
	सामग्री प्रबंधन अनुभाग भारतीय प्रौद्योगिकी संस्थान, रूडकी रूडकी-247667, हरिद्वार, उत्तराखण्ड, भारत Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in	Material Management Section Indian Institute of Technology Roorkee-247667(Haridwar) (Uttarakhand) (India) Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in	
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	PAN-AAALI0033R		

निविदा प्रलेख / Tender Document

No. 2023240641/MM-24/IITR/2023-24/OUTSOURCING SERVICES IN T/NIGAM/631

Date of Uploading of Tender -<https://eprocure.gov.in/eprocure/app>

14-Mar-2024

Bids under two bid systems (Technical and Commercial) are invited Online at CPP Portal (<https://eprocure.gov.in/eprocure/app>) from the reputed manufacturer/authorized supplier/dealer for the following items. **Manual bids will not be accepted.**

वस्तु की तकनीकी विशिष्टताएँ / Technical Specifications of item:

Sr. No	Name of item / Specifications	QTY	UOM
1	OUTSOURCING SERVICES IN THE IIT ROORKEE GUEST HOUSE, GUEST ROOMS & MESS FACILITY AT THE INDIAN INSTITUTE OF TECHNOLOGY ROORKEE	1	Job
(For Detailed Technical Specification Plz refer Appendix-A)			
नोट-1: कृपया वस्तु का मूल्य एवं कर अलग-अलग दर्शाए।			
Note-1: Please quote the Rate & Taxes of the item separately.			
Note-2: E-way bill is to be issued by the Venders/Transporter			
Note-3: The HSN / SAC Code of the item must be mentioned.			
For Reasonability of Rates, The firm must enclose the last two supply orders for the same item with Financial Bid (Annexure-III) only.			
Critical Date Sheet			
1	Published Date	14-Mar-2024	(18:00)
2	Bid Document Download / Sale Start Date	14-Mar-2024	(18:20)
3	Seek Clarification Start Date	14-Mar-2024	(18:30)
4	Seek Clarification End Date	19-Mar-2024	(16:00)
5	Pre Bid Meeting Date	Not Required	Not Required
6	Bid Submission Start Date	21-Mar-2024	(15:00)
7	Bid Submission End Date	4-Apr-2024	(17:00)
8	Bid Opening Date	5-Apr-2024	(11:30)

Chapter-1 : Instruction to bidders

- A. The Tender should be enclosed with proper certifications like Agency Certification, Authorization certificate and/or Proprietary Certificate, as the case may be, in support of your offer.
- B. बोली का जमा किया जाना / **Submission of Bids:**
The bids should be submitted online in two parts –
 - (i) **The Technical Bid (Annexure-I, II, IV & Appendix-A) with Tender Fee and EMD and Tender Acceptance Letter**
 - (ii) **The Financial Bid (Annexure-III) & Price Bid in .XLS Format****Rates in .xls format will only be considered for Financial evaluation & further processing.**

- 2 The bids should be on official pad preferably with GST Number of the firm
- 3 The quotations should bear full details and where possible may be duly supported with catalogues, pamphlets, literature, samples of the item/items as the case may be for comparing the quality and rates of the item(s).
- 4 The transportation cost, insurance charge etc., if any, percentage/ rate of GST or all other taxes and duties should be clearly mentioned.
- 5 The bids / rates / tenders should remain valid for a minimum period of 90 days from the date of financial opening.
- 6 The rates shall not be subject to escalation of any nature.
- 7 The rates quoted should be applicable to educational institutions and any cost advantage received in lieu thereof should be passed on the Institution.
- 8 While quoting / sending rates, the firm shall give an undertaking as per Annexure-II.

C. विधि निक्षेप/ Earnest Money Deposit (EMD):

The technical bid should accompany a Tender Fee of value Rs. 10,000 + GST @18% (Rs. Eleven Thousand Eight Hundred only) and EMD of value Rs. 10,00,000/- (Rupees Ten Lac only) which should be deposited online into below mentioned account.

Details of IIT Roorkee Bank Account:

Account Name: NON MHRD GOVERNMENT FUND IIT ROORKEE

Account No.: 00000032685865515

Bank Name: STATE BANK OF INDIA

Branch Address: IIT ROORKEE, ROORKEE

IFSC Code: SBIN0001069

MICR: 247002094

The Bidder will have to fill EMD details & provide the tender reference number in the narration/remarks while doing the payment as per quoted items and share the receipt of the same in pdf on CPP Portal (<https://eprocure.gov.in/eprocure/app>). The qualification in Technical bid will be subject to the submission of EMD in above mentioned account within schedule date and time as mentioned in the NIT. IITR shall not be responsible for any delay in submission of EMD.

In case the EMD is not received in above mentioned account within the aforesaid period, the bid will be out rightly rejected.

Exemption on submission of EMD will be given against valid MSME/NSIC certificate under service category.

The earnest money shall be refunded to all the unsuccessful firms, without any interest after finalization of the contract. EMD shall be refunded to the successful firms on receipt of PBG/Security Deposit. No interest is payable on the EMD to either the successful firms or the unsuccessful firms.

D. निष्पादन बैंक प्रत्याभूति/ Performance Bank Guarantee (PBG):

Please refer Appendix-A

E. बोलियों का खोला जाना/ Opening of Bids:

- 1 The Technical Bids will be opened online at CPPP Portal (<https://eprocure.gov.in/eprocure/app>)-**Plz refer Critical Date Sheet**
- 2 The Financial bids of only the Technically Qualified bidders will be opened. The date and time for opening the Financial Bid will be communicated to the respective firm later by the system (CPP Portal (<https://eprocure.gov.in/eprocure/app>))
- 3 Representatives of the firms(s) may be present at the time of openings, if they so desire.

Chapter-2 : Conditions of Contract

- F. ठेका देना/ Award of Contract:
Please refer Appendix-A
- G. पूर्व-आपूर्ति निरीक्षण/ Pre-supply Inspection:
Please refer Appendix-A
- H. वस्तु की आपूर्ति/ Supply of Item:
Please refer Appendix-A
- I. **भुगतान की शर्तें/ Payment Terms:**
- A. **Payment in INR for supply of goods:**
Please refer Appendix-A

- J. दंड/Penalty:**
Please refer Appendix-A
In case of the non-supply of the item/service after the acceptance of the work/supply order, EMD & PBG (if submitted) will be forfeited by the Institute. Also, the firm will be debarred from any future bidding process of IIT Roorkee for a period of a minimum two year.
- K. अप्रत्याषित घटना/Force Majeure:**
Please refer Appendix-A
- L. मध्यस्थता / Arbitration:**
If any dispute which may arise with respect to any term and condition or with respect to the interpretation of any term and condition of the Purchase Order/Work Order, which may be issued to the qualified and successful tenderer subsequently, the same shall be settled strictly in accordance with and in compliance of the Arbitration procedure which is mentioned descriptively in the Purchase Order/ Work Order.
- M. बोली अस्वीकृती के लिए मानदंड / Criteria for bid rejection:**
- 1 If technical bid found without the required undertaking (Annexure-II), EMD & Self Certificate (Annexure-IV)
 - 2 If it found at a later date that any information given in the bids is Incorrect/false then the bid is liable to be disqualified/rejected.
 - 3 Canvassing in any form will result to disqualification.
 - 4 If "extra, as actual" etc. are mentioned against any of the price components in the bid the bid will be rejected.
 - 5 If the firm quotes 'NIL' charges / consideration, the bid shall be treated as unresponsive and will not be considered.
 - 6 If financial bid is found along with technical bid in pdf on CPP Portal, then the bid shall be rejected outrightly.
 - 7 If any bidder submitting two/multiple bids for the same item of a tender, both/all the bids of that bidder will be outrightly rejected.

Chapter-3 : Schedules of requirements

- N. टिप्पणी / Note:**
- 1 If the supplier/firm is manufacturer/authorized dealer/sole distributor/of the item, the certificate to this effect should be attached.
 - 2 Please note that the firms must submit the compliance Statement in an organized and structured manner in respect of all the specifications as per Appendix-A with the supporting catalogue/leaflet of the firm. Annexure-I, II, & IV have to be submitted with Technical Bid and Annexure-III with financial bid.
 - 3 It may also be noted that the tender bids received after the stipulated date & time or found incomplete and the tender bids containing false/incorrect information shall be summarily rejected. The Institute shall not entertain any communication in this regard, whatsoever.
 - 4 The firm is required to give its Bank Account details with IFSC for the purpose of making e-payment.
 - 5 The Indian Institute of Technology (IIT) Roorkee reserves the right to reject any quotation wholly or partly without assigning any reason.
 - 6 The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement.
 - 7 The decision of the institute in all matters relating to eligibility, acceptance, rejection of the bid will be final and binding on the applicants.
 - 8 IIT Roorkee discourages High Sea Sale purchase. All tenders with High Sea Sale will be rejected.
 - 9 The firms should clearly mention (in the financial bid) the Harmonized System of Classification (HS code) defined by the Central Custom and Excise Board (Govt. of India)- for the item(s) involving import.
 - 10 **If the bid opening date happens to be a holiday, then the bid will be opened at 3.30PM of the next working day followed by the holiday.**
 - 11 If an agent submits bid on behalf of the Principal/OEM, the same agent can not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
 - 12 Indian Agent should submit the certificate from the Foreign Principal that they are the Authorized & Registered Indian Agent.
 - 13 The quantity shown against the item is approximate and may vary as per demand of the Institute at the time of placing order. Also, the final requirement of each line item will be decided by the Institute at the time of placing the PO.
 - 14 **Any corrigendum/addendum/errata in respect of the Tender Notice/ Enquiry letter shall be made available CPP Portal (<https://eprocure.gov.in/eprocure/app>). Hence prospective bidders are advised to visit the CPP Portal (<https://eprocure.gov.in/eprocure/app>) regularly.**

- 15 Bidders shall be responsible for the correctness of the information provided in the enquiry letter/tender document. If it is found at a later date that any information given in the bid is Incorrect/false then the bid is liable to be disqualified/rejected.
- 16 Before submission of bids, bidders should read the complete enquiry letter/tender document carefully and ensure that the bidders fulfill the eligibility criteria.
- 17 In case the item/product is under rate contract with DGS&D or GeM, then Bidder should certify that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.
- 18 **In Item Wise BoQ .xls sheet, In column M, leave blank for the item/service not provided/quoted by you. If quoted 0 then it will be considered that the item/service will be provided free of cost.**
Or
In Item Rate BoQ .xls sheet, If quoted 0 for the items/services in column M then it will be considered that the items/services will be provided free of cost.
- 19 **The bidder must quote the applicable GST appropriately in the price bid format provided i.e BoQ in .xls format. In case column of GST left blank, quoted 0, or inappropriate, then total quoted amount shows in column BB would be final inclusive of GST & other charges. The difference in GST amount payable – if any will be borne by the bidder. In this case, the basic unit prices will be suitably adjusted by the bidder – if required.**
- 20 **Only 'Class-I local supplier' and 'Class-II local supplier', as defined in the Public Procurement (Preference to Make in India), Order 2017 shall be eligible to bid in tender. For more details please refer: Order No.: P-45021/2/2017-PP (BE-II), DPIIT, Ministry of Commerce and Industry issued Dated: 16th Sept. 2020.**
Self-certificate has to be provided in this regard that the item offered meets the local content requirement for 'Class-I local supplier' & 'Class-II local supplier'. (As per annexure-IV)
- 21 **The Institute reserves the right to rectify any discrepancy of this advertisement, if found later on. In case of any inadvertent mistake in the process which may be detected at any stage even after the issue of purchase order, the Institute reserves the right to modify/withdraw/cancel any communication made to the bidder.**

Chapter-4 : Specifications and allied Technical details

Plz. See Annexure- I, II, IV and Appendix-A

Chapter-5 : Price Schedule (to be utilized by the bidders for quoting their prices online in .XLS format at CPPP Portal (<https://eprocure.gov.in/eprocure/app>))

Plz. See Annexure- III & Price Bid in .XLS Format

Chapter-6 : Contract Form

Purchase Order is used as Contract Form

Chapter-7 : Other Standard Forms, if any to be utilized by the purchaser and bidders

Tender Acceptance Letter

***उप कुलसचिव (सामग्री प्रबंधन) / सहायक कुलसचिव (सामग्री प्रबंधन)
Deputy Registrar (MM)/ Assistant Registrar (MM)**

***Document Digitally Signed on <https://eprocure.gov.in/eprocure/app>**

For any Clarification regarding technical specifications of item Please Contact:

**Shri Sunny John, Hospitality Officer, Ph.-01332-28-6745
Hospitality Officer, N C NIGAM GUEST HOUSE, Email: hospitality.officer@iitr.ac.in
N C NIGAM GUEST HOUSE, IIT Roorkee
IIT Roorkee**

तकनीकी बोली

विस्तृत विवरण अनुपालन रिपोर्ट के साथ प्रस्तुत किया जाना है (अपने आधिकारिक लेटर हेड पर विक्रेता/फर्म द्वारा प्रस्तुत करने के लिए)

Detailed specification cum compliance report to be submitted with the Technical Bid
(to be submitted by the vendor/firm on its official letter head)

(For Detailed Technical Specification Plz refer Appendix-A)

Sr.No	Name & Required Specifications of Item(s)	Qty	UOM	Offered specifications of item(s) by the firm
1	OUTSOURCING SERVICES IN THE IIT ROORKEE GUEST HOUSE, GUEST ROOMS & MESS FACILITY AT THE INDIAN INSTITUTE OF TECHNOLOGY ROORKEE	1	Job	
	Firm's Profile :			
1	Manufacturer/Authorized Agent/Distributor/Dealer/Supplier(valid certificate must be attached)			
2	E-mail I.D. & Telephone/Mobile No. Detail of Bank A/C			
Note:	1. "offered specifications", should be filled up properly in the format provided as per Annexure-I.			
	2. Volume & Weight of the item should also be mentioned.			
	3. The HSN / SAC Code of the item must be mentioned.			

