any, upon termination of the contract.

The consideration for catering service and maintenance services shall be as follows:-

<b>SL.</b>	<b>PARTICULARS</b>	<b>RATE (RS)</b>
<b>01.</b>	<b>Morning coffee/Tea/Milk</b>	
<b>02.</b>	<b>Breakfast</b>	
<b>03.</b>	<b>Forenoon Tea/Coffee/Milk</b>	
<b>04.</b>	<b>Lunch</b>	
<b>05.</b>	<b>Afternoon Tea/Coffee/Milk</b>	
<b>06.</b>	<b>Snacks (includes Tea/Coffee/Milk)</b>	
<b>07.</b>	<b>Dinner</b>	
	<b>Total</b>	
<b>08.</b>	<b>I. Maintenance Charges (consolidated/PER MONTH)</b> <b>II. Break up cost:</b> <b>(c) Hostel Rooms/canteen maintenance (includes sweeping, mopping, removing cob webs, dusting of tables, chairs etc., making of beds daily, washing of linens, curtains, towels, cleaning of toilets, providing drinking water, cleaning parapet walls, upkeep of furniture, equipment, Scrubbing, etc.,</b> <b>(d) Academic Block Maintenance.</b> <b>(includes sweeping, mopping, removing cob webs, dusting of tables, chairs etc., cleaning of toilets, providing drinking water cleaning parapet walls, upkeep of furniture's, equipment's, Scrubbing etc.)</b> <b>(c) Principal &amp; Faculty quarters – common outside area (includes sweeping, mopping, removing cobwebs etc.,)</b> <b>TOTAL (PER MONTH)</b>	

**I. CATERING SERVICES:**

## Equipment:

1. During the period of the agreement the contractor shall be fully responsible for the entire catering arrangement for the trainees at the said training centre and for such other persons as may be required by the Corporation. The contractors will be permitted to use the kitchen and the adjoining store in the dining hall hereafter collectively referred to as hostel block in order to carry out catering arrangements being entrusted to him.
2. The contractor is entitled to use the infrastructural facilities, furniture, fixtures and fittings, belonging to the Corporation, in the canteen premises and described in Schedule I and the contractor shall ensure that the above are always properly maintained at his own cost.
3. The contractor shall provide at his own cost all other equipments and shall maintain the same in good working condition at his own cost and put it to regular use for purposes solely connected with his catering arrangements. The contractor shall provide at his own expense crockery, cutlery, cooking utensils, glassware, juicer/mixer, table cloth, frills, dining paper rolls, tissue paper, cloth napkins and other articles necessary and required and suitable for running the canteen. The crockery used should be of high quality and approved by ZTC. He shall at all times keep and maintain all these articles in a clean, neat, hygienic and tidy order and condition. The ZTC shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles. He shall also arrange at his own cost for regular supply of gas cylinders. He shall provide all utensils and equipments for Buffet Style (Dinner/Lunch/Breakfast). The ZTC shall provide equipment for keeping the food warm at the service counters and the contractor shall bear all costs towards paraffin etc., Maintenance of gas burners, gas lines etc., and regular servicing of gas burners, gas lines etc., shall be the responsibility of the contractor
4. The water and electricity consumption charges will be borne by the ZTC, provided that the contractor shall
  - (a) Ensure that the items of usage Eg. Taps, switches etc., are always properly maintained at his own cost.
  - (b) Ensure utmost economy in the consumption of water, Electricity and abide by such restrictions as may be imposed or such instructions as may be issued by the appropriate Government/Civic authorities and the Principal, ZTC or any other person authorised by him.
  - (c) The ZTC reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are not used reasonably.
5. In times of scarcity of water, the contractor shall ensure at his own cost, availability of modern safe alternative modes of these resources and ensure that the operations/programmes of the ZTC are not adversely affected in any manner. A 'Reverse Osmosis' (RO) plant is erected in the campus for supply of pure and safe drinking water. If however, the RO plant goes out of order, contractor shall arrange for supply of pure and safe drinking water, on terms and conditions to be mutually agreed upon.

6. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. Double refined first quality sunflower oil should be used for cooking. The contractor shall pay for all food stuffs and articles used for the catering and have always on hand, good and sufficient supply of all articles, food stuffs and provisions necessary for the catering and the same shall be kept in a proper hygienic manner in suitable containers, raw food stuffs such as vegetables, milk, fish, meat, fruits shall be of fresh supply. The purchases should be made from reputed chain stores. All food items should be ISI Certified & Branded. Monthly provisions should be certified/ approved by the authorised persons. Only Aavin milk should be used.
7. A separate cooking arrangement and use of separate utensils etc., shall be ensured for Vegetarian and Non Vegetarian dishes.
8. Usually the training sessions are conducted throughout the year, but the number of trainees may vary from time to time and the Corporation does not guarantee any minimum number. There may be breaks between term of each session. A situation could arise where no session is conducted during a particular month. Notwithstanding this, the contractor's catering and maintenance service shall be available throughout the year without any break. If there are no sessions during a week and if the food bill is less than Rs.3000.00 the ZTC undertakes to guarantee a retention payment of Rs. 3000.00 per week.
9. Since LIC Zonal Training Centre has been accredited with IS/ISO 9001-2008 Certification, we insist on highest quality in preparation of foodstuff and also the associated services. We would be imposing a penalty by deducting minimum of 5% of the total food bill for a particular session if the feedback from the participants is adverse (greater than or equal to 10% putting together both poor and average) in two successive or separate session or combination of sessions. This is to be implemented on the basis of recommendations of a committee which will be constituted by the competent authority at ZTC. The contractor should attend the meeting whenever he is called upon to do so. This is mainly to keep a check on the quality and the quantity of food to be served. If the quality/quantity of food served or service rendered by the contractor is not satisfactory at any point of time, the principal, ZTC or any one authorised by him is entitled to withhold the contractor's bills, effect cuts in the bills, demand compensation from the contractor or take any other action deemed necessary including immediate termination of the contract without notice to the contractor.
10. Whenever required the contractor shall provide for breakfast, lunch, coffee/tea/milk, evening snacks & dinner to the faculty members, officers and staff of the ZTC at a discount of 25 %. This discount is to be given, only if food/ tea is taken either in the canteen hall or in the administrative block. Discount of 25 % for breakfast/ dinner is to be given, only when breakfast/ dinner is taken in the dining hall. Food may be served in rare cases at the staff quarters, but in such cases contractor can charge general rates. It shall be the responsibility of the contractor to keep account for the catering so done,

either at concessional rates or general rates and collect the cost thereof from the staff members, issuing them with receipts for the amount received from them.

Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked outside.

No outsider should be permitted inside hostel and canteen block. Food should not be served to any outsider, either on payment or free of cost.

11. On the day previous to the day of commencement of the session and on the day following the last day of the session, the contractor shall keep the mess open and arrange for catering services for such of the boarders as are expected to be present in the hostel on such days and bill for the actual attendance should only be claimed. Night stay out register of the participants should be maintained and should be submitted along with the catering bill. Check-in and check-out statements signed by the participants shall be the basis for settling the bills.

12. If a boarder falls ill or indisposed such special diet, as and so long as, needed by him shall be provided by the contractor without any extra charges in lieu of the normal food supplied in the mess and shall be served in the boarders' room. He shall also summon in case of an emergency a Doctor or take the participant to the Doctor's clinic if required. The cost in such an emergency will be borne by Trainee / ZTC. A register of medical attendance, suggestion register/complaint register will be maintained by the contractor and submitted to the office periodically. First aid box should be available at the reception counter under the control of the receptionist. Cost of Refills and medicine for the first aid box will be borne by the Contractor. It will be the responsibility of the contractor to communicate immediately any complaint of sickness, mishap, accidents etc., to the Principal/vice principal/authorised persons.

13. The contractor shall maintain in good condition all furniture, equipments, fittings, premises etc., provided to him and hand-over-charge of the same on termination of the contract all the furniture's, fixtures, equipments and articles brought or made available by the ZTC in/or to the hostel/canteen block and it shall remain the exclusive property of the ZTC. The contractor shall be responsible for the pilferage and/or any damage to the administrative block/or hostel block or portion of the building under the contractors occupation or the fittings, fixtures, furniture's or other equipments entrusted in his charge, when such damage is in the ZTC's opinion caused due to the negligence or carelessness or any fault on contractors part or that of his manager or servant or representative and he shall be liable to pay to the ZTC such amount in respect of such damage as may be assessed by the LIC's engineer or other officer authorised in this behalf.

14. The contractor shall replace at his own cost all electrical items such as bulbs etc., as and when required in the Dining Hall, Kitchen and such other area as may be prescribed. The contractor shall also bear the cost of repairs/replacements of the items if they are damaged.

15. The contractor shall obtain at his own expense all Licenses, Permission etc., as may be required by Law and shall bear all Taxes imposed by any Governmental / Municipal Authority / Agency. However the LIC of India may, reimburse on production of receipt of payment of Service Tax to the Contractor any Service Tax paid by him to the Government on account of their undertaking the present contract and the works entrusted thereunder.

16. The Principal, ZTC or any one authorised by him is entitled to issue instructions to the contractor on any matters covered by this contract or not specifically covered but found necessary in the discharge of the training operations of the ZTC. In all such matters, the decision of the Principal of the Zonal Training Centre shall be binding on the contractor.

The contractor shall provide adequate number of competent and well-trained staff for cooking (including expert Chefs for Tamil Nadu, Kerala and North Indian Cuisine), cleaning, dining, room services and also maintenance of hostel. The total number of staff employed shall be maintained at an adequate number sufficient to manage the activities of the training centre at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and will also be responsible for the payment of their wages/dues and other facilities if any. The catering and kitchen staff is to be identified separately and not allotted sundry duties elsewhere in the premises. The minimum number of workers for kitchen and stores shall consists of the following and they should be available round the clock

1) Head Cooks	2
2) Assistants Cooks	2
3) Pot washers	4 (including cleaning of canteen block)
4) Store Keeper	1

Note:

1. The Head Cooks and Assistant Cooks should be proficient in different cuisine (South Indian/North Indian etc.,)
2. Appointed Head Cooks will have to undergo a trade test to be arranged by the contractor
3. One of the Head Cooks should be available till completion of the dinner.

Workers for Dining Hall

The workers for dining hall shall consist of the following:-

- 1) Stewards - 6-8 persons (including stewards for office service)
- 2) Supervisor - 1 person

Note: In case of need, the number of waiters, supervisors and cooks are to be increased as per requirement.

17. The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants, approved by ZTC. The contractor without causing any environmental hazards should dispose off kitchen garbage and leftover food at their own cost. He should liase with the local municipal/civic authorities for disposal of non-degradable garbage once in two days.

18. Persons working in the canteen shall be provided with apron, gloves headgear etc., besides uniform.

19. The contractor shall provide continuous service (except catering at regulated and defined hours) on a 24 hour basis. A panel of Resident Managers shall be communicated to the ZTC by the contractor and the persons named in the panel shall be accountable for all the services covered by the contract.

20. It will be the contractor's responsibility to ensure that the obligations under the terms of this catering arrangement are duly performed and observed.

21. The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the boarders or through the faculty members or the vice principal or the principal of the training centre. The contractor shall maintain a complaint register to be submitted for checking by the administrative office periodically. The contractor is also required to maintain various other registers, as may be required by ZTC, for the smooth functioning of the canteen and hostel.

22. Whenever local excursions/trips for the trainees are arranged, the contractor shall arrange for serving tea, snacks, lunch etc., for them during the excursion/trips and no extra charge will be payable for the same.

23. Details of catering items shall be as indicated in Schedule II. The boarders shall have the option of asking for Coffee or Tea or Milk, Vegetarian or Non- Vegetarian, raw rice or boiled rice and the contractor shall provide them according to their choice.

