

NATIONAL INSTITUTE OF TECHNOLOGY TIRUCHIRAPPALLI-15

OFFICE OF THE DEAN-INSTITUTE DEVELOPMENT



TENDER DOCUMENT

Website: www.nitt.edu

Phone : 0431 – 2503033

NOTICE INVITING TENDER FOR HOUSE KEEPING AND CATERING SERVICES FOR GUEST HOUSE

(Outsourcing of Guest House Operations)

BID SYNOPSIS	
Tender Reference Number and Date	NITT/Dean (ID)/ Guest House/2018-19/01 dated 19/2/2018
Brief Description of the Tender	Tender for Operation and Maintenance of Guest House at National Institute of Technology, Tiruchirappalli-15
Type of Tender	Two Bid System
Web site address for downloading the tender document	https://www.nitt.edu/home/other/tenders/
Earnest Money Deposit (EMD) (Refundable)	Rs. 50,000/- (Rupees Fifty Thousand only) in the form Demand Draft drawn in favor of "The Director, NITT".
Site Visit	28 th February 2018, (Wednesday) 11.00 A.M
Date of Pre bid meeting	28 th February 2018, (Wednesday) 3.30 P.M (Venue: Office of the Dean-ID, Administrative Building, NITT)
Last date and time for receipt of tender	12 th March 2018, (Monday) 3.00 P.M
Validity of the Tender	90 days from the date of opening
Mode of submission of Tender	By Speed Post/Register Post/Courier or through hand delivery at the NITT Main Office
Date, time of tender opening	12th March 2018, (Monday) 3.30 P.M

Date and time of opening of Price bids	After evaluation of technical bids, the date, time and place of opening of the Price bid will be informed to the technically Qualified bidders.
Address for submission of Tender	The Director, National Institute of Technology, Tiruchirappalli-15, Tamil Nadu With a kind attention to: The Dean (Institute Development), NIT, Trichy
Procedure for Sealing and Marking of Bids	Envelope 1: Earnest Money Deposit Envelope 2: Technical Bid Envelope 3: Price Bid Envelope 4: Larger Size Outer Envelope (Wrapper) containing Envelope 1, 2 and 3
Contact Person for Technical queries	The Dean (Institute Development), National Institute of Technology Tiruchirappalli – 620 015, Email: deanid@nitt.edu
Duration of the Contract	12 months (Extendable upto 36 months on satisfactory performance which shall be reviewed every year)
Performance Security	The Successful Bidder has to furnish Security Deposit equivalent to one month Gross Service Charges in the form of demand draft drawn in favour of the Director, NITT. Alternatively, 50% can be furnished in the form of Demand Draft and remaining 50% will be deducted in five equal installments of 10% each, in 5 monthly payments.
Arbitration	In the event of any dispute under this tender/ contract, the same shall be referred to sole arbitrator appointed by the Director, NITT. The award of the arbitrator shall be final and binding on the parties to the contract.
Jurisdiction of the courts	This contract is subject to the Jurisdiction of the Courts in Tiruchirappalli, Tamil Nadu.

Tender Notice

1. Sealed tenders are invited under **Two-Cover Bid System** i.e. Technical Bid and Price Bid in separate covers from reputed, experienced and financially sound Companies/Firms/Agencies for **Providing Facility Management inclusive of housekeeping, catering and maintenance of both the Guest House at the National Institute of Technology, Tiruchirappalli.**
2. The tender documents can be downloaded from the website:
<https://www.nitt.edu/home/other/tenders/>
3. Interested agency should submit their bid for **both** guest houses in the prescribed format (Annexure III.A to Annexure III.E). Incomplete or partial responses are liable to be rejected. **A consortia of agencies (maximum of 2) can together bid for the tender. The bid should clearly state the roles and responsibilities for the individual agencies in providing the house-keeping, catering and facility management services.** **The agency responsible for house-keeping and facility management, which forms a major part of the tender, will be called the primary bidder, or simply the bidder. The primary bidder has to take the overall responsibility of the contract and should meet the bidder's eligibility criteria for the (primary) bidder stated in Section 2.** The consortia partner, if any, (for providing catering services) should meet the eligibility criteria stated in Section 2. In the techno-commercial evaluation (see Annexure I), the agencies will be evaluated for the respective roles /responsibilities. If an agency is bidding for the tender by itself, it should meet the eligibility criteria stated in Section 2. In this case the techno-commercial evaluation would be only for the single agency for all roles/responsibilities.
4. Interested Companies/ Firms/ Agencies may deposit bid documents submitted to: The Director, National Institute of Technology, Tiruchirappalli-15, on or before the deadline.

SECTION 1: INTRODUCTION

National Institute of Technology, Tiruchirappalli (herein after referred to as Institute/NITT) is an Institute of National Importance, functioning under the control of Ministry of Human Resource Development (MHRD), Government of India. At present, over 6000 students are pursuing their engineering education in NITT.

With a view to outsource the operation and maintenance of the Guest House at NITT, this tender is floated. The successful bidder has to provide both Housekeeping and Catering Service to Guest House. NITT expects that its Guest House to be maintained at very high standards, ensuring state-of-the-art hospitality and housekeeping services at the level of Three Star Hotel. The bidder shall have proven capabilities of providing total such services, on turnkey basis.

There are two Guest House at our premises. They are situated adjacent to each other. Their occupancy details are as under:

Particulars	Guest House 1	Guest House 2
Double occupancy rooms – AC	33	16
Premium suites	3	0
Suite	0	1
Conference room	2	0
Dining room	2	1
Front office	1	1
Kitchen	0	1

DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them.

1. The expression “Institute” occurring in the tender document shall mean NITT.
2. The expression “Bidder” shall mean the tenderer who submits the tender for the work and shall include the successor and permitted assigns of the tenderer.
3. The expression “Contractor” shall mean the successful bidder selected by the Institute for carrying out the subject work, and shall include the successor and permitted assigns of the bidder.
4. “The Dean (ID)” shall mean any representative of the Institute authorized to act as the Officer In-charge of the work or any specified part thereof.
5. “Work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.
6. NITT shall mean National Institute of Technology, Tiruchirappalli.
7. “Contract” shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of contract of NITT, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.

8. "Course" shall mean regular academic program and short term management/executive development programs, including academic/scientific training programs or events, seminars, workshops, conferences, summer or winter schools etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis.
9. "Meals" shall include all inputs from the dining hall/kitchen, including bed tea, breakfast, lunch, dinner, evening tea-snacks, bottled water etc., including those served by the contractor under special arrangements on various occasions.
10. "Competent Authority" shall mean the Director, NIT Trichy or any other Officer/Officer-InCharge designated by The Director, NITT for the purpose of this work/tender pertaining to the NITT Guest House, maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the Guest House.

SECTION 2: A. PREQUALIFICATION CRITERIA

1. The Bidding Firm/Company should have at least three years experience in providing similar Guest House Operation and Maintenance Services to Government Institutions/Government Departments/Public Sector Undertakings/IIT's/IIM's/NITs /Public Sector Banks/Public Sector Insurance Companies. A complete list of clients serviced during the last three years (year wise) and certificate from the Clients with respect to performance of the bidder shall be enclosed with the Technical bid. Note: Canteen Maintenance and Mess Maintenance experience will not be considered as Catering experience.
2. The bidder shall have atleast one ongoing similar contract for atleast 50 or more rooms capacity.
3. The bidder shall have annual turnover of Rs.1 Crore (from housekeeping and catering services only) in the last 3 financial years.
4. The bidder must have valid ISO 9001-2000 certification for facility management, FSSAI and ISO 9001-2000 certification for catering service.
5. **The successful bidder shall provide Operation and Maintenance Service in the Institute Guest House on par with any three star hotel. Therefore, Preference will be given to the bidding firms who have experience in running a three star or above guest house facility in the last three years.**
6. Either the registered office or branch office of the bidder should be located in Tamil Nadu.

7. During the last Seven years ending 31st March 2017.

- a. The bidder should have successfully completed 3 similar Guest House contracts Annual value of each of the contract not less than Rs.35 lakhs.

OR

- b. The bidder should have successfully completed two similar Guest House contracts Annual value of each of the contract not less than Rs.50.00 lakhs

OR

- c. The bidder should have successfully completed one similar contract Annual value not less than Rs.1 crore.

8. The firms / bidders should be registered with the Government Authorities such as ESI/ EPF/ Service Tax, Labour and Income Tax Authorities and a copy of the registrations shall be attached with the Technical bid.

9. **The Agency must undertake to pay Minimum rates of wages to the workers engaged as per the relevant orders of Central Government (For Minimum wages, Refer GoI order, F.No.1/13.(3)/2017-LS-II, dated 06/10/2017, order related to Industrial Workers – Under “B” area applicable to Tiruchirappalli).** They shall furnish a notarized affidavit to the effect that the workers going to be employed under contract would be paid minimum wages as per the relevant orders of Central Government and all statutory requirements with respect of ESI, EPF, Gratuity, Bonus and Contract Labour regulations and abolitions Act etc., would be complied.

10. The firm should not have been blacklisted by any Central or State Government organization. The tendering firms/bidders shall have to submit notarized affidavit on a stamp paper of appropriate value to this effect that they have not been blacklisted or their dealings with the Government Department have not been banned.

11. The bidder should have a valid license/registration to run catering (FSSAI & ISO) and housekeeping services. Any site license, if required from local authorities/bodies will have to be obtained by the contractor at his own cost.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted with the technical bid.

