



**NATIONAL INSTITUTE OF TECHNOLOGY
TIRUCHIRAPPALLI – 15
OFFICE OF THE REGISTRAR**

Web: www.nitt.edu

Phone: 0431-2503052

e-Procurement Notice

Ref: NITT/Registrar/Guest House/2018-19/01

Dated: 07.03.2019

Online tenders are hereby invited **in two cover system** from reputed Hospitality services Companies/Firms/Agencies OR Managements of Government Guest Houses or 3 and 4-star hotels for **Tender for Operation and Maintenance of Guest House at National Institute of Technology, Tiruchirappalli.**

Bidders can download complete set of bidding documents from e-procurement Platform <http://eprocure.gov.in/eprocure/app> from **07.03.2019 (05.00 PM)** onwards. **Bidders need to submit the bids online for the interested items by uploading all the required documents through <http://eprocure.gov.in/eprocure/app>.**

Last Date/ Time for receipt of bids through e-procurement is } **27.03.2019 (11.00 AM) (Server time).**

Late bids shall not be accepted.

For further details regarding Tender Notification & Specifications please visit website: <http://eprocure.gov.in/eprocure/app> and www.nitt.edu

CRITICAL DATE SHEET

| | |
|---|--|
| Published Date | 07.03.2019 (06.00PM) |
| Bid Document Download Start Date | 07.03.2019 (06.00PM) |
| Clarification Start Date | Not Applicable |
| Clarification End Date | Not Applicable |
| Pre bid meeting Venue of Pre-bid Meeting | Not Applicable |
| Bid Submission Start Date | 08.03.2019 (11.00AM) |
| Bid Submission End Date | 27.03.2019 (11.00AM) |
| Bid Opening Date(Technical) | 28.03.2019 (11.00AM) |
| Bid Opening Date(Price) | Will be announced after technical evaluation |

Note : * Bidder should submit the EMD as specified in the tender [Scanned copy of the EMD Document (i.e. DD (or) Bank Guarantee (or) EMD Exemption document (i.e.) NSIC / MSME Certificate to be uploaded in the respective tender's Cover-1 Fee cover at E-procurement Portal].

The hard copy should be posted / couriered / given in person to the Tender Inviting Authority, within bid submission due date and time as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.



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Tender Document (e - Procurement)

| | | |
|--|---|---|
| Tender Notification No | : | NITT/Registrar/Guest House/2018-19/01 |
| Date | : | 07.03.2019 |
| Name of the Department | : | OFFICE OF THE REGISTRAR |
| Name of the component | : | Tender for Operation and Maintenance of Guest House at National Institute of Technology, Tiruchirappalli-15 |
| Quantity required | : | As per the Specification |
| EMD Amount | : | Rs.50,000 |
| Last Date & Time of submission of Tender | : | 27.03.2019 (11.00 AM) |
| Address for submission of Tender | : | THE DIRECTOR, NATIONAL INSTITUTE OF TECHNOLOGY TIRUCHIRAPPALLI- 15 KIND ATTENTION TO: The Registrar, National Institute of Technology Tiruchirappalli – 620 015. |
| Date & Time of opening of technical bid | : | 28.03.2019 (11.00 AM) |



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Tender Notice

1. Online Tenders are invited under **Two-Cover Bid System** i.e., Technical Bid and Price Bid in separate covers from reputed, experienced and financially sound Hospitality services Companies/Firms/Agencies OR Managements of Government Guest Houses or 3 and 4-star hotels for **Providing Hospitality & Facility Management Services such as Front Office, House Keeping, Kitchen, Food & Beverage (Non Alcoholic) services at the National Institute of Technology, Tiruchirappalli.**
2. The tender documents can be downloaded from the website:
<https://www.nitt.edu/home/other/tenders/> and
<https://www.eprocure.gov.in/eprocure/app>
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. The bid should clearly state the roles and responsibilities for the individual agencies in providing the front office, house-keeping, kitchen and Food & Beverage (non-alcoholic) services. In the techno-commercial evaluation (Annexure-I), the agencies will be evaluated for the respective roles /responsibilities. An agency is bidding for the tender should meet the eligible criteria stated in Section 2.
4. Interested Hospitality services Companies / Firms / Agencies OR Managements of Government Guest Houses or 3 and 4-star hotels may deposit bid documents submitted to: The Director, National Institute of Technology, Tiruchirappalli-15, on or before the deadline.



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| SECTION – 19 | Annexures I, II, IV, V, VI, VII, VIII, IX available in this document and Annexures III-A, III-B, III-C, III-D and III-E available in the Price Cover of this E-Tender. |



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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 guest house facility management services (front office, housekeeping and, kitchen and Food & Beverage (non-alcoholic) services). NITT expects that it's Guest House to be maintained at very high standards with high end facility for our visiting academic and industrial community, ensuring state-of-the-art hospitality through efficient front office management, top notch housekeeping, catering and service management **at the level of a Three Star and above hotel standards.**

The bidder shall have proven capabilities of providing total such services, on turnkey basis.

There are two Guest Houses at our premises and are situated adjacent to each other.

Their details are as under:

| Particulars | Guest House 2 (New) | Guest House 1 (Old) |
|--------------------------------------|----------------------------|----------------------------|
| Double occupancy rooms – AC | 33 | 16 |
| Premium suites | 3 | 0 |
| Suite | 0 | 1 |
| Conference room | 1 | 0 |
| Dining room 50 pax | 2 | 1 |
| Front office | 1 | 1 |
| Kitchen with store room | 1 | 1 |
| Front Office and Administrative area | 1 | 1 |
| Linen store and laundry area | 1 | 0 |
| Guest Lobby | 1 | 4 |
| Guest Lift | 1 | 0 |



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The office is equipped with telephones, computers, required furniture and related facilities. The Guest Rooms are well furnished and equipped with the basic amenities and not limited to:

- Telephone
- LED television with DTH services
- 24hrs hot and cold water
- Electric kettle
- Wardrobe and Luggage Rack
- Study Tables and chairs
- Sofa Couch
- Wi Fi Internet
- Cot with spring mattress
- Good quality bed and bath linen
- Manual door locks with keys
- Air conditioned rooms
- Emergency power back up and supply
- Independent balcony in new guest house

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.
3. The expression “Contractor” shall mean the successful bidder selected by the Institute for carrying out the subject work.
4. “The Registrar” 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



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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 terms and conditions of contract of NITT, the letter of acceptance and the acceptable rates/bill of quantities in price bid, deed of contract, 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-In Charge 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.