Signature: _____

Name : _____

Designation : _____

Seal of the Organisation

उपबंध / UNDERTAKING

Ref. No. No. 2023240641/MM-24/IITR/2023-24/OUTSOURCING SERVICES IN T/NIGAM/631
Dated:- 14-Mar-24

I/We hereby certify that we or Our OEM are not from such a country which shares a land border with India or, if from such a country, We are registered with the Competent Authority. [Where applicable, evidence of valid registration by the Competent Authority is attached.]" (For details Please refer Order No.: F.No. 6/18/2019-PPD Dt.: 23rd July 2020)

Link of Order: [http://mm.iitr.ac.in/mmweb/public/forms/63374_GFR%20Rule%20144%20\(xi\).pdf](http://mm.iitr.ac.in/mmweb/public/forms/63374_GFR%20Rule%20144%20(xi).pdf)

That all the terms/conditions mentioned in the enquiry letter/tender against which the rates are being given are acceptable to the firm.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

It is certified that the firm has never been black-listed from any Government Department. (State/Central Govt./ Autonomous/ PSU) in the last three years.

Signature _____

Name _____

Designation _____

Seal of the Firm/Agency

Financial Bid

(to be submitted by the vendor/firm on its official letter head)

Ref. No. No. 2023240641/MM-24/IITR/2023-24/OUTSOURCING SERVICES IN T/NIGAM/631
 Date: 14-Mar-24

Rates :

Sr. No	Name of item / Specifications	Qty	UOM	Rate	Amount (INR Only)
					To be filled in .XLS sheet (attached)
Total					
Grand Total Rs.					

1) Price of the items should be clearly mentioned if supplied Free of Cost.

Terms & Conditions:

- 1 Prices (quoted in Rs.): FOR Hospitality Officer,
N C NIGAM GUEST HOUSE,
- 2 **Payment:** **Should be clearly mentioned, As per clause-I of tender document.**
- 3 Validity:
- 4 Delivery period:
- 5 Other charges:
- 6 **Warranty:**
- 7 Rejection: Equipment if found not as per the required specification would be rejected.
- 8 Penalty Clause: As per clause-J of tender document.
In case of the non-supply of the item/service after the acceptance of the work/supply order, EMD & PBG (if submitted) will be forfeited by the Institute. Also, the firm will be debarred from any future bidding process of IIT Roorkee for a period of a minimum two year.
- 9 PBG: Please refer Appendix-A

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

Signature _____
 Name _____
 Designation _____
 Seal of the Firm/Organization _____

Details of Institute :

IEC CODE	0100000011	
AD CODE	0001069-2770325	S.B.I., IIT ROORKEE
	0303974-2770324	P.N.B. IIT ROORKEE

(to be submitted by the vendor/firm on its official letter head)

Self-Certificate for Local Content

Tender No.: **No. 2023240641/MM-24/IITR/2023-24/OUTSOURCING
SERVICES IN T/NIGAM/631**

Date: 14-Mar-24

We hereby certify that the items quoted by us against above mentioned tender no. has the local content as per below:

Local Content (in %):.....

Local Supplier Class:.....

The details of the Make in India items/parts used in the quoted products is/are as under:

- 1
- 2
- 3

The details of the location(s) at which the local value addition made/manufactured is/are as under:

- 1
- 2
- 3

We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

Signature:

Name:

Designation:

Seal of the Firm/Organization:

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>. Also, any modification on CPP portal in reference to below will be applicable. Therefore, for more details and update please refer CPP Portal (<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 email id. All the correspondence shall be made directly with the contractors/bidders through email 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 III Certificates with signing key usage) issued by SIFY/nCode/eMudra etc. 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 bids online.
- 9 Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/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 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 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. Scanned copy of the same should be uploaded as part of the offer. (if applicable)
- 16 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.
- 17 The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the same. (if applicable)
- 18 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. (If applicable)
- 19 The bidder has to digitally sign and upload the required bid documents one by one as indicated. Every 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.
- 21 If the price bid format is provided in a spread sheet file like BoQ_XXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
- 22 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.
- 23 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.
- 24 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.
- 25 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.
- 26 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.
- 27 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.
- 28 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.
- 29 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: **0120-4001005** or send an e-mail to – cppp-nic@nic.in.

Prequalification

- 1 An undertaking by the firm that it has never been black-listed in the last three years must be attached along with the Bid, failing which the Bid shall be rejected. (As per Annexure-II)
- 2 True copy of Permanent Account Number.
- 3 Details of GST along with a copy of certificate to be attached.
- 4 Submission of samples if required, for all items indicated in the NIT. The make of items proposed to be supplied should be indicated and submitted along with the techno commercial unpriced bid without indicating the pricing components.
- 5 Willingness to execute all orders which are placed to meet emergency requirement on priority basis. The Bidder shall note that standards for workmanship, material and equipment, and references to brand names designated by the Purchaser in the tender document are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names and/or catalogue numbers in his bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

Tender Acceptance Letter
(To be given on Company Letter Head)

Date:

Sub: Acceptance of Terms & Conditions of Tender.

Tender No. 2023240641/MM-24/IITR/2023-24/OUTSOURCING SERVICES IN T/NIGAM/631

Tender description:

Dear Sir,

- 1 I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender No.' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).
- 2 I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like section(s), schedules(s) etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/ clauses contained therein.
- 3 The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.
- 4 I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.
- 5 In case any provisions of this tender are found violated, then your department/organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

TENDER DOCUMENT

~~XXXXXXXXXXXX~~

OUT SOURCING SERVICES IN THE IIT ROORKEE GUEST HOUSE, GUEST ROOMS & MESS FACILITY AT THE INDIAN INSTITUTE OF TECHNOLOGY ROORKEE ROORKEE

Last Date & Time for Bid submission:

**DY. REGISTRAR (M.M.)
INDIAN INSTITUTE OF TECHNOLOGY ROORKEE**

Tel: 01332 – 284293 & 4693

**प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House**

**INDIAN INSTITUTE OF TECHNOLOGY, ROORKEE
ROORKEE – 247 667**

Tender Notice: No.

**OUT SOURCING SERVICES IN THE IIT ROORKEE GUEST HOUSE, GUEST
ROOMS & MESS FACILITY AT THE INDIAN INSTITUTE OF TECHNOLOGY
ROORKEE**

Online bids at CPP Portal (<https://eprocure.gov.in/eprocure/app>) are invited under two bid(Technical bid and Financial bid) system from well-established Agencies having minimum **03 Crores turnover every year from last 03 financial year and minimum five years' experience** in managing guest rooms and running multi-cuisine food services in reputed institutions for providing the catering and housekeeping services in Guest Houses of Indian Institute of Technology Roorkee for a period of one year, extendable up to another one year or more years on same Rate and terms & condition sand satisfactory performance during the one year contract period. The agency must be registered under the Companies Act. Details on the guest rooms, kitchen and dining hall, terms and conditions are provided in the tender document as Annexure V and VI.

The bids should be submitted in two parts:

1. Technical Bid -Annexure – I (Form A, Form C, tender fee and EMD, undertaking that the firm has not been black-listed by any Government Department. (State/Central Govt./ Autonomous/ PSU) and not involved any legal issue in or by any institution and other required documents / brochures etc.) Technical Bid Containing Form A, Form C, Details of Tender FEE & EMD and other documents etc. of all bidders shall be opened as per the details mentioned in critical date sheet. No separate communication will be made in this regard. After opening the Technical Bids, the firm(s) who satisfies/satisfy the eligibility criteria, may be invited for a presentation. The presentation may be based on the current and latest contract with other organization(s). The date and time of the presentation will be intimated through e-mail to the bidders concerned. The Institute will evaluate the Technical Bids, to short-list the firms, who fulfill the eligibility criteria, on the basis of their "Technical Bids" submitted and the presentation, if required. The firms may also be invited for further discussion regarding the terms & conditions, clarifications, mode of payments,

presentation of the agency profile etc., if deemed necessary. The bidders should be prepared to visit Roorkee for this purpose at short notice. Any additional information needed by the Institute to evaluate the Technical capabilities of the bidding firm(s) shall have to be submitted by the concerned firm(s). The Institute Authority may also visit the client site of the bidding firms, if necessary.

2. Financial Bid-Annexure – II (Form B)

The "Financial Bids" of the technically qualified firms will only be opened subsequently. The date and time for opening the Financial Bid will be communicated to the respective firm later by the system. (CPP Portal (<https://eprocure.gov.in/eprocure/app>)).

It may also be noted that the tender/bids found incomplete and the tender bids containing false/incorrect information, shall be summarily rejected. The Institute shall not entertain any communication in this regard, whatsoever.

The IIT Roorkee reserves the right to reject any or all the tenders, or accept them in part, or reject the lowest tender, without assigning any reasons thereof.

Tender Fee and Earnest Money Deposit (EMD):

1. Bidders shall submit Tender Fee (non-refundable) of value of Rs. 10,000/- (Rupees Ten Thousand) and GST extra as applicable, which should be deposited online into below mentioned account.
2. The Technical Bid should accompany an EMD of value Rs.10,00,000/- (Rupees Ten Lac only) which should be deposited online into below mentioned account.

Details of IIT Roorkee Bank Account:

Account Name: NON MHRD GOVERNMENT FUND IIT ROORKEE
Account No.: 00000032685865515
Bank Name: STATE BANK OF INDIA
Branch Address: IIT ROORKEE, ROORKEE
IFSC Code: SBIN001069
MICR: 247002094

3. The Bidder will have to fill EMD details & provide the tender reference number in the narration/remarks while doing the payment as per quoted items and share the receipt of the same in pdf on CPP Portal (<https://eprocure.gov.in/eprocure/app>).
4. The qualification in Technical bid will be subject to the submission of EMD in above mentioned account within schedule date and time as mentioned in the NIT. IITR shall not be responsible for any delay in submission of EMD.


5. In case the EMD is not received in above mentioned account within the aforesaid period, the bid will be out rightly rejected
6. Exemption on submission of Tender Fee & EMD only will be given against submission of valid MSME/NSIC certificate under valid category.
7. The earnest money(EMD) shall be refunded to all the unsuccessful firms, without any interest after finalization of the contract.
8. EMD shall be refunded to the successful firms on receipt of PBG/Security Deposit. No interest is payable on the EMD to either the successful firms or the unsuccessful firms.

**DY. REGISTRAR (M.M.)
I.I.T. ROORKEE**



**OUTSOURCING SERVICES IN THE IIT ROORKEE
GUEST HOUSE, GUEST ROOMS & MESS FACILITY AT
THE INDIAN INSTITUTE OF TECHNOLOGY ROORKEE
ROORKEE**

(A) TECHNICAL BID FORM


प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House

The bidding firm has to provide the following information along with documentary evidence wherever possible in this format only. Each page of the bid documents should be numbered, sealed and signed by the Authorized representative of the bidder. However, if the space provided for any entry is insufficient, the information may be given on additional sheets as appendices, indicating the number of respective appendices attached, at the appropriate place. All pages of appendices must also be signed and sealed.

1. Name of the Agency :
2. (a) Postal Address :
 - Telephone No. of the Agency :
 - Fax No. of the Agency :
 - Email address of the Agency :
 - Website address, if any :
 - GST No. :
- (b) Name of Contact persons(s) with address:
 - Name :
 - Telephone No(s) :
 - Fax No. :
 - Mobile No. :
 - E-mail ID :
- (c) Details of the person(s) authorized to sign the bid document on behalf of the bidding agency (here after referred to as the bidder).

Name:	Designation:
Address:	Email ID:
Telephone:	Fax No.:
- (d) Sample Signatures of the bidder, who will sign the contract, if awarded

Signature

Name:

Seal:

3. (a) Location of the Headquarter of the Agency :

(b) Date of its Establishment Incorporation/
Registration :

(c) Total experience (in years) only in providing :
Catering & housekeeping services
(Atleast 05 years of experience is required.
Copy of experience certificate must be attached)

4. (a) ESI Registration No. :
(with City/State of registration)

(b) EPF Code No. (with City/State details) :

(c) GST No. :

(d) Is the Agency ISO Certified? If Yes, give details :
(This should remain valid during the entire contract period)

(e) PAN No. :

(f) Mandatory approval and License for Catering :
from the FSSAI Authority and Housekeeping Services

(g) Agency Registration No. :
(Agency must be registered under company act)

Note: The bidders should ensure that on awarding the contract, the agency has to open ESI & EPF accounts at Dehradun (Uttarakhand) only.

5. Profile and detailed Set-up of the Agency: (Attach also the brochure, booklet etc. of the company, if available.)

6. Financial Turnover of the Agency for the past three years:
(Audited certificates from the Chartered Accountant has to be attached with supporting documents, balance sheets, profit & loss statements)

Year	Amount (in lacs)
2019-2020	
2021-2022	
2022-2023	

We have not included last financial year i.e. (2020-2021) due to COVID -19 pandemic.

Note: The financial turnover in partnership of more than one firm will not be accepted.

Tender Notice: No.

Dated:

**OUTSOURCING SERVICES IN THE IIT ROORKEE
GUEST HOUSE, GUEST ROOMS & MESS FACILITY AT
THE INDIAN INSTITUTE OF TECHNOLOGY ROORKEE
ROORKEE**

(B) FINANCIAL BID FORM

FINANCIAL BIDS

The financial bids of the technically qualified bidders will only be opened.


प्रोफेसर प्रभारी, अतिथि गृह
Prof. in Charge, Guest House

The bid is required to be submitted in this format only.

1. Name of the Agency :
2. (a) Postal Address :
Telephone No. of the Agency :
Fax No. of the Agency :
Email address of the Agency :
Website address, if any :
PAN No. :
GST No. :
- (b) Name of Contact persons(s) with address :
Name :
Telephone No(s) :
Fax No. :
Mobile No. :
E-mail :
3. Address of the Headquarters :
4. Details of the person(s) authorized to sign the bid document on behalf of the bidding agency (herein after referred to as bidder).
Name: _____ Designation: _____
Address: _____ Telephone: _____
Fax No.: _____
5. Sample Signatures of the bidder, who will sign the contract, if awarded

Signature

Name:

Seal:

Mobile no.....

6. Charges

- (A.) Details of rates for day to day management and Catering Services in IIT Roorkee Guest houses at IIT Roorkee. **IIT Roorkee Guest House** consist of four visitor's hostels namely N.C. Nigam visitor hostel(NCNVH), Khosla International House (KIH), Trainee officers Hostel (TOH), Community center (CC). Total about 152 rooms (+15in KIH to be available soon) and suites available for visitors.

SNo.	Description of work	*Qty. @ Various Guest Houses/Visitor Hostel @ IIT Roorkee	Per month per Unit Rates *** (Break-up as at Annexure-A)
I.	Service charges for reception management, housekeeping, horticultural work and general maintenance of Guest House. Uniform and work scope are mentioned in annex IV and V (2.5 A)		
		Total	
I.	Resident Manager cum Accountant	02	To be filled in .XLS sheet (attached)
II.	Receptionist	05	
III.	Room boys	13	
IV.	Safai Karmcharis	04	
V.	Room Boy cum Peon Day/ Night Shift cum cleaner	08	
VI.	Gardner	2	
VII.	Housekeeping supervisor (MTS)	2	
	Total Staffing	36**	
	Service Charges		
	GST (As per rules)		
	Total:	36**	
II.	Charges for rendering the following Materials & Services:		
	(i) Supplying to each guest wet cleaned & ironed linen comprising bed sheet, draw sheet, pillow cover, bath towel & hand towel with change of occupancy or twice every week whichever is earlier.	Occupancy of last Financial year. (Total nights~ 30,000)	(Rate in Rupees) Per night for per occupied room/suite
	(ii) Supplying to each guest a Grooming kit (soap, shampoo, oil, comb), Dental kit (tooth brush and Tooth paste, shaving kit (shaving cream/gel and		To be filled in .XLS sheet (attached)

	razor). with change of occupancy. The items in all kit must be branded internationally (iii) Providing mosquito mat/ all out refill per room, toilet paper, deodorant, naphthalene balls etc. as per requirement. (iv) Cost of cleaning material for guest house premise including room, open area and messes etc.) to be used		
III.	*Catering Services, mainly to provide meals maintenance and up keeping of kitchen, dining halls/party Hall etc.		
	Description of work	Total Staff @ IITR Guest Houses	Per month per Unit Rates *** (Break-up as at Annexure-A)
(i)	Catering Supervisor cum accountant	01	To be filled in .XLS sheet (attached)
(ii)	Head Cook Should be expert in North and South Indian / continental cuisines	02	
(iii)	Assistant Cook should be able to prepare Indian/ Chinese.	03	
(iv)	Helper / Kitchen helper	06	
(v)	Dish washer cum cleaner	04	
(vi)	Waiters	11	
	Total Staffing	27**	
	Service Charges		
	GST (As per rules)		
	Total:	27**	

* The Contractor shall give in writing to the Prof. In-charge Guest House to revisit the number of persons deployed in anticipation of (or actual change in) any change in work load already specified in this contract.

** Staff of either of above category may additionally be required per month basis if any additional load arises during contract.

IV.	Dining Charges for meals as per following details (Excluding salary of persons): To be served in the Dining hall/halls / of various guest houses of IIT Roorkee. KIH will have an dining hall facility and party hall too as per point (vii)			
(i)	Breakfast: Fruit Juice, Corn flakes with milk, Bread toast, Butter, Jam, Sauce, Two Paratha with curd/Aloopuri 4 pieces, Two vegetable cutlets/Two eggs or omlette, or 2 Idli /2 vada/ Dosa (Masala/plain) with sambhar / uttpam/upama with coconut chutni/poha and Tea/Coffee on order.	*(Estimated nos. based on last year data.) 21497	* Per Person charges	
(ii)	Lunch/Dinner (Menu No.1) Soup (Tomato/Sweet corn/Veg.), 1 Paneer preparation/Malai kofta, Dry Vegetable, (fried & boiled both) Dal Makhni/Rajma/Choley, Rice/Pulao, Curd, Green Salad, Chapatti, Papad, Pickles/Chutney, 1 Indian dessert/Ice cream	20286	Per Person charges	
(iii)	Lunch/Dinner (Menu No.2) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.), 1 Paneer preparation/Malai Kofta, Dry Vegetables (fried & boiled both), Dal Makhni/Rajma/Choley, Rice/Pulao, Curd/Raita, Green Salad, Chapatti, Papad, Pickles/Chutney, Papad, 1 Indian dessert/Ice cream, A Plate of Fresh Fruits (Combination of 2-3 Seasonal fruits)	46103	Per Person charges	To be filled in .XLS sheet (attached)
(iv)	Lunch/ Dinner Non-Veg (Menu No.3) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.) 1 Egg curry/Chicken/Mutton/Fish preparation, One dry Vegetable(fried & boiled both) /1 paneer preparation, Dal Makhni /Arhar /Rajma /Choley , Rice/Pulao Curd/Raita, Green salad,Chapati Papad, Pickles, 1 Indian desert/Ice cream, A Plate of Fresh Fruits(Combination of 2-3 seasonal fruits)	3914	Per Person charges	
	Lunch/ Dinner Veg South Indian (Menu No.4) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.), Idli, Vada, Uttapam (vegetable/onion), Rice Preparation (Tamarind/Tomato/Lemon), Sambhar, Paneer preparation, Choley/Dal/Rajma, Mixed Dry vegetable, Curd Rice, Papad, Pickle, Salad, Tawa Roti/Tandoori Roti/Naan/Dosa (Plain/Paneer/Masala/Raw)	0	Per Person charges	

(vi)	Other Menu for Dining hall /Ala carte menu, Menu for KIH Dining hall/ Special Menu For Private/Official Occasion/ Events		
Bed Tea Tea along with milk and sugar will be provided in rooms.	1583	Per cup	To be filled in .XLS sheet (attached)
Chicken Curry (3 Pieces)	2590	Per Plate	
Boiled Vegetable	915	Per Plate	
Fresh Juice/Canned (200 ml)/Soft drinks	1523	Per glass	
Mixed Veg Pakoda (200 gm)	3211	Per Plate	
Bread Pakoda (200 gm)	2949	Per Plate	
French Fries (100 gm) with 2 pieces Sandwich	1894	Per Plate	
Paneer Pakoda (100gms)	877	Per Plate	
Omelet (2 eggs)	1338	Per Plate	
2 Bread Omelet (1 egg)	157	Per Plate	
Dry/Wet Chilly Paneer (200 gm)	1642	Per Plate	
Branded Namkeen with Biscuits and Tea/Coffee	1290	Per Plate	
Jeera Rice (200 gm)	260	Per Plate	
Aloo Parantha	1977	Nos	
Paneer Parantha	1493	Nos	
Curd Amul (200 gm)	348	Per Plate	
Boondi Raita (200 gm)	48	Per Plate	
Green Salad (1 Plate)	43	Per Plate	
Papad (Fry/Roasted) (1 Piece)	19	Nos	
White Rice (200 gm)	56	Per Plate	
Readymade Tea	20836	Per cup	
Readymade Coffee	6264	Per cup	
Gobi Manchurian (200 gm)	3349	Per Plate	

Honey Chilly Potato (200 gm)	1970	Per Plate
Tandoori Roti	3461	Nos
Naan	272	Nos
Butter Roti	3080	Nos
Tawa roti	New Menu	Nos
Yellow Dal/ Aharar Dal	333	Per Plate
Vegetable Preparation (200 gm)	308	Per Plate
Paneer preparation (200gm)	0	Per Plate
Lemon Rice (200 gm)	51	Per Plate
Curd rice(200 gm)	108	Per Plate
Chole/Rajma(200 gm)	49	Per Plate
Kadhai paneer(200 gm)	755	Per Plate
Shahi paneer (200 gm)	181	Per Plate
Plane dosa With sambar chutney (Nos)	236	Per Plate
Onion/masala/rawa/(10-12 inch dia)with sambar chutney	1764	Per Plate
Idli 4 nos with sambhar,chutni(coconut ,tomato,pudina)	490	Per Plate
Upma	187	Per Plate
Sambhar/rasam (200 gm)	142	Per Plate
Fried fish (3 piece)	621	
Veg biryani with raita (200 gm)	37	Per Plate
Biryani(Chicken/mutton/egg) with raita (200 gm)	46	Per Plate
Egg curry (2 egg)	45	Per Plate
Soup	New Menu	Per bowl

French fry (200 gm)	3537	Per Plate	
Indian dessert (Gulab jamun 2 pic /kheer/moong dal halwa/Shai tukda/Fruits custard)(100 gm)	874	Per Plate	
Noodles	New Menu	Per Plate	
Lemon Water(/Glass)	New Menu	As par Glass	
Bread butter tost (2 Pic)	New Menu	Per Plate	
Frutes Baskit only for rooms (Seasonal fruits)	New Menu	Per Plate	
Macaroni/pasta	New Menu	Per Plate	
Fish curry (3 piece)	New Menu	Per Plate	
Mutton Curry (3 piece)	460	Per Plate	
Utappam (2 Nos) (mix veg) (onion, carrot, tomatoes) (regular size)	643	Per Plate	
Mysore bonda / Meduvada (2 pieces)	434	Per Plate	
Mirchi/Aloobhajji (200 gm)	0	Per Plate	
Dal sabji with leafy vegetable (200 gm)	0	Per Plate	
Juice fresh/canned (200 ml)	793	Per Plate	
Mineral Water (Bisleri or reputed brand, 1 liter)	16317	Bottle	
Total Rs.			
Grand Total Rs.			

The KIH Dining hall facility @ KIH is planned to run during 8 am to 9.30 pm. Exact timings will be finalized depending upon the actual foot fall and their timings.

Institute will provide the party hall too for organizing personal parties on rental basis.

*Estimated number based on last year data. It may be increased or decreased.



(V)	Special Menu For Private/Official Occasion/ Events		Charges
(i)	Lunch/Dinner (Menu No.1) Soup (Tomato/Sweet corn/Veg.), 1 Paneer preparation/Malaikofta, Dry Vegetable, Dal Makhni/Rajma/Choley, Rice/Pulao, Curd, Green Salad, Chapati, Papad, Pickles/Chutney, 1 Indian dessert/Ice cream		Per Person
(ii)	Lunch/Dinner (Menu No.2) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.), 1 Paneer preparation /MalaiKofta, Dry Vegetables, Dal Makhni/Rajma/Choley, Rice/Pulao, Curd/Raita, Green Salad, Chapati, Papad, Pickles / Chutney, Papad, 1 Indian dessert/Ice cream, A Plate of Fresh Fruits (Combination of 2-3 Seasonal fruits)	Total Nos. 8354 each	Per Person
(iii)	Lunch/ Dinner Non-Veg (Menu No.3) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.) 1 Egg curry/Chicken/Mutton/Fish preparation, One dry Vegetable, 1 paneer preparation, Dal Makhni /Arhar /Rajma /Choley , Rice/Pulao Curd/Raita, Green salad, ChapatiPapad, Pickles, 1 Indian desert/Ice cream, A Plate of Fresh Fruits(Combination of 2-3 seasonal fruits)		Per person
(iv)	Lunch/ Dinner Veg South Indian (Menu No.4) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.), Idli, Vada, Uttapam (vegetable/onion), Rice Preparation (Tamarind/Tomato/Lemon), Sambhar, Paneer preparation, Chhole/Dal/Rajma, Mixed Dry vegetable, Curd Rice, Papad, Pickle, Salad, Tawa Roti/Tandoori Roti/Naan/Dosa (Plain/Paneer/Masala/Raw)	New Menu	Per Person
	Total Rs.		
	Grand Total Rs.		
Menu items for beyond regular hours (after the dinner but before the breakfast begins)			
(i)	Tea/Coffee/Juice	12000	To be filled in .XLS sheet (attached)
(ii)	Confectionary items (biscuit/nankeen packets)	14000	
(iii)	Bakery items (cake/ pastries)	2000	
(iv)	Veg. sandwich/Toast with butter	12000	

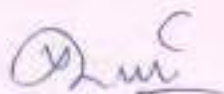
(v)	Mixed veg pakora/ bread pakoras /French fries with 2 pieces sandwiches/Paneer Pakora (4 piece)	14000	Per Plate	sheet (attached)
	Total Rs.			
	Grand Total Rs.			

(VI) TECHNICAL SPECIFICATION:

- (i) CATERING TEAM MUST BE CAPABLE TO COOK INDIAN VEG./NON-VEG. SOUTH INDIAN FOOD AS PER THE MENU PROVIDED BY INSTITUTE AUTHORITY.
- (ii) TO ASSURE THE QUALITY OF FOOD MATERIALS IN THE IIT ROORKEE GUEST HOUSES, THE COST OF RUNNING MENU SHOULD NOT LESS THAN THE COST DECIDED BY THE COMPETENT AUTHORITY. FOR THE INFORMATION OF BIDDERS EXISTING COST OF MENUS HAVE BEEN PROVIDED ON ANNEXURE III. L1 WILL BE DECIDED ON THE LOWEST BASIS OF THE WHOLE TENDER.
- (iii) TO ENSURE THE QUALITY OF PREPARED FOOD, A MONITORING COMMITTEE WILL BE GIVING THE REPORT EVERY 3 MONTHS FOR CONFIRMATION OF THE SERVICES. THE REPORT WILL BE BASED ON FEED BACK FORM OF THE GUESTS.
- (iv) THE INSTITUTE WILL BE DEDUCTING MINIMUM 15% OF TOTAL INCOME FROM CATERING SERVICES AS INSTITUTE'S INFRASTRUCTURE USAGE CHARGES. BIDDER'S CAN OFFER HIGHER PERCENTAGE OF DEDUCTION, L1 WILL BE DECIDED ON THE BASIS OF WHOLE TENDER INCLUDING PROPOSED INSTITUTION'S INFRASTRUCTURE USAGE CHARGES BY BIDDER.

Notes:

- (1) The charges should indicate the consolidated salary consisting of pay and allowances, taking into account of the expected rise in the minimum wage. The quoted monthly charges are inclusive of all components should be valid for a minimum period of one year from the date of award of contract which is expected to be awarded within three months or earlier, of the closing date of the tender.
- (2) The contract will be awarded initially for one year and may be extended/renewed further if the services provided by the Agency are found to be satisfactory by the Institute. For the extended period, same rates, terms and conditions shall apply.
- (3) The salary component of reception, housekeeping, horticulture work, cooking and catering man power etc. as listed at Sl. Nos. I & III will be reimbursed by the Institute to the agency. Institute will be providing kitchen utensils and crockery item up to 150 pax each in all guest houses except Community Centre guest house. But the cost of grocery materials and cooking gas will be borne by the agency only; hence the rates for above mentioned menus (Sl. No. IV) may be quoted considering the above.



- (4) The total number of staff for housekeeping and catering mentioned above against each guest house is fixed, however, they may be re-located/deployed in other guest house on day-to-day basis depending upon the requirement arises.
- (5) Service provider is encouraged to engage adequate number of female staff in housekeeping and catering services
- (6) Items proposed in the menu (Sl. No. IV) are subjected to change based on requirement. The rates may be decided on mutual consent during contract.
- (7) The number of manpower in any of category above mentioned in Sl. No. I and II can be added or reduced on mutual agreement of IIT Roorkee and contractor.
- (8) Bidders are advised to read all terms and conditions specified in Annexure V and VI thoroughly before participating in bidding process.

SIGNATURE OF BIDDER _____


NAME OF BIDDER _____

DESIGNATION/SEAL OF THE BIDDER _____

OFFICIAL SEAL _____

DATE: _____

PLACE: _____


 प्रोफेसर प्रभारी, अतिथि गृह
 Prof-in-Charge, Guest House

*****(Break-up of Salary)**

.No.	Category (with qualification)	Wages(All charges To be filled in .XLS sheet (attached))
1.	Resident Manager cum Accountant Degree/ Diploma in Hospitality management or equivalent with 05 years of experience shall be preferred	Basic wage * Rs. ESI 3.25% Rs. EPF (@. 13%) Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Rs. Any other (Specify) Rs. Service Charge (@.....) Rs. GST (@. 18.00% or as per Government rule) Rs.
2.	Receptionist Certificate course in Hospitality management or equivalent shall be preferred.	Basic wage * Rs. ESI 3.25% Rs. EPF (@. 13%) Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Rs. Any other (Specify) Rs. Service Charge (@.....) Rs. GST (@. 18.00% or as per Government rule) Rs.
3	House Keeping – Supervisor Certificate course in Hospitality management/ Management or equivalent shall be preferred. OR 3 years relevant experience @ reputed guest house/Hotel	Basic wage * Rs. ESI 3.25% Rs. EPF (@. 13%) Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Rs. Any other (Specify) Rs. Service Charge (@.....) Rs. GST (@. 18.00% or as per Government rule) Rs.

4.	Room Boy 10 th Pass with 3 years relevant experience @ reputed guest house/Hotel	Basic wage * ESI 3.25% EPF (@. 13%)Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Any other (Specify) Service Charge (@.....) GST (@. 18.00% or as per Government rule)	Rs. Rs. Rs. Rs. Rs. Rs. Rs.
4.	Safai Karmcharis 3 years relevant experience @ reputed guest house/Hotel	Basic wage * ESI 3.25% EPF (@. 13%)Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Any other (Specify) Service Charge (@.....) GST (@. 18.00% or as per Government rule)	Rs. Rs. Rs. Rs. Rs. Rs. Rs.
5.	Room Boy cum Peon Day/Night Shift 12 th Pass with 3 years relevant experience @ reputed guest house/Hotel	Basic wage * ESI 3.25% EPF (@. 13%)Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Any other (Specify) Service Charge (@.....) GST (@. 18.00% or as per Government rule)	Rs. Rs. Rs. Rs. Rs. Rs. Rs.
6.	Gardner 3 years relevant experience @ reputed guest house/Hotel	Basic wage * ESI 3.25% EPF (@. 13%)Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower **	Rs. Rs. Rs. Rs. Rs.

		Any other (Specify)	Rs.
		Service Charge (@.....)	Rs.
		GST (@. 18.00% or as per Government rule)	Rs.
7.	Catering Supervisor cum accountant Degree/ Diploma in Catering/cooking/Hospitality Management or equipment with 4 years of related experience @reputed guest house/Hotel	Basic wage *	Rs.
		ESI 3.25%	Rs.
		EPF (@. 13%)Rs.	
		Bonus 8.33% of basic wages and max.	
		Limit of Rs. 7000/- whichever is lower **	Rs.
		Any other (Specify)	Rs.
		Service Charge (@.....)	Rs.
		GST (@. 18.00% or as per Government rule)	Rs.
8.	Head Cook Degree/ Diploma in Catering/cooking or equivalent with 3 years of experience shall be preferred	Basic wage *	Rs.
		ESI 3.25%	Rs.
		EPF (@. 13%)Rs.	
		Bonus 8.33% of basic wages and max.	
		limit of Rs. 7000/- whichever is lower **	Rs.
		Any other (Specify)	Rs.
		Service Charge (@.....)	Rs.
		GST (@. 18.00% or as per Government rule)	Rs.
9.	Assistant Cook Certificate/ Diploma course in catering course or equivalent with 2 years @ reputed guest house/Hotel or at least 5 years of experience of cooking at reputed Guest house/Hotel	Basic wage *	Rs.
		ESI 3.25%	Rs.
		EPF (@. 13%)Rs.	
		Bonus 8.33% of basic wages and max.	
		limit of Rs. 7000/- whichever is lower **	Rs.
		Any other (Specify)	Rs.
		Service Charge (@.....)	Rs.
		GST (@. 18.00% or as per Government rule)	Rs.
10.	Helper 3 years of experience in reputed guest house/hotels.	Basic wage *	Rs.
		ESI 3.25%	Rs.
		EPF (@. 13%)Rs.	

		Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Rs. Any other (Specify) Rs. Service Charge (@.....) Rs. GST (@. 18.00% or as per Government rule) Rs.
11.	Dish Washer cum Cleaner 3 years of experience in reputed guest house/hotels is preferred.	Basic wage * Rs. ESI 3.25% Rs. EPF (@. 13%)Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Rs. Any other (Specify) Rs. Service Charge (@.....) Rs. GST (@. 18.00% or as per Government rule) Rs.
12.	Waiters 12 th pass with relevant 3 years' experience @ reputed guest house/hotels.	Basic wage * Rs. ESI 3.25% Rs. EPF (@. 13%)Rs. Bonus 8.33% of basic wages and max. limit of Rs. 7000/- whichever is lower ** Rs. Any other (Specify) Rs. Service Charge (@.....) Rs. GST (@. 18.00% or as per Government rule) Rs.

*The basic wages under no circumstances should be less than the minimum current basic wages effective from 01.10.2023 or subsequent revised on date of filling tender and all statutory charges quoted for each category should not be less than the minimum wages act and other rules as notified by the Government of India for Uttarakhand.

**To be paid monthly to the manpower at this institute.

Notes:

1. The rate will be quoted on 26 days per month basis as per * above.
2. The agency will provide a license from the Labor Commissioner (Central) located at Dehradun to engage such manpower as may be required, by the Institute for which Form V will be provided by the Registrar.
3. As per Rule 173 of General Financial Rules, GFR 2017 if the firm quoted NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

4. The firm to which the contract will be awarded has to submit performance Bank Guarantee of Rs.25,00,000.00 (Rupees Twenty Five Lacs only) which should be valid for the contract period plus additional six month signing the Contract Agreement.
5. Any dispute between the Agency and its Staff under the Labor Laws will be the sole responsibility of the Agency.
6. All disputes subject to Roorkee Jurisdiction Only.
7. The final selection of the bidder for the award of the contract will be made on the basis of the lowest commercial bid (Total of BoQ1+BoQ2-BoQ3) amongst the Technically Qualified Bidders.




प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House

FORM C**(C) UNDERTAKING OF ANNUAL FINANCIAL TURNOVER**

1. This is to certify that the annual turnover of the last three financial years of our Company/Agency named as.....is more than Rs.Crores/per year.
2. Audited certificates from Chartered Accountant has to be attached with supporting documents, balance sheet, profit& loss statement.

Stamp


Signature of the Company's Proprietor
(with company seal/stamp)

****This is a mandatory requirement, failing which the tender will be rejected.**

Note: The financial turnover in partnership of more than one firm will not be accepted.



प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House

ANNEXURE-III

RATES OF EXISTING DINING HALL S OF IITR'S VISITORS HOSTEL				Charges without GST
(i)	Breakfast: Fruit Juice, Corn flakes with milk, Bread toast, Butter, Jam, Sauce, boiled eggs or omlette/ Two Paratha with curd/Alloopuri 4 pieces,/ Dosa sambhar, coconut chutni/ uttpam sambhar, coconut chutni, / upma or Idlis sambhar, coconut and Tea/Coffee,	*(Estimated nos. based on last year data.)	Per Person	90
(ii)	Lunch/Dinner (Menu No.1) Soup (Tomato/Sweet corn/Veg.), 1 Paneer preparation/Malaikofta, Dry Vegetable, (fried & boiled both) Dal Makhni/Rajma/Choley, Rice/Pulao, Curd, Green Salad, Chapati, Papad, Pickles/Chutney 1 Indian dessert/Ice cream	26450	Per Person	150
(iii)	Lunch/Dinner (Menu No.2) Juice(Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.), 1 Paneer preparation / MalaiKofta, 1 Dry Vegetables (fried & boiled both), Dal Makhni/Rajma/Choley, Rice/Pulao, Curd, Green Salad, Chapati, Papad, Pickles/Chutney, 1 Indian dessert/Ice cream, A Plate of Fresh Fruits (Combination of 2-3 Seasonal fruits)	25480	Per Person	175
(iv)	Lunch/ Dinner Non-Veg (Menu No.3) Juice (Orange/Pineapple/Guava/Apple/ Litchi) Soup (Tomato/Sweet corn/Veg.) 1 Egg curry/Chicken/Mutton/Fish preparation, Egg Curry, One dry Vegetable(fried & boiled both), panner preparation, Dal Makhni /Arhar /Rajma /Choley , Rice/Pulao Curd, Greensalad, Chapati Papad, Pickles, 1 Indian desert/Ice cream, A Plate of Fresh Fruits(Combination of 2-3 seasonal fruits)	25470	Per person	225



प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House

(vi)	Other Menu for Regular Mess /Ala carte menu, Menu for Dining hall/ Special Menu for Private/Official Occasion/ Events	*(Estimated nos. based on last year data	Measur- ement	Charges without GST
	Bed Tea Tea along with milk and sugar will be provided in rooms.	1583	Per cup	18
	Chicken Curry (3 Pieces)	2590	Per Plate	90
	Boiled Vegetable	915	Per Plate	25
	Fresh Juice/Canned (200 ml)/Soft drinks	1523	Per glass	20
	Mixed Veg Pakoda (200 gm)	3211	Per Plate	40
	Bread Pakoda (200 gm)	2949	Per Plate	40
	French Fries (100 gm) with 2 pieces Sandwich	1894	Per Plate	40
	Paneer Pakoda (100gms)	877	Per Plate	40
	Omelet (2 eggs)	1338	Per Plate	35
	2 Bread Omelet (1 egg)	157	Per Plate	35
	Dry/Wet Chilly Paneer (200 gm)	1642	Per Plate	70
	Branded Namkeen with Biscuits and Tea/Coffee	1290	Per Plate	37
	Jeera Rice (200 gm)	260	Per Plate	25
	Aloo Parantha	1977	Nos	25
	Paneer Parantha	1493	Nos	30
	Curd Amul (200 gm)	348	Per Plate	25
	Boondi Raita (200 gm)	48	Per Plate	20
	Green Salad (1 Plate)	43	Per Plate	20
	Papad (Fry/Roasted) (1 Piece)	19	Nos	10
	White Rice (200 gm)	56	Per Plate	25
	Readymade Tea	20836	Per cup	15

Readymade Coffee	6264	Per cup	18
Gobi Manchurian (200 gm)	3349	Per Plate	50
Honey Chilly Potato (200 gm)	1970	Per Plate	50
Tandoori Roti	3461	Nos	10
Naan	272	Nos	18
Butter Roti	3080	Nos	22
Tawa roti	New Menu	Nos	New Menu
Yellow Dal/ Arhar Dal	333	Per Plate	40
Vegetable Preparation (200 gm)	308	Per Plate	50
Paneer preparation (200gm)	0	Per Plate	70
Lemon Rice (200 gm)	51	Per Plate	28
Curd rice(200 gm)	108	Per Plate	30
Chole/Rajma(200 gm)	49	Per Plate	50
Kadhai paneer (200 gm)	755	Per Plate	70
Shahi paneer (200 gm)	181	Per Plate	70
Plane dosa with sambar chutney (Nos)	236	Per Plate	30
Onion/masala/rawa/(10-12 inch dia)with sambar chutney	1764	Per Plate	30
Idli 4 nos with sambhar, chutni (coconut ,tomato, pudina)	490	Per Plate	25
Upma	187	Per Plate	30
Sambhar/rasam(200 gm)	142	Per Plate	25
Fried fish (3 piece)	621		120
Veg biryani with raita (200 gm)	37	Per Plate	80
Biryani(Chicken/mutton/egg) with raita (200 gm)	46	Per Plate	180

Egg curry(2 egg)	45	Per Plate	New Menu	
Soup	New Menu	Per bowl	New Menu	
French fry(200 gm)	3537	Per Plate	40	
Indian dessert (Gulab jamun 2 pic /kheer/moong dal halwa/Shai tukda/Fruits custard)(100 gm)	874	Per Plate	28	
Noodles	New Menu	Per Plate	New Menu	
Lemon Water(/Glass)	New Menu	As par Glass	New Menu	
Bread butter tost (2 Pic)	New Menu	Per Plate	New Menu	
Fruits Basket only for rooms (Seasonal fruits)	New Menu	Per Plate	New Menu	
Macaroni/pasta	New Menu	Per Plate	New Menu	
Fish curry (3 piece)	New Menu	Per Plate	New Menu	
Mutton Curry (3 piece)	460	Per Plate	120	
Utappam (2 Nos) (mix veg) (onion, carrot, tomatoes) (regular size)	643	Per Plate	40	
Mysore bonda / Meduvada (2 pieces)	434	Per Plate	40	
Mirchi/Aloo bhajji (200 gm)	0	Per Plate	30	
Dal sabji with leafy vegetable (200 gm)	0	Per Plate	50	
Juice fresh/canned (200 ml)	793	Per Plate	20	
Mineral Water (Bisleri or reputed brand, 1 liter)	16317	Bottle	20	
Total Rs.				
Grand Total Rs.				

Prof.- in- Charge Guest House
IIT Roorkee

Expected Uniform for Housekeeping and catering services

Type of Staff	Uniform
Resident Manager cum Accountant	lounge suit and tie, name badge
Receptionist	White shirt, black trousers and black tie, name badge
House Keeping Supervisor	Blue shirt, black trouser, name badge
Room Boys	Grey shirt and trousers, name badge
Safai Karmcharis	Grey shirt and trouser, name badge
Room Boy cum Peon Night Shift	Grey shirt and trouser, name badge
Gardner	Green shirt and trousers, name badge
Catering Supervisor cum accountant	lounge suit and tie, name badge
Head Cook	Chef coat, Striped trousers, scarf, chef cap, kitchen Safety shoes, name badge
Assistant Cook	Chef Coat, black trousers, cap, apron and kitchen Safety shoes, name badge
Helper	Chef Coat, black trousers, cap, apron and kitchen Safety shoes, name badge
Dish washer	Dark blue shirt & trousers, water proof shoes & apron, name badge
Waiters	Maroon coat, black/dark Blue trousers and Black formal shoes with lace) in regular mess, name badge

**** Black sweater during winter season for all staff.**

The uniform above mentioned is purely tentative, considering the arrival of International and eminent guests, decent and impressive uniform for all the staff is expected. Color and style of dress shall be approved by Institute authority.

**Prof.- in- Charge Guest House
IIT Roorkee**


प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House

Terms, Conditions and Specifications of the Tender

ARTICLE - I

1.0 DEFINITION OF TERMS:-

In this section, the following words and expressions shall have the meanings hereby assigned to them except for where the context requires otherwise:

- 1.1 The 'INSTITUTE' shall mean Indian Institute of Technology Roorkee (IITR) with its premises located at Roorkee, Roorkee – 247667 and shall include its authorized representatives, successors and assignees. It shall also mean the decisions/approvals from the competent authority.
- 1.2 The 'GUEST HOUSE' shall mean the guest rooms within the IIT Roorkee Guest Houses (IIT Roorkee) premises allocated for hosting guests of IIT Roorkee.
- 1.3 The 'MESS FACILITY' shall mean the regular mess, the extended mess and the special occasion/event gathering hall (Party Hall) and the designated area of IIT Roorkee Guest Houses (IIT ROORKEE), Indian Institute of Technology Roorkee (IITR)
- 1.4 The 'CONTRACTOR' shall mean the person or persons, firm or company or corporation, or consortia of firms or companies or corporations whose bid has been accepted by the IIT Roorkee Guest Houses, IITR and includes the Contractors his legal representatives, his successors and permitted assignees.
- 1.5 The 'BID' shall mean the proposal/offer along with supporting documents, submitted by the Bidder for consideration at Institute.

ARTICLE - II

1.0 Technical Details

IIT Roorkee Guest Houses comprises N.C. Nigam Visitors' Hostel (NCNVH), Khosla International House (KIH), Continuing Education Center Guest House (TOH (CEC)) and CC, IIT Roorkee has been the main stay for hosting the guests of IIT Roorkee. They are situated within the main campus of the Institute with some clearly demarcated and some open boundaries. The IITR Guest House has total 152 rooms (34 Deluxe, 95 super Deluxe and 23 Suits), 07 Dining halls including one extended mess, 03 Conference hall, 01 Class Room and one waiting hall. Further, fifteen super deluxe room will be available soon.

Description of KIH Dining Hall Facilities: A hall (capacity of 80) is a dining hall facility in which food will be served on 'a la carte' basis (price item wise for some fixed items mentioned in menu, particularly to give wider options to our guests residing in

guest house and also students and staff of whole campus. The party hall will be used only to accommodate special occasion gathering/activity by institute or its employees.

Note: To get clear understanding of work place, bidders are encouraged to visit the IITR guest house premises

2.0 Scope of Work

Hospitality, maintenance, housekeeping, gardening/horticulture (@ NCNVH & TOH), catering and reception management including office work, record keeping, collection and deposit of revenues, booking, billing, communication etc. of all Guest Houses @ IIT Roorkee.

2.1 Maintenance and watering of lawns, plants and trees and premises of NCNVH & TOH only and Housekeeping of all guest houses @ IITR

The daily maintenance of the entire guest houses complexes including sweeping, cleaning, collection and disposal of garbage in the dustbin adjoining the complex including gardening and watering of lawns & pots wherever required.

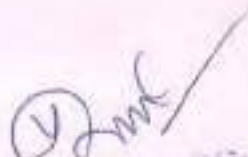
- 2.1.1 Maintenance & upkeep of rooms, the reception and lounge etc. dusting of furniture & mattresses and brushing of carpets in room/suites daily in the morning.
- 2.1.2 Maintenance of attached toilets, including wet cleaning with cleaned daily with ISI mark excellent quality detergent/phenyl (WHO-certified chemicals (Diversey)) and will be kept clean all the time, daily in all occupied rooms and at least twice daily for common toilets.
- 2.1.3 Wet swapping with phenyl/disinfectant (WHO-certified chemicals (Diversey)), of dining hall and adjoining areas to be done thrice every day before and after every meal.
- 2.1.4 Removing from just vacated rooms used linen and replacing it with fresh wet cleaned linen comprising bed sheet, pillow cover, and towel on change of room occupancy or once in three days whichever is earlier.
- 2.1.5 Bed cover to be changed once every week or earlier as per the requirement or more frequently as directed by Professor-in-Charge Guest House.
- 2.1.6 Sufficient quantity of blankets, bed sheets, bed covers, pillow covers and towels shall be made available by the Institute to the contractor free of cost. The linen shall be handed over to the contractor for day to day use, cleaning and its maintenance. Linen (except blankets) shall be washed every time it is removed from the occupied rooms.

- 2.1.7 Contractor to provide consumables for cleaning of Hostel and to provide toilet paper, bathing soap, candle, Odonil, naphthalene balls, mosquito refill, hand wash liquid, shampoo pouch, conditioner pouch, Moisturizer cream, dental & shaving kit etc. regularly in every occupied room.
- 2.1.8 Institute shall provide in each room a waste paper basket, one door mat, one plastic bucket with plastic mug, 2 glass tumblers, one glass jug / thermos, 4 cloth hangers and a shoe shiner brush and an electric kettle with tea, coffee kit in each room / suites. The contractor shall have to ensure that the contents in the room / suite are verified before it is allotted to a guest and immediately after it is vacated. The contractor shall be responsible for the safe custody of the articles in the rooms and shall make good the loss at his own cost.
- 2.1.9 Civil, Electrical, air-conditioning and plumbing maintenance shall be carried out by the Institute.
- 2.1.10 Washing / ironing of linen pertaining to the Hostel shall be done by the contractor.
- 2.1.11 Fresh, drinking water/mineral water for all occupied room shall be provided by the contractor, in the jug / thermos, once every morning and more frequently as demanded by the guests.

The maintenance of lawns, watering of plants and trees in the guest house premises will be done by the contractor wherever is required in NCNVH.

2.2 Catering Services at all guest houses of IITR

- 2.2.1 To provide meals (bed tea, lunch, evening tea and dinner) to guests on payment basis, as per the menu decided from time to time.
- 2.2.2 Maintenance & upkeep of kitchen and dining hall/ Party Hall/ KIH Dining etc. before and after each meal. Dusting and cleaning of dining tables frequently during the day.
- 2.2.3 Meal service to rooms or at any other venue decided by the Institute from time to time.
- 2.2.4 Institute shall provide Kitchen equipment, cooking utensils, crockery/cutlery sets, table cloth etc. Contractor will be responsible for its maintenance and damage will be chargeable/replaced.
- 2.2.5 Contractor shall provide consumable items such as paper napkins etc. as per requirement.
- 2.2.6 Contractor shall be responsible for the safe custody of the articles in the kitchen and shall make good the loss at his own cost.


 प्रोफेसर व.क. मेहता, अतिथि गृह
 Prof-in-Charge, Guest House

- 2.2.7 The Contractor shall compulsorily obtain the required number of commercial liquid petroleum gas connections for utilization in the kitchen of all guest houses of IIT Roorkee and at any other location where he may be required to cook and serve meals. This is a mandatory requirement as per law. Failure on the part of the contractor to comply with this provision of the contract shall lead to summary termination of the Contract.
- 2.2.8 The Contractor provides the food license and food safety certificate issued by the District food security officer.
- 2.2.9 Timing for dinning in regular mess will be as per following schedule only or at:
- | | |
|---------------------|---|
| (a) Breakfast: | 8:00am to 9:30 am on all days |
| (b) Lunch : | 1:00 pm to 2:30 p.m. on all days |
| (c) Evening Snacks: | 4:00 pm to 5:30 pm on all days |
| (d) Dinner: | 8:00 pm to 9:30 pm on all days |
| (e) Ala carte menu: | 10:00 am to 12.30 pm and 3:00 pm to 7:00 pm on all days |
| (f) Other Hours: | All other timings not covered by above slots |

2.3 Requirement of Manpower

- 2.3.1 To provide round the clock (i.e. 0500 hours to 2300 hrs.) attendance to the visitors & guests in regard to reception and general maintenance services in at least two shifts. The services are to be provided throughout the year without interruption. The attendants/waiters shall carry the luggage/baggage of the guests to the respective rooms at the time of check-in and will bring them back at the time of check-out. No tips in any form shall be allowed.
- 2.3.2 To provide man power to manage the reception, overnight, between 2300 hrs. to 0500 hrs.
- 2.3.3 To provide required man power for housekeeping, horticulture and other necessary supervisory/office related activities.
- 2.3.4 To provide required man power in various categories for catering and managing the kitchen.
- 2.3.5 The Contractor shall provide the composition of his man power who will manage the Guest Houses services, housekeeping, catering and horticulture (in NCNVH& TOH only). Further, since the entire guest house accounts are subject to annual audit, the accountant should be familiar of maintaining accounts which will be presented to the auditors.
- 2.3.6 The man power deployed by the agency within the guest house premises shall be provided with uniform and badge by the contractor as per their job assignments and they shall wear it compulsorily while on duty. The color

and style of uniform shall have prior approval of the Institute. The man power should wear clean & properly ironed dress while on duty. (Uniform is specified in Annex IV)

- 2.3.7 The contractor shall deploy only adult trained man power with good health and sound mind for general maintenance services. He shall also nominate a qualified and experienced manager /supervisor acceptable to the Institute to take orders / instructions from Prof-in-charge Guest House/Hospitality Officer, Concerned authority and the guests.
- 2.3.8 The contractor shall ensure that all man power engaged by him are free from communicable / infectious diseases and the contractor's physician shall conduct medical examination periodically as decided by the Institute and shall submit a copy of such medical examination report to the Prof-in-Charge Guest House/Concerned authority. If in the opinion of the Institute any of the contractor's man power is found to be suffering from any such disease or if any man power(s) of the contractor is found to misconduct or misbehave, Prof-in-Charge Guest House/concerned authority shall have the right to ask the contractor to remove such man power(s) without questioning the decision of the Institute. The Institute shall be entitled to restrain such man power(s) from entering the Hostel premises. Contractor shall have to provide a substitute (s) within a reasonable time. If the contractors fail to provide the medical fitness report, it will be got done by Prof.-in-Charge Guest House/concerned authority from Institute Hospital and charges will be deducted from the bill. Bill of the first month will be cleared only after the submission of police verification.
- 2.3.9 The contractor shall be responsible for all his man power in observing all security and safety regulations and instructions as may be issued by the Institute from time to time. The contractor shall have the exclusive right to deploy, substitute, suspend, transfer and terminate the services of any of his man power/ workman to fulfill his obligations under this agreement. However, the contractor shall not in any capacity deploy any person(s) of bad character or any person whose antecedents are not acceptable to the Institute.
- 2.3.10 sufficient manpower for smooth functioning of the Guest houses shall be provided in addition to proposed by the contractor in consultation with the Prof-in-Charge Guest House/concerned authority whose decision shall be final and binding.
- 2.3.11 Institute shall provide fully furnished Rooms. If the furniture/ furnishing fixtures/Appliances and any other article is damaged due to misuse or mishandling or careless act by the contractor or his man power, except normal wear and tear, the contractor shall be liable to repair or replace the item at his own cost, failing which the repair / replacement shall be done by the Institute and the cost shall be deducted from the bills of the contractor.

- 2.3.12 In case, the Institute suffers any loss of any nature on account of contractor or his man power not following security / safety regulation/ instructions, the contractor shall be liable to make the loss good as determined by the Institute at its sole discretion and the Institute shall have the right to recover such losses etc. from the dues payable to the contractor and / or security deposit / EMD etc.
- 2.3.13 The contractor shall not deploy any sub-contractor for the work assigned to him without the written permission of the Prof-in-Charge Guest House/concerned authority
- 2.3.14 The contractor's man power shall not be treated as the Institute man power for any purpose whatsoever. The contractor shall be responsible for strict compliance of all statutory provisions of relevant labor laws applicable from time to time in carrying out the above job. The Institute shall not be liable, to any penalty under relevant labor rules, enactment or related regulations for which contractor is responsible under the law. However, if the Institute is forced to pay any cost of any nature on account of contractor's liabilities the said cost shall be recovered from the dues payable to the contractor.
- 2.3.15 The contractor shall be responsible for fulfilling the requirements of all statutory provisions of relevant enactment's viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labor (Regulations & Abolition) Act and all other labor and industrial enactment at his own risk and cost in respect of all man power deployed by him. The Institute shall be indemnified for any action brought against it for any violation / non-compliance of any of the provisions of any of the acts etc. The contractor shall maintain all records required to be maintained under the statutory enactment and the Prof-in-Charge Guest House/Concerned authority and his authorized representatives shall be entitled to inspect all such records at any time.
- 2.3.16 The contractor shall have his own set up including registration under the relevant laws governing the type of work he is to perform.