B. ELIGIBILITY CRITERIA FOR CONSORTIA PARTNER (Catering Services)

The consortia partner (or the sole bidder) should fulfill the following bidders' eligibility criteria:

1. Minimum 3 (three) years of experience in providing catering services, for a minimum of 50 guests in a single session/meal.
2. The bidder must have valid FSSAI for catering service and ISO 9001-2000 certification for housekeeping / hospitality services.
3. Preference will be given to companies who have experience in running catering services in a three star facility or above in the last 3 years.
4. The agency should have one ongoing contracts, each with a capacity of 50 or more guests per session/meal.
5. The agency shall have an annual turnover of minimum Rs. 1 crore (in hospitality services only) and a total of Rs. 2.5 crores per annum for the last 3 financial years.
6. The bidder /Company / Firm / Agency should have experience (at least 3 contracts in the last 3 years) in providing similar services to Public Sector Companies/Government Departments / Research Organizations / Reputed Private Sector Companies.
7. The bidder/ Company / Firm / Agency should be registered with the appropriate registration authority (labour commissioner etc.).
8. The bidder /Company / Firm / Agency should be registered with Income Tax and Service Tax departments;
9. The bidder /Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
10. Either the Registered Office or one of the Branch Office of the bidder should be located in Tamil Nadu.
11. The bidder /Company / Firm / Agency should have its own Bank Account;

The agency must submit the documentary proof in support of meeting the minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of

the company and enclosed in a cover, to be submitted with the proposal.

SECTION 3: PRE BID MEETING and SITE VISIT

NITT has scheduled to conduct a Pre-Bid meeting with the prospective bidders on 28th February 2018, (Wednesday) 03.30 P.M. (Venue: Office of the Dean-ID, Administrative Building, NIT, Tiruchirappalli-15).

The purpose of the meeting is to apprise the prospective bidders about the expectations of NITT and to familiarize the prospective bidders about the scope of work and obligations under the contract.

Site visit has been scheduled on the same day, the prospective bidders are advised to visit the site as well as attend the pre bid meeting and acquaint themselves with the ground realities, working conditions, schedule of work, and standard of our requirements, supervision and commitment needed under the contract. Prospective bidders may also submit their doubts/questions/clarifications, if any.

Any modification of the bidding documents which may become necessary as a result of the Pre bid meeting shall be made known to all the prospective bidders by the Selection Committee through a notification of amendment in the website of the NITT. Corrigendum if any, with respect to this tender will be hosted only in the website <https://www.nitt.edu/home/other/tenders/> Please visit the website regularly for any updates.

As regards final technical and commercial specifications, the decision of the Director, NITT, shall be final and conclusive. No clarifications will be entertained beyond the date of pre bid meeting. No extension of time will be given for submission of tender on any account, beyond the last date for submission of tender.

SECTION 4: TENDERING PROCESS

1. The tender document and terms and conditions can be downloaded from the Institute website : <https://www.nitt.edu/home/other/tenders/>
2. The bidder is required to furnish Rs. 50,000 (Rupees fifty thousand only) towards Earnest Money Deposit(EMD). Instead of through Demand Draft, the Earnest Money Deposit (EMD) can be submitted in the form of Bank Guarantee also.
3. Without EMD, the technical bid will not be opened and the tender will be rejected summarily.
4. The sealed tender should be submitted on or before 12th March 2018 (Monday) upto 3.00 P.M., through Registered Post or Speed Post or hand delivery and addressed to

**The Director,
National Institute of Technology,
Tiruchirappalli-620 015,
Tamil Nadu, India.
[Kind Attention: The Dean - Institute Development].**

5. At the first stage, the envelope containing EMD amount will be opened and at the second stage the envelope containing Technical Bid will be opened on 12th March 2018, (Monday) 3.30 P.M at in the presence of the bidders or their authorized representatives, who choose to be present at the time of opening.
6. At the time of opening of Tender, the name of those who have submitted their offers along with the details of their remittance of EMD will only be read out and no other information/details whatsoever will be shared at this stage.
7. If in any case, unscheduled holiday occurs on prescribed closing/opening date, the next working day shall be the prescribed date of closing/opening.
8. At the third stage, price bid of the technically acceptable offers will be opened for further evaluation and ranking for award of the contract/purchase order.
9. The bidders are advised to go through the tender documents and understand the terms and conditions specified therein before submitting the tender.
10. The Tender document consisting of Technical Bid (along with enclosures to the technical bid) and Price Bid should be submitted in the Prescribed Format only.
11. The bidders are not allowed to make addition or alteration in the Technical or Price Bid.
12. Each and every page of the submitted bid shall carry the page numbers.
13. **All pages of the tender document shall be signed and stamped by the person or persons duly authorized to sign, on behalf of the bidder.**
14. No paper/page shall be detached and no addition or alternation should be made in the tender document. Conditional tender, late and delayed tender will not be accepted/considered.
15. The technical bids will be opened on the day and time indicated in the tender document in the presence of authorized representatives of the bidders. Representatives of the bidders invited for technical bid opening maybe asked to give presentations on their strengths and suitability to meet our standards, before the technical committee appointed by the Institute.
16. The technical committee will evaluate the proposals on various parameters (as defined in Annexure I). **Agencies meeting the eligibility criteria and scoring a minimum of 40 marks (out of 60) will be technically qualified. The evaluation of the technical committee is final and binding.**

17. The commercial bid of technically qualified bidders will be opened in the presence of representative of the technically qualified agencies at a date and time to be communicated later.
18. **A techno-commercial evaluation (60 marks for technical and 40 marks for commercial) would be used in deciding the successful bidder. The techno-commercial evaluation scheme is detailed in Annexure I.**
19. Printed condition at the back of the letter or bid from the tenderer will be ignored.
20. The NITT shall not be responsible for any postal delay in receipt of the offer. Tender should be properly sealed.
21. The NITT will not be responsible for pre mature opening of the tenders.
22. The offers submitted by telex/telegram/fax/E-mail etc. shall not be accepted and will be summarily rejected.
23. Offers should be clearly written or typed without any cutting or over writing. All cutting/over writing must be initialed and stamped.
24. Bidders must confirm the acceptance of all the terms and conditions of the tender.
25. Making misleading or false representation in the bid document will lead to disqualification of the bidder resulting in forfeiture of EMD amount.
26. Any non-acceptance or deviations from the terms and conditions must be CLEARLY mentioned. However, bidder must note that any conditional offer or any deviation from the terms and conditions of this tender may render the bids liable for rejection.
27. Earnest Money Deposit (EMD): The Tenders/Bids must be accompanied by Earnest Money Deposit. The bidders who are registered with National Small Industries Corporation (NSIC) are exempted from EMD. However, for claiming this exemption, the bidders MUST furnish an attested copy of the exemption certificate indicating Date of registration, validity period of the registration, whether registered for items for which tender has been floated. The EMD of all the unsuccessful bidders will be returned to them at the earliest after issue of work order to the successful bidder. The EMD of successful bidder shall be returned on receipt of Performance Bank Guarantee. No interest will be payable by the NITT on the EMD amount.

SECTION 5 : SPECIAL INSTRUCTIONS TO THE BIDDERS

Procedure for sealing and marking of bids: The Tender / Bid Cover shall contain the following:

- a. FIRST envelope should contain the Earnest Money Deposit. The envelope should be sealed and superscribed as “EMD COVER”.
- b. SECOND envelope should contain the Technical Bid along with enclosures desired in the Tender document. This envelope should be sealed and superscribed as “TECHNICAL BID” Cover.
- c. THIRD envelope should contain the Price Bid. This envelope should be sealed and superscribed as “PRICE BID” Cover.
- d. All the above mentioned THREE SEPARATE ENVELOPES are to be sealed and kept in one single larger size outer envelope (FOURTH envelope) which should also be sealed and superscribed.
- e. Each of the FOUR ENVELOPES shall be superscribed with following details:

Tender reference Numberfor

Due date of tenderand time

Name of the Department inviting this tender.....

Name and Complete address of the Bidder

- f. If all the THREE inner envelopes and the ONE outer envelope (i.e., larger envelope) are not sealed and marked as instructed, NITT will assume no responsibility for the misplacement or premature opening of any of the envelope. An envelope opened prematurely will be rejected.
- g. There shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or, the price bid is enclosed in the envelope superscribed, “Technical Bid”, the bid document will be summarily rejected in the first instance itself. Any offer containing both the Technical bid and Price bids in the same envelope will also be out rightly rejected.

SECTION 6: SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

6.1 GENERAL: HOUSEKEEPING AND FACILITY MANAGEMENT

1. The contractor is required to provide **House Keeping, Maintenance and Catering of Guest House** which include the rooms, dining halls, corridors, common area and surrounding areas on turnkey basis. It is expected that the contractor shall provide all necessary services during the stay of the guests in the guest house from the time of arrival till their departure.
2. The contractor will take over the premises of the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material as may be provided by the Institute.
3. Receiving and allotting (accommodation) rooms to the guests coming to stay at Guest House 1 and 2, as per the direction from the Institute, services include manning the reception and office, round the clock, on all the days of the year, allotment and opening of rooms for bonafide occupants, maintenance of allotment register, billing, and perfect upkeep of rooms by good housekeeping and room service (which includes provision of bottled drinking water and waiter service).
4. The application forms, for request of rooms to the guests will be forwarded through the Associate Dean - ID/Dean-ID to the service provider. Room allotment should be based on first come first serve basis, reserving few rooms for the Director guests.
5. The service provider shall maintain the Guest House register, collect room rent as fixed by the institute. When the guests check-out, separate bills for lodging are to be prepared to be signed by the guests. At the time of guest checking out, the keys should be collected. The checkout time is 24 Hours.
6. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, veranda, glass window pane, and all fixtures/furniture at the Guest House including the office/meeting rooms, shall be the duty of contractor/service provider.
7. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/phenyl and will be kept clean at all times. Carpets wherever available, shall be cleaned daily by vacuum cleaner. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, and pest control, fly/ultrasonic repugnant, etc., shall be done once in fifteen days.