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SECTION 2: PREQUALIFICATION AND ELIGIBILITY CRITERIA

1.A. The Bidding Hospitality Services Firm/Company should have at least three years experience in providing Guest House Operation and Maintenance Services to public and Corporate sectors providing like front office services which include guest receiving (reception), room allotment, complete check in and checkout formalities. Housekeeping services includes cleaning of room and public area, provide bed and bath linen, property up-keep and timely maintenance, etc. Catering services to provide food and beverages as per requirements and general maintenance services, ensuring guest securities, etc.

OR

1.B. The Bidding Managements of 3 and 4-star hotels should have minimum 5 years of existence and record of maintaining the rating and facility during the period

2. The bidder should have at least 1 successfully executed/ Ongoing contract in the last 5 years in providing similar services to Government Educational Institutions / Government Departments/Organisations / Public Sector Undertakings / Public Sector Banks /Corporate sectors for managing minimum 50 or more rooms capacity guest house or Managements of 3 and 4-star hotels.

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 and minimum 50 or more rooms capacity.

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 and minimum 50 or more rooms capacity.

OR

c) The bidder should have successfully completed one similar contract Annual value not less than Rs.1 crore. and minimum 50 or more rooms capacity.

OR

d) The bidder should have one similar ongoing contract with minimum 50 or more rooms capacity and bidder shall have average annual turnover of Rs.1 Crore in the last 3 financial years.

OR

e) The Bidding Managements of 3 and 4-star hotels should have minimum 5 years of existence and record of maintaining the rating and facility during the period with average annual turnover of Rs.1 Crore (from front office, housekeeping and catering services only) in the last 3 financial years.

3. 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 guest house facility management services experience.



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4. The bidder shall have average annual turnover of Rs.1 Crore (from front office, housekeeping and catering services only) in the last 3 financial years.
5. The bidder must have valid ISO 22000:2005 certification, FSSAI & HACCP certification.
6. The successful bidder shall provide Operation and Maintenance Service in the Institute Guest House FACILITIES MATCHING TO THREE STAR HOTEL STANDARDS. Therefore, **preference will be given to the bidding firms who have experience in running a three-star facility or above rated guest house facility in the last three years.**
7. Either the registered office or branch office of the bidder should be located in Tamil Nadu.
8. The bidder should be registered with the Government Authorities such as ESI / EPF / GSTN Tax, Labour and Income Tax Authorities and a copy of the registrations shall be attached with the Technical bid
9. **The contractor 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.

***** NOTE: the bid without notarized affidavit document will be rejected summarily *****

*****Self-Technical Evaluation in ANNEXURE – I with justification to be in bidders Company letter head.**

10. The bidder should not have been blacklisted by any Central or State Government organization. The tendering 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 HACCP) and housekeeping services. Any site license, if required from local authorities/bodies will have to be obtained by the contractor at his/her own cost.
12. The bidder should have its own Bank Account.

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.



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SECTION 3: SITE VISIT

The bidders who wish to visit the site should obtain prior permission from the Security Officer, NITT (Email: securityoffice@nitt.edu). The site visit will be allowed during 10.00 a.m. to 12.00 noon and 02.30 p.m. to 04.30 p.m. on all working days and are permitted up to the end of bidding date.

The prospective bidders are advised to visit the site 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.



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SECTION 4: TENDERING PROCESS
Bidding Procedures
Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

1. Possession of valid Digital Signature Certificate (DSC) and enrollment / registration of the contractors / bidders on the e-Procurement/e-tender portal are prerequisite for e-tendering.
2. Bidder should register for the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment / registration, the bidders should provide only valid and true information including valid E-mail id. All the correspondence shall be made directly with the contractors/bidders through E-mail id as registered.
3. Bidder need to login to the site through their user ID / password chosen during enrollment / registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY / TCS / nCode / eMudra or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken / SmartCard, should be registered.
5. The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
6. Contractor / Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
8. Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bid online.
9. Bidder may log in to the site through the secured login by the user id / password chosen during enrollment / registration and then by submitting the password of the e-Token / Smartcard to access DSC.
10. Bidder may select the tender in which he / she is interested in by using the search option and then move it to the ‘my tenders’ folder.
11. From my tender folder, he / she may select the tender to view all the details uploaded there.
12. It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked ; otherwise, the incomplete bid shall stand rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and ordinarily it shall be in PDF / xls / rar / jpg / dwf formats. If there is more than one document, all may be clubbed together and



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provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip / rar and the same if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.

14. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under “My Space option” and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
15. Bidder should submit the Tender Fee / EMD as specified in the tender. The hard copy should be posted / couriered / given in person to the Tender Inviting Authority, within bid submission due date and time as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
16. The bidder has to select the payment option as offline to pay the Tender FEE / EMD as applicable and enter details of the instruments.
17. The details of the DD / any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bid shall not be acceptable or liable for rejection.
18. While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
19. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.
20. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.

PRICE BID

1. If the price bid format is provided in a PDF File, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
2. The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.
3. The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The bidders should follow such time during bid submission.



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EVIDENCE FOR ONLINE BID SUBMISSION

1. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
2. All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.
3. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
4. The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.
5. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
6. For any queries regarding e-Tendering process, the bidders may contact at address as provided in the tender document. Parallely for any further queries, the bidders are advised to contact over phone : **1-800-233-7315, 0120-4001005** or send an E-mail to cppp-nic@nic.in.