2.4 General requirements

- 2.4.1 This document is not exhaustive. Once the contract is awarded, the contractor shall be asked to sign a Service Level Agreement at the time of award.

2.5 Technical Requirements

- i. The agency should have handled a minimum of five major contracts currently in hand or during the last 03 years with an average value per project of Rs.2 Crore and the agency should be having the minimum Ten Crore Average Turnover for last 03 years.
- ii. The agency should have ESI Registration No., EPF Code No., Income Tax Account No., and Pan No., GST No. and the same should be provided.

- iii. The agency must be ISO certified.
- iv. The agency must have attached the proof for payment of EMD of Rs. 10,00,000.00 (Rupees Ten Lacs Only) in CPP portal
- v. Agency should have minimum standards or qualification for the manpower.

(A) Scope of work, to be covered by the contract, is described below:

1. **Reception** services shall include:

- i) **Reception:** The reception desk shall receive the guest and offer him the required assistance immediately on his arrival. The waiters shall carry the luggage to the allotted room and assist the guest until he settles down comfortably.
- ii) **Bookings:** All bookings are strictly regulated through on-line link for 'Guest House Booking' on the main page of www.iitr.ac.in. No request for accommodation shall be directly entertained by the Contractor without the express consent of the Prof.-in-Charge Guest Houses. In emergent cases or if the guest has arrived at the Hostel without prior intimation, verbal permission shall be obtained from the Prof.-in charge Guest house/Concerned authority and followed up by a written confirmation. Contractor shall offer all assistance to Prof.-in-charge Guest house/Hospitality Officer/ Concerned authority or representative of institute in executing the bookings.
- iii) **Communication:** All communications including telephonic / written inquiries, fax messages etc., in regards to the bookings, shall be received and managed by the reception.
- iv) **Collection of Bills:** The reception shall prepare the bills in respect of room rent and the dining services receive the cash /cheques and deposit the revenues with the Accounts of IIT Roorkee, on the following day or the next working day.
- v) **Hospitality:** The reception shall attend to the calls from the guests occupying the rooms and offer the required assistance at all times. It shall regulate the Visitor's

phone calls; arrange transport; attend to complaints regarding electricity, air-conditioning & plumbing services or any other complaint related to his comfort and coordinate the attendance of the complaint with the IIT Roorkee administration.

- vi) Record Keeping: The reception shall maintain all records as desired by the Competent Authority from time to time.
- vii) Linen: The reception shall be responsible for safe custody, issue and use of the linen supplied by the IIT Roorkee and organizes its laundry as per requirement.
- viii) Administration: The reception shall be generally responsible for enforcement of discipline as per the guide lines issued by the IIT Roorkee and for preventing the misuse of the hostel and its premises by the guests as well as the Contractor's workmen.
- ix) Liaison: The reception shall maintain close coordination with the Prof.-in-Charge Guest House/ Hospitality officer/concerned authority and his authorized representatives and manage the Guest house in consultation with him.

2. House Keeping Services: All activities necessary for maintaining high standards of hygiene within the Hostel and its premises shall be deemed to be included in the house keeping services. Activities broadly defined below, shall be carried out every day:

- i) Cleaning of occupied rooms every day or demand of the guest.
 - a) Sweeping of floors with broom followed by wet mopping with phenyl/**WHO-certified chemicals (Diversey)**.
 - b) Cleaning of toilets with phenyl/chemicals followed by wiping with a dry duster. All glazed wares, floor, wall tiles, door & window, looking mirror etc. shall be wiped clean every day.
 - c) Dusting of furniture and furnishings.
- ii) Cleaning of all corridors and staircases including sweeping with broom followed by wet mopping with phenyl.

- iii) Sweeping of building apron, internal roads & walkways, lawns etc.
- iv) Dusting of staircase railings, reception, Visitor's Lounge and other common areas.
- v) Collection of garbage from buildings, its premises, kitchen area etc. and its disposal to a designated dustbin outside the premises.
- vi) Changing linen in the occupied rooms comprising bed sheet, draw sheet, Bed spread, pillow cover, bath towel and hand towel on every day or on demand by the or on the change of occupancy as the case may be.
- vii) Making up the rooms, before arrival of new guest including cleaning of rooms as at (i) above, spraying fragrance to impart freshness, placing deodorant in toilet, candle & match box, paper napkins and fresh water.
- viii) Cleaning of Kitchen, dining hall, attached toilets, etc. twice everyday i.e. disposal of garbage. Cleaning includes sweeping of floors with broom followed by wet mopping with phenyl, dusting of furniture, wall tiles, doors & windows etc.

3. Catering Services:

All activities necessary for providing good quality food/meals to the guests on payment basis. Maintaining high standards of hygiene within the dining area and its premises shall be deemed to be included in the catering services. Activities broadly defined below, shall be carried out every day:

- i) Maintenance & upkeep of kitchen and dining hall etc. before and after each meal. Dusting and cleaning of dining tables frequently during the day.
- ii) Provide good quality food, as per the menu specified.

4. The IIT Roorkee administration shall supply the following articles for use in IIT Roorkee, as part of the establishment:

- i) Complete furniture, furnishing, electrical gadgets and linen for rooms.
- ii) Bucket, mug, Jug/glass bottle, shoe shine brush, hangers, dustbin and crockery for the rooms.
- iii) Complete furniture, stationary and equipment for office use.

- iv) Complete furniture, furnishing, electrical gadgets, cooking appliances, utensil and crockery for kitchen and dining.
- v) Air cooling and air conditioning equipment, refrigerator and water cooler.
- vi) Bulbs, tube lights, fans, geysers room heaters and other electrical appliances and fire-fighting equipment.
- vii) Vacuum cleaner and wheel cart for housekeeping and for carrying garbage to the dustbins.

5. The Contractor shall provide the following articles for use in the Guest Houses:

a) Rooms:

- i) Small size bathing soap.
- ii) Toilet soap and Toilet paper/Hand wash
- iii) Deodorant
- iv) Naphthalene balls.
- v) Disinfectant/ Phenyl (WHO-certified chemicals (Diversey))
- vi) Detergent & acid.
- vii) Cloth duster.
- viii) Mosquito mats/All out refill.

ix) Grooming kit.

- x) Dental Kit
- xi) Shaving Kit, oil, shampoos

b) Dining hall:

- i) Paper napkins
- ii) Brooms
- iii) Cloth mop
- iv) Baskets for collection of garbage
- v) Dust Pan
- vi) Phenyl(WHO-certified chemicals (Diversey))
- vii) Detergent
- viii) Acid
- ix) Naphthalene balls
- x) Insecticide
- xi) Cloth duster.
- xii) Odonil

c) House Keeping:

- i) Brooms
- ii) Cloth mop
- iii) Baskets for collection of garbage
- iv) Dust Pan
- v) Phenyl(WHO-certified chemicals (Diversey))

- vi) Detergent
 - vii) Acid
 - viii) Naphthalene balls
 - ix) Insecticide
 - xi) Cloth duster
 - xii) Odonil
 - Xiii) Paper roll tissue in Public toilets/M fold tissue.
- d) Horticulture/Gardening:
Maintenance of lawns, plants, trees, watering and de-grassing of weed etc.
6. No accommodation for the workmen, supervisors shall be provided by the IIT Roorkee. The Contractor shall have to make his own arrangement for the lodging & boarding of his workmen. However, a small accommodation consisting of two rooms/dormitory may be provided in IIT Roorkee premises on request and on rental basis. This facility if agreed to will not be allowed to host any personnel relatives of the employed persons or any female at any point of time
7. It shall be the responsibility of the Contractor to keep the Hostel premises free from the menace of dogs and stray cattle.

ARTICLE -III

FINANCIAL DETAILS

3.1 General

- 3.1.1 The contract shall be effective for an initial period of 1 (one) year which can be extended by mutual consent for a further period of 1 (one) or more years at the same rates and terms and conditions of the contract if the work services provided by the Agency are found to be satisfactory by the Institute. Thereafter, during the extension period, if granted, the increase if any, in the minimum wages and other statutory charges will be proportionately incorporated in these charges, on provision of proof of such increase by the Agency. The decision of the Institute in regards to extension beyond one year shall be final and binding.
- 3.1.2 GST will be paid by the Institute as per rules.
- 3.1.3 The contractor shall have to mobilize his resources so as to commence the work within 10- 15 (Ten to fifteen) days from the date of award of work.

- 3.1.4 The contractor shall purchase and provide the branded consumables of good quality for use in the IIT Roorkee Guest Houses.
- 3.1.5 Room rent for the rooms is fixed by the Institute for various categories of rooms/suites. Rent from the guests shall be collected by the contractor and deposited with the Institute Treasury on the subsequent day. Rent collected on weekends and holidays shall be deposited on the next working day. Any short collection and / or non-collection of rent would be debited from the contractor's account. All booking and billing through online. Necessary room occupancy register shall also be provided by the Institute but it shall be maintained by the contractor who shall also be required to furnish daily occupancy statement to Prof-in-Charge Guest House/Concerned authority or as may be decided by the Institute.
- 3.1.6 (i) All electrical appliances, gadgets, fittings & fixtures shall be maintained by IIT Roorkee at its own cost.
 ii) Building i.e. plumbing services shall be maintained by the IIT Roorkee its own cost.
 iii) IIT Roorkee administration shall be responsible for providing electricity to the IIT Roorkee Guest Houses and Mess Facilities free of cost. However, no cooking on electric stoves shall be permitted.
- 3.1.7 The contractor shall make his own arrangements for the accommodation and transportation of his man power. No man power of the contractor, other than the Resident Manager cum Accountant and the front office staff, shall be present in the premises of the guest houses closes down for the night. The Term premises include all the built up space of the Hostel, the Verandas, and the lawns. Any person other than above mentioned, who is found on the said premises after the guest houses closes for the night, shall be deemed to be an intruder and shall be dealt with accordingly.
- 3.1.8 The contractor shall at his own expense, take workman's compensation insurance and he shall also obtain from his under-writer of such insurance a waiver of subrogation in favor of the Institute. The contractor shall further, at his own expense, register claims and pursue realization of all insurance claims. He shall produce proof of such insurance within a reasonable time from the date of issue of letter of acceptance of bid.
- 3.1.9 The Guest houses @ IITR shall be in possession of the Institute and the contractor is only permitted to enter the premises to manage them. Whenever the contract is terminated or the contract is concluded and the Institute decides that the contractor should not be allowed to run the Guest Houses, the Institute shall be entitled to restrain the contractor from entering IIT Campus as well as guest houses premises.
- 3.1.10 Income Tax shall be deducted from all payments made to the contractor as per rules and regulations in force and in accordance with the Income Tax Act prevailing from time to time.

- 3.1.11 The Bonus as charged with the statutory charges should be paid to the workers monthly along with the monthly wages and the proof of this payment be submitted in variably to the IIT Roorkee without fail.

3.2 Security Deposit/Performance Bank Guarantee

As a contract security, contractor shall be required to furnish a performance bank guarantee of **Rs. 25.00 Lacs (Rupees Twenty Five Lacs Only)** from any nationalized banks in prescribed from, in favor of Registrar, IIT Roorkee within a reasonable time from the date of letter of intent and validity up to contract period plus additional six month

It shall be the guarantee for the faithful and due performance of the contract by the contractor in accordance with the terms and conditions specified in this contract. The guarantee shall be in full force up to and including six months after the contract is over. The Institute shall have an unqualified option to invoke the same and claim the amount therein, if the contractor fails to honor any of their commitments under the contract and / or in respect of any amount due from contractor to the Institute. The guarantee amount shall be payable without demur on demand to the Institute and without any condition whatsoever. The performance guarantee shall be returned to the contractor without any interest 6 months after the expiry of the contract, subject to fulfillment of all contractual obligations by the contractor.

3.3 Termination

Institute shall at any time be entitled to determine and terminate the contract for any reason including unsatisfactory performance or violation of the terms & conditions of the contract whatsoever. A notice in writing from the Institute to contractor shall be issued giving 30 (thirty) days' time for such termination and vacation of the premises, without assigning any reasons thereof.

If all or part of the contract is terminated in accordance with the provisions contained above, the Institute shall pay to contractor charges up to the effective date of termination. However, the termination of the contract shall not relieve the contractor of any of his obligations imposed by the contract with respect to the work performed by them prior to such termination.

3.4 Terms of Payment

Contractor shall furnish the bill, towards the services as set out in Items of the *Schedule of Rate*, at the end of each calendar month, which shall be paid within 10 days from the date of receipt of bills.

The monthly bill of the contractor shall be passed only if it is accompanied by the proof of following:

- 3.4.1 Having paid due wages to all his workmen engaged on the job during the preceding month. The payment should be made by cheque or by electronic transfer of money to the workers' bank accounts and a record of that should be kept in a register, which will be examined by the Institute every month. The Contractor is bound to pay the wages to manpower up to 10th of each month failing which a penalty of 0.5% per week may be imposed for the delay subject to maximum of 5% of the total order value and shall be recovered from the bill/security deposit of contractor without any notice. However, if the reason for delay in payment is not attributable, Prof.-in-Charge Guest House is the final authority to wave off the penalty.
- 3.4.2 Having deposited the contributions of EPF and ESI, as admissible, to each of its workers who will be deployed to provide work services to IIT Roorkee. It will also be mandatory for the agency to give a proof to the Institute every month that the Manpower's Provident Fund Contribution of each individual and the Manpower State Insurance Contribution, has been remitted to the Regional Provident Fund Commissioner and ESIC for Uttarakhand respectively. Necessary EPF/ESI card and its number are given to the manpower of the Agency.

If the agency is presently holding the registration other than Uttarakhand state will also take the registration with the Regional Provident Fund Commissioner (Central), Dehradun (Uttarakhand) for EPF/ESI to facilitate the workers for timely deposit of contribution and related activities, especially in case some of the workers who may join this Agency from other Agencies/Establishments and opt for transfer of funds instead of withdrawal etc.

- 3.4.3 Occupancy Register, containing signature of the occupants duly countersigned by the Prof.-in-Charge Guest House/concerned authority.
- 3.4.4 Certificate from the Prof.-in-Charge Guest House/concerned authority regarding satisfactory performance during the period of bill.

3.5 Taxes, Duties & Levies

All taxes, duties, levies etc., imposed by the State, Central Government and local bodies in connection with this contract in force at the time of Submission of bids shall be borne by the contractor. However, if any new tax, duty or levy is imposed or enhanced by the Government / Local bodies the same shall be reimbursed on production of proof of payment.

3.6 Penalty

Penalties may be imposed for the following infringements: -

- Poor and unsatisfactory housekeeping,
- Violation of the dress code, which is prescribed under appendix IV and clause I to VI and quality of service maintained in clause I to VI & scope of work.
- Poor food quality.
- Intoxication on the part of the personnel deployed in the guest House.

- e) Unsatisfactory reception office services, for poor & unsatisfactory Housekeeping, food quality and reception office services, Miss handling of appliances, utensils, penalty shall be imposed at the rate of ¼ (one fourth) % per week of the annual contract value in respect of item no. (1) of the Schedule of Rates, subject to a maximum of 10 % (Ten percent) during the full year. The penalty shall be imposed by the Institute on the recommendation of the Prof-in-Charge Guest House/concerned authority and the decision of the Institute shall be final and binding on the contractor.
- f) Violation of Clause 3.1.7 of this Contract Agreement.

3.7 Regarding Contract Labor

- 3.7.1 The Contractor shall be solely responsible as regards to salary / wages and service condition and the wages paid by contractor to their men power/ workmen shall be fair and in no case be less than the wages under the Minimum Wages Act and in force from time to time.
- 3.7.2 Contractor shall be wholly responsible regarding the minimum wage payment. As and when the minimum wage rate is changed by the Government, the contractor shall have to pay the revised rate to his workers as on that date. However, the difference in the revised wages and the wages in force the date of submission of bids, shall be adjusted in the bills of the contractor.
- 3.7.3 The contractor shall abide by all the rules and regulations of the labor laws and rules framed there under and maintain all the registers required under the above mentioned rules and regulations.
- 3.7.4 The contractor shall pay wages directly to the workmen without any intervention of any labor contractor. The contractor shall also ensure that no amount by way of commission or otherwise is deducted from the wages of the workmen.
- 3.7.5 The contractor may implement the Govt. directives on reservation in respect of manpower.
- 3.7.6 The contractor shall obtain the labor license from the Regional Labor Commissioner (Central) on form No.V and furnish a copy to the Institute within a reasonable time.
- 3.7.7 The contractor shall deduct the EPF contribution and Deposit the same in the office of Provident Fund Commissioner as per the guidelines enunciated in the relevant statutes. He has also to obtain EPF code number for depositing the money. He should submit the EPF code no. to the Institute within a reasonable time.
- 3.7.8 Man power of the contractor shall carry personal Identity Cards at all times. The cards shall be provided by the Contractor.

- 3.7.9 All Gate passes issued by the Institute shall be surrendered to Security Section immediately after the expiry / termination of the contract. Final payment shall be settled only after submitting clearance from security section. Loss of cards shall be promptly reported to the Security Section. Institute can ask the defaults of any man power at any time.

ARTICLE -IV

TERMS OF CONTRACT

4.1 CONTRACTOR'S SUBORDINATE MAN POWER AND THEIR CONDUCT:

- 4.1.1 If and whenever any of the Contractor's man power shall in opinion of the Prof-in-Charge Guest House/concerned authority be guilty of any misconduct or be incompetent or insufficiently qualified or negligent in the performance of their duties or that in the opinion of the Prof.-in-Charge Guest House/concerned authority it is undesirable for administrative or any other reason for such person or persons to be deployed in the works, the contractor if so directed by the Prof.-in-Charge Guest House/concerned authority, shall remove such person/persons from deployment within a reasonable time. Any person or persons so removed from the works shall not again be deployed in connection with the works without the written permission of the Prof.-in-Charge Guest House/concerned authority.

Any person so removed from the works shall be immediately replaced at the expense of the contractor by a qualified and competent substitute. Should the contractor be requested to repatriate any persons removed from the works he shall do so and bear all cost in connection therewith.

- 4.1.2 The contractor shall be responsible for the proper behavior of all the man power, deployed directly or indirectly, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the contractor shall be bound to prohibit & prevent any man power from trespassing / acting in anyway detrimental or prejudicial to the interest of the community or of the properties. The contractor shall be responsible thereof & relieve the Institute of all consequent claims or actions for damages or injury or any the other grounds whatsoever. The decision of the Prof.-in-Charge Guest House/concerned authority upon any matter arising under this clause shall be final.
- 4.1.3 If and when required by the Institute, all contractors' personnel entering upon the Institute premises shall be properly identified by badges of a type acceptable to the Institute which must be worn by them at all times during duty hours.

4.2 SUB-LETTING OF WORKS:

- 4.2.1 No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation whatsoever, except as provided for in the succeeding sub-clause, without the consent in writing of the Prof.-in-Charge Guest House/concerned authority.
- 4.2.2 The Prof.-in-Charge Guest House/concerned authority may give written consent to sub-contract for the execution of any part of the works, being entered into by the contractor provided each individual sub-contract is submitted to the Prof.-in-Charge Guest House/concerned authority before being entered into and is approved by him.

4.3 CONTRACTOR'S LIABILITY NOT LIMITED BY SUB-CONTRACTORS:

Notwithstanding any sub-letting with such approval as aforesaid & notwithstanding that the Prof-in-Charge Guest House/concerned authority shall have received copies of any sub-contract, the contractor shall be and shall always remain solely responsible for the quality and proper execution of the works and the performance of all the conditions of the contract in all respects as if sub-contractor or sub-letting had not taken place, and as if such work had been done directly by the contractor.

4.4 THE INSTITUTE MAY TERMINATE SUB-CONTRACTS:

If any sub-contractor engaged upon work executes any work which in the opinion of the Prof.-in-Charge Guest House/concerned authority is not in accordance with the contract documents, the Prof.-in-Charge Guest House/concerned authority may by a written notice to the contractor request him to terminate such sub-contract and the contractor upon the receipt of such notice shall terminate such sub-contract & dismiss the sub-contractor & the latter shall forthwith leave the works, failing which the Prof.-in-Charge Guest House/concerned authority shall have the right to remove such sub-contractor from the work on his own.

4.5 THE INSTITUTE REMEDY FOR ACTION TAKEN UNDER THIS CLAUSE:

No action taken by the Prof.-in-Charge Guest House/concerned authority under the clause shall relieve the contractor of any of his liabilities under the contract or give rise to any right to compensation or otherwise, failing which the Prof-in-Charge Guest House/concerned authority shall have the right to remove such sub- contractor(s) from the work.

4.6 POWER OF ENTRY:

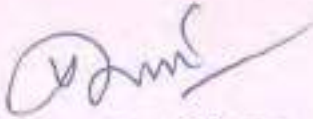
The contractor shall not commence any work, other than in the manner specified in this contract agreement. In addition, if at any time in the opinion of the Prof-in-Charge Guest House/concerned authority, the contractor: -

- i) Fails to carry out the works in conformity with the contract documents, or
- ii) Fails to carry out the works in accordance with the contract schedule, or
- iii) Substantially suspends the work without authority from the Prof.-in-Charge Guest House/concerned authority, or
- iv) Fails to carry out and execute the works to the satisfaction of the Prof.-in-Charge Guest House/concerned authority, or
- v) Fails to supply sufficient /suitable materials or things, or
- vi) Commits or suffers, or permits any other breach of kind or observes or persists in any of the above mentioned breaches of the contract, after notice in writing shall have been given to the contractor by the Prof-in-Charge Guest House/concerned authority requiring such breach to be remedied, or
- vii) If the contractor shall abandon the works.

Then in any such case, the Institute shall have the power to enter upon the premises and take possession thereof and of the materials and stock thereon and to rescind the contract, and to carry on with the works by his agents, sub-contractors, workmen and the supervisors as the Institute in its absolute discretion may think proper to deploy without making payment to the contractor for the said materials other than such as may be certified in writing by the Prof-in-Charge Guest House/concerned authority be reasonable, then the amount of such excess as certified by Prof-in-Charge Guest House/concerned authority shall be deducted from any money which may be due for work done by the forthwith be made good under the contract and not paid for. Any deficiency shall forthwith be made good and paid to the Institute by the contractor and the Institute shall have power to sell in such manner and for price as it may think fit all materials pertaining the contractor and to recover the said deficiency' out of the proceeds of the sale.

4.7 LIENS:

If, at any time, should there be an evidence of any lien or claim for which the Institute has become liable and which is chargeable to the contractor, the Institute shall have the right to retain out of any payment then due or thereafter to become due an amount sufficient to completely indemnify the Institute against such lien or claim and if such lien or claim be valid, the Institute may pay and discharge the same and deduct the amount so paid from any money which may be or may become due to payable to the contractor. If any lien or claim remain unsettled after all payments are made, the contractor shall refund or pay to the Institute all moneys that the latter may be compelled to pay in discharging such lien or claim


 प्रोफेसर प्रभारी, अतिथि गृह
 Prof-in-Charge, Guest House

including all costs and reasonable expenses. The Institute reserves the right to do the same.

The final payment shall not become due until the contractor delivers to the concerned authority a complete release or waiver of all liens arising or which may arise out of this agreement.

4.8 FORCE MAJEURE:

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as deployed herein shall mean, acts of god, war, revolt, riot, fire, flood & act and regulations of the Government of India or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7 (seven) day of the alleged beginning and ending thereof giving full particulars and satisfactory proof.

Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty.

If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of cancelling the contract in whole or part thereof at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the contractor.

4.9 RELEASE OF INFORMATION:

The contractor shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs, or other reproduction of the work under this contract.

4.10 COMPLETION OF CONTRACT:

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiration of the duration of contract. Fresh agreement shall have to be drawn if both parties to the contract agree to extend the period of contract beyond 1 (one) year by mutual consent.

4.11 SCHEDULE OF RATES AND PAYMENTS:

The price to be paid by the Institute to the contractor for the whole of the work to be done and the performance of all the obligations undertaken by the contractor as per the terms of the contract shall be ascertained by the application of the respective schedule of rates and payment shall be made accordingly to the work actually executed and approved by the Prof.-in-Charge Guest House.

4.12 SCHEDULE OF RATES TO BE INCLUSIVES:

The prices / rates quoted by the contractor shall remain firm till the issue of final certificates and shall not be subjected to any escalation except for the adjustments on account of revision of minimum wages by the Government in respect of workmen directly deployed on the work. Schedule of Rates shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing the work. The contractor shall be deemed to have known the nature, scope, magnitude and the extent of the works and materials required though the contract, may not fully and precisely furnish them. The opinion of the Prof.-in-Charge Guest House/Concerned authority as to the items of work which are necessary and reasonable for completion of work shall be final and binding on the contractor although the same may not be shown on or described specifically in contract documents. Generality of this present provision shall not be deemed to be cut down or be limited in any way because in certain cases it may not be expressly stated that the contractor shall do or perform a work or supply articles or perform services at his own cost or without addition of payment or without extras charge or words to the same effect or that it may be stated or not stated that the same are included in and covered by the schedule of rates.

4.13 SCHEDULE OF RATES TO COVER TAXES AND DUTIES:

The contract price shall be inclusive of all levies, taxes, transportation charges, stamp duties etc. from and of Central or State Government or Local Bodies whatsoever. Contractor shall also obtain and pay for all clearances, permits, or other privileges necessary to complete his obligations as per contract.

4.14 SCHEDULE OF RATES CANNOT BE ALTERED:

For work under unit rate basis, no alteration shall be allowed in the schedule of rates reasons of works or any part of them being modified altered, extended, diminished or omitted. The schedule of rates are fully inclusive rates which have been offered by the contractor and agreed to by the Institute and cannot be altered.

4.15 BILLING:

The contractor shall submit a monthly bill in approved Proforma in duplicate to the Prof.-in-Charge Guest House/concerned authority giving abstract for the various items executed. The Prof-in-Charge Guest House/concerned authority shall take or cause to be taken for the purpose of having the same verified and the claim, as far admissible, adjusted, if possible, before the expiry of 15 (fifteen) days from presentation of the bill.

4.16 RUNNING ACCOUNT PAYMENTS TO BE REGARDED AS ADVANCES

All Running Account Payments shall be regarded as payments by way of advances against the final payment only and not as payments for work actually done and completed, and shall not be considered as an admission of the due performance of the contract, or any thereof, in this respect, or of the accruing or affect in any way the powers of the Institute under these conditions or any of them as to the final settlement and adjustments of the accounts or otherwise or, in any other way vary or affect the contract. The final bill shall be submitted by the contractor within 1 (one) month from the date of expiry of the contract period. Otherwise, the certificate from the Prof-in-Charge Guest House/concerned authority as to the total amount payable for the work shall be final and binding on all parties.

4.17 PAYMENT OF CONTRACTOR'S BILL:

- 4.17.1 Payment due to the contractor shall be made by the Institute directly transfer to the Bank Account. The contractor shall present his bill duly pre-receipted on proper revenue stamp.
- 4.17.2 In general payment of final bill shall be made to the contractor within 30 (thirty) days of the submission of bill after completion of all the obligations under the contract.

Payments of final bill and security deposit shall be released only if it is accompanied by the proof of following:

- a) Having paid due wages to all his workmen engaged on the job for the whole period of contract.
- b) Having deposited the contributions of PF and ESI with the concerned authorities for the whole period of contract.
- c) Having handed over the complete establishment including all materials and equipment's of the Hostel to the Prof.- in-charge Guest House or his authorized representative, in good condition.
- d) Having vacated the premises of the guest houses or any other premises that may have been allotted to him for discharge of the contractual obligation.

4.18 RECEIPTS FOR PAYMENT:

Receipt for payment made on account of work when executed by a firm must be signed by a person holding due power of attorney in this respect on behalf of the contractor, except when the Contractors are described in their tenders as a limited company in which case the receipts must be signed in the name of the company by one of its principal officers or by some other person having authority to give effectual receipt for the company.

4.19 INSURANCE:

Contractor shall at his own expense carry and maintain insurance with companies to the satisfaction of the Institute as follows:

4.20 MAN POWER STATE INSURANCE ACT:

The contractor agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Man power State Insurance Act, and the contractor further agrees to defend, indemnify and hold the Institute hostels from any liability or penalty which may be imposed by the central, state or local authority by the reason of any violation by contractor or sub-contractor(s) of the man power's state insurance act, and also from all claims, suits or proceedings that may be brought against the Institute arising under, growing out or by reasons of the work provided for by the contractor whether brought by man power of the contractor, by third parties or by central or state government authority.

4.21 ANY OTHER INSURANCE REQUIRED BY LAW:

Contractor shall also carry and maintain all other insurance which he may be required under any law or regulation from time to time.

4.22 ACCIDENT OR INJURY TO WORKMAN:

The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workman or other person in the deployment of the contractor or any sub-contractor, save and except an accident in injury resulting from any act or default of the Institute. The contractor shall indemnify and keep indemnified the Institute against all such damage and compensation whatsoever in respect or in relation thereto.

4.23 DAMAGE TO PROPERTY:

Contractor shall be responsible for making good to the satisfaction of the Prof-in-Charge Guest House/concerned authority for any loss or any damage to all structures and properties within the Hostel premises. If such loss or damage is due to fault and / or the negligence or shall full acts or omission of the contractor, his man power agents, representatives or sub-

contractors, he shall make good the loss as assessed by the Hostel-in-charge.

4.24 LABOUR LAWS:

- i) No Labor below the age of 18 (eighteen) years shall be deployed at the work.
- ii) The contractor shall not pay less than what is provided under the law to laborers engaged by him on the work.
- iii) The contractor shall at his own expense comply with all labor laws and keep the Institute indemnified in respect thereof.
- iv) The contractor shall pay equal wages for men and women in accordance with applicable labor laws.
- v) The contractor shall be registered with Regional Labor Commissioner (central) and obtain license as per Contract Labor (R&A) Act 1976 within a reasonable time.
- vii) The contractor shall deploy labor in sufficient numbers either directly or through sub-contractors to ensure due performance of the contract to the satisfaction of the Prof-In-charge and of quality specified in the contract.
- vii) The contractor shall be solely responsible as regards salary / wages and service conditions and terms extended by the contractor to his workmen and shall in this connection maintain requisite records and comply with all laws / enactment, rules and regulations and orders applicable to the contractor's man power / workmen in General and in particular laws / enactment, rules and regulations and orders dealing with deployment of contract labor, payment of compensation, contribution under ESI Act 1948 EPF & PF Act 1952. Payment of Minimum wages, fire and safety regulations relating to deployment of female work force, security arrangements and such other rules and regulations as may be applicable at present or made applicable hereafter.

4.25 SAFETY REGULATIONS:

In respect of all labor, directly or indirectly deployed in the works for the performance of the contractor's part of this agreement, the contractor shall at his own expense arrange for all the safety provisions as per safety codes of CPWD, BIS, the electricity act, regulations, rules and orders made there under and such other acts as applicable.

4.26 ARBITRATION:

4.26.1 ~~Except as otherwise provided elsewhere in the contract, any dispute, difference, question or disagreement or matter whatsoever, shall, before any completion or abandonment of work or during execution thereof, hereafter arise between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be deployed by the Director of the Indian Institute of Technology, Roorkee (IIT Roorkee) at the time of the dispute,~~


 प्रोफेसर प्रमोद. अतिथि गृह
 Prof-in-Charge, Guest House

~~Under the provision of the Arbitration and Conciliation Act, 1996 (Act No. 26 of 1996) The Contractor or the IIT Roorkee shall have no right to take any such dispute to a Court of law.~~

- 4.26.2 ~~if the Arbitrator to whom the matter is originally referred dies or refuses to act or resigns / withdraws for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to this effect failing which the arbitrator shall be entitled to proceed de novo.~~
- 4.26.3 ~~It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration under this clause.~~
- 4.26.4 ~~It is a term of the contract that the cost of arbitration shall be borne by the parties themselves.~~
- 4.26.5 ~~The venue of arbitration shall be at Roorkee, Uttarwar~~
- 4.26.6 ~~Subject as aforesaid the provisions of the Arbitration and Conciliation Act No. 26 of 1996 and any statutory modifications or re-enactment thereof shall apply hereunder and for the time being in force shall apply to the arbitration proceedings under this clause.~~

4.27 MAN POWER PROVIDENT FUND:

The contractor shall be liable for the payment of Man Power Provident Fund on contributory basis under P.F. Act as per prevailing rates or as per rates, if revised during the period of contract. In addition to this, inspection / administrative charges at the existing rates shall be charged and needs to be deposited in the Regional Provident fund commissioner's office, Roorkee under intimation to the Institute.

4.28 GENERAL RULES:

Smoking and drinking within the entire area of the Guest houses in particular and the Institute campus in general is strictly prohibited. Violators of this rule shall be prosecuted as per Law and discharged immediately. All the workers engaged for the job shall be wearing clean uniform to be approved by the Institute while on duty.

Prof. -in- Charge Guest House
IIT Roorkee

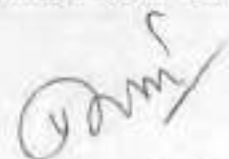
Annexure- VIADDITIONAL TERMS AND CONDITIONS

1. Any additional utensils and other items as required for cooking/serving etc. of the food shall be arranged by the Contractor himself.
2. For the dining hall, breakfast, lunch and dinner shall be served as per the following schedule only or at any other timing fixed by the administration from occasion to occasion or deemed necessary

(a) Breakfast:	8:00am to 9:30 am on all days
(b) Lunch :	1:00 pm to 2:30 p.m. on all days
(c) Dinner:	8:00 pm to 9:30 pm on all days
(d) Ala carte menu:	10:00 am to 12.30 pm and 3:00 pm to 7:00 pm on all days
(e) Other Hours:	All other timings not covered by above slots

In the Other Hours, the Contractor shall make arrangements to provide tea/coffee/milk and some readymade light snacks (items should be proposed by Contractor alongside the detailed menu in the financial bid section).

3. The quality compliance of catering services shall be supervised by a committee duly constituted by the Chairman, Guest House Coordination Committee.
4. Procurement of first quality provisions, vegetables, milk, and other perishable food items will be the responsibility of the contractor and all safety measures shall be taken care of by the Contractor himself/themselves. Provisions will be subjected to sudden inspection by the supervision committee.
5. The Contractor shall use only branded and best quality raw materials for preparing the food. Brands of products will be decided by the supervision committee. A quality control officer /Supervisor will check all materials brought to the mess, as well as cooking practices. The Contractor will submit two or three brands for each item and the supervision committee in consultation with IIT Roorkee management will select the brands for cooking. In the event of the quality of the food served being poor or not adhering to contractual conditions, the Supervision Committee will be free to impose monetary fine as deemed fit on the Contractor. Such fines imposed will be adjusted against the payments due to the Contractor.
6. The Contractor shall be solely responsible for the arrangements of commercial gas refills as per Government rules and their safety. Also, Contractor should be solely responsible for the arrangement of all other items from his own resources such as consumable and non-consumable items within the defined period of its shelf life, which in turn will be decided by the supervision committee and IIT Roorkee administration. Other than electricity charges, which from now



onwards will be taken care by the IIT Roorkee all other extraneous cost will be the sole responsibility of the Contractor.

7. The Contractor shall provide Bed Tea, Breakfast, Lunch & Dinner as given in the tender document. The cost includes; fuel cost, procurement of milk, provisions and vegetables of good quality and others items. Further, the cost of these raw materials shall be inclusive of loading and unloading, transportations, storage at dining hall premises, statutory taxes including GST, duties and all other levies (existing and which may be imposed from time to time) for which no additional cost is payable or reimbursable by the IIT Roorkee.
8. For each of the meals or extra items, it will be mandatory for the Contractor to serve the items of a fixed weight / size at a quoted price.
9. The Contractor has to ensure hygiene within the cooking place, dining hall, wash room and the surroundings of mess and maintain the electrical appliances such as lights, fans, switches, exhaust fans, etc.
10. The use of IIT Roorkee mess facilities for other than regular dining in the designated main and the extended mess areas must have a prior approval from Prof. In-charge Guest House/Concerned Authority. This facility for party purposes is allowed only with payment of rent and with the prior approval of Prof. -in-Charge Guest House/Concerned Authority. The reception desk will be responsible for taking the bookings and its approval from the Concerned Authority well in advance.
11. The regular mess is the dining facility of the IIT Roorkee guest by default. However, the Contractor will make sure that breakfast, lunch, dinner by the guests be properly accounted for to avoid billing discrepancy.
12. Other institute guest can also dine in the main mess but with prior notice (over phone or in person) or through online booking system. While maintaining full courtesy, the Contractor's representative will make sure the Institute guests are aware of the norms and they make proper bookings before time.
13. Extended mess is open to all institute inmates and guests alike within the time limits mentioned above. However, to dine in the extended mess, a token has to be procured from the token vending machine. The billing for guests should mention this token number under all circumstances. It is the sole responsibility of the Contractor to record and account for any damaged or missing token.
14. Any event organized in Party Halls @ KIH & TOH-CEC shall only order from the special menu provided in the Financial Bid detailed in section 6 (iv), Part-B of Annexure II. Personal caterers are not allowed except in very exceptional cases (in the benefit of the institute/long time tradition being followed) only with prior approval of Competent Authority.


General

1. The Contractor has to ensure proper food quality in the mess to the satisfaction of the management. In case the quality of meal is below acceptable standards, Prof.-in-Charge Guest house/Concerned Authority may issue a warning. The contract will be terminated in case three such warnings are issued within the contract award period. If the contract is terminated, the security money shall be forfeited. Further, Contractor has to vacate the premises of IIT Roorkee within three days of termination of the contract or enforced vacation recommended by the committee. However, during this period, he should provide all cooperation to get the mess operated by another party chosen by the IIT Roorkee.
2. If at any stage, the involvement of the Contractor in any undesirable activity is found, inside or outside the premises of the IIT Roorkee/Institute, which may bring disrepute to the Institute, the contract is liable to be terminated by the Competent Authority by giving 15 days' notice. In case Contractor wants to terminate the contract, he/she has to give minimum two months' notice.
3. Maintenance and upkeep of kitchen and dining hall before and after each meal, dusting and cleaning of dining tables frequently during the day shall be done by the mess staff.
4. All costs (manpower and materials) involved for providing the housekeeping and meals (bed tea, breakfast, lunch and dinner) have to be borne out by the Contractor.
5. The Contractor shall be responsible for fulfilling the requirements of all statutory provisions of relevant enactments, viz., Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labor (Regulations & Abolition) Act and all other labor and industrial enactment at his own risk and cost in respect of all staff employed by him. The IIT Roorkee shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any acts etc. The Contractor shall maintain all records required to be maintained under the statutory enactment and Competent Authority or its representative (Prof.-in-Charge/Concerned Authority, shall be entitled to inspect all such records at any time.
6. All taxes, duties, levies etc., imposed by the State, Central Government and local bodies in connection with this contract in force at the time of submission of bids shall be borne by the Contractor.
7. In case of any dispute arising out of this contract between the parties, the dispute shall be resolved by the sole Arbitrator appointed by the Director of Indian Institute of Technology Roorkee (IIT Roorkee) under the provision of the Arbitrator and Conciliation Act, 1996 (Act No. 26 of 1996). The Contractor or the IIT Roorkee shall have no right to take any such dispute to a Court of Law.
8. The following documents will be furnished with tender documents.


 प्रो. चार्ज गृह
 Prof.in.Charge, Guest House

- Proof of experience and name of Institute/college/ school/organization worked in.
 - GST Registration Number.
 - Income Tax Clearance Certificate.
 - Food Courts Safety License
9. The Institute will be deducting Minimum 15% charges per month which will constitute the revenue of total income from Catering services as Institute's Infrastructure usage charges.
 10. For each party to be organized in the IIT Roorkee mess premises, prior written approval should be secured from concerned authority of guest houses.
 11. The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Prof.-in-charge, Guest house/Concerned Authority.
 12. The Contractor will not be permitted to franchise the IIT Roorkee Mess for any other commercial activity.
 13. No person with any offensive police record will be allowed to work in the IIT Roorkee Guest Houses. Police verifications of all persons employed in IIT Roorkee Guest Houses is necessary.
 14. Contractor will have to execute and sign a License Deed on one thousand Rupees Non-Judicial Stamp Paper as per IIT Roorkee format.
 15. All safety measures are to be provided by the Contractor himself/ themselves.
 16. Any change like timing of operation, rate of any additional/existing item to be included/revised in the Mess will require the written permission of the Prof.-in-charge, Guest house/Concerned Authority.
 17. The Contractor will ensure and comply with the provisions of various municipal and other Rules / Regulations / Laws of the Government in respect of wages and other benefits to his employees.
 18. IIT Roorkee shall not be the party in case any dispute takes place between the Contractor and his employees.
 19. Only residents of the Institute/IIT Roorkee and authorized guests will be allowed to dine in the IIT Roorkee mess facilities.

**Prof.- in-Charge Guest House
IIT Roorkee**


प्रोफेसर प्रभारी, अतिथि गृह
Prof-in-Charge, Guest House

Manpower Details With Category

Sno	Designation	No of Employees	Category	Remark
1	Resident Manager cum Accountant	2	High skilled	
2	Receptionist	5	Semi skilled	
3	Room boys	13	Semi skilled	
4	Safaikarmcharis	4	Semi skilled	
5	Room Boy cum Peon Day/ Night Shift cum cleaner/Dish washer cum cleaner	8	Semi skilled	
6	Gardner	2	Semi skilled	
7	House keeping supervisor (MTS)	2	Semi skilled	
8	Catering Supervisor cum accountant	1	Skilled	
9	Head Cook Should be expert in North and South Indian ,continental ,cuisines	2	High skilled	
10	Assistant Cook should be able to prepare Indian,Chinese.	3	Skilled	
11	Kitchen helper	6	Semi skilled	
12	Waiters	11	Semi skilled	
13	Dish washer com cleaner	4	Semi skilled	
	Total	63		