8. The contractor will ensure proper maintenance of all linen items in the Guest Houses and Office as follows: Bed sheets, bed cover, pillow covers, towels and blanket covers to be changed once in two-days during occupation by guest. Bath towels and hand towels to be changed daily during occupation by guest. Fresh linen and towels to be provided when a new occupant occupies the room. The contractor will bear the cost of washing, pressing and dry cleaning of bed linen, towels and woolen blankets etc. Washing, pressing and dry cleaning should be of a standard quality.
9. The contractor shall ensure overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins).
10. Bathroom/toilet shall be cleaned thoroughly every day and mopped up with ISI marked phenyl. Bedroom linen and Bathroom towels shall be changed, whenever the rooms are in use. Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc. daily supply can be on the basis of usage of rooms i.e., one sachet per person per day occupancy.
11. The contractor is responsible for cleaning the entire areas of Guest House inside and outside areas on daily basis. Bushes surrounding the guest house also should be cleaned on weekly basis. Car parking area, approach road to guest house also should be cleaned by the contractor every day.
12. The contractor has to arrange himself all cleaning materials, labourers, skilled and supervisory staff. The Guest House will be available for operation in 'as is where is condition'.
13. Services will be provided by presentable, neatly attired, well-mannered and trained attendants/personnel (preferred age group: 21 - 55 years) of certified character. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.
14. Daily cleaning and dusting, cleaning all rooms, corridors, lounges, etc. with detergent two times in a week. Cleaning of all open spaces and roads inside the Guest House area should be carried out daily.
15. Beds to be made daily. Bed sheets, bed cover, pillow covers and blanket covers to be changed once in two-days during occupation of participant/guest. Washing of mosquito nets, dry cleaning of blanket once in a month should be carried out.

16. Bath towels and hand towels have to be changed daily during occupation of guest. Fresh linen and towels to be provided when a new occupant occupies the room. The Contractor shall be responsible to keep room ready in all respect within 30 minutes of the vacation of the room by the guest.
17. Keeping the floors, toilets (including the common toilets), etc., in a neat and tidy condition at all times of the day. Removing of cobwebs, cleaning of interior and exterior walls, roof top, cleaning of doors and windows, vacuum cleaning of carpets and mopping of floors as and when required but not less than once in a week for interior items and roof tops and once in two months for exterior walls.
18. Cleaning including scrubbing, sweeping, mopping and dusting in all rooms, all interior portions including toilets, bathrooms using standard chemicals/detergents /sanitary items/phenyl etc., using equipment like vacuum cleaners, scrubbing machines, etc., shall be carried out.
19. The contractor shall bear the cost of detergents/chemicals/sanitary items/cleaning powders and bring the equipment like vacuum cleaners and scrubbing machines on his own. The contractor shall ensure that pest control in all rooms, dining hall, stores, kitchen of the guest house, office etc., is done once in 15 days.
20. The Contract supervisor should submit the daily cleaning schedule in the prescribed format to Guest house manager. The Associate Dean-ID/Dean - ID has the rights to change the duty roaster of the contract staffs.
21. Bills for services should be presented to the guest staying at the Guest House. A proper record and register should have to be prepared for record keeping and checking purpose of the Associate Dean/NITT, Guest House Manager. One Housekeeping person/Room boy should be always available at the lobby area or at the reception to receive the guest.
22. Institute will appoint a manager for guest house. Institute Guest house manager will serve as a liaison officer between the contractor and Office of the Dean (ID). Receptionist and Supervisor (appointed by the contractor) should assist the Institute guest house manager in terms of receiving the room booking form, room allotment and collecting the cash from the guest. He will supervise all the activities related to proper housekeeping and catering. He will forward all civil and electrical complaints related to the guest houses to Estate maintenance office. In his absence, his services should be carried out by supervisor of the Contractor.

6.2 CATERING

1. The Contractor shall strictly comply with the recommended menu (Please Refer Annexure IV). The contractor shall ensure high standards in the food service. The contractor shall arrange for cooking & food services on daily basis for any number of guests staying and participants for any programme.
2. Contractor should be ready to serve extra lunch ordered by the institute/departments for various occasions like Board meeting/senate meeting/Ph.D. viva/Department functions, etc. Caterer can fix the rate through the approval of Associate Dean – ID for the special lunch/dinner and can directly collect money from the event organizers. He should use extra work force/cooks/servers for carrying out the special lunch/dinner without disturbing regular work force.
3. Guest House Catering should not be closed or the contractor should not suspend service for any reason, whatsoever. The services should be as per menu.
4. The details of daily schedule of the Dining Hall timing will be normally as follows. However they may be changed as per requirement:
Breakfast: 7.30 a.m. to 9.30 a.m. Lunch: 12.30 p.m. to 2.30 p.m.
Dinner: 7.30 p.m. to 9.30 p.m.
5. Normally Buffet service at Dining Hall. The service of all food items/beverages should be "**UNLIMITED**" as per the requirement of the participants/guests from the spread available. **NO PRE-PORTIONING** of any food/beverages including sweet, ice-cream etc., is permitted.
6. The ingredients used for cooking should be branded (Annexure V) i.e. BIS marked, Agmark. The expiry date of the products used should be checked before usage. Similarly, the rice, dal etc., should be of good quality and insect-free. All food grains should be kept inside air tight buckets. Similarly vegetable should be of good quality and fresh. The food preparation has to be done in a strict hygienic environment and matching process without any compromise.
7. Morning complimentary coffee and tea should be served to guest at each room at 6.00-7.00 A.M every day by the contractor. 20 liter Mineral water can should be placed in the dining Hall and each floor.
8. Meals, breakfast, tea, etc., to VIP's/Senior officials, sick persons, etc., shall be served in the rooms on request. Hot drinking water should be provided, whenever asked by the guest(s).

9. There shall be no re-chauffing i.e. **leftover food of one meal shall not be served at the next meal.**
10. Sometimes, departments /Institute will use the dining hall of Guest house/car parking area for the food service from outside caterer. Cleaning and other arrangements has to be done by the contractor. The contractor should keep quality tissue paper and hand wash liquid in dining halls.
11. All items such as cooking gas, provisions and other consumables consumed in the guesthouses shall be arranged by the Contractor himself. **All cooking fuel costs will be borne by the contractor. The contractor shall coordinate booking and procurement of cylinders in time.**
12. Tea/Breakfast/Lunch/Dinner etc. to be provided and served to the guest in a decent and dignified manner.
13. Sometimes the guests/participants visiting the Guest house are from abroad, the menu for international participants shall consist of Continental/Chinese/or any other cuisine as may be prescribed by the competent authority from time to time. The chief cook should have expertise to prepare international food also.
14. The agency shall be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner. The contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen. The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed thereon.
15. Kitchen equipments and utensils, except available in Guest House, will be arranged by the contractor as per requirement at no extra charge by the contractor. Refilling of gas cylinder and repair maintenance of the items under contractor control like, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder etc., will be done by the contractor at no extra charge.
16. **Electricity and power for non-cooking purposes** and **water will be provided by NITT** at the premises. However, contractor/agency shall be responsible to ensure that there is no undue wastage of power & water by his staff or even by others.
17. Associate Dean for Guest House/Dean-ID/authorized officer has the right to inspect the guest house any point in time to check the quality of housekeeping, availability of workers and quality of the food, etc.

18. Associate Dean /Dean ID reserves the right to oversee the quality of food and maintenance services being provided by the contractor. He also reserves the right to ask the contractor to remove and replace any of the workers engaged by him to ensure quality service and the contractor shall have to replace workers concerned within a week from the date of such communication.
19. The contractor shall be provided a suitable place during the validity of the contract period to maintain his office as well as to store the material received to provide the catering, housekeeping and maintenance services to the Guest House. The contractor shall, however, not use the allotted place for any other purpose than the purpose indicated above.
20. The contractor shall ensure that the dining hall, kitchen, stores, service area shall be kept neat, orderly and free from malodor at all times. The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.
21. The agency shall maintain the account of the number of breakfast/lunch/dinner provided on a per day basis and submit the details to the Institute at the end of every month.
22. The agency is responsible for charging the guests for the number of breakfast / lunch / dinner / coffee / tea they have ordered. (b) The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers for cooking (assistants, skilled, and supervisory staff). The Guest House will be available for operation in as is where is condition, for maintaining it in upright, spic and span good condition.
23. Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners etc., details of which may be indicated as required in the Annexure -III-B.
24. Meals should be provided as per the agreed menu. The menu details are given in Annexure-IV for which the rate is to be mentioned in Annexure-III-B.
25. Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the contractor.
26. The agency has to provide the necessary contract labourers (chef, cooks, assistant cooks, waiters, and other assistants) as required for the Guest house.
27. The Agency shall ensure that the contract labourers (chef, cooks, assistant cooks, waiters, and other assistants) undergoes periodic (once in 6 months) health check and certification for the same must be submitted to NITT by the agency.

Note: The contractor needs to maintain records for various departments (as per Annexure – V) which shall be subject to examination by the designated officer of the guest house, NITT. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Adequate monitoring and control system should be put in place for best services.

6.3 OBLIGATIONS OF NITT

The Institute shall provide following inventory:

1. Furnishing of Rooms.
2. Air Conditioners, Voltage Stabilizers, TVs, Geysers, etc.
3. Dish TV facility in all rooms.
4. Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc. as one time support.
5. Telephone instruments and extensions, Computer/ Modem/TCPIP connection.
6. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided.
7. Payment of electric charges, water charges, telephone bills, house/municipal tax shall be taken care of by NITT.
8. Renovation/ addition to the building, solar water heating, firefighting equipment's, emergency power line etc. shall be taken care of by the institute.
9. Matter related to civil or major electrical works of Estate Maintenance Department etc. shall be taken care of by the Institute.
10. Racks, Almirah, Room Locking arrangements, shoe/luggage rack etc. as one time support.
11. NITT will provide a comprehensive computing software and room reservation/allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software.