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Section 5 BID Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). In case of inconsistency, the provisions herein shall prevail over those in ITB.

| Sl. No. | A. General |
|---|--|
| 1. | The reference number of the Invitation for Bids is NITT/Registrar/Guest House/2018-19/01 Dated : 07.03.2019 |
| 2. | The Purchaser is The Director, NIT Tiruchirappalli. Kind Attention To : The Registrar, National Institute of Technology Tiruchirappalli – 620 015, |
| B. Contents of Bidding Documents | |
| 3. | For Clarification of bid purposes only, the Purchaser's address is OFFICE OF THE REGISTRAR, National Institute of Technology, Tiruchirappalli, 620015 Attention : The Registrar National Institute of Technology, Tiruchirappalli – 620 015, Address : OFFICE OF THE REGISTRAR National Institute of Technology, Tiruchirappalli, Floor / Room number : - City : Tiruchirappalli ZIPCode : 620015 Country : India Telephone : +91 431 2503052 E-Mail : registrar@nitt.edu |
| 4. | Web page : http://eprocure.gov.in/eprocure/app |
| 5. | A site visit shall not be organized by the purchaser. |
| 6. | A Pre-Bid meeting date and venue : Not Applicable |



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| Sl. No. | C. Preparation of Bids |
|---------|--|
| 7. | The language of the bid is : English. All correspondence exchange shall be in English. Language for translation of supporting documents and printed literature is English. |
| 8. | The Bidder shall submit the following additional documents in its bid: NA |
| 9. | Alternative Bids shall not be considered. |
| 10. | The prices quoted by the Bidder shall not be subject to adjustment during the performance of the Contract. |
| 11. | Place of Destination: is National Institute of Technology, Tiruchirappalli, 620015. |
| 12. | Final destination (Project Site): Guest House ,National Institute of Technology, Tiruchirappalli-15, OFFICE OF THE REGISTRAR, National Institute of Technology, Tiruchirappalli, 620015. |
| 13. | The prices shall be quoted by the bidder in : Indian Rupee The Bidder is required to quote in Indian Rupees (INR), the portion of the bid price that corresponds to expenditures incurred in Indian Rupees(INR). |
| 14. | Manufacturer's authorization is Required |
| 15. | After sales service is Required. |
| 16. | The bid validity period shall be 90 Days. |
| 17. | EMD / Bid security Rs.50,000 shall be paid by the way of Demand Draft (DD) / Bank Guarantee (BG) in favor of The Director, National Institute of Technology, Tiruchirappalli and should be valid for a period of 45 days beyond the BID validity period. All tenders received without EMD / Bank Security shall be rejected |
| 18. | Other types of acceptable securities: NA |



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| Sl. No. | D. Submission and Opening of Bids |
|---------|--|
| 19. | <p>For bid submission purposes only, the address is Assistant Registrar (S&P), Stores and Purchase Section, National Institute of Technology, Tiruchirappalli, 620015.</p> <p>Attention : The Registrar/ National Institute of Technology Tiruchirappalli – 620 015</p> <p>StreetAddress : National Institute of Technology, Tiruchirappalli,</p> <p>City : Tiruchirappalli</p> <p>ZIP/PostalCode : 620 015</p> <p>Country : India</p> <p>The deadline for bid submission is :</p> <p>Date and Time : 27.03.2019 (11.00 AM)</p> <p>The electronic bidding opening procedures shall be as given in Section I-Instructions for Online Bid Submission.</p> |
| 20. | <p>The bid opening shall take place at : Stores and Purchase Section, National Institute of Technology, Tiruchirappalli-620015.</p> <p>StreetAddress : National Institute of Technology, Tiruchirappalli</p> <p>Floor / Roomnumber : Administrative Block</p> <p>City : Tiruchirappalli</p> <p>Country : India</p> <p>Date and Time : 28.03.2019 (11.00 AM)</p> <p>The electronic bidding opening procedures shall be as given in Section I -Instructions for Online Bid Submission.</p> |



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| Sl. No. | E. Evaluation and Comparison of Bids |
|----------------|--|
| 21. | Evaluation Will Be Done As Per Annexure – I Self Technical Evaluation Scheme. <i>Note: Bids will be evaluated for each item and the Contract will comprise the item(s) awarded to the successful Bidder.</i> |

| Sl. No. | F. Award of Contract |
|----------------|--|
| 22. | The maximum percentage by which quantities may be increased is :NA The maximum percentage by which quantities maybe decreased is:NA |



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**SECTION 6
QUALITY AND SCOPE OF SERVICES
TO BE PROVIDED BY THE CONTRACTOR**

The contractor is required to provide **Front Office service, House Keeping and maintenance of Guest House, kitchen and, Food & Beverage (non-alcoholic) services.** Neatness and cleanliness of all guest rooms and the public area within and outside the Guest House premises and, maintenance of recycled and non-recycled cleaning inventories are the major responsibilities of the contractor. 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, have always clean rooms for expected arrivals and stay overs and satisfy special guest needs as far as amenities and facilities requested in their rooms are concerned.

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.

6.1 Front Office and Housekeeping Services

1. Receiving and allotting (accommodation) rooms to the guests coming to stay at the NITT Guest House 1 and 2, as per the direction from the Institute. Services include manning the reception and office (for details refer to Annexure V), round the clock, on all the days of the year, maintenance of guest register, billing, payment, allotment and opening of rooms for bonafide occupants, perfect upkeep of rooms through good housekeeping.
2. The application forms, for request of rooms to the guests will be forwarded through the Chairperson, Guest House Advisory Committee (GHAC) / Registrar / Director (only for suites) to the service provider. Room allotment should be based on first come first serve basis, reserving few rooms for the Director's guests.
3. 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, dining and other services if any are to be prepared to be signed by the guests. At the time of a guest checking in and checking out, a bell man should be available to check the room for its property, the room key should be collected and assist the guest to bring their luggage. The checkout time is 24 Hours.
4. **House Keeping of Guest House** which include up keeping in high standard of cleaning of the rooms, dining halls, corridors, common area from the entrance of the guest house premises till the reception area and surrounding areas on turnkey basis.
5. Maintenance and cleaning on daily basis of the front office, all the rooms (with toilet cum bath), dining hall, office and meeting rooms, kitchen, stores, corridors, common areas, all glass window pane, venation blinds and all fixtures/furniture in the guest houses as listed shall be the duty of contractor/service provider. A status report on day to day basis will be maintained by the supervisor as a permanent record and may be



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sent to the office daily. Cleaning of public area glass window panes and walls will be done on quarterly basis. Details on daily cleaning, weekly cleaning, monthly cleaning, quarterly year cleaning.