24. The morning bed Coffee/Tea shall be served in thermos flasks to each participant at his/her room. Breakfast, lunch, snacks and dinner shall be served at the dining hall, unless otherwise required by Principal. Forenoon and afternoon tea/coffee shall be served at the pantry/class rooms on the days of the training sessions. The coffee/tea/snacks for the Principal, Faculty Members and Staff of the ZTC shall be served at their respective tables, at their cost. Coffee/tea flasks should be well maintained. They should be immediately replaced if broken or damaged or become unusable.

25. Timings prescribed by the Principal, ZTC or a person authorised by him/ her for each service shall be strictly adhered to by the contractor and the ZTC is free to change the timings from time to time or prescribe different timings for different groups of participants. The menu shall be drawn up weekly in full detail for each day and got approved by the Principal or anyone authorised by him. The menu once approved should be strictly adhered to. Deviation if any will be allowed only in case of exigencies. The approved menu should be displayed prominently on a board.

26. The contractor shall provide special lunch/dinner in buffet style whenever required, as per the dates indicated therefor in the canteen or in the Lawn. The menu for the same shall be prescribed by the Principal or by his authorised representative. The rates for special

buffet style lunch/dinner will be quoted and approved by the Principal. The entire arrangement and catering and serving vessels will be the sole responsibility of the contractor.

27. The contractor shall submit his bills for catering service fortnightly, in the manner and format prescribed by the ZTC, within 5 days of the end of the relevant Fortnight. The contractor shall assign the job to a competent and trained person and ensure high quality, accuracy, neatness and full details in the Bills, to facilitate speedy checking and prompt settlement by the ZTC. Bills found defective are liable to be returned to the contractor without settlement.

28. The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and the ZTC will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor.

The Contractor shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, the Principal may initiate further stringent action, as he may deem fit.

29. Apart from the items indicated in the menu, the caterer has to supply on demand additional items for special lunch/dinner or snacks at the rates mutually agreed.

30. The contractor is required to show the food items prepared for test and taste to ensure quality by the authorised officer/s of ZTC.

## **II. HOUSE KEEPING AND MAINTENANCE SERVICES:**

1. The housekeeping services contract shall be for the entire premises/buildings occupied by Zonal Training Centre and consists of Hostel Block (inclusive of kitchen, dining, gymnasium & recreation ) Administrative Block and the connected corridors both ground floor and first floor , Security Tower, Switch room, UPS room, the entire open area and the boundary walls. As far as Principal quarters and staff quarters are concerned, only common outside covered area is covered under this maintenance contract. The competent authority may direct any other area, not mentioned above, also to be covered under this contract on terms and conditions to be mutually agreed upon.

2. List of items provided in the Hostel rooms, Guest rooms and Hostel block are enumerated in Schedule III.

3. The contractor shall provide specified manpower for maintenance of office, hostel, administrative block (including syndicate rooms, auditorium, faculty rooms, library, security changing room, lecture rooms and the connected corridors), sport room, gymnasium, dining hall and toilets in the entire ground floor and the first floor consisting of e-classroom, research associates rooms, server rooms digital library, conference room, committee room, principal and P.A. cabin, faculty rooms, connected corridors, toilets and all open space in the first floor. Maintenance in the ground floor (including cleaning & mopping of floors, cleaning of toilets etc.,) like removal of cobwebs, dusting of furniture etc., will be done by the contractor. Maintaining our auditorium (Apsara) will be the sole responsibility of the contractor. Any further structural addition during the course of the year will also have to be taken into account for maintenance. Proper attendance register for the employees of the contractor should be maintained with their attendance duly marked. In case of shortage of person or long absence a penal clause will be imposed.

4. Proper and courteous service shall be provided by the Contractor at the Reception counter. Service at the counter shall include keeping of proper records of trainees in the hostel register, ensuring the correct date and time of check in and check out. The contractor shall arrange for the preparation of the session files and other related materials before the commencement of the sessions by collecting the materials from the office. The contractor is responsible for the proper distribution of training materials/file to the participants before the commencement of the sessions as well as the collection of the bio data forms duly filled. Similarly at the close of the session, the contractor shall hand over the Attendance Certificates etc., to the participants. Telephone facility will be provided at the reception counter for the trainees. The entire bill will be recovered from the contractor's bill. The contractor will have to collect the local/std charges from the trainees.

5. The entire hostel block including the rooms, balconies, toilets, corridors, staircases, etc., shall be swept and mopped everyday. The contractor shall bear the entire cost of providing cleaning materials, disinfectants etc., Similar facilities shall be provided in the Guestrooms located in the Hostel block. Hostel rooms are to be cleaned dusted & mopped daily and bathrooms/toilets to be cleaned with good quality disinfectants and cleaning materials daily. The contractor shall arrange cleaning of toilets using high quality phenyl, acid, Harpic, Vim etc., daily.

6. The contractor shall arrange for the maintenance of the Hostel Rooms and Guest Rooms as specified in Schedule IV.

7. The contractor shall also arrange for washing of curtains, sofa covers, towels etc., at his cost. He shall maintain proper inventory register and produce the same to ZTC, as and when required.

8. The contractor shall look after maintenance of the Gymnasium, the recreation room, Outdoor game space, yoga platform or any other specified place by LIC and also the safety & security of the equipments provided therein and see that the facilities are kept open and closed at the prescribed hours.