NITT will hand over materials to the Agency like beds, cots, linen chairs, tables, mixer/grinder, fridges, kitchen equipment's, machineries' etc. and the Agency has to agree to keep proper acknowledgement and Agency shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the Agency is liable to return the same to NITT in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit.

6.4 OTHER TERMS AND CONDITIONS

GENERAL

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
2. Any conditional bid shall not be considered and will be out rightly rejected in the very first instance.
3. The bidder shall quote the Technical and Price bids as per the format enclosed as Annexure II and III respectively.
4. The Earnest Money will be forfeited if the bidder rescinds from the offer.
5. The bidder should include the list of firms where they have provided similar services at least in the last 3 years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.
6. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected.** Cuttings, if any, in the Technical Bid must be initialed by the person authorized to sign the bid.
7. NITT being an Educational Institution, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
8. All personnel/employees/workmen employed by the agency shall be, preferably, in the age group of 21–55 with good health and sound mind. The personnel/employees /workmen of the agency shall be liable to security screening by the Security Staff/Agencies deployed by NITT.
9. The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NITT.
10. The agency shall appoint fully qualified and competent workers, appropriate operations-in-charge personnel should be deployed by the agency, at their own cost, to ensure that the services rendered by them are at the level of a **three star hotel** and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the NITT. The agency as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfill their obligations under this agreement with enough reasons for doing so, with approval of the institute authority.
11. The employees/workmen employed by the agency shall always be under the direct and exclusive control and supervision of the agency and the agency may transfer its employees / workmen and in accordance with their needs, provided in consultation with the Dean-Institute Development, Guest House/the officer designated by the Director, NITT. Adequate and necessary numbers of employees / workmen are deployed by the agency for fulfillment of their contractual obligations under this agreement. It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such

employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.

12. The number and composition of staff required for Guest House should be given separately in Annexure – III.A & B (as prescribed in the forms). The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained for housekeeping and allied work as per tender requirement (For details refer to Annexure – V).
13. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed by NITT, before the commencement of work:
 - a. List of Manpower short listed by agency for deployment at NITT, containing full details i.e. date of birth, marital status, address etc.;
 - b. Bio-data of the persons with passport size photograph
 - c. Character certificate from a Gazetted officer of the Central / State Government or certificate of verification of antecedents of persons by local police authority.
 - d. Their deployment will be only after the approval of the Dean-Institute Development, Guest House/the designated officer.
14. The selected agency shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the guest houses
15. Services will be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed (preferred age group: 21-55 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in speaking Hindi, English and local languages.
16. The agency should provide at least two sets of uniforms to all personnel employed by them. The staff should wear formal, clean, and pressed uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the guest houses. The specified uniforms are as follows:
 - a. Waiter - Black full Trousers & White Shirts with black Bow and Black Shoes.
 - b. Cooks - Appropriate uniform with Apron and Cap
 - c. Housekeeping staff – Appropriate uniform for gents and ladies.
17. The contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions with prior approval of Dean-Institute Development, Guest House / the designated officer. A proper record and register should be maintained and presented for checking purpose of the Dean-Institute Development, Guest House / the Designated Officer.
18. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be

imposed by Director, NITT or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.

19. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the Guest House campus. The institute may introduce a system of Bio Metric/ RFID attendance/ GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Guest House.
20. The services will be provided round the clock on all days of the year (24 x 365) with sufficient number of manpower required to run the operation. Leaves of the contract employees of the agency should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the contractor.
21. No items will be taken out of the Guest House without written permission of the Dean-Institute Development or the designated officer nominated by the Director, NITT. Normally no inventory will be shifted from one room/ place to another, without approval of Dean-Institute Development, Guest House/designated officer and making valid entry in the stock register of the inventory.
22. The allotment of rooms (accommodation), in the Guest House will be done by a nominated official of NITT. The Institute will introduce a MIS based room reservation system/billing etc. which will be binding and acceptable to the contractor.
23. Room charges will be collected by the contractor and the same will deposited with the official nominated by NITT. The contractor should send one supervisor to visit the all departments on everyday basis to collect the room charges and dining amount for the official guest stayed at guest house. For personal guest, the room and food charges should be collected at the time of check out.
24. The contractor or his representative will not allow any unauthorized person including company officials to stay in the guest house. If at any time or during surprise check it is found that any unauthorized person is staying in the guest house, the contractor will be directly responsible and a financial penalty of Rs.20,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.
25. NITT will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.
26. Compliance of policy regulation viz., payment of central government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the contractor. In this regard the contractor at all-time should indemnify NITT against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/

verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state me deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the NITT authority for verification and record.

27. The initial contract is for a period of one year and it may be extended up to a maxium period of three years, subject to satisfactory service and on mutually acceptable terms and conditions at the sole discretion of NIT Trichy.
28. The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the guest house, NITT, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

LEGAL

For all intents and purposes, the bidder shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at NITT, for contractual services.

1. The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. NITT, shall in no way, be responsible for settlement of such issues whatsoever. NITT shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
2. The manpower deployed by the contractor shall not have any claims of Master and Servant relationship vis-à-vis NITT nor have any principal and agent relationship with or against NITT.
3. The manpower deployed by the contractor for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of NITT, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will not have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in NITT. The Contractor should communicate the above to all the manpower deployed in NITT by the contractor.
4. The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government. The bidder will maintain proper record as required under the Law / Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act.

The authorized representative of Institute & officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant laws applicable from time to time for carrying out the contract job. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and/or from the security deposit of the contractor.

5. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at NITT.
6. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to NITT to concerned tax collection authorities from time to time as per extant rules and regulations.
7. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of NITT or any other authority under Law.
8. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by NITT.
9. In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof NITT is put to any loss / obligation, monetary or otherwise, NITT will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms
10. The selected agency will indemnify NITT from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
11. In the event of any dispute under this tender/ contract, the same shall be referred to sole arbitrator appointed by the Director, NITT. The award of the arbitrator shall be final and binding on the parties to the contract. If any dispute/legal issues are not settled through arbitration, then legal jurisdiction would be Tirucirappalli only.

FINANCIAL

1. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Price Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to deploy manpower against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
2. Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.
3. The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at NITT, must be provided by the selected agency to NITT every month along with the claim bill, failing which the claim bill shall not be settled.

4. The successful bidder will have to deposit a Performance Security Deposit of 10% of the total value of contract amount for one year, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of The Director, National Institute of Technology, Tiruchirappalli-15, payable at Tiruchirappalli. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the service provider.
5. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
6. The agency shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to The Dean-Institute Development, Guest House, NITT, in the third week of the subsequent month or earlier, but after disbursement of wages to the contract laborers. As far as possible the payment will be released within two weeks from the date of submission of bills in all respects.
 - a. Current month Invoice Copy
 - b. Current month Acquaintance (Wage) Register duly signed by the individual contract Laborers
 - c. Current month Attendance Register
 - d. Current month ESI remittance challan with consolidate breakup details
 - e. Current month EPF remittance challan, as applicable, with consolidated breakup details
 - f. In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
7. The claims in bills regarding service Tax, if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of NITT.
8. During the course of the contract, any increase in the minimum wages as announced by the Central Government (and applicable increase in ESI, PF), and corresponding increase in administrative charges will be borne by the Institute, subject to producing documents for disbursing the increased wages.
9. All other charges (other than statutory levies) will remain fixed during the duration of the contract.

SECTION. 7. EXPERIENCE AND QUALIFICATION OF STAFF

The experience, qualification of the staff being deployed by the Agency should be:

1. The Supervisor should have minimum 5 years of Industry experience and Diploma/Degree in Hotel Management and Catering Technology from recognized Institute or Catering College. Fluency in English, Hindi and at least one local language is essential.
2. Receptionist should have 3 to 5 of years experience in a reputed hotel, establishment or Institution. Fluency in English, Hindi and at least one local language is essential.
3. The Chief Cook (Chef) should have at least 3-5 years experience in a reputed hotels, large industrial catering in multi-cuisine preparation. One year craft course in cooking is desirable. Fluency in English, Hindi and at least one local language is essential.
4. Cooks and Assistant cooks should have at least 2-3 years in reputed hotel and large institutional cooking experience. Fluency in English, Hindi and at least one local language is essential.
5. Other contract personnel for house-keeping, room-boy, and waiters for dining area, being engaged by the agency should have minimum experience of 2-3 years experience in their respective fields.
6. The service personnel being engaged by the Agency should be polite, smart and physically sound.
7. All the personnel being engaged by the Agency should wear the formal dress. Formal dress means white full-sleeves shirt, bow tie, and black trouser and black shoes. They should be provided with hand gloves while serving the food.

SECTION. 8. HANDING / TAKING OVER

The fittings, fixtures, furniture's, furnishings, linen, gadgets and all other items will be properly handed over after making separate kit inventory/bar coding and details of each items giving specification, duly signed by institute representative of the Guest House, NITT and the contractor for the Guest House. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete Guest House.

SECTION. 9. TERMS OF PAYMENT

1. The contractor will be paid as per approved rate (award of contract/work order) on monthly basis by NITT for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification the satisfactory services have been rendered during the month.
2. Attendance sheet, with signature/attendance status of persons deployed and verified (by the identified person of the Institute) shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills. A certificate that previous month payments of the employees under the contract and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is

mandatory that all such disbursements be done by cheque/pay order or bank-e – transfer.