6. Floors of the rooms and corridor/wings will be cleaned daily with standard cleaning agents (Annexure - V) 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 wet 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, woollen 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 standard cleaning agents. Bedroom linen and Bathroom towels shall be changed, whenever the rooms are in use. Toiletries items to be supplied in a sachet (shampoo + oil + soap) etc. 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 cleaning agent 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.



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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 and cleaning agents 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 Chairperson GHAC / Registrar has the rights to change the duty roster 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 Chairperson, GHAC / NITT Guest House Manager. One Housekeeping person / Bell man 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 Registrar. 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 Chairperson GHAC for



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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 litre Mineral water can should be placed in the dining hall and each floor.
8. Meals, breakfast, tea, etc., to VIPs/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.**
9. Sometimes, departments /Institute will use the dining hall or any space other than the dining hall of the Guest house for the food service from outside caterer. Cleaning and other arrangements has to be done by the contractor.
10. 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.**



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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. Additional 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. Chairperson, Guest House Advisory Committee / Registrar / 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. Chairperson, GHAC / Registrar reserves the right to oversee the quality of food and maintenance services being provided by the contractor. He/she 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 malodour at all times. The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.



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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. 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.



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6.3 MAINTENANCE & PROPERTY UP-KEEP

The importance or existence of maintenance team is often never experienced by the guest.

The contractor holds a vitally important position for successful operations for a facility. They are responsible for keeping the lights on, toilets flushing, HVAC working, elevator functioning, etc. They ensure the safety of all the staff and guests within the boundaries of the establishment, and they are also responsible for improving energy efficiencies and reducing operating costs. They protect the integrity of the building through maintenance of: Building structures (including walls, ceilings and floors); air-conditioners, heating and cooling plants; water and sewage facilities; furniture, fixtures and equipment; electricity; alarms; space management; procurement and so much more. It's a huge responsibility for any facility, and having the right team in place ensures that things run smoothly. Professionally managed hospitality facilities to be applied for eco-friendly measures driven by the maintenance team.

1. As the facility is state-of-the-art and has been developed keeping all comforts of a 3-star Hotel, daily up-keep and maintenance of the facility is one of the key roles that the contractor needs to play during their operational tenure.

2. The property is equipped with the plant & machinery equipment as listed below. A. Guest Elevator B. Air-conditioning units C. Solar Water Heating System D. Grey Water recycling Plant E. Low Voltage system F. Fire Fighting & Fire Protection System G. Building Management System H. Kitchen Equipment & Cold Room I. Internet, EPBX, Telephone, DTH, CCTV & others.

3. The Estate Department (Estate Office) and Electrical Maintenance Department (EMD) of NITT through its experienced operation team will be operating the plant & machineries. However, the Supervisors of the Hospitality Contractor will act as the Maintenance Coordinator to ensure that all equipment and machineries are maintained well and kept in the running conditions. They will maintain log books and report every fault in the equipment to NITT Estate/E.M.D. and do necessary follow up with them to ensure routine maintenance as well as all repairs to the equipment take place in time and plant & machinery are kept in good working order.

4. Service would be desired to be maintained round the clock.

5. NITT will be executing Annual Maintenance Contracts (AMC) for various equipment/machineries as found necessary. However, the contractor needs to put in place an experienced maintenance coordinator who will be oversee the routine maintenance carried out by AMC team and also report any dysfunctional equipment/machine to NITT estate Dept/E.M.D. to handle complex systems and procedures pertaining to plant & machinery. Every major/minor snag, where certain outside assistance from the original equipment manufacturer (OEM) or a third party support could be required, such cases the concerned agency be called to attend the work and such incidence needs to be immediately brought to the notice of NITT team to ensure that necessary work to be taken forward and there is less/no downtime.

6. General maintenance tools such as tradesman kit containing tester, hammer, screwdriver, etc. to be arranged by the contractor. Any major material or equipment will be provided by NITT.



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7. Entire plant & machinery testing, commissioning and snag to be seen by the contractor Maintenance Coordinator(s) before handover by the maintenance team from the contractor in presence of NITT technical team.

8. All warranties / guarantees to be checked and records be kept before handover. In case warranties have expired, Annual Maintenance Contract (AMC) for each equipment will be provided by NITT. Each of these aspects be checked by the contractor before taking handover.

6.4 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, Almira, 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, 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.



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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 outrightly 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 initialled 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 fulfil 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 Registrar, Guest House/the officer designated by the Director, NITT. Adequate and necessary numbers of employees / workmen are deployed by the agency for fulfilment 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, fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such



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- 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 & III-B (as prescribed in the Price Bids of this E-Tender). 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 Registrar, 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 uniforms need not bear the name of the contractor The specified uniforms are as follows:
 - a. Waiter - Black full Trousers & White Shirts with and Black Shoes.
 - b. Cooks - Appropriate uniform with Apron and Cap
 - c. Housekeeping staff – Appropriate uniform for gents and ladies.
 - d. Receptionist – Neatly ironed light colour shirt with tie, dark trousers and shoes for male; plain chudidhar with shoes for female
 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 Registrar / Chairperson GHAC / the designated officer. A proper record and register should be maintained and presented for checking purpose of the Registrar / Chairperson GHAC / the Designated Officer.



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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 Registrar or the designated officer nominated by the Director, NITT. Normally no inventory will be shifted from one room/ place to another, without approval of Registrar, 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, employer's 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



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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 maximum 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.



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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 Tiruchirappalli 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.