9. **The refills for sports materials for indoor as well as outdoor game shall be provided and accounted for by the contractor and cost of refills for sports materials (Boric acid powder, TT balls, Shuttle cocks etc.,) will be borne by the contractor. The indoor games include carrom and table tennis. Badminton (shuttle) is the only outdoor game. He shall provide mosquito machines and repellent of good quality such as good night etc., refill mat in each room every day at his cost. He may also arrange to provide mosquito coil if required by the trainees. The contractor shall provide pest control of flies, mosquitoes including spraying with hit, Baygon spray etc., in the administrative block, lecture halls, syndicate rooms, auditorium, library, dining hall, kitchen, hostel rooms, office, Principal/PA cabin, faculty rooms and faculty quarters twice a week. Apart from this, mosquito-fogging operation in the campus (including Principal & Faculty Quarters) should also be carried out twice a week or more frequently if required as a part of pest control exercise. Register for pest control, fogging operations, surprise visit control, complaints should be maintained and should be submitted along with the housekeeping bill.**

10. The contractor shall attend to all minor repairs round the clock on day to day basis in the entire Zonal Training Centre campus such as replacement of minor electrical items i.e. three pin tops, sockets, switches, plugs, batteries for wall clocks, fuses, starters, chokes, bulbs, tubes, MCB, batteries for cordless mikes, collar mikes, fan coil rewinding etc., with the help of a licensed electrician equipped with proper tools and qualified plumber (with all the tools) to attend to plumbing jobs such as changes of washers, ball cocks, water taps, hedges and other similar items at his cost subject to maximum upto Rs 1000/- per item. Plumber should attend repair works relating to bore wells, motors etc., If outside plumber is engaged for the above works, the labour charges have to be paid by the Contractor. **Maintenance and clearing the blockage of water pipes, sewage, drainage in the ZTC campus is the sole responsibility of the contractor (regardless of the amount involved).**

He will also ensure attending to minor carpentry works whenever needed at his cost (repairs). The carpenter should be available during the daytime. If the above said repair works are not carried out within 2 days from the date of complaint, ZTC will get the work carried out and recover the entire cost from the contractor. Besides this, the Principal may, at his discretion, levy a penalty of 10 % the cost involved. The maintenance should be pro active, anticipatory and not fighting an emergency situation after a major breakdown has occurred. In case of any absence or leave of the specified named electrician or plumber, the contractor shall arrange for one additional electrician and plumber especially on week end days. Housekeeping and Maintenance workmen shall consist of the following:

S.No	Workmen	Numbers
1	Receptionist	1
2	Housekeeping Worker	6-10
3	Housekeeping Supervisor	2
4	Plumber(during day time)	1
5	Carpenter(during day time)	1
6	Electrician( "C" certificate holder) ( All with necessary tools)	1 + 1

11. The contractor shall deploy sufficient persons, one of whom will be a professional. He will ensure operation of air conditioners in various classrooms, auditorium etc., and switch on and off these units daily. He will also be responsible for audiovisual systems in the classrooms and auditorium with the help of an operator employed by him. He will ensure cleaning of water coolers, water tanks in the campus, fish tanks etc., once a fortnight. The water tanks (hostel, office block, Principal & faculty quarters block etc.,) shall be maintained in clean condition. Register for cleaning water tanks should be maintained and should be submitted along with the housekeeping bill. Fountains/water pools have to be cleaned & filled with fresh water every Monday and drained out every Saturday.

12. The contractor shall attend to all items of cleaning such as removal of cobwebs, cleaning of fans and lights, cleaning of window frames, shutters, Venetian blinds, doors, changing and fixing of curtains, dusting of chairs, tables, furniture etc., in all the places. These shall be done once a week or more frequently if required. Even if a room or auditorium is not put to use the dusting/ cleaning should be done once a week. This should be adhered to without fail.

13. The contractor shall do all classroom arrangements including shifting of furniture and other equipments within the campus. This will be the sole responsibility of the contractor.

14. The contractor shall provide safe and pure drinking water to the trainees in their classrooms and administrative personnel in the administrative block regularly as per timings given in this regard. Only glass tumblers are to be used for providing water and the cost of the glass tumblers shall be borne by the contractor.

15. The contractor shall provide educated, well-behaved, trained and experienced receptionist and resident manager whose name will be intimated to the office. The receptionist and manager and 1 electrician shall be available in the reception counter/hostel round the clock at his cost for all connected jobs and shall not be used for other sundry jobs. The receptionist should be proficient in English, and local language. Resident manager should be professionally/technically qualified.

16. The contractor shall employ trained persons to operate the motor pumps, generator sets and they should be responsible to see that the water supply is properly maintained at all fittings related to water supply. The regular Annual Maintenance contract shall be arranged separately for each equipment as may be required by the ZTC. For the generator set, the contractor shall maintain a logbook, which shall be placed before the officer daily at 11 am on all working days. The contractor should name the person responsible for operating the DG Set. The batteries of the DG set should be maintained by the contractor. Unauthorised person should not be allowed to switch on or off the DG Set. The contractor should arrange for the purchase of diesel. The cost of the diesel and transport will be borne by the ZTC.

17. The contractor shall provide attendants exclusively for lecture halls and computer centre in the premises who shall also attend to the proper functioning of audio visual systems, television and OHP, LCD, power systems in the lecture halls, auditoriums, outside the classroom & also provide assistance to Office and Principal & Faculty Members.

18. The contractor shall provide two thermos and two glasses in each hostel room and arrange refilling of drinking water twice or as frequently required by the participants. He should also provide hot water if so required by the trainees/Guest. Cost of replacement of thermos and glasses will be borne by the contractor.

19. The contractor shall submit his bills for Maintenance services monthly, within 10 days from the end of the calendar month. Along with the Maintenance Bill, the contractor shall also submit a monthly Report (in such proforma) as may be prescribed by the ZTC) giving details of the housekeeping and maintenance service rendered during the month. All the house keeping /maintenance activities should be recorded in the prescribed register. This register will be signed by the contractor on daily basis and counter signed by the authorised person. Since LIC Zonal Training Centre has been accredited with IS/ISO 9001-2008 Certification, we insist on highest standard in Housekeeping & Maintenance Services. If more than 5% and upto 10% of the trainees, during any month, rate hostel maintenance related services as poor and or average, a deduction of 5 % shall be made from the monthly maintenance bill. If more than 10 % of the trainees, in any month, rate hostel maintenance related services as poor and or average, the Principal may deduct an appropriate amount as he may deem fit, besides calling for the observations of the contractor.

An appropriate amount of deduction will also be made in case the Bureau of Indian Standards point out in their audit report that the standard of maintenance of Hostel/Canteen/estate/academic block has gone down. In all such cases, the decision of the Principal is final and binding on the contractor. In the event of unsatisfactory service at any point to carry out the terms of this contract, ZTC may forthwith terminate this housekeeping /maintenance arrangements without any prior notice notwithstanding anything contrary mentioned within and the contractor shall not claim whatsoever against the ZTC or any of its officers in consequence of such termination.

20. Guesthouse will be allotted only on the written authorization of the competent authority. The advance booking and allotment of guesthouse will be intimated to by the competent authority. The contractor shall maintain guesthouse register and submit it periodically for verification. Guesthouse should be cleaned twice a week when not in use. When it is occupied it should be cleaned everyday. Similarly faculty quarters which are lying vacant will be utilised as transit accommodation when the hostel is full. Therefore it should be maintained properly at all times.
21. Local Municipality has informed that they would not be lifting biodegradable waste. Contractor should make necessary arrangements for disposal of the same. Contractor should also adhere to the instructions issued by municipal authorities or by Principal or any other person authorized by him in this regard.
22. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.
23. When an occupant of the room desires to check out, the contractor will have to do a discrete room inventory to ensure that no items are missed/damaged and in case there is any loss/damage of the items, he has to report the same to the nominated officer immediately for taking appropriate action in the matter before the departure of the participants from the hostel.
24. The contractor shall ensure that the keys are collected back when an occupant leaves the room.
25. The contractor shall use room fresheners in all occupied rooms, offices, lecture halls, recreation room, auditorium and library and at other places at frequent intervals.
26. The contractor shall keep the shoe polish machine in good working condition. They shall keep polish available always.
27. The contractor shall do the regeneration of water softening plant in solar heater system and maintain the solar heating panels
28. The contractor shall not allot any rooms of the hostel without the prior permission of the competent authority. In case the contractor or any of his workers found to be occupying any of the rooms in the hostel, the contractor is liable to pay a penalty of Rs 1000/- per day per room.
29. The contractor should ensure safety of the belongings of the inmates in the hostel rooms. However, in case of any untoward incidents like theft or loss of any belongings/cash that takes place from the occupants' rooms due to negligence on the part of the workers employed by the contractor, the contractor would be liable for compensating the loss.
30. Captions like "No Smoking" etc., shall be displayed by the contractor.

**GENERAL (Applicable to both Catering and Housekeeping)**

- 1) The contractor will register with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the state labour and Government of India (Ministry of Labour) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including Workmen's Compensation Act, Minimum Wage Act, Provident Fund Act, and ESI etc.,
- 2) A floating minimum balance of Rs 20,000/- should be made available in the Bank Account, the details of which should be informed to the office and the above account should be operated by the Manager of the unit or any authorised person of the contractor.
- 3) If there is any variation in the quality of material used as against the brand items expressly specified, suitable penalty as may be decided and determined by the Principal or any authorised person or Committee will be levied while settling the monthly bills. Repeated violations will render the contract liable for termination.
- 4) One room in the hostel will be earmarked for the stay of Manager/s of the contractor. Besides stay, the room should also be used for storing valuables, linen etc., and one more room will be provided for 4-5 workers to stay, who are required for late evening/ early morning duties. Others have to necessarily stay outside, for which contractor should make his own arrangements.
- 5) There will be a meeting, atleast once in a month, to discuss about the quality of catering and house keeping services, which should be attended by the contractor/ his representative.
- 6) Authorized officials of ZTC will be inspecting periodically the canteen, hostel, various registers, materials/grocery items and other facilities maintained by the contractor and will be giving a report. Any deficiency in service will be brought to the notice of the contractor, which he should set right immediately. Failure to do so will attract stringent action.
- 7) For the purpose of implementing this contract, the contractor shall engage specific number of trained employees. The contractor shall ensure that they observe cleanliness and wear neat and clean uniforms. It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without the uniform, principal at his discretion may impose a penalty of Rs 10/- per worker. The contractor shall also provide suitable Identity Cards with photos embossed thereon, to all the personnel. Persons without Identity cards are liable to be refused entry into the ZTC campus and those found without Identity Cards inside the campus are liable to be evicted forthwith. The Contractor shall indemnify the ZTC against all claims which may be made under Workmen's Compensation Act or rules thereunder or any law or rules for compensation payable in consequence of any accident or injury sustained by any person in his employment for the purpose of this catering and maintenance arrangement.

- 8) In the event of any absenteeism of the workers engaged by the contractor, principal, at his discretion, impose a penalty of Rs 100/- per worker per day so absented and the same will be recovered out of the monthly housekeeping/catering bill raised by the contractor for payment. The ZTC reserves the right to check the muster rolls as well as the wage sheets maintained by the contractor at any point of time
- 9) The contractor is entitled to select after medical examination persons of sound health as employees or staff, subject to approval of ZTC.
- 10) The ZTC may refuse entry into the campus or order eviction of any person falling into any of the following categories: -
- (a) Does not possess good character or is suspected so
  - (b) Is found reportedly indulging in activities prejudicial to the interests of the ZTC.
  - (c) Is afflicted/suspected to be afflicted with any contagious or communicable diseases.
- 11) It is the exclusive responsibility of the Contractor to ensure due and timely compliance with all relevant Laws, Rules and Regulations and other relevant instruction issued by Government Authorities from time to time relating to the employment of persons.
- 12) The contractor or his staff shall not indulge in any act which may hamper the peace or serenity of the campus of the Zonal Training Centre or likely to be detrimental to the interests of the Corporation.
- 13) The contractor or his staff shall not draw or allow any guest or visitor into the campus. The contractor or his staff shall not grow any vegetation in the campus, except with the approval of the ZTC.
- 14) The contractor shall not give any room for any complaint or grievance from boarders or inmates or staff of the ZTC. Any complaint or grievance under extra-ordinary circumstances shall be redressed forthwith when noticed or pointed out.
- 15) The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of the ZTC for any purpose other than those expressly provided in the contract. It shall be open to any official of the ZTC authorised in this behalf to inspect the hostel or any portion thereof.
- 16) Any failure or omission on the part of the ZTC at any time to exercise any of its rights under the terms of the contract, shall never be construed as " waiver "and shall in no way impair or affect the validity of the terms and the rights of the ZTC to enforce its right at any time subsequently, with retrospective effect wherever found necessary.

17) The contractor shall indemnify the ZTC for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the ZTC on account of negligence, wrongful or questionable conduct of the contractor or his staff, whether indulged intentionally or otherwise.

18) Stock of the items supplied by the ZTC has to be submitted by the contractor every quarter to the office for inspection.

19) Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premises and handover to the ZTC all articles, equipments, furniture, fixtures etc., in a good and working condition. Failure to do so will result in forfeiture of the deposit amount and further penal action as may be deemed fit. Contractor should also remove all his stores and effects, on termination of the contract. In case of failure to remove the stores and effects by the contractor, ZTC is entitled to enter into and take possession of hostel block, canteen or any area which was given to the contractor and deal with the situation, as may be deemed fit.

20) With a view to achieve effective implementation of this Agreement, the Principal, ZTC is entitled to issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this Agreement and shall be binding on the contractor.

In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement the decision of the Principal, ZTC shall be final and binding on the contractor.

Schedules I, II, III and IV appended hereto shall form an integral part and parcel of the contract and shall not be read or interpreted in isolation.

**SCHEDULE - I****Infrastructural Facilities provided by LIC in the Canteen Block**

The Hostel and Canteen block are provided with Dining Hall, Kitchen, Pantry, Store rooms – 2 Nos and Store room for cooking gas.

**Table 1 – Kitchen & Dining Hall**

<b>Sl.No</b>	<b>Items</b>	<b>Nos.</b>
1	Dining Tables - Granite	26
2	Dining Tables - Wooden	3
3	Dining Chairs - Steel	122
4	Steel Almirah	2
5	Ion Exchange RO plant	1
6	Morph India RO plant	1
7	Exhaust fans	3
8	Stainless Steel Drum	4
9	Plastic Chairs	20
10	Wall Clock	1
11	Geyser 25 lts	1
12	Wash Basin	3
13	AIR cooler	2
14	Use me Dustbin	1
15	Aluminium ladder	1
16	Trolley	2
17	Refrigerator 165 with stand	1
18	Gas line operational	2
19	Gas line dummy	2
20	Connectors	4
21	Copper valve	1
22	Burner	7
23	Regulators	7
24	High pressure indal valve	2
25	Heavy adaptor	1
26	Heavy coupling	4
27	Free nut 3 way	2
28	Fly Catcher	6
29	Stainless Steel water cooler	1
30	Industrial vacuum cleaner (Hose, Extn. Pipe, carpet cleaning Blade, Wet & Dry blades) Not working	1
31	Serving Table	3

**TABLE 2**  
**Kitchen equipments**

Sl.No	Kitchen Equipments	No.s
1	Rice Multipurpose Cooker	2
2	Idly Steamer	1
3	MS steam line	12.55 mts
4	LPG system	
5	Dough Kneader	1
6	Potato peeler	1
7	Deep Freezer 300 ltr	1
8	Deep Freezer 100 ltr	1
9	Tandoor Pot	1
10	Vegetable Cutting Machine	1
11	Electrical Oven-Single deck	1
12	Spoon sterilizer	1
13	Single Chamber Sterlizer	1
14	Steam Generator	1
15	Milk Boiler	1
16	Dosa/Chappathi plate	1
17	Work Table	5
18	Single Gas cooking Range	2
19	2 in 1 Gas cooking Range	2
20	Utility Trolley	2
21	Storage Rack (Four Racks)	2
22	Wet Grinder 10 lts (Not working)	1
23	Wet Grinder 5 lts	1
24	Soil plate washing sink	1
25	Bain Marie 6 holes	2
26	Bain Marie 2 holes	1
27	Gas pipe line	15.61 mtr
28	5 HP blower with Cromton Motor	1
29	Support and Support Angle	1 lot
30	L & T starter	1
31	Suction hood 2 in 1 Gas Range	2
32	Suction hood single Gas range	2
33	Suction hood Dosa plate	1
34	Suction hood Tandoor plate	1
35	Vegetable Cutting Stand	1
36	Akira 4 Pcs. Toaster	1
37	Steel Cup-board with Lockers	1
38	Steel Tables (Asst.)	1

**Table – 3 Reception**

Sl.No	Items	No.s
1	Ceiling fan - Small	1
2	Pedestal Fan	1
3	Clock	1
4	Chairs	2
5	Dustbin	1
6	Drawer Keys	
7	Notice Board	1
8	Brass Kuthuvilakku	1
9	Telephone line	1
10	STD billing Machine	1
11	STD display Machine	1
12	3 Seater wooden sofa	2
13	1 seater wooden sofa	4 (2in office)
14	Glass Teapoy	2
15	Glass Corner Teapoy	2 (1 in office)
16	Shoe Polishing Machine	1
17	Bubble top	4
18	Phone (Instruments)	3
19	Sony TV with Stand & Stabilizer	1
20	BSA – Bicycle	1
21	Studio Master Hand Mikes	3
22	Studio Master Collar Mikes	3
23	Collar Mikes (ORD)	2
24	Onida TV (Boys Room)	1

**Table -4 GYM ROOM**

Sl.No	Items	No.s
1	Dumbbells – 5kg	2
	4kg	4
	3kg	4
	2kg	2
2	Weight lifting rod(with rods)	1
3	Ski stepper	1
4	Exer Cycle	2
5	Double Twister	1
6	Abdomen Bench	1
7	Treadmill	2
8	Weigh rack	1
9	TT Board with net	1
10	Chess Board with coins	2
11	TT bats	4
12	Bull worker	1
13	Home Gym JK Exer	1
14	Carrom Board Old	1
15	Tennicot	2
16	Shuttle Rackets	
17	Carrom Board(New)	2
18	Carrom Board Stool	8

**TABLE – 5 RECREATION**

Sl.No	Items	No.s
1	Sofa 3 Seater	5
2	Sofa 2 Seater	2
3	Glass Centre Table	3
4	Glass Corner Table	1
5	Television Set (BPL)	1

**Table – 6 (Available Crockery)**

Sl No	Item	Nos
1	White Plates	28
2	Rice Bowls	6
3	Chappati Bowls	4
4	Serving Spoon (Rice)	9
5	Soup Bowls	11
6	Soup Spoons	11
7	Half Plates	11
8	Cup and Saucers	6
9	Steel Jug	1
10	Rice Bowl Covers	5
11	Chappati Bowl Covers	3

**The items noted in Tables 1 to 6 are only indicative and not exhaustive. At the time of taking over, the Contractor will be given a detailed inventory list, a signed copy of which is to be returned by him, after checking and verification**

#### **Facilities / Items to be equipped by the contractor**

All items pertaining to

Sl no	Items
1	Crockery
2	Cutlery
3	Glass
4	Table Linen
5	Cooking utensils
6	Hot case, Oven of recognized make and suitable size
7	Utensils and equipments for buffet style dinner/lunch
8	Any other equipments as and when required – not specifically mentioned above

**SCHEDULE-II**

<b>Sl.No</b>	<b>DESCRIPTION</b>	<b><u>TIME</u></b>
1	<b>Morning Bed Coffee/Tea/Milk/ (200 ml)</b>	06:00AM to 07.00 AM
2	<p><b><u>BREAKFAST (Buffet Style)</u></b></p> <ol style="list-style-type: none"> <li>1. Branded Cornflakes with milk/Branded white oats porridge</li> <li>2. Toasted bread slices , butter &amp; Jam</li> <li>3. Boiled Egg/Omelet</li> <li>4. Indian dish (<b>One of the following</b>) <ul style="list-style-type: none"> <li>* Idli &amp; vada with sambar and Coconut/ Corriandar/ Tomato- chutney</li> <li>* Dosa (plain or masala) with sambar and Coconut/ Corriandar/ Tomato- chutney</li> <li>* Pooories with masala/kuruma/Channa Masala</li> <li>* Uthappam with sambar and Coconut/ Corriandar/ Tomato- chutney (Plain/Onion/Tomato/Coconut)</li> <li>* Pongal &amp; vada with Coconut/ Corriandar/ Tomato- chutney</li> <li>* Vegetable Paratha with side dish</li> <li>* Appam with Kuruma</li> <li>* Idiyappam with Kuruma/Coconut Milk</li> <li>* Puttu with side dish</li> <li>* Adai Avial</li> <li>* Uppuma/Kichidi/Aval Uppuma</li> <li>* Pressarat</li> </ul> <p>OR Any other similar type with suitable side dishes</p> </li> <li>5. Coffee/Tea/Milk (150 ml) (Tea Bag/ Coffee Powder to be kept separately, Tea decoction also to be kept separately with lemon)</li> </ol>	08:30 AM to 09:30 AM
3	Forenoon Coffee/Tea/Milk (150 ML.) (Tea bag/ Coffee powder to be kept separately – Tea decoction also to be kept separately with lemon)	11.00 AM to 11:30 AM

4	<p><b><u>LUNCH (Buffet Style)</u></b></p> <p>a) Different varieties of Soup</p> <p>b) Vegetable Salad (Tomato/cucumber/carrot and onion etc.,)</p> <p>c) Chappathi/ Phulka/Butter Naan/Tandoor Roti/Poori with Dhal/Rajma/Panneer/mutter/channa/any other side dishes specified by ZTC.</p> <p>d) Ponni white rice (raw and boiled)</p> <p>e) One Poriyal (dry curry)/Manchurian items/Deep fried items</p> <p>f) Kootu/Avial</p> <p>g) Sambhar</p> <p>h) Vathakuzhamu/Karakuzambu/Morkuzhambu</p> <p>i) Rasam</p> <p>j) Pappad/Vadam/chips</p> <p>k) Curd</p> <p>l) Different varieties of Branded Pickles</p> <p>m) Seasonal Fruit (Apple, pineapple, grapes, sapota papaya, mango, guava, orange, plantain etc.,)</p> <p>n) Different flavours of Ice Cream (75 ML CUP) of any one of the following brands: 1) Kwality/Aavin/Arun <b>or</b> Sweet (50 grams)</p>	01:00 PM to 02:15 PM
5	<p>Afternoon Coffee/Tea/Milk (150 ML.) (Tea bag/ Coffee powder to be kept separately – Tea decoction also to be kept separately with lemon)</p>	03.00 PM to 03:30 PM

6	<p><b><u>SNACKS</u></b>  Savouries (Any one of the following) not less than 100 gms. Approx.  Vegetable sandwich  Sprouted sundal groundnut etc.,  Onion Pakoda  Bajji- Chilli, Aloo, Raw Banana  Vadai  Bonda  Cutlet  Butter Muruku  <b>Or</b> any other specified items  Tea/Coffee/Milk (150 ml)</p>	05:15 PM to 06:00 PM
7	<p><b><u>DINNER (Buffet Style)</u></b>  All items as provided during Lunch  AND  One Special Veg. dish  AND  ONE of the following Non-Vegetarian items  Mutton or Chicken or Fish - each two times a week  Egg Curry – once a week</p>	08:30 PM to 09:30 PM
8	<p><b><u>SPECIAL BUFFET DINNER (Lawn)</u></b></p>	Menu and rate will be decided by the Principal, ZTC after discussion with the caterer.

Quantity of all the above items is unlimited, unless specified.  
Double refined first quality Sunflower oil should be used for cooking.  
All food materials should be Branded and ISI Agmark certified and approved by ZTC.  
Only Aavin milk should be used.

NOTE: ITEMS NOS. 8 IS FOR SPECIAL OCCASIONS AND IS NOT PART OF THE DAILY MENU. TIMINGS SHOWN ABOVE ARE APPROXIMATE AND WILL BE GOVERNED BY THE INSTRUCTIONS OF THE PRINCIPAL, ZTC FROM TIME TO TIME.



Schedule III - ROOM INVENTORIES

<b>ROOM</b>	<b>101</b>	<b>102</b>	<b>103</b>	<b>104</b>	<b>105</b>	<b>106</b>	<b>107</b>	<b>108</b>	<b>109</b>	<b>110</b>	<b>111</b>	<b>112</b>	<b>113</b>	<b>114</b>	<b>115</b>	<b>116</b>	<b>Total</b>
COT	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
MATTERESSS	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
PILLOW	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
TUBE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
FAN	1	1	1	1	1	1	1	1	1	1	1	1	1	1*	1	1	16
MIRROR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
WET CLOTH STAND	2	2	2	1	2	2	2	0	2	2	2	2	2	2	2	2	29
CLOCK	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
CURTAIN CLOTH	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
AIR COND.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
STABLZER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
CHAIR	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	2	30
HANGER	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
DUST BIN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
STUDY LAMP	2	2*	2*	2	2	2	2	2	2	2	2	2	2	2	2	2	32
BEDSPREAD	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
TOWELS	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
NIGHT LAMPS	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
PHONE STAND	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
PHONE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
CALLING BELL	1*	1	1	1	1	1	1	1	1*	1	1	1	1	1	1	1	16
<b>BATH ROOM</b>																	
BUKGET BIG	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
BUKGETSAMLL	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	15
MUGs	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
MIRROR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
TUBE LIGHT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
Plastic Stool	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	13

## Schedule III - ROOM INVENTORIES

<b>ROOM</b>	<b>201</b>	<b>202</b>	<b>203</b>	<b>204</b>	<b>205</b>	<b>206</b>	<b>207</b>	<b>208</b>	<b>209</b>	<b>210</b>	<b>211</b>	<b>212</b>	<b>213</b>	<b>214</b>	<b>215</b>	<b>216</b>	<b>TOTAL</b>	<b>Sheets Total</b>
COT	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>94</b>
MATTERESSS	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>95</b>
PILLOW	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>93</b>
TUBE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>50</b>
FAN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>46</b>
MIRROR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>48</b>
WET CLOTH STAND	2	2	2	2	2	2	2	2	1	2	1	2	2	2	2	2	<b>30</b>	<b>87</b>
CLOCK	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>48</b>
CURTAIN CLOTH	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>96</b>
AIR COND.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>48</b>
STABLZER	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>48</b>
CHAIR	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	2	<b>30</b>	<b>77</b>
HANGER	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>107</b>
DUST BIN	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>47</b>
STUDY LAMP	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>96</b>
BEDSPREAD	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	<b>64</b>	<b>188</b>
TOWELS	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	<b>32</b>	<b>92</b>
NIGHT LAMPS	1*	1	1	1	1	1	1	1	1*	1	1	1	1	1	1	1*	<b>16</b>	<b>44</b>
PHONE STAND	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>46</b>
PHONE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>43</b>
CALLING BELL	1	1	1	1	1*	1	1*	1*	1	1*	1	1*	1	1	1	1	<b>16</b>	<b>48</b>
<b>BATH ROOM</b>																		
BUCKET BIG	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>48</b>
BUCKET SMALL	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	<b>15</b>	<b>46</b>
MUGs	2	2	2	2	1	1	2	2	2	2	2	2	2	2	2	2	<b>30</b>	<b>84</b>
MIRROR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>48</b>
TUBE LIGHT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	<b>16</b>	<b>50</b>
Plastic Stool	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	<b>1</b>	<b>21</b>
Others																		<b>4</b>

**The room inventories are only indicative and not exhaustive. At the time of taking over, the Contractor will be given a detailed inventory list, a signed copy of which is to be returned by him, after checking and verification.**

**SCHEDULE IV**

Schedule of jobs / items relating to Hostel Room maintenance:

- 1) Neatly washed Bed sheets & pillow covers should be provided every time, when a new participant arrives and thereafter once in 3 days. Neatly washed towels should be provided at the time of check-in, and should be changed every alternate day. At times, either due to soilage or any other reason, bed sheets / pillow covers / towels are to be changed immediately, if requested by the boarder.
- 2) Hamam / Lux soap weighing 75 gms to be provided - If the session is for more than 1 week, every Monday, 1 new soap of 75 gms should be provided.
- 3) One English daily (The Hindu) to each room, to be supplied on all days, (Including holidays & Sundays)
- 4) Two glass Tumblers will be provided for each room
- 5) Mosquito mats (one per day) to be kept in one lot in the room for the duration of the session.
- 6) Refilling of water in the rooms should be done as and when requested for. Hot water should be provided separately, if requested for.
- 7) Hostel rooms, including balcony, should be dusted, cleaned and mopped daily. Toilets are to be cleaned using good quality disinfectants like phenyl, acid, harpic etc., (all these to be approved by ZTC). Cleaning of the rooms should be done between 10 a.m. and 1.00 p.m, strictly in the presence of a supervisory official of the contractor.
- 8) Pest control chemicals like Baygon, Hit etc., should be sprayed daily in each hostel room.
- 9) Room freshener of good quality should be sprayed daily in each hostel room.
- 10) Contractor should provide for a washer man for washing and pressing of the clothes of participants daily. The clothes are to be returned within 48 hours. The charges for washing and pressing are to be collected from the participants directly. However the rates will be approved by ZTC.
- 11) The intercom instruments provided in the rooms are to be maintained properly.

\*\*\*\*\*