3. Monthly payment will be made within 15 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty etc.). The GST (if applicable, as per rules) shall be paid on submission of documentary proof.
4. The contractor need to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code etc., to facilitate payment through bank (e-payment process).
5. If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of 1year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.
6. NITT authority will have the right to inspect the books of accounts of the firm/agency.

9.1. Payment of monthly bills and Feedback system.

- a. The Monthly bills for entire operation of the Guest house shall have to be submitted within 10 days in the succeeding month.
- b. Payment for the services provided shall be released by the NITT on monthly basis against production of monthly Invoice along with the service report duly endorsed by the Associate Dean (ID). Payment will be made within 15 days from the date of submission of the bill after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were fully performed . No advanced payment shall be given to any firm on any grounds what so ever.
- c. The contractor shall furnish photo copies of monthly wages payment sheet duly signed by the individual employee along with the bill (Annexure VI).
- d. Photo copies of the bank Challan of previous month for the amount deposited in the bank for Salary ESI and PF along with the Certificate (Annexure VII).
- e. The Contractor will furnish every month a certificate along with bill to the effect that all statutory obligation/requirements have been complied with in regard to wages, contribution to PF/ESI/Graduty/Bonus etc. to their staff and NITT will not assume any responsibility thereto.
- f. In the total amount 75% will be released on scrutiny of the bills and 25% percent of the monthly bill, will be released based on feedback score collected on every month from the staying guest, faculty diners and guest house in-charge. While collecting the feedback score, out of 25 marks, 15 marks weightage will be given to the staying guest, 5 marks weightage to faculty/guest diners and remaining 5 marks weightage to guest house in-charge/Associate Dean for .assessment of overall maintenance of the guest house.

- g. Based on the average score obtained in the review, the following deductions shall be done in the 25% of the monthly bill amount to be settled to the contractor.

S.No	Average Score	Deductions from the 25% of the monthly bill amount
1	21 – 25	NIL
2	16 – 20	20 %
3	11 – 15	40 %
4	Below 11	60 %

SECTION. 10. PERFORMANCE SECURITY DEPOSIT

The contractor shall submit a Bank Guarantee or Demand Draft (@10% of the total contract value) in favour of “The Director, National Institute of Technology, Tiruchirappalli”, drawn on any nationalized/scheduled bank, towards Performance Security Deposit. The security deposit shall not carry any interest and shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely. The security money so deposited with the Institute will be released after three months of expiry of agreement period [viz. 39 months] if not extended otherwise.

SECTION. 11. TERMINATION OF CONTRACT

1. If the services of the contractor are not found satisfactory they will be issued a written notice for improvement by the NITT authority. If satisfactory improvement is not found (with 2 weeks) after this notice, penalty for poor service as specified in the a final two month notice will be issued to the contractor by the NITT authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
2. Independently, NITT reserves the right to terminate the contract by giving a two month notice to the agency.
3. In case the contractor is required (or decide otherwise) to discontinue the contract, he/she should give at least three months notice to NITT and shall remain essentially working for the said period of notice, till alternate arrangements are made.
4. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two month notice.
5. The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.

6. In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.
7. The contractor shall give vacant premises to NITT and return all the equipments/fixtures and other items, facilities etc., once the contract period is over or terminated.

SECTION. 12. DAMAGES AND LOSSES

Al the equipment's and the items at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by NITT. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock taking. If the contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, NITT will replenish the same, as per obligation mentioned above.

SECTION. 13. COMPLAINTS

The contractor shall keep a suggestion box to be provided by NITT to record any suggestion/complaints on performance of services, by the guest and produce to NITT or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their re-occurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of NITT. The contractor will provide guest feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with NITT/Guest House authorities.

SECTION. 14. MISBEHAVIOUR OF EMPLOYEES

1. The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, NITT has the right to terminate the contract. It will be mandatory for the contract agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents NITT to advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fast disposal.
2. The selected agency shall not involve in any unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs. 10,000/- for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.

3. Any personnel deployed by the Agency, refuses work or creates indiscipline would have to be immediately replaced with the consent of the Dean-Institute Development, Guest House/the designated officer. NITT reserves the right, to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. NITT will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Agency.
4. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

SECTION. 15. BREAKAGE

All damages/breakage to the equipment/inventory in the charge of the contractor, if caused due to negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of NITT.

SECTION. 16. REPLACEMENT

Replacement of articles (viz. linens, crockery, cutlery, consumables items/inventory etc.), which have been lost will be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the contractor.

SECTION. 17. PENALTY

Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the guest house, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the Dean-Institute Development, Guest House/the designated officer. The methodology for deduction will be as under:

1. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of 20% per shift for 3 continuous days, will entail a penalty of 1.5% in the administrative charges charged by the agency, subject to a maximum of 30%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.
2. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made Rs. 500/- per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
3. In case on non-performance and poor service by the Agency, NITT may, at its discretion, recover Liquidated Damages upon recommendation of In-charge Guest House. In the event of appeal, the decision of Director, NITT shall be final and binding upon the Agency.

The quantum of penalty shall be as follows:

- (a) Non-compliance in cleaning of Rooms including Reception, Lobby
Rs.500.00/day
 - (b) Non-compliance with laundry requirements Rs.500.00/ day
 - (c) Negligence in reporting of non-functioning of Telephone and other amenities
Rs.200.00/day
 - (d) Non-compliance of environment friendly waste disposal methods.
Rs.100.00/day
 - (e) Not wearing of uniforms by Agency's employees / untidy uniform
Rs.500.00/day/Person
 - (f) Supply of food not as per approved Menu and/or insufficient quantity
Rs.1,000.00/meal / day
 - (g) The penalty for unsatisfactory and substandard catering service: Rs.500/- per complaint
4. In case of unforeseen or peculiar circumstances, the decision of the Dean-Institute Development Guest House/the designated officer, so far as imposition of penalty is concerned, shall be final.
 5. If the work is found unsatisfactory and below the expected standard in a particular area, Including electrical or plumbing/maintenance etc., the Dean-Institute Development, Guest House/the designated officer will have the right to get the same done by another agency. The charges on account of this shall be deducted from the contractor's bill. Decision of the Dean-Institute Development, Guest House/the designated officer shall be final in this regard.

SECTION. 18. OTHER CONDITIONS

1. The Director, NITT may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
2. The Director NITT reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation the tenderer shall be given sufficient time to take the change into account.
3. Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
4. Tenders received after the closing date and time shall not be considered.
5. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.
6. While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.
7. Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening Technical and Price Bids.

8. The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with an appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Office / Managing Director of the company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
9. Tenders incomplete in any form will be rejected outright, conditional offers will not be accepted.
10. No tenders will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer decline the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
11. The contractor should not sub contract the work to any other agency/contractor. No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.
12. Validity of the Bid: Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to NITT.
13. Companies conferred with latest ISO & FSSAI certification, BVQs, HACCP, special recognition/awards etc., must mention this in their technical proposal, along with a copy of the said certification.
14. Companies must enclose a Compliance List (or check list) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned.
15. E.M.D should be kept in an envelope and enclosed with the technical bid document. It is mandatory to enclose the said fees, unless otherwise the agency/organization is entitled for an exemption while submitting bids to government Institutions/ Offices etc., as evidence from the authorization letter/ certificate issued by appropriate State/ Central Government Authority granting such exemptions.
16. The engagement of personnel by the contracting agency/firm/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in NITT.

For any queries related to the tender, and can be contacted at:

The Dean
Institute Development,
National Institute of Technology,
Tiruchirappalli-15,
Phone: 0431-250 3033,
Mail: deanid@nitt.edu

The Director
NITT

ANNEXURE – I
TECHNO-COMMERCIAL EVALUATION SCHEME

1. The technical evaluation will be for 60 marks and based on the following scheme.

Description	Marking Scheme	Max. Marks	Min. Marks for Qualification
No. of years of experience providing hospitality services with 50 guest rooms or 100 guests	3 marks for 3 years of experience, and 1 mark for each additional year subject to a maximum of 5 marks	5	3
Experience in facility management in a 3-star or above facility	3 marks for 1 such contract, 1 mark for an additional contract)	5	3
ISO/FSSAI Certification	5 marks for having a valid ISO/FSSAI certification	5	5
No. of contracts with 50guest rooms or 100 guests	3 marks for 2 such contracts and 1 mark for each additional contract, subject to a maximum of 5marks	5	3
Minimum turn-over of 40 lakhs annually in facility management and a total turn-over of 1 crores per annum for the last 3 years in hospitality services for the primary bidder	3 marks for minimum turn-over and 1 mark for each additional crore of turn-over in facility management , subject to a maximum of 5 marks	5	3
Experience in providing hospitality services to Govt. organizations/Public Sector Units/large, reputed private companies/PSUs	3 marks for a minimum two contracts in the last 3 years and 1 mark for each additional contract, subject to a maximum of 5 marks	5	5
Feedback from Present Clients for facility management	Written feedback submitted by the bidder	5	3
Catering Experience	3 marks for 3 years of experience, and 1 mark for each additional year subject to a maximum of 5 marks	5	3
Feedback from Present Clients for catering services	Written feedback submitted by the bidder	5	3
Presentation to the technical committee	Evaluation by Technical Committee	10	6
Evaluation of the Response by the technical committee and/or site-visit / teleconversation with the current clients of the bidder	Evaluation by Technical Committee	5	3
Total		60	40

- 2. A bidder has to score the minimum marks under each category mentioned above and also an overall minimum score of 40 in the technical evaluation in order to be technically qualified.**
- 3. Only the commercial bids of technically qualified bidders will be opened.**
- 4. The commercial evaluation will be for 40 marks and will be only for the technically qualified bidders. The lowest qualified bidder will get the maximum commercial score (40) while the others will have a pro-rated score lower than 40. More specifically, the commercial score of a technically qualified bidder is calculated as $\text{Commercial score} = 40 * (\text{lowest price bid}) / (\text{price bid of the bidder})$**
- 5. The bidder with the highest total score (technical + commercial) will be declared as the successful bidder.**
- 6. The bidder should submit the performance report for ongoing and completed contracts. (Annexure - VIII)**
- 7. Bidder should attach the relevant documents proof with technical bid for the above evaluation scheme.**

ANNEXURE – II

FORMAT FOR SUBMITTING TECHNICAL BID (To be submitted in a separate sealed envelope)

Sl. No.	Description	Information/ Compliance
1.	Do you unconditionally agree with all Terms and Conditions stipulated in the Tender Document?	
2.	Have you satisfy the pre-qualification criteria set out in SECTION 2 of this tender document	
3.	Details of EMD remittance	Amount: Rs.: DD Number : Date : Name of Bank : Payable at :
4.	Name and Address of the Applicant/ bidder with Telephone/ Fax/ Mobile and Mail ID	
5.	Year of Establishment / Incorporation / commencement of Business	
6.	Legal Status of the bidder (In the case of Partnership Firm, authenticated copy of Partnership Deed, in the case of Private or Public Limited Company authenticated copy of Memorandum and Articles of Association and in the case of Proprietary concern, Proprietary Firm Registration Certificate should be enclosed as documentary proof)	
7.	Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor / Partners/ Directors/ Managing Director/ Chairman and Managing Director (please use separate sheet if found necessary)	

8.	Name, designation and Phone number of persons authorized to sign the documents on behalf of the Proprietary concern/ Partnership Firm/ Private or Public Limited company (Please attach Power of Attorney / authorization for signing the document. In the case of Proprietary concern bidder may submit attested copy of the PAN card / Election Commission Card / Passport of the Proprietor and authorized signatory in case of proprietor is not signing the tender document)		
9.	Name and Designation of the Contact Person/ Representative/ Manager of the Agency/ firm/ company with mobile number & email ID		
10.	ANNUAL TURNOVER FROM GUEST HOUSE OPERATION AND MAINTENANCE SERVICES DURING THE LAST THREE YEARS. (Copy of the Annual Accounts duly certified by the Chartered Accountant to be enclosed)	Year	Annual Turnover of the bidder from Guest House Operation & Maintenance Services (Rupeesin Lakhs)
		2014-15	
		2015-16	
		2016-17	
11.	Average Annual Turnover in last three years from Guest House Operation and Maintenance Services	Rs. _____ in lakhs	
12.	Are your firm/ company carrying out any other trade/ business in addition to Operation and Maintenance of Guest House? Furnish particulars of other trade/ business carried out.		
13.	Total experience (years/ months) in Guest House Operation Services Field		
14.	Have your concern/ firm/ company ever changed its name any time? If yes, provide the previous name and the reasons there for?		
15.	Were the company /firm ever required to suspend Operation and Maintenance of Guest House for a period of more than six months continuously after you commenced the Guest House Operation Services? If yes, state the reasons.		

16.	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
17.	Income Tax Permanent Account Number (Self attested Copy of PAN Card to be enclosed)	
18.	Income Tax Assessment Completion Certificates/ Assessment Orders for the financial years 2014-15, 2015-16 and 2016-17 (In the event of assessment of the years indicated having not been completed the certificate of the latest assessment completed may be enclosed and the reasons for non-completion of the assessment for the required years may be indicated)	
19.	Have you registered under Employees State Insurance Corporation Act (ESI) Act? If so, enclose copy of the registration certificate. Also provide a copy of latest remittance made by your agency/ firm/ company	
20.	Have you registered Under Employees Provident Fund (EPF) and Miscellaneous Provisions Act? If so, enclose copy of the registration certificate. Also provide a copy of the latest remittance, if any, made by your firm towards EPF.	
21.	Service Tax Registration Number (Self attested Proof to be attached).	
22.	Copy of Service Tax Returns, if any, filed, for the last three years i.e., 2014-15, 2015-16 and 2016-17 along with proof of payment of service tax during the said three years.	
23.	VAT TIN / GSTIN Registration No. (Proof to be attached) (if applicable)	
24.	Name and address of your banker	
25.	Bidders Solvency (Original certificate for an amount of Rs.25 lakhs from the banker to be enclosed) (photocopy of the solvency	

	certificate will be accepted. However, bidders have to submit the original certificate prior to the opening of Price Bid).							
26.	Number of MANPOWER presently with the firm Whether the bidder registered with Contract Labour (Regulation and Abolition) Act, 1970. Please attach a copy.							
27.	Brief details of Litigations, if any, connected with Guest House Operation Services work, Current or during the last three years, the opposite party and the disputed amount.							
28.	Specify whether there are any issues / disputes against your agency/ firm/ company before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc.,							
29.	Give details of Termination of previous contract, if Any							
30.	Give information, if any, regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved							
31.	Details of ONGOING CONTRACTS OF GUEST HOUSE OPERATION AND MAINTENANCE SERVICES: The following should be enclosed: (a) Work Orders and Contract/ Agreement copies (b) Attach separate sheet for each job/ work							
	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom Reference may be made.	Period of contract		Type of Contract undertaken (Please specify whether catering, housekeeping or both)	No. of rooms maintained	Average number of persons catered	Annual billed amount Rs.	
		From	To				Catering	House Keeping

32.	<p>Details of COMPLETED GUEST HOUSE OPERATION CONTRACTS during the last three Years:</p> <p>(a) Order Copy, Contract/ Agreement copy should be enclosed. If required, please attach extra sheets.</p> <p>(b) Attach separate sheet for each job/ work</p>						
	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Period of contract	Type of Contract under taken (Please specify whether catering, housekeeping or both)	No. of rooms maintained	Average number of persons catered	Annual billed amount Rs.	
Catering						House Keeping	
33.	Any other information, document which may help NITT in assessing your capabilities, may be enclosed .The bidder may add any further information that he considers relevant for the evaluation of their bid.						
34.	Details of quality certifications (ISO/FSSAI Certification etc.,)						
35.	Details of Awards, if any received or Reviews in the Media, if any						

Signature and Seal of the bidder with date

DECLARATION BY THE BIDDER

- ✓ I/ we hereby certify that the information furnished in this tender document is complete and correct to the best of my knowledge. I/ we understand that furnishing of false information could result in disqualifying for the award of the contract.
- ✓ I/ We have submitted the requisite solvency certificate and authorize the NITT to approach the Bank issuing the solvency certificate to confirm the correctness thereof.
- ✓ I/ We also authorize the NITT or its authorized representative to approach individuals, employers, firms and corporation to visit the works completed by us in the past or are in progress at present, to verify the competence and general reputation.
- ✓ I/ We do hereby offer to perform and execute the Guest House Services contract in conformity with terms and conditions of the contract.
- ✓ I / We agree that the acceptance of any tender shall be at the sole and absolute discretion of the NIT, Trichirappalli and they do not bind themselves to accept the lowest tender or any tender and may reject any or all tenders received.
- ✓ In the event of selection my/ our selection by the NITT, I/ We agree to execute the deed of agreement with the terms and conditions of the Tender Document.

Place:

**Signature of the bidder with
Name and seal**

Date:

Name

Designation

ANNEXURE - III.A
Price Bid for Housekeeping and Maintenance
at the Guest House

Format to be filled up by the Agency tendering for Housekeeping, Reception and Management

1. Name of Firm/Bidder: _____
2. Address : _____
3. Phone/Fax/Mobile/Email: _____

Sl. No.	Description of work	No. Of Person	Daily Wage (A)	Other Allowances (B)	ESI (4.75%) on applicable wages (C)	EPF (13.15%) on applicable wages (D)	Bonus (8.33%) of Basic, VDA (E)	Rate per person (F=A+B+C+D+E)	Total Amount for each category
Providing manpower (for 0 – 60 % Occupancy) – Quote for 15 days for 3 Shifts									
1	1. Supervisor 2. Receptionist 3. Housekeeping 4. Room boy								
Providing manpower (for 60 – 100 % Occupancy) – Quote for 15 days for 3 Shifts									
2	1. Supervisor 2. Receptionist 3. Housekeeping 4. Room boy								
3	Cleaning Materials and equipment rental charges* (Quote for the month)								
4	Toiletries Supplied to Guests (Rs. _____ per set for 500 sets)								
5	Contractors Adm. / Service Charge								
Total									

* Provide list of cleaning material, brand, and unit rate, quantity required for one month, total cost, equipment needed for cleaning and its rental cost in a separate sheet.

* Quote should be for 500 sets, but monthly billing will be as per actual number of sets given.

Signature of the Authorized Person

Full Name.....

Company Seal.....

Date:.....

Place.....

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **All price bids (Annexures III-A to III-E) should be pinned together submitted in a separate sealed envelope marked as "Price Bid".**

ANNEXURE - III.B
Price Bid for Catering
At the Guest House

Format to be filled up by the Agency

1. Name of Firm/Bidder: _____

2. Address : _____

3. Phone/Fax/Mobile/Email: _____

Indicate the no. of personnels that will be deployed by the agency for catering services:

Sl. No.	Description	No. of persons to be deployed		
		General Shift	I Shift	II Shift
1	Chef			
2	Cooks			
3	Assistant Cooks			
4	Helpers / Dishwashers			
5	Waiters			

The above category of labourers must be paid as per the Central Government Minimum Wages.

Sl. No.	Description	Unit Rate	Minimum	Total Amount
1	Coffee / Tea	Rs.	Min. of 300per month	
2	Breakfast	Rs.	Min. of 400per month	
3	Lunch	Rs.	Min. of 500per month	
4	Dinner	Rs.	Min. of 300per month	
	Subtotal			
	Applicable Taxes (if any)			
	Gross Total			

* Quote should be for the indicated numbers but monthly billing will be as per actual numbers.

Signature of the Authorized Person

Full Name.....

Company Seal.....

Date:.....

Place.....

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **All price bids (Annexures III-A to III-E) should be pinned together submitted in a separate sealed envelope marked as "Price Bid".**

ANNEXURE – III.C
Price Bid for Other Items

Format to be filled up by the Agency

1. Name of Firm/Bidder: _____

2. Address : _____

3. Phone/Fax/Mobile/Email: _____

Sl. No.	Description	Unit Rate	Minimum	Total Amount
1	Bottled water (1 Ltr)	Rs.	Quote for 500 per month	
2	Water cane (20 Ltr)	Rs.	Quote for 100 per month	
3	All-out Unit (with refill)	Rs.	Quote for 30 per month	
4	All-out refill	Rs.	Quote for 60 per month	
5	Battery Cells (for AC/TV remote)	Rs.	Quote for 30 per month	
6	Pest control	Rs.	Quote for twice a month	
	Subtotal			
	Applicable Taxes (if any)			
	Gross Total			

* Quote should be for the indicated numbers but monthly billing will be as per actual numbers.

Signature of the Authorized Person

Full Name.....

Company Seal.....

Date:.....

Place.....

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **All price bids (Annexures III-A to III-E) should be pinned together submitted in a separate sealed envelope marked as “Price Bid”.**

ANNEXURE - III.D
Price Bid for Laundry

Format to be filled up by the Agency

1. Name of Firm/Bidder: _____

2. Address : _____

3. Phone/Fax/Mobile/Email: _____

Please specify the laundry charges for each item below

Sl. No.	Description	Unit Rate	Minimum	Total Amount
1	Bed Sheet/Bed Cover/Blank Linen	Rs.	Quote for 300 per month	
2	Pillow Cover	Rs.	Quote for 300 per month	
3	Blanket	Rs.	Quote for 300 per month	
4	Bath Towel	Rs.	Quote for 300 per month	
5	Hand Towel	Rs.	Quote for 300 per month	
6	Curtain (dry cleaning)	Rs.	Quote for 25 per month	
	Subtotal			
	Applicable Taxes (if any)			
	Gross Total			

* Quote should be for the indicated numbers but monthly billing will be as per actual numbers.

Signature of the Authorized Person

Full Name.....

Company Seal.....

Date:.....

Place.....

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **All price bids (Annexures III-A to III-E) should be pinned together submitted in a separate sealed envelope marked as "Price Bid".**

ANNEXURE – III.E
Overall Price Bid

Sl. No.	Description	Total (Rs.)
1.	Guest House – House-keeping (Annexure III - A)	
2.	Guest House – Catering (Annexure III -B)	
3.	Price Bid for Other Items (Annexure III-C)	
4.	Price Bid for Laundry (Annexure III-D)	
5.	Overall Total	

Signature of the Authorized Person

Full Name.....

Company Seal.....

Date:.....

Place.....

Note: The price bid be submitted in a format, as per illustration given above. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **All price bids (Annexures III-A to III-E) should be pinned together submitted in a separate sealed envelope marked as “Price Bid”.**

Price bid will be considered excluding GST.

ANNEXURE - IV

DINING HALL / FOOD ARRANGEMENT

TYPE OF SERVICE: Buffet Service

BREAKFAST (7.30 A.M – 9.30 A.M)

- (a) Selection of cereals (cornflakes or oat meal with milk/sugar/honey)
- (b) 2 nos. slices of bread plain (Brown/White) with butter and jam
- (c) Eggs to order
- (d) Idly, Medhu Vada, Sambar, Two chutneys
- (e) Varieties of Dosa or Poori or Pongal or Khichadi - on alternative days
- (f) (All South Indian Dishes will be served along with their appropriate components)
- (g) Fresh Fruits
- (h) Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

LUNCH (12.30 P.M – 2.30 P.M)

- (a) Soup
- (b) Indian Bread (Roti, Chappathi, Pulka, Parathas, etc.)
- (c) Paneer preparation with gravy, two seasonal vegetables dry (Poriyal/Koottu)
- (d) Flavoured Rice (Biryani, Ghee Rice, Pulao, Tomato Rice etc)
- (e) Plain Rice (good quality raw/boiled), sambar, rasam, Vathakolambu or Morkolambu
- (f) Dhal (different preparation), Green Salad, Raitha, Curd, Papad, Pickle
- (g) Dessert
- (h) Butter Milk
- (i) Banana(Green or Yellow)

DINNER (7.00 P.M TO 9.30 P.M)

- (a) Indian Bread (Roti, Chappathi, Pulka, Parathas, etc.)
- (b) Paneer or Vegetables preparation with gravy
- (c) Dhal (different preparation) Green Salad, Raitha, Curd, Papad, Pickle
- (d) Idly or Dosa, Sambar, Chutney - on alternative days
- (e) Curd Rice, Chips
- (f) Dessert
- (g) Milk/Badham Milk
- (h) Banana(Green or Yellow) or Fruit Salad

**Rice, Dal, vegetables are to be served in sufficient quantity, for full diet.

Menu will be revised once in a three months.

All systems and processes in Catering Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance levels. For standard and procedures refer **Annexure V**.

ANNEXURE - V

DETAILED SCOPE OF WORK FOR GUEST HOUSE MANAGEMENT and RECEPTION SERVICES

1. Manage the Reception counter by a professional and experienced person (minimum 1 years of Diploma and at least 3-5 years of experience in Front office operations in similar organization) who will attend the guest with decent and hospitable manner; Attend to and address any guest complaint promptly.
2. Maintain the check-in and check-out in both Registers and in system
3. Allot the rooms in the Guest house as per the directive received from Guest House authorities.
4. Arrange safe handling of baggage of the guest.
5. To attend the telephones, and maintain a call traffic register
6. Maintain the Complaint Register (standard Format) which should be available on demand.
7. To arrange emergency transport as and when required by the guest.
8. To provide information with regard to rail/air/ timings and information related to campus to the guests on request.
9. To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby.
10. To Report the Room-wise Occupancy status every morning to the In charge Guest house through Supervisor of the firm / company.
11. To Report non-functional electrical gadgets (Geyser, Fan, lights, AC etc) and other maintenance issues of the rooms as well as common areas to the Guest House authorities, through Supervisor. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the In charge, Guest house daily through Supervisor.
12. At the time of check-out, to ensure that all the items provided in the room (like Remote of TV etc) are available in the room in case of any missing items the contractor will be solely responsible to replace the same at no extra cost.

HOUSE KEEPING & JANITORIAL SERVICES

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of

trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance levels.

1. To ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
2. To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification). These items will be provided by the Institute.
 - a. Bed Sheet
 - b. Bed Cover
 - c. Pillow Covers
 - d. Blanket
 - e. Blanket linen
 - f. Bath Towel
 - g. Hand Towel
 - h. Cup and saucer
 - i. Tumblers (Glass)
 - j. Coasters
 - k. Hangers
 - l. Bucket
 - m. Foot Mat
 - n. Mug
 - o. Dustbin
 - p. Bath Mat
 - q. Dustbin
 - r. Electrical Kettle
 - s. TV with Remote
 - t. Telephone
3. The Agency shall supply the following toiletries and consumable for each room per new occupant.
 - a. Bath Soap 50gms
 - b. Shampoo Sachet
 - c. Oil Sachet
4. The Agency shall supply the following consumables for each room per day per person.
 - a. One sealed bottles of 1000 ml mineral water (Bailey/Kinley/Aquafina/Bisleri)
5. The Agency shall ensure the following items are replenished promptly in each room.
 - a. Goodnight/All-out mosquito repellent with refills
 - b. Tissue Papers
 - c. Room fresheners
 - d. Napthalene balls, Odonils
 - e. Battery Cells (in working condition) for TV, Wall Clock and AC remotes.
6. All items mentioned above should be of superior / branded quality. The Agency should provide all these items.

Service Standards:

- **Basic Standard** : Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, car parking and external areas.
- **Prestige Standard** : High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels – VIP Suites, Conference room, Banquet area, Dining area, Pantries, Reception areas, Lobbies and VIP floors etc.
- **Hygiene Standard** : Areas where a high hygiene standard is mandatory –Toilets, kitchens, cafeteria, pantry, vending areas, Waste bins, hidden surfaces, hinges, underside of workstations etc. to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

Types of Cleaning:

- **Routine Cleaning:** Cleaning tasks to ensure that offices, toilets, meeting areas, public areas & all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.
- **Reactive Cleaning:** Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- **Periodic Cleaning:** Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

CLEANING SERVICES

It is necessary to maintain the environment of the guest house in a healthy and hygienic condition round the-clock at the level of a 3-star hotel or above. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

Daily Cleaning:

1. Sweeping of the entire premises.
2. Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
3. Dusting of desk, table, chair and furniture located in the rooms occupied.
4. Special attention will be paid to the cleaning of wash basins.
5. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants.
6. All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc.
7. All surfaces shall be free of germs, soap and mud at the wash rooms/WCs.
8. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area.
9. Cleaning of Door mats; aluminum doors, aluminum Fish plates etc.
10. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.

11. Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located.
12. All waste wet and dry from waste paper baskets, kitchen, dining halls etc. will be collected and disposed off as per the guidelines every day.

Weekly Cleaning:

1. Glass table tops, doors partitions and glass accessories should be cleaned using solvent.
2. Cleaning of bath fittings with silvo.

Monthly Cleaning

1. All glass doors, windows of the premises should be cleaned using damp and dry method.
2. Cleaning of photos, sculptures, panels, glass/board partitions etc.
3. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
4. Dusting /cleaning of Venetian blinds.

Quarterly Cleaning:

1. To remove cobwebs from the entire guest house premises wherever they exist.
2. Scrubbing of all floor areas.
3. Carpets in Guest Rooms if any to be cleaned with shampoo by an experienced personnel.
4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
5. Washing/dry cleaning, ironing and refitting of curtains.

List of Cleaning Agents to be used:

All the items listed below should be available with the housekeeping department. of the contractor.

1. Dusting Cloth
2. Scrubbers with handle
3. All Purpose Cleaner
4. Dust pan
5. Window Glass Cleaner
6. Dust brushes
7. Window Applicator
8. SS Scorch pads/steel wool
9. Window Squeeze

10. Nylon brooms with sticks
11. Garbage bags large
12. Floor dust mops with holder
13. Garbage bags medium
14. Feather duster
15. Garbage bags small
16. Spray bottles
17. Air Freshener
18. Toilet brush
19. Insect Killer
20. Hand brush
21. Naphthalene Balls
22. Plastic buckets
23. Dettol
24. Extension pole for glass cleaning
25. Deodorant / fresheners
26. Harpic/Flush Clean
27. Toilet paper rolls
28. Single Disk Scrubber

GUIDELINES RELATED TO CATERING SERVICES

It is prime responsibility of the Agency to provide excellent catering services as follows:

1. Morning tea/coffee
2. Breakfast
3. Lunch
4. Dinner
5. Special lunch and dinner on prior order.

The Agency has to provide best quality food in hygienic conditions, to the in house guests and other Institute officials, as required from time to time on chargeable basis.

All crockery's and cutleries etc. will be initially provided by NITT for smooth operations. Thereafter the sufficient quantity of the same should be maintained by the contractor at their own cost.

The timing for serving food, beverages etc. will be as follows:

Session Timings

Morning Tea to be supplied to rooms 06.00-07.00 a.m.

Breakfast 07.30-09.30 a.m.

Lunch 12.30-2.30 p. m. (or as required in exceptional cases)

Dinner 07.30-9.30p.m. (or as required in exceptional cases)

The Agency shall also provide:

1. Official lunch/dinner at the specified location whenever required on order of the In Charge Guest House/Designated person for whom payments will be made by concerned department/sections/schools of NITT.
2. The Agency has to ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In Charge Guest House or to his designated officials/persons that Agency is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and all outstanding of the Agency to NITT will be seized as penalty.
3. Vegetables and non-veg items (meat) used for cooking should be fresh and good quality. Proper care should be taken for perishable items which will be procured daily on need basis.
4. The Agency has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
5. The Agency shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left over's etc. (Same can be checked by the institute authority as and when required).
6. Soup and Dishes served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the NITT Guests. Surplus food should be disposed of and should not be used in the next meal.
7. The menu shall be displayed in the morning. In case menu cannot be followed due to any genuine reason, the agency will have to intimate same to the Guest and prior permission shall be obtained before changing the fixed menu from the Dean-Institute Development or the designated officer.

8. Agency has to provide various items as per following makes or of its equivalent quality as specified below:-

Par Boiled Rice	Ponni
Basmati Rice	India Gate / Heritage / Kohinoor
Atta	Ashirvad/Annapurna/Pillsbury/Fresh chakki Atta
Masala-All Masala powder (should be Agmark)	Sakthi/Aachi/MTR
Oil-Refined Sunflower oil	GoldWinner/Fortune/Sunflower
Ghee	Aavin/Hatsun/GRB/Amul
Panner, Butter & Cheese	Amul/Milkymist
Papad	Anil/Popular
Rava	Naga
Pickles	Aachi/Sakthi/Priya
Jam	Kissan / Lion / Maggie
Sauces	Maggie/Kissan
Fresh Milk	Aavin (Orange / Blue)
Tea Pack	Tajmahal/Tata, Twinings, Tettley
Tea	3 rosses / AVT
Coffee	Bru / Nescafe
Water	Aquafina / Bailey / Kinley / Bisleri

Note: The Agency will be provided with one time crockery / cutlery / frillings etc. by NITT. The Agency will raise separate bills for supply of hot lunch ordered by different departments of NITT which will be paid by them on receipt of the bills on the approved given rates plus service taxes as applicable.

BROAD OUTLINES OF SPECIAL BREAKFAST / LUNCH / DINNER:

The contractor needs to provide Special Lunch and Dinner as per Official Requests from different departments of this Institute.

The menu for the same as under shall comprise of Continental / Chinese / different Indian Cuisines.

- Vegetable Soup
- Veg Starter and Non Veg Starter as required
- Salad
- Dal (Different Preparation)
- Seasonal Veg. (3 Types including 1 Paneer Dish)
- 2 Non Veg. (Chicken / Mutton / Fish) – Curry / Dry / Tandoor / Baked
- Basmati Rice or equivalent (Different Preparation)

- Indian Breads (Chapati/Tandoori/Nan/Paratha/Poori etc.)
- Rice, Rasam
- Dahi/Raita, Papad, Pickle
- Chutney
- Special Deserts / Sweets or Special Seasonal Fruits

Note: **The contractor also needs to serve Super Special Menus (as required by the competent authority) occasionally during several Institutional Events.**

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

1.	Log Book
2.	Visitor Register
3.	Guest Comment Book
4.	Check in and Out Reports
5.	Attendance Register
6.	Lost and Found Register
7.	Food Bill book
8.	Staff personal data file
9.	Daily / Weekly/ Monthly reports
10.	Cleaning Checklist
11.	Machine Checklist
12.	Key Register
13.	Machine Pre-Maintenance service report
14.	Menu Card Booklet Grooming Register
15.	Staff Training File
16.	Staff Orientation File

ANNEXURE - VI

SALARY INFORMATION FOR THE MONTH OF _____													
Sl. No	Name of the Worker	Designation	EPF No.	ESI No.	Per Day Wages	No.of Days Working	Total Wages	Employee's Share		Carry Home Salary	Employer's Share		Employee's Signature
								EPF	ESI		EPF	ESI	
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													

Employer's Signature and Seal with date

ANNEXURE - VII

(On Company Letter Head)

Dated: _____

To
Dean (Institute Development)
National Institute of Technology,
Tiruchirappalli-15

CERTIFICATE

It is certified that all the dues of personnel deployed at NITT site, for the said contract, have been paid up to by us, in accordance with the latest minimum rates of wages, as fixed by the State Govt./ Central Govt. All the statutory obligations/Requirements have been complied with, in regards to payment of wages, contribution to PF/ESI/Gratuity/Bonus etc. and any other dues have been met and NITT will not assume any responsibility thereto. The Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules 1971 have also been complied with.

Further, certified that the consolidated monthly payment challans to ESI & PF authorities includes the contributions deducted from all personnel deployed at NITT.

Regards

Signature
(Name of the Concerned Person)

For & on behalf of (Name of Company)

Seal of the Company

Signature and Seal of the bidder

ANNEXURE - VIII

PERFORMANCE REPORT

(Furnish this information for each individual contract in the following format from the employer for whom the contract was executed)

1. Name of contract & Location :
2. Agreement No. :
3. Annual Value of contract :
4. Date of start :
5. Date of completion :
6. Performance report :
 - i) Quality of service : Excellent/ Very good/ Good/ Satisfactory/Poor
 - ii) Resourcefulness : Excellent/ Very good/ good/ Satisfactory/Poor
7. Any penalty imposed for Bad performance :
8. Any litigation pending :

(Signature)
Senior Level Officer
(Seal of the organization)

Senior Level Officer :

Contact Number :

Place :

Date :

Note

It is not compulsory that bidders have to submit their performance reports as per the format given in Annexure III. Bidders are permitted to submit performance reports obtained from their previous contractors. But it is mandatory that, bidders should submit the performance report of the previous contractors.

ANNEXURE - IX

**CHECK LIST AND IMPORTANT DATES FOR BIDDERS
(To be enclosed with the Technical Bid)**

No	Particulars	Compliance – Wherever applicable indicate page Number
1	Whether a Demand Draft for EMD (Rupees 50,000/-) has been submitted in a SEPARATE ENVELOPE ?	
2	In respect of Bidders who are seeking exemption from EMD amount, whether a registration certificate with NSIC has been furnished? What is the validity period for the certificate? Does the certificate hold good for job tendered in our notice inviting tender?	
3	Whether Technical Bid along with enclosures are kept inside a SEPARATE ENVELOPE and the said envelope is super scribed as per the instructions given in the tender document?	
4	Whether Price Bid has been submitted in the format prescribed in the tender document?	
5	Whether the Price bid has been submitted under the Letter Head of the bidding firm/ company/ agency?	
6	Whether the Price Bid has been kept inside a SEPARATE ENVELOPE & the said envelope is super scribed as per the instructions given in the tender document?	
7	Whether all the pages of the tender document (technical bid, its enclosures and Price bid) duly signed and stamped by the Authorized signatory?	
8	Whether the THREE SEPARATE ENVELOPES containing (a) EMD (b) Technical Bid and (c) Price Bid are placed and wrapped in a Larger Size Outer Envelope AND ALL THE FOUR ENVELOPS are sealed and super scribed as instructed?	
	Important dates	
	Tender Notification date	19/2/2018
	Pre bid meeting date and time:	28/2/2018, 3.30 P.M
	Last date for submission of tender.	12/03/2018, 3.00 P.M
	Date of opening of Technical Bid.	12/03/2018, 3.30 P.M

Signature, Seal of the bidder with date