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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 Registrar, Guest House, NITT, in the third week of the subsequent month or earlier, but after disbursement of wages to the contract labourers. As far as possible the payment will be released within 15 days 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 Labourers
 - 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 GSTIN, 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.



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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



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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 Registrar. 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 current 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/Gratuity/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/Chairperson GHAC 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.



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| 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 (within 2 weeks) after this notice, penalty for poor service. 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.



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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 misbehaviour, 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 Registrar, 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.



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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 Registrar, 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



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- (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 Registrar and Guest House Advisory Committee, 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 Registrar and Guest House Advisory Committee 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 Registrar and Guest House Advisory Committee 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 party 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



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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 a separate cover (Refer to proof of sealing and marking of bids). 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 Registrar,
National Institute of Technology,
Tiruchirappalli-15,
Phone: 0431-250 3052,
Mail: registrar@nitt.edu**

**The Director
NITT**



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**ANNEXURE – I
SELF TECHNICAL EVALUATION SCHEME**

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

| Description | Marking Scheme | Max. Marks | Self Evaluated Marks To be filled by the bidder purely based on their eligibility | Enclosed document Pg No |
|--|---|------------|---|-------------------------|
| No. of years of experience providing Guest House services with 50 guest rooms or 100 guests (or) Management of 3 star and 4 star hotel | 5 marks for 3 years of experience, and 1 mark for each additional year subject to a maximum of 15 marks (or) 5 marks for 5 years of experience, and 1 mark for each additional year subject to a maximum of 15 marks | 15 | | |
| HACCP certification | 5 Marks | 5 | | |
| No. of contracts with 50 guest rooms or 100 guests / Management of Number of 3 star and 4 Star Hotels | 5 marks for one contract and 2 mark for each additional contract, subject to a maximum of 15 marks / 5 marks for one Hotel , 2 marks for each additional Hotel, subject to a maximum of 15 marks | 15 | | |
| Turn-over | 5 marks for the Average annual turn-over of 1 crore in the last 3 financial years, 1 mark for each additional 1 crore average annual turn-over subject to maximum of 10 marks | 10 | | |
| Feedback from Present / Previous Clients for facility management / On-line reviews rating for Management of 3 star and 4 star Hotels | Written feedback submitted by the bidder [5 marks for Good / Excellent / Outstanding for one feedback certificate and 1 mark for each additional feed certificate with Good / Excellent / Outstanding subject to maximum of 10 marks] / 5 marks for one on-line (web-site) review of rating of 4 and above, 1 mark for each additional on-line (web-site) review rating of 4 and above subject to maximum of 10 marks | 10 | | |
| Evaluation of the Response by the technical committee and/or site-visit / tele conversation with the current clients of the bidder | Evaluation by Technical committee | 5 | | |
| Total | | 60 | | |

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 Commercial score = 40 * (lowest price bid)/(price bid of the bidder)



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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.



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**ANNEXURE – II
FORMAT FOR SUBMITTING TECHNICAL BID**

(All the required documents mentioned in the following table to be uploaded in this E-Tender at the E-Tender portal and the originals wherever required to be submitted in a separate sealed envelope to the Tender Inviting Authority)

| 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 | |



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| | 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 / HOTEL 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 Operation & Maintenance Services (Rupees in Lakhs) |
| | | 2015-16 | |
| | | 2016-17 | |
| | | 2017-18 | |
| 11. | Average Annual Turnover in last three years from Guest House / Hotel 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 / Hotel ? Furnish particulars of other trade/ business carried out. | | |
| 13. | Total experience (years/ months) in Guest House / Hotel 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 / Hotel for a period of more than six months continuously after you commenced the Guest House / Hotel services? If YES, state the reasons. | | |



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| | | |
|-----|---|--|
| 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 2016-17, 2017-18 and 2018-19 (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. | GSTIN Number (Self attested Proof to be attached). | |
| 22. | Copy of Service Tax / GSTIN Returns, if any, filed, for the last three years i.e., 2015-16, 2016-17 and 2017-18 along with proof of payment of service tax / GST during the said three years | |
| 23. | Name and address of your banker | |
| 24. | Bidders Solvency (Original certificate for an amount of Rs.25 lakhs from the banker to be enclosed) (photocopy of the solvency | |



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| | | | | | | | |
|-----|--|--------------------|--|-------------------------|-----------------------------------|--------------------------|---------------|
| | | | | | | | |
| 32. | Details of COMPLETED GUEST HOUSE / HOTEL OPERATION CONTRACTS during the last three Years: (a) Order Copy, Contract/ Agreement copy should be enclosed. If required, please attach extra sheets. (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 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, HACCP etc.) Scanned copy of the certificates to be uploaded | | | | | | |
| 35. | Details of Awards, if any received or Reviews in the Media, if any | | | | | | |
| 36. | Notarized Affidavit with respect to sl.no.9 of Section 2 Prequalification And Eligibility Criteria | | | | | | |
| 37. | Notarized Affidavit with respect to sl.no.10 of Section 2 Prequalification And Eligibility Criteria | | | | | | |
| 38. | Self-Technical Evaluation duly filled in with justification [in bidders Company letter head] | | | | | | |

Signature and Seal of the bidder with date



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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, Tiruchirappalli 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



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ANNEXURE III-A TO III-E

**ANNEXURE III-A, III-B, III-C,
III-D AND III-E AVAILABLE IN
THE PRICE BID COVER OF THIS
E-TENDER.**

**THE SAID ANNEXURES TO BE
FILLED IN DULY STAMPED AND
SIGNED AND UPLOADED AS PDF
FILE IN THIS E-TENDER OF
PRICE BID COVER AT
E-TENDER PORTAL**



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ANNEXURE - IV

MENU CATERING

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/nutella
- (c) Eggs to order – Scrambled, boiled, Omelette/ as per request
- (d) Idly, Medhu Vada, Sambar, Two chutneys
- (e) Varieties of Dosa /oothappam/iddiyappam or Poori or Pongal or Khichadi - without repetition in a week
- (f) All South Indian Dishes will be served along with their appropriate components
- (g) Fresh Fruits
- (h) Fresh Juice
- (i) Tea/Coffee/Milk (with separate Milk and Sugar Sachet)
- (j) Special – Muesli /whole grain bread/ banana/fresh orange juice/assorted pastries
Along with 250 ml water bottle

