



TENDER DOCUMENT

(Tender Notice No. IIT/TGH/2019/01 Date: 4th, September, 2019)

FOR

**HOUSEKEEPING, RECEPTION, ROOM SERVICES, CATERING, LAUNDRY SERVICES,
GENERAL MAINTENANCE & FACILITY MANAGEMENT SERVICES**

OF

NEW TECHNOLOGY GUEST HOUSE AND HERITAGE BUILDING COMPLEX

Authenticity: **This document consists of total 44 pages and all pages are numbered consecutively**

Professor-in-Charge, Institute Guest Houses, IIT Kharagpur
For Director,
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR

INDIAN INSTITUTE OF TECHNOLOGY
KHARAGPUR 721 302

Tender Notice No. IIT/TGH/2019/01

Dated: 4th, September 2019

SUB: - TENDER FOR HOUSEKEEPING, RECEPTION, ROOM SERVICES, CATERING, LAUNDRY SERVICES, GENERAL MAINTENANCE & FACILITY MANAGEMENT SERVICES OF THE NEW TECHNOLOGY GUEST HOUSE AND HERITAGE BUILDING COMPLEX

Indian Institute of Technology Kharagpur, an Institute of National Importance, invites sealed two part bids from reputed agencies engaged with proven track record, for provision of housekeeping, reception, room service, catering, laundry service, general maintenance and facility management services of its New Technology Guest House and Heritage Building Complex including the 127 rooms, located in the main campus of IIT Kharagpur at Kharagpur, West Bengal.

The contract period will be initially for a period of one (01) year and extended up to three (03) years. Extension in contract period will be reviewed and may be renewed *annually* subject to satisfactory performance.

The tender document with complete details of tender including experience required, scope of work and terms and conditions can be downloaded from the website www.iitkgp.ac.in (link: Tenders. The tender submission fee is Rs. 5,000 which has to be paid in the form of a Demand Draft drawn in favour of **Indian Institute of Technology Kharagpur** payable at Kharagpur. **The deadline for submission of Sealed Tender is 30th, September 2019 (Monday), 15:00 hrs. The Technical Bids will be opened on 30th, September 2019 (Monday), at 15:30 hrs.**

EMD of Rs. 5,00,000.00 Lakh has to be submitted in the form of a Demand Draft/Bank Guarantee drawn in favour of **Indian Institute of Technology Kharagpur** payable at Kharagpur. EMD in the form of DD/Bank Guarantee is acceptable. Tender(s) received without Tender Submission Fee and/or EMD will be summarily rejected. Tender(s) received beyond the deadline (**30th, September 2019 (Monday), 15:00 hrs**) will be summarily rejected.

Interested agencies are requested to submit two sealed envelopes containing Technical Bid (Envelope – I) and Commercial Bid (Envelope – II) placed in a larger sealed envelope super-scribing with reference number (Tender Notice no. IIT/TGH/2019/01 dated: 4th. September 2019) to be sent by Speed Post/Courier to “Professor-in-Charge Guest Houses, Technology Guest House Office, Indian Institute of Technology Kharagpur, WB 721302” so as to reach on or before the deadline.

Site Visit and Pre-Bid Meeting: For information / Technical Details / Clarifications required by the Tenderers, **visiting of site is mandatory. So interested Bidders may visit on any one day i.e. on 16th, 17th, and 18th September 2019 from 10 AM to 1 PM. Pre-bid meeting with the tenderer will be held on 18th September 2019 (Wednesday), 3.00 PM.** to appraise them about the Guest House operation, expectations of the Institute and to familiarize them with the Guest House in the Conference Room of New Technology Guest House at IIT Kharagpur, Pin – 721302. The interested tenderers who have downloaded the Tender Documents are requested to attend the same. The prospective tenderers expressing interest must attend the Pre-bid Meeting and visit the Guest House (mandatory) and acquaint themselves about the scope and schedule of work, supervision and commitment required. Institute expects the Guest Houses to be maintained as a high end facility for our visiting academic community, ensuring state-of-the-art hospitality and service

management at best International Standards. The prospective Contractors should note that high quality of service and professional approach is the essence of this contract. Please read carefully instructions for the Tenderers and Scope of Work.

Selection will be based on compliance to minimum eligibility criteria, compliance of all statutory requirements and the lowest cost price.

Director, IIT Kharagpur reserves the right to reject any or all the tenders without assigning any reason. Any attempt on the part of the tenderer to influence, negotiate directly or indirectly with the Institute/Guest House will lead to the exclusion from consideration.

**Professor-in-Charge, Institute Guest Houses, IIT Kharagpur
For Director, IIT Kharagpur
E-Mail: pictgh@adm.iitkgp.ac.in**

INFORMATION SHEET

| | |
|---|--|
| Tender Number and Date | IIT/TGH/2019/01 4 th . September , 2019 |
| Issue of Tender Forms | Tender Documents can be downloaded from the Institute's website (www.iitkgp.ac.in) link: Tenders |
| Tender Submission Fee | Rs. 5000 (Rupees Five Thousand only) in the form of a Demand Draft in favour of Indian Institute of Technology Kharagpur , payable at Kharagpur. |
| Earnest Money Deposit (EMD) | Earnest money of Rs. 5,00,000 (Rupees Five lakh only) in the form of a Demand Draft in favour of Indian Institute of Technology Kharagpur , payable at Kharagpur. |
| Site Visit (Visiting of site is mandatory). | Dates: On any one day on 16 th , 17 th and 18 th September, 2019 from 10 AM to 1 PM at New Technology Guest House, IIT Kharagpur |
| Pre-bid meeting | Pre-bid meeting will be held on 18 th September, 2019 in the Conference Room of New Technology Guest House, IIT Kharagpur at 3.00 PM |
| Last Date of Submission of Tender | 30th September 2019 (Monday), up to 3:00 PM |
| Opening of Tender | 30th. September 2019 (Monday) at 3:30 PM in the Conference Room, Technology Guest House, IIT Kharagpur |
| Contact Person and Address for enquiry and submission of sealed tender documents | Professor-in-Charge, Institute Guest Houses Technology Guest House Office Indian Institute of Technology Kharagpur Kharagpur 721 302, West Bengal |
| Contact Phone Number (s) | +91-3222-282840/ 282842 |
| E-mail Address | bibhuti@adm.iitkgp.ac.in , tghoff@adm.iitkgp.ernet.in |
| Website | http://www.iitkgp.ac.in Link: Tenders |

INTRODUCTION

The New Technology Guest House and Heritage Building Complex of IIT Kharagpur comprises a four storey building New Technology Guest House (NTGH) and a two storey building Heritage Block consisting of the following:

| | Wing (A) – North Block | Wing (B) – South Block | Wing (C) – South Block | Heritage Block |
|---|--|------------------------------------|--|---|
| 1 | Gr Floor (GF) – 7 Suite Rooms | GF - 18 Dbl Bedded (D/B) A/C Rooms | GF – Dining Hall / Pantry/ Kitchen / Stores | GF – 1 VIP Suite / Dining Hall / Kitchen/ Store Room/ Front and Back Lounge/ Corridor |
| 2 | 1st Floor (FF) – 9 Suite Rooms / Sitting Lounge | FF - 18 D/B A/C Rooms | FF – Banquet Hall / Store Rooms / Open Terrace | FF – 2 VIP Suites/ Lobby/ Balcony/ Back Lounge / Staircase/ Corridor |
| 3 | 2 nd Floor (SF) – 18 D/B A/C Rooms / Open terrace | SF - 18 D/B A/C Rooms | | |
| 4 | 3 rd Floor (TF) – 18 D/B A/C Rooms | TF - 18 D/B A/C Rooms | | GF – 294 Sq M FF – 294 Sq M Total Area: 588 Sq M |
| 5 | Meeting Room | Common Washrooms | | |
| 6 | Reception | Terrace | | |
| 7 | Lobby (East & West) | | | |
| 8 | Common Washrooms | | | |
| 9 | Terrace | | | |

In a nutshell NTGH and Heritage Building comprises 16 VIP Suites and 03 VVIP Suites respectively and 108 double bedded rooms, which can accommodate approximately, 254 guests at one time, The Dining Hall, located on the ground floor of (Wing – C) is having a seating capacity of 100 and Banquet Hall located at the first floor of (Wing – C) is having a seating capacity of 60, can accommodate 200 people using the front lounge during buffet service. The cooking for the guests staying in the Guest House is required to be done in the above mentioned kitchen.

The Heritage Block comprises 3 A/C suites, a front and back lounge on the ground floor, a lounge on the first floor, along with a dining hall, a kitchen and a storeroom on the ground floor.

The prospective tenderers expressing interest should visit the New Technology Guest House and Heritage Building Complex, IIT Kharagpur and acquaint themselves with the entire facility, type, schedule and scope of work, supervision and commitment needed and make suitable presentation at the time when their technical bids will be taken up for discussion.

IIT Kharagpur looks forward to operate the New Technology Guest House and Heritage Building Complex as a high end facility for the international academic community, rendering state of art hospitality service management.

DEFINITIONS

Unless otherwise specified, the following expressions used shall carry the meaning hereunder respectively assigned to them, namely:

- (a) The expression “Owner” and/or “Institute” occurring in the tender document shall mean IIT Kharagpur.
- (b) The expression “Bidder” shall mean the tenderer who submits the tender for the work and shall include the successor and permitted assigns of the tenderer.
- (c) The expression “Contractor” shall mean the tenderer who submits the tender for the work and selected by the Institute for the performance of the subject work, and shall include the successor and permitted assigns of the contractor.
- (d) “Prof-in-Charge” shall mean any representative of the Institute authorized to act as the Officer-in-Charge of the work or any specified part thereof.
- (e) “Work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.
- (f) “IIT” or “IIT KGP” shall mean Indian Institute of Technology Kharagpur
- (g) “Contract” shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IIT, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
- (h) “Meals” shall include all input from the dining hall/kitchen, including bed tea, breakfast, lunch, dinner an evening tea-snacks, bottled water etc., including those served by the contractor under special arrangements on various occasions.
- (i) “Guest House” shall mean in present tender, as the “New Technology Guest House and Heritage Building Complex, IIT Kharagpur”.
- (j) “Competent Authority” shall mean the Director, IIT Kharagpur or any other Officer/Professor-in-Charge designated by him for the purpose of this work/tender pertaining to the Guest House, maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the New Technology Guest House and Heritage Building Complex.

MINIMUM QUALIFICATION REQUIRED FOR BIDDING

- (a) Bidder shall have a minimum 5 (five) years of experience in providing catering and hospitality including housekeeping, reception and room allotment, general maintenance, etc. in an organization of repute (at state or national level) as on tender submission deadline. Name, address / contact details of the present and past satisfactory clients to be provided with a copy of the experience certificate in the client's letterhead to be enclosed with the technical bid.
- (b) Experience of having successfully operated and managed guest houses during the last 03 (three) years continuously as of tender submission deadline, as per the following details:

At least One (1) similar completed/ongoing work in Government / Autonomous Bodies / Public Sector Undertakings/ MNC's of having not less than 80 Guest Rooms (Dormitory/Meeting Room etc. will not be considered/counted). Signed certificates and Work Order copy from the clients to whom such services are being/have been extended must be enclosed with the technical bid.
- (c) Bidder shall have ISO 9001-2000 or equivalent certification.
- (d) The bidder must have a minimum annual average turnover of Rs. 500 Lakh during the three financial years 2016-17, 2017-18 and 2018-19. All bidders should submit copies of audited Statement of Accounts for the last three years ending 31 March 2019 along with the tender documents. In case of exemption from the requirement of Audit of statement of Accounts, necessary certificate should be provided.
- (e) Solvency certificate minimum of Rs. 60 Lakh in a prescribe format is required from any scheduled bank.
- (f) Proof of Registration of the bidder under relevant law, such as Companies Act, and / or Shops & Establishment Act etc. For partnership firms, full name and address of each partner along with certified copy of registered partnership deed, copy of trade license. For proprietorship firms, full name and address of proprietor along with certified copy of trade license
- (g) All bidders should submit along with their tender, copies of the valid license no. under Contract Labour Act, PAN Card, EPF Registration Certificate, ESI Registration Certificate, GST, and Food Safety & Hygiene Licence from FSSAI.
- (h) A certificate (Affidavit) to be signed by MD / CEO of the company in the Court of a First Class Magistrate that they haven't been debarred or blacklisted for any services, supplies or products dealing in, by any organizations or educational institute/ university or state/ central government and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.
- (i) The bidder must submit copy of acknowledgement of Income Tax return for the three financial years 2016-17, 2017-18 and 2018-19.
- (j) The bidder must have at least 100 persons on payroll. All bidders should submit copies of quarterly returns of EPF and ESI with respect to such personnel.

Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. Simply an undertaking by the bidder for any item of the criteria shall not suffice the purpose. All documentary proof must be listed on the letterhead of the company. Additionally, the bidder must submit a full bio-data (CV) of the Supervisors and Executives of the team proposed to be deployed for this site.

INSTRUCTIONS TO BIDDERS

2.1 The Bidder shall give an undertaking that he/she will comply with all conditions in the tender documents. For this purpose, the tender documents shall be completed in all respects and duly signed and stamped on each page by an authorised representative of the Bidder.

2.2 **Double Cover Bid Tender:** Bidders are required to submit their offers in a sealed cover superscripting the name of the tender and containing two separate envelopes as detailed below:

Envelope I: Should be super-scribed with the name of the work and the words **Technical Bid** and should contain

1. Annexure I

- a. Form A: Technical Data Sheet
- b. Form B: Technical Data Sheet
- c. Form C: Financial Information
- d. Form D: Details of all Works of Similar Class Completed during the Last Five Years as on the last date of submission
- e. Form E: Format for Solvency Certificate
- f. Form F: Declaration

2. Annexure – II Data related to supply and catering of food materials / items as per menu chart on all-inclusive fixed rate basis.

3. All other essential certificates/documents as mentioned in the minimum qualification required for bidding, Earnest Money and Cost of Tender Documents and signed tender documents.

2.3 **Envelope 2:** Should be super-scribed with the name of the work and the words **Price Bid**. It should contain only the "Price Bid" as per Annexure – III. The bidder shall quote his rate in the Price Bid both in figures and in words. Incomplete price bid and price bid submitted in any other format will be rejected.

2.4 The sealed outer envelope shall be addressed to:

Professor-in-Charge, Institute Guest Houses
Technology Guest House Office
IIT Kharagpur
Kharagpur 721 302, West Bengal

2.5 All Tenders submitted in person should be dropped in the Tender Box kept at the Office of Professor-in-Charge, Technology Guest House, IIT Kharagpur before the last date and time of submission.

2.6 No Faxed/E-mailed Tenders will be entertained. IIT KGP will not be responsible for any postal losses or delays in submission of tender documents.

2.7 All communications with regard to this tender are to be addressed to the above address only.

2.8 **The completed tenders should be submitted by 30/09/2019 (Monday), 3:00 PM at the above address.**

SCOPE OF WORK

- (a) Reception and accommodation of the guest coming to stay at New Technology Guest House and Heritage Building complex. Services including manning the reception and office, round the clock on all the days of the year. Maintenance of room allotment register, opening of rooms for bonafide occupant and upkeep of rooms by proper housekeeping and room service for exclusive/VIP guests.
- (b) The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers, skilled and supervisory staff. The Guest House will be available for operation in *as is where is* condition; the contractor shall be responsible for maintaining it in spic and span condition.
- (c) The total area for New Technology Guest House complex for housekeeping is 50,000 sq. ft. and that for the Heritage block is 6330 sq. ft. including the built up area which require regular cleaning and maintenance. This is to be maintained in a pre-planned schedule of three shifts in a day.
- (d) The indicated number and composition of staff is as per Table 1 of Annexure IV. The tenderer should have minimum 100 persons on pay roll of their company, specifically trained for housekeeping and allied work as per tender specification. Full list of employees, viz., name, age, gender, educational qualifications, employee code, designation, relevant experience, EPF & ESI code, local and permanent address, etc. should be attached with the technical bid. Documents in support of ESI & EPF registrations, labour license, health and safety measures the tenderer undertakes for his workers and should be attached with the technical bid.
- (e) Services will be provided by presentable, neatly attired and well-mannered trained workers as per their functional designation. The personnel deployed (preferred age group: 21-45 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in speaking and understanding Bengali, Hindi, and English.
- (f) The dress code, as appropriate for particular personnel, to be provided by the contractor to its employees shall comprise the following (the list is not exhaustive but indicative):
 - 1. Dark coloured trouser
 - 2. Light coloured shirt (Full / Half sleeve)
 - 3. Blazers/Jacket
 - 4. Apron
 - 5. Tie &/or Bow tie
 - 6. Shoes /Gumboot – Black
 - 7. Gloves
 - 8. Head gear
 - 9. Chef caps

The service provider will be responsible to ensure that its employee should be in proper uniform while on duty. However the colour / design of the dress/uniform shall be approved by IIT Kharagpur Authority.

- (g) Maintenance and cleaning as per SOP of TGH on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venetian blinds and all fixtures/furniture at the Guest House including the office/meeting rooms on the ground floor/first floor and other rooms belonging to the Guest House Complex, shall be the duty and responsibility of the contractor and their team, cleaning of utensils, crockeries and cutleries shall be done after every meal on the same day. A status report on day to day basis shall be maintained by the contractor as a permanent record and should be sent to the Guest House office, preferably daily but definitely within the next 24 hours.
- (h) Bedroom linen and bathroom towels shall be changed every alternate day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning materials be

arranged. All curtains to be cleaned every three months; blankets to be dry cleaned every three months by the contractor at no extra charge. A register supported by the Laundry order/Invoice details for this purpose shall be maintained by the contractor for IIT Kharagpur to inspect from time to time.

- (i) Floors of the rooms and corridors/wings A, B, C and Heritage Block shall be cleaned daily with Taski products or ISI marked floor cleaner / phenyl (eco-friendly WHO recommended materials of reputed brands such as Lysol, Bengal Chemical, Ajax, Dettol, etc.) and will be kept clean all the time. The particular brand used needs to be approved by the IIT KGP authority. Carpets wherever available, shall be cleaned daily by a vacuum cleaner and dry/wet cleaning will be done on quarterly basis, as per requirement. Cleaning of sofa set, covers, curtains will be done as per details mentioned in Table -3 of Annexure-IV of this tender document, or as and when required. The contractor at his own expense shall arrange all consumables and cleaning materials for both dry & wet cleaning.
- (j) The Contractor shall be responsible for maintaining an effective pest control services within the premise (both inside & outside) of the Guest House through Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repellent, or any other effective and modern and safe means etc. to control pests, shall have to be done on a regular basis and additionally whenever required as suggested by IIT Kharagpur. The contractor shall be responsible for maintaining a pest control log book for record keeping and checking purpose of the Prof-in-Charge, Guest House / Designated Officer. Failing which the contractor is liable for penalties as mentioned in the penalties clause of this tender document.
- (k) Bathroom/toilet shall be cleaned daily and mopped with Taski products or ISI marked good quality reputed bathroom cleaner / toilet cleaner (eco-friendly WHO recommended materials of reputed brands such as Lysol, Bengal Chemical, Ajax, Dettol, Harpic, etc.). Air filters of Split/Window type air conditioner shall have to be thoroughly cleaned at regular intervals. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, room fresheners such as Odonil, Glade, etc., naphthalene balls, duster brooms and other cleaning/sanitary materials shall be provided by the contractor at no extra cost. The particular brand used for various items needs to be approved by the IIT KGP authority.
- (l) IIT KGP will hand over to the contractor materials such as beds, cots, chairs, tables, refrigerator, mixer/grinder and other kitchen appliances and the contractor has to agree to keep proper inventory of such items. The contractor shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the contractor is liable to return the same to IIT KGP in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit of the contractor.
- (m) Dining hall/Kitchen service shall be rendered in hygienic condition by trained chefs, cooks and supporting staff, cleaners, etc.
- (n) The contractor shall be responsible for quality cleaning of bed and bath linens as per industry norms. The contractor should also provide laundry services to the guest(s) on payment basis at rates approved by IIT Authority.
- (o) Suitable horticulture services like watering of potted plants, flowering plants, seasonal flowers, flower arrangements at reception, rooms and common areas etc. shall be done by the contractor at no extra cost.
- (p) The contractor shall ensure overall general maintenance, cleaning of drainage system of entire Guest House premise (both inside and outside plinth area), regular spray of disinfectant, bleaching powder or pest control chemicals in drain chambers at no extra cost to IITKGP. Cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco- friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, air-conditioning, etc.), breakdowns,

emergency relief and help on urgency basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones.

- (q) The contractor must ensure to maintain the minimum approved number of manpower to meet the contractual obligation and also arrange a pool of standby cleaning staff/supervisor to meet the needs of services during any unwanted situation such as mass absenteeism. In the event of any shortage in the minimum number of manpower or man hours on a particular shift/day, an amount proportionate to a day's salary will be deducted from the monthly bill of the contractor. Proper record of daily Biometric/ RFID attendance (electronic muster roll) of each staff must be submitted to TGH office on daily basis. Contractor must also submit the detailed monthly summary of biometric/ RFID attendance w.r.t. its workers along with monthly bills.
- (r) Bills for the service should be presented to the visitor staying at the guest house and payment to be received.
- (s) A proper record and register should have to be prepared for record keeping and checking purpose of the Prof-in-Charge, Guest House / Designated Officer.

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

Log Book (Daily / Weekly/ Monthly)

1) Guest Register, 2) Cleaning Checklist, 3) Cleaning Material Register, 4) Guest Comment Card /Register, 5) Machine Checklist, 6) Daily Meal Record, 7) Check in and Out Reports, 8) Arrival and Departure List, 9) Occupancy List, 10) Laundry register, 11) Toiletries register, 12) Key Register, 13) Cash register, 14) Credit bill register, 15) Credit card register, 16) Outstanding record, 17) Attendance Register, 18) Medical Box Checklist, 19) Lost and Found Register, 20) Menu Card Booklet, 21) Grooming Register, 22) Food Bill book, 23) Staff Training File, 24) Staff personal data file, 25) Staff Orientation File, 26) Machine Maintenance service books/reports, 27) Equipment operation logbooks.

- (t) Meals should be provided as per menu already prescribed as in Table No-6, 7, 8, 9 of **Annexure IV**. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winters schools, etc.) on per head basis for Lunch / Dinner, for vegetarian and non-vegetarian menu.

The contractor shall be required to provide special meals (Breakfast / Lunch / Dinner) as and when requested by different units of this Institute even at a very short notice, the contractor shall keep necessary provision of stocks in order to fulfil such requests.

The contractor shall be required to provide parcel of both normal and special meals (Breakfast / Lunch / Dinner). The contractor must provide parcel meals in approved quality food grade meal tray/container only. Contractor must also ensure that the meal tray/container is properly sealed by meal tray/container sealing/wrapping machine. The contractor may charge a nominal rate of packaging for the same. The Contractor has to arrange the meal tray/container packaging machine of their own and its repair & maintenance at no extra cost to the Institute.

- (u) Kitchen items such as mixer/ grinder, Cooks Knife, Peeler etc. and few utensils, except available in the Guest House will only be provided as a onetime measure by IIT Kharagpur, Thereafter, the above mentioned items shall be arranged by the contractor as per the requirement at no extra cost. Refilling of gas cylinder and repair & maintenance of the items under contractor control such as gas burner, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder etc., will be arranged and done by the contractor at no extra charge. Use of only commercial gas cylinders is permitted.
- (v) The contractor shall provide all the guest room supplies / amenities as mentioned and a proper record in the form of a checklist shall be maintained for inspection by IIT Officials on demand.

(w) The contractor shall ensure procurement of top quality provisions, vegetables, perishable and non-perishable items. The contractor shall have to use only branded top quality, FSSAI approved raw materials, a few of which are as follows. Use of any other brand requires prior approval of IIT KGP authority.

| | |
|---|-------------------------------------|
| Iodized Salt | : Tata / Annapurna for all purposes |
| Spices | : MDH / Everest / Sunrise / Cookme |
| Ketchup (Cube size Chiplets/Blisters) | : Maggi/Kissan/Druk |
| Oil (white) | : Sundrop/Saffola/Fortune |
| Oil (Mustard) | : Dhara/Fortune/Ganesh/Engine |
| Pickle (Cube size Chiplets/Blisters) | :Priya / Mothers / Nilons |
| Atta | : Ashirwad / Annapurna/Ganesh |
| Instant Noodles | : Top Ramen / Yippee / Maggi |
| Papad | : Madhuri / Lijjat |
| Butter(Cube size Chiplets/Blisters) | : Amul/Mother Dairy/Britannia |
| Bread | : Modern/Britannia |
| Jam (Cube size Chiplets/Blisters) | : Kissan / Druk |
| Ghee | : Amul/Mother Dairy/Everyday |
| Milk | : Amul/Mother Dairy/Metro |
| Paneer & Curd | : Amul/Mother Dairy |
| Tea | : Brook Bond/Lipton/TATA (Gold) |
| Coffee | : Nescafe / Classic / Brooke Bond |
| Branded detergents of repute shall be used for washing of utensils, crockeries & cutleries. | |

(x) In case of consumable food items such as Butter, Jam, Marmalade, Pickle etc. the contractor must provide only in the form of table/ buffet chiplet or sachets or blister of standard weight of reputed brand widely available in the markets. For example 20 gms of amul butter chiplet in case of butter and not less than that. Contractors will not be allowed under any circumstances to serve the above items in loose form, failing which a penalty will be imposed for non compliance. It will be the responsibility of the contractor to get the brands of these food products approved from TGH before its use in kitchen and service to the guests in the dining hall.

HOUSE KEEPING SERVICES

1. ROOMS – UNOCCUPIED

- (a) Sweeping and mopping of rooms including attached toilets (both cleaning materials and labour) so that they are ready for allotment as guests arrive
- (b) Scrubbing, disinfecting and cleaning of glass panes (using standard cleaners such as Colin or equivalent brand), at least once a week.

2. ROOMS – OCCUPIED

- (a) Cleaning of rooms including attached toilets, daily (Both cleaning materials and labour)
- (b) Sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes (using standard cleaners such as Colin); all rooms are to be ready by 12.30 PM daily
- (c) Cleaning of Tea / Coffee cups and glass tumblers as per requirement
- (d) Replace used bed linen (alternate day), bath towels and hand towels (daily) with washed and pressed ones (labour and washing/ steam press under arrangement of contractor, bed linen and towels to be supplied by the institute)
- (e) Make beds once a day (if required twice a day, as per occupancy of the guests)
- (f) Provision of packaged drinking water in the room and replenish as per requirement.
- (g) Provision of toiletries; an indicative list of items to be provided is enclosed.
- (h) Provision of Tea/ Coffee/ Sugar/ Creamer sachet in the room, once a day or as required.
- (i) One English/ Regional newspaper daily morning in each of the occupied rooms.
- (j) Arrange for Laundry service to room occupants (charges payable by the guest), providing laundry bag in the room will be under contractor's scope of work.

COMMON AREAS

(Viz., Corridors, Passages, lobbies, Reception area, TV Lounge etc., all common Toilets and Dining Hall)

Sweeping, mopping, dusting, scrubbing, cleaning of glass panes, removal of cobweb etc. minimum 2 times a day and additionally in frequently used area only as per requirement for all except Dining Hall. For dining hall, the cleaning work as above shall be carried out after each meal (three times a day). Cleaning of glass panes and ceiling fan, ceiling area etc., which are reachable only with the help of a ladders or such other support, at least once a week. To provide liquid soap, soap, cakes etc., will be under contractors scope of work (in toilet and dining hall wash basin).

Note: A daily maintenance register covering the items mentioned above shall be maintained by the contractor which shall be subject to examination by the designated officer of the guest house, IIT Kharagpur. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Minor repair work at the time of urgency will be attended by the contractor at no extra cost, unless and unlike it requires replacement of fittings and fixtures. Adequate monitoring and control system be put in place and best services.

OBLIGATION OF IIT KHARAGPUR

The Institute / New Technology Guest House shall provide following inventory:

- (a) Furnishing of Rooms
- (b) Air Conditioners, Voltage Stabilizers, TVs, Geysers, Inverters with Batteries.
- (c) Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, cool water jug, wall hangings etc.
- (d) Telephone instruments and extensions, computer/ modem/TCP IP connection.
- (e) Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure to be provided **one time only**, thereafter should be replaced (in case of Electrical fittings/ such as tube lights, bulbs, CFL, PL etc.) and repaired (in case of Electrical appliances and other equipments with a value of less than 20,000.00 such as electric tea kettle, kitchen equipments, housekeeping equipments, furniture's etc. except for those equipments which are under AMC of the Institute or under warranty period) by the contractor at their own cost. IIT KGP will not be responsible for payment of any such expenses met by contractor on account of maintenance of electrical appliances, kitchen equipments, housekeeping equipments, furniture's etc. the value of which is less than or equal to Rs. 20,000.00.
- (f) Payment of electric charges, water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT KGP.
- (g) Renovation/ addition to the building, solar water heating, fire fighting equipment, emergency power line etc.
- (h) Matters related to maintenance of Civil Works, Water and Sanitary Works, Electrical Works, and Refrigeration and Air conditioning Unit.
- (i) Racks, almirah, room locking arrangements, shoe/luggage rack etc. as one time support.
- (j) IIT KGP will provide a comprehensive computing software and room reservation/ allotment system, networked connection/interface, room billing, inventory management and complaint redressal mechanism through the said software.
- (k) The institute will provide a space for setting up a control room with seating arrangement in the New Technology Guest House for Manager and / or supervisor and equip this with computer, printer UPS etc. The housekeeping staff will first report to the manager / supervisor in the control room and will be subsequently deployed by the contractor for duty after having been checked for standard liveries, upkeep, issue of materials and equipment etc. A store room will also be provided in the premises to keep the essentials and consumables etc.
- (l) However the raw materials, food items, cooking fuels, cleaning / washing materials / tools shall be provided by the agency at its own cost. The service ability and day to day repairing of the utensils, furniture and appliances shall be done and ensured by the agency at their own costs.

GENERAL TERMS AND CONDITIONS

- 1) **Duration of Contract:**

The contract will be initially for a period of one year, which may be renewed *annually* for another three (03) years subject to satisfactory performance.
- 2) **Price:** The bidders must quote their Price excluding GST as specified in the prescribed format (**Annexure-IV**). GST will be paid at prevalent rates by the Institute. The total amount must be legible both in words and in figures. In case of discrepancy, the amount written in word will prevail.
- 3) **Minimum Wages:** The successful bidder shall have to comply with minimum wages (i.e. for Unskilled/Semi-Skilled/Skilled/Highly Skilled stipulated by Government notification in force for Zone and Area wise and other statutory dues as per rules /notifications etc. with regard to payment of wages to the personnel deputed at IIT KGP for the above work. As and when the rates of minimum wages is increased/decreased by the Government, the successful bidder should inform IIT KGP regarding revision of rates to the tune of increase and decrease of Minimum wages and related statutory dues. Other statutory payment will be revised subject to production of notification/order etc., of the respective authority. All the revision will be subject to the approval of the Competent Authority of IIT KGP.
- 4) Workers Leave and other benefits will be strictly as per contract labour laws/act.
- 5) **Agreement:** The work should be taken up within a maximum of 15 (fifteen) days from the date of issue of work order. The successful bidder shall execute an Agreement with IIT Kharagpur on a Non Judicial Stamp Paper of appropriate value before the commencement of work.
- 6) **Refund of EMD to the unsuccessful bidder:** EMD will only be refunded to the unsuccessful bidders within 30 days after finalization of Tender and no interest will be paid for the same.
- 7) **Security Deposit: The security deposit shall consist of three elements:**
 - (a) Earnest Money Deposit (EMD) equal to Rs. 5,00,000.00 (Five Lakh). The EMD will be released on receipt of PSD.
 - (b) Performance Security Deposit (PSD): The successful bidder shall, within 15 days from the date of issue of Work Order, deposit with IIT KGP a sum equal to 10% of the annual contract value of the accepted tender in the form of a Demand Draft/Bank Guarantee failing which IIT KGP may at its discretion cancel the Work Order and forfeit the earnest money deposit furnished along with the tender. The security deposit amount of 10% of the annual contract value so deposited will be refunded/released after three months 90 (Ninety) days from the date of completion of all contractual obligations of the contractor duly certified by an officer designated for the purpose. No interest will be paid for the security deposit. In case of extension of the contract, Bank Guarantee may be suitably extended up to 60 (sixty) days from the date of completion of all contractual obligations of the contractor duly certified by an officer designated for the purpose.
 - (c) **No interest will be paid on any deposit.**
- 8) **Termination without Compensation:** In the event of violation of any terms and conditions of the Tender documents or the agreement, it would be construed, as a breach of contract and IIT KGP will be entitled to terminate the contract without any compensation in lieu thereof and the security deposit made by the contractor towards successful implementation of the contract may be forfeited.
- 9) **Site visit and Pre-bid Meeting:** Visiting of site is mandatory. So interested Bidders may visit on any one day i.e. on **16th, 17th, and 18th September 2019 at 10 AM to 1 PM. Pre-bid meeting with the tenderer will be held on 18th September 2019 at 03:00 PM in the Conference Room of New Technology Guest House at IIT Kharagpur, Pin – 721302**, to clarify any issue regarding the bidding documents in general and the operational conditions in particular. All prospective bidders or their authorised representatives **MUST** attend the said meeting to acquaint themselves with the local conditions/Site survey.
- 10) **Amendment/Corrigendum of Tender Documents:** At any time prior to the last date of submission of tenders, IIT KGP may modify the tender document. Such modification will be hosted on the Institute website only.

- 11) **Conditional bid:** Conditional bids are liable to be rejected summarily.
- 12) **Compliance with Laws:** The contractor shall ensure full compliance with all statutory laws of the Government of India/ Government of West Bengal with regard to this contