

Pre Bid Clarifications for Tender for Catering and Hospitality Services

Ref: ICTS/TIFR/SER/W-13/2016

Meeting held on 17 March 2017

Attended by:

M/s Rao Ideal Solutions
 M/s. Vassi Hospitality Pvt. Ltd.
 M/s. Nandi Hospitality Services Pvt. Ltd.
 M/s. Carewell Services
 M/s. Industrial Caterers
 M/s. Kanaka Food Management Services

ICTS Representatives:

Mr. Abhijit De
 Mrs. Rajalakshmi S
 Mr. Mahindra V

Sl No	Query	Clarification
1	Model of billing – Cash'n'Carry OR Billing to Company	The monthly manpower bill will be to billed to the Centre, the daily collections will be retained by the agency. The institute has a billing software and system, to generate daily and monthly reports, which should be submitted to the Centre. The staff will be provided with e-wallet system, the billed amount can be claimed from the centre on a weekly or fortnightly basis.
2	Usage of ICTS associates of the cafeteria. Application of subsidies, if any.	The rates have been tentatively fixed and indicated in the tender document. The service at the day workers canteen is at subsidised rates. The subsidy amount as mentioned in the tender can be claimed from the centre on submission of coupons collected from the day workers.
3	Minimum guarantees for each service and weekday – across participants, associates, contract staffs etc.	Indicative numbers are mentioned in the tender document, which is subject to fluctuate about 10 - 15%
4	Minimum guarantees for banquet orders on a monthly basis.	The Centre organises about 18 programs per year, with a duration of 3 days to 2 months, with a participation of 50-100 nos. The programs will be spread out over the year and may overlap at times. The total expenditure incurred towards program catering is approximately 60 lakhs during the current financial year.
5	Scope of room services.	Nil. However dinner may have to be set aside at guest house for visitors arriving beyond canteen hours, with prior intimation.
6	Scope of cutlery, crockery, service-ware etc.	Cutlery, Crockery and service-ware shall be provided by the Centre for regular canteen and day workers canteen. The agency has to arrange the same for program catering/ lunch meetings.
7	Scope of fuels/resources like electricity, LPG, steam, water etc.	Electricity, Water & Steam will be provided by the Centre. LPG is in the scope of the agency.
8	Scope of services to contract staff – menu, rates, subsidies, count guarantees etc.	As mentioned in points 2 & 3
9	Consideration of inflation on materials and wages within the contract tenure.	Change in wages as per Government notification will be considered. Inflation on materials will not be considered during the contract period. However, extreme variations will be brought to the Services Committee for due consideration.
10	Consideration for a minimum service charge per month for services, irrespective of scope delivery.	No minimum Service charges, only monthly manpower hiring charges (including material) as quoted as per Table B shall be payable.
11	Specifications for deployment of personnel – count inclusive.	The indicative manpower requirement has been mentioned, considering the existing volume of work and weekly off for the workmen. However, the agency can propose their numbers based on their independent assessment.
12	Accommodation scope for Staffs.	Accommodation will not be provided by the Centre. However, the Centre can assist in finding rented accommodation around the campus.
13	Scope of dish wash and other house keeping services.	Dishwashing, kitchen and service area maintenance are in the scope of the agency. The dining area will be maintained by Centre's housekeeping staff.
14	Which VDA rates should be considered while quoting?	The current wage rates wef 19/01/2017 shall be considered for the quote. However if notification for new VDA rates wef 01.04.2017 is released before 31.03.2017, the same shall be considered. Please mention the rates considered for the quote. The quotes will be brought at par for comparison.
15	Is the quantity of each serving limited or unlimited?	The serving quantity is limited and approx. measurement is mentioned in the tender document.