LUNCH (12.30 P.M – 2.30 P.M)

- (a) Soup veg, Non Veg Soup
- (b) Veg starter and Non veg Starter (Chinese, Tandoori, Continental)
- (c) Indian Bread (Roti, Chappathi, Pulka, Naan, Parathas, etc.)
- (d) Two veg preparation two seasonal vegetables dry (Poriyal/Koottu)
- (e) Gravy veg and Non veg
- (f) Panneer and Mushroom variety weekly twice
- (g) Flavoured Rice (Biriyan, Ghee Rice, Pulao, Tomato Rice, etc,) veg & Non Veg
- (h) Plain Rice (good quality raw/boiled), sambar, rasam, Vathakolambu or Morkolambu
- (i) Dhal (different preparation), Green Salad, Raitha, Curd, Papad, friams, Pickle
- (j) Dessert
- (k) Butter Milk, ghee
- (l) Banana (Green or Yellow)



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- (m) Special : Noodles, special starter Continental, Tandoori, Chinese additional items, two types sweets / ice-creams, Indian sweet beetle (beeda)
Along with 250 ml water bottle

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

- (a) Indian Bread (Roti, Chappathi, Pulka, Parathas, etc.)
- (b) Paneer butter masala (weekly twice) / Mushroom/ rajmah/ veg masala
- (c) Non veg chicken butter masala and other Chettinad preparation with gravy
- (d) Veg Fried rice or Noodles, - Non veg fried rice and Noodles
- (e) Dhal (different preparation) Green Salad, Raitha, Curd, Papad, Pickle
- (f) Idly or Dosa/oothappam/appam/ Sambar, Chutney - on alternative days
- (g) Curd Rice, bisbella bath / Chips
- (h) Dessert
- (i) Milk/Badham Milk
- (j) Banana (Green or Yellow)
- (k) Specials : two types of starters and two Indian breads , two type sweets and ice-creams
Along with 250 ml water bottle

**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**.



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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 by Bell man during check in and check out.
5. To attend the telephones, and maintain a call traffic register
6. Maintain Visitor Register, Room key register and 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.
13. Minimum float cash of Rs.1000 to be available to tender change and balance cash.
14. Maintaining cash, Credit Card entries, and credit register and acknowledged by the Guest House Authority on every week.
15. Submitting category wise occupancy report and meal records on monthly basis to the Guest House Authority
16. At the time of check-out, Housekeeping floor supervisor to ensure that all the items provided in the room (linen, CCGT, Remote etc.) are intact, in case of any missing items



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reported then guest to be stopped for queries and matter to be reported to officer in charge for further action.

HOUSE KEEPING 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. Two sealed bottles of 500 ml mineral water (Bailey/Kinley/Aquafina/Bisleri)
5. The Agency shall ensure the following items are replenished promptly in each room.



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- 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.

Zoning: The Frequency of daily cleaning should be divided into 3 zones:

Green Zone - Cleaning -mechanically / manually. Frequency – Once a day.

Red Zone- Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon requests / instructions.

Yellow Zone - Cleaning - once at commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages etc.

* Colour coded cleaning tools for different areas.

* Colour coding of each type of waste with specific colour bins for easy identification by users. * Go-green initiatives should be a part of contractor's mission with the usage of eco - friendly branded cleaning chemicals.

The service of the House-keeping is round-the-clock operation. It includes the following:

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



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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:

Task 1: Guest room cleaning

- Remove linens (mattress pad, linens, and bedspread) from the bed
- Lift the mattresses from the box spring. (This should be a two-person job and use the legs for lifting and not your back)
- Lift the box spring off the bed frame.
- Check for any tear, soil, stains or springs which are popping out.
- Thoroughly clean the frame and headboard.
- Vacuum behind and inside the bed platform and mattress cording.
- Rotate the box spring
- Inspect pillows and replace pillows that have stains or wear and tear.
- Dust ruffles and straight it.
- Remake the bed with a clean mattress pad, linens, and bedspread.

Task 2: Dusting of High Places or hard to reach areas

- Using an extended feather duster, dust where the wall meets the ceiling. Use of a stepladder is recommended here.
- With at the most care dust the smoke detectors, sprinklers and any wifi routers.
- Dust and wipe the tops of almirah, frames of paintings, curtain holders etc.
- Dust light shades and clean with a damp cloth if needed
- Dust and wipe all AC vents, curtain holders and top of doors.
- Clean everything else above your head level.

Task 3: Clean Window glass, Grills and draperies.

- Use a scrubber and window cleaner to clean grease marks, fingerprint and hard dirt from window panels.
- In case any dirt outside the sealed glass then reports the same to the maintenance team.
- Clean window glass from the top to down with a window wiper.
- Wipe all window frames with a damp cloth.
- Clean the window track thoroughly.
- Remove draperies that need professional dry cleaning from drapery rods.
- Label draperies by room number, and send them to be laundry for dry cleaning.
- Inspect and clean pulls, hooks and rods.
- Place hooks in saleable bags to make sure they are not lost.

Task 4: Cleaning Walls, carpets and Doors.

- Use a mild solution or all-purpose cleaner on a so sponge and clean gently
- Do not spray the cleaning solution directly on to the wall but spray to the sponge instead.
- Work from the boom up to avoid streaks, and work clockwise around the room.
- Stains or marks which cannot be removed to be reported to the maintenance.
- Dry all wiped surfaces with a clean white cloth.
- Clean anything hanging on the wall
- Wipe switch plates, phone plugs, and wall jacks
- Clean the closet walls and luggage racks
- Clean both sides of every door, including viewers, hinges, the frame, locks, and lock plates
- Work clockwise around the room to clean carpets and moving large pieces of furniture.
- Edge the carpets with a crevice tool or a broom.



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- Take care of carpet spots. Use standard removal techniques depending on the type of stain.

Task 5: Cleaning TV and other electronics

- Turn off the TV, as it is easier to spot the dirt on the black surface.
- For cleaning the LCD screen use, use a soft, clean, lint free, dry cloth or a microfiber.
- Never use cleaning fluids, wax, or chemicals to clean the LCD screen.
- Wipe the frames of the TV with the same cloth.
- Wipe the Speakers with a microfiber cloth.
- Use a micro fibre cloth to clean other electronic gadgets in the room.

Task 6: Clean light shades and fire exit map

- Remove the shade and use a damp cloth to clean the extrude and shade thoroughly.
- Reposition the shade
- Remove and dust exit sign covers
- Wipe inside exit signs with a damp cloth
- Replace exit sign covers.

Task 7: Clean Furniture

- Vacuum upholstery and Use a vacuum attachment to get tight spots.
- Clean under cushions, and inspect and turn them.
- Rub upholstery spots gently with a light fabric cleaner, then blot the area with a white cloth
- Check the manufacturer's directions before cleaning spots from upholstery.
- Always use an oil-based cleaner on wood furniture.
- For laminated furniture use an all-purpose cleaner.
- Clean the backs of all furniture and dry them with a clean cloth
- Wipe inside drawers with a clean dry cloth.
- Report to maintenance if you find any drawers that do not slide smoothly.

Task 8: Clean Bathroom.

- Remove the shower curtain and replace them if required.
- Soak the hooks in soapy water and replace any broken hooks
- Clean the curtain rod and reposition a clean shower.
- Scrub Tile and Grout and use grout cleaner and a grout brush to remove mould and mildew.
- Remove any build-up from the shower, the tub, around the sink, the toilet, and the ceramic tile door.
- Rinse all areas thoroughly, Dry and polish with a dry cloth.
- Wash the Bath Mats and also brush the back side of the mat to remove any dirt.
- Remove dirt from the shower, the tub, around the sink and from the floor tile.

The above listed / entire work may be scheduled as follows:

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.



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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, etc.
10. Odonils, 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. Cleaning of bath fittings with R4 cleaning agent
2. All glass doors, windows of the premises would be cleaned using damp and dry method;
3. Glass table tops, doors partitions and glass accessories would be cleaned using solvent R2
4. Cleaning of photos, sculptures, panels, glass/board partitions etc.;
5. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents and other cleaning agents.
6. Dusting /cleaning of Venetian blinds

Monthly 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.

Quarterly Cleaning:

1. Shampooing of all sofa and chair
2. Glass pane cleaning
3. Façade cleaning / Floor polishing



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List of Cleaning Agents, Machineries and Equipment to be used:

All the items listed below should be available with the housekeeping department of the contractor to be used as per the cleaning routines.

| S.no | ITEMS | QUANTITY |
|------|---|---------------------|
| | Machinery | |
| 1. | Single Disc Machine- Scrubbing/Shampooing/Buffering and Polishing | 01 |
| 2. | Vacuum cleaning - Rooms/Public Area | 1 |
| | Equipment | |
| 3 | Housekeeping Cleaning Caddy | 6 |
| 4 | Housekeeping trolley with selves | 2 |
| 5 | Dustpan with broom short | 06 |
| 6 | Dustpan with broom Long | 06 |
| 7 | Wet Mop with spray 360 degree rotation | 06 +2 |
| 8 | Dry Mop -,frame 60 cm | 6 |
| 9 | Public Area mop with bucket trolley | 03 |
| 10 | Wet mop public area | 6 |
| 11 | Caution signage | 3 |
| 12 | Floor Brush Long | 6 |
| 13 | Industrial Dust pan | 6 |
| 14 | Industrial plunger | 3 |
| 15 | Cotton wet mops | 19 |
| 16 | Gloves rubber | 15 |
| 17 | Hard scrub brush short | 10 |
| 18 | Hard scrub brush Long | 10 |
| 19 | Spray container for cleaning | 15 |
| 20 | Window squeegee | 15 |
| 21 | Wiper short and long | 6 |
| 22 | Cleaning cloths | 30 |
| 23 | Sponge, steel wool, scotch brite, pad | 50 |
| 24 | Trash can | 5 |
| 25 | Feather duster | 15 |
| 26 | Broom various kind | 15 |
| 27 | Long brush for remove cobweb | 6 |
| 28 | Ladder for cleaning | 2 |
| 29 | Toilet brush with container | 15 |
| 30 | W.C brush | 15 |
| 31 | Brush upholstery, carpet | 15 |
| 32 | sponge | 20 |
| 33 | Water squeezer | 3 |
| 34 | Toilet roll paper (Suite) | |
| 35 | Housekeeping chemicals | Monthly consumption |



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| | | |
|----|---------------------------------|--|
| 36 | TASKI R1 | |
| 37 | TASKI R2 | |
| 38 | TASKI R3 | |
| 39 | TASKI R4 | |
| 40 | TASKI R5 | |
| 41 | TASKI R6 | |
| 42 | SUMA for kitchen grease | |
| 43 | Any other chemicals as required | |
| 44 | Ferry (dishwashing liquid) | |

GUIDELINES RELATED TO CATERING SERVICES

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

1. Breakfast
2. Lunch
3. Evening Tea & Snacks
4. Dinner
5. Special breakfast, lunch and dinner on prior order.
6. Light tea during official meetings/ events on prior orders
7. High tea during official meetings/ events on prior orders

The Contractor 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 cooking utensils, crockery's, cutleries, tableware and glassware etc. should be provided by the contractor for smooth operations. Sufficient quantity of the same should be maintained by the contractor at their own cost as per the required number / quantity

AP spoon

AP Fork

AP Knife - Breakfast

Serving Ladle for Buffet

Serving Tongs

Tea spoon/condiment spoon

Dinner plate

Side plate

Soup/cereal bowl with saucer

Tea cup with saucer

Serving platter

Salt and pepper sets



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Water glass

Juice glass

Cereal/serving glass bowl

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)

Evening Tea 5.30-6.00 p.m. (or as required)

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 good quality and 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 as per HACCP, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals, daily cleaning of the kitchen and associated area, 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 Registrar or the designated officer.



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

| | |
|---|--|
| Rice | Ponni |
| Basmati Rice | India Gate / Heritage / Kohinoor |
| Wheat Flour | 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 / Maggi |
| Sauces | Maggi/Kissan |
| Butter & Chese | Amul/Britannia |
| Fresh Milk | Aavin (Orange / Blue) |
| Dal Varieties | ITC Brand/TATA |
| Sauce and ketchup | Del Monte/Kissan/Heinz/Weikfield |
| Chinese sauces and vinegar | Weikfield, Any Premium Brand |
| Pickles | Premium brand |
| Biscuits | Britannia/Amul/Parle |
| Water (½ l bottle in the room, 200 ml bottle in the dining hall) | Aquafina / Bailey / Kinley / Bisleri |
| Tea Pack | Tajmahal/Tata, Twinings, Tettley |
| Rajma, Chana peas | Premium Brand |
| Tea | 3 roses / AVT |
| Coffee | Bru / Nescafe |
| Any other items | With approval of Guest House committee |
| Vegetables & Fruits | Fresh and High quality organic |
| Meat and Fish | Fresh and High quality |

Note: The Contractor will arrange crockery /cutlery / Tableware/ Glassware /frillings and other etc. which will be paid by NITT on monthly rental basis.

BROAD OUTLINES OF SPECIAL BREAKFAST / LUNCH / DINNER:

The contractor needs to provide Breakfast/lunch/Tea and snacks/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 as under:

- Vegetable Soup & Non-Vegetable Soup
- Veg Starter and Non Veg Starter as required (Chinese, Tandoori & Continental)



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- Salad
- Dal (Different Preparation)
- Seasonal Veg. (3 Types including 1 Paneer Dish)
- 2 Non Veg. (Chicken / Mutton / Fish) – Curry / Dry / Tandoor / Baked
- Veg Briyani & Non Veg Briyani or
- Veg Pulavu or Veg Fried Rice and Non Veg Pulavu or Non Veg Fried Rice
- Basmati Rice or equivalent (Different Preparation)
- Indian Breads (Chapati /Tandoori/Nan/Paratha/Poori etc.)
- Veg Gravy or Non Veg Gravy, Sambar, Vatchal kulumbu, Rasam, Butter milk, Curd
- Dahi/Raita, Papad, Pickle
- Chutney
- Special Deserts / Sweets or Special Seasonal Fruits, Ice Cream

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

The Agency will raise separate bills for supply of food ordered by different departments of NITT which will be paid by them on receipt of the bills on the approved given rates plus taxes as applicable

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

1. Log Book – Front office, housekeeping, supervisor
2. Visitor Register
3. Guest Comment Book
4. Arrival and Departure Reports / Occupancy status reports
5. Daily closing cash hand over register (cash register)
6. credit bill register
7. Equipment Operation logbooks
8. Attendance Register
9. monthly meals record register
10. Lost and Found Register
11. Food Bill book
12. Staff personal data file
13. Staff wages and PF, ESI files
14. Daily / Weekly/ Monthly reports
15. Cleaning Checklist



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16. Machine Checklist
17. Key Register
18. Maintenance report for AC, LIFT, Fridge
19. Staff Training / Orientation File
20. Daily menu register
21. Daily amenities and other consumables

Laundry Service for the guests:

Laundry service is to be provided by the agency to the guests accommodated in the Guest House. The service charge for the possible laundry items should be quoted by the Agency. The bills can be directly collected from the room guest as per the rates approved by NITT.

| S.No. | Laundry item | Charges for washing & ironing | quantity |
|-------|---------------|-------------------------------|----------|
| | Shirts | | |
| | Trouser | | |
| | Pajama | | |
| | Saree | | |
| | Blouse | | |
| | Jackets | | |
| | Churidhar set | | |
| | sweater | | |



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ANNEXURE - VI

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

Employer's Signature and
Seal with date



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ANNEXURE - VII
(On Company Letter Head)

Dated: _____

To
Registrar
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



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ANNEXURE - VIII

PERFORMANCE REPORT

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

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.



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ANNEXURE - IX

EMD Returning Form

To
The Director
National Institute of Technology,
Tiruchirappalli – 620 015

Sub: Returning EMD amount submitted for the Tender / Quotation.

Sir / Madam,

Our firm has participated in the tender / quotation enquiry No mentioned below and produced the EMD amount through DD, details of the DD are given below.

| | |
|---------------------------------|--|
| Tender / Quotation Reference No | |
| EMD amount | |
| DD Number | |
| DD issued Bank | |
| Date of DD | |

It is requested to return the EMD amount to our firm after completion of the purchase to the below mentioned Bank account.

| | |
|---------------------|--|
| Account Name | |
| Bank Account Number | |
| IFSC code | |
| Bank | |

Signature with Seal and Date



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MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

Date: / /

To

The Director,
National Institute of Technology,
Tiruchirappalli – 620 015, Tamil Nadu

| | | |
|-----|---|--|
| Sub | : | Authorization for release of payment / dues from National Institute of Technology, Tiruchirappalli through Electronic Fund Transfer/RTGS Transfer. |
|-----|---|--|

1. Name of the Party / Firm / Company / Institute :
2. Address of the Party :
3. City _____ Pin Code _____
4. E-Mail _____ Mobile No: _____
5. Permanent Account Number _____
6. Particulars of Bank:

| | | | |
|--|---------|--------------|-------------|
| Bank Name: | | Branch Name: | |
| PIN Code: | | Branch Code: | |
| IFS Code:(11 digit alpha numeric code) | | | |
| Account Type | Savings | Current | Cash Credit |
| Account Number: | | | |

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Director, National Institute of Technology Tiruchirappalli responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____ Date: _

Signature & Seal of the Authorized Signatory of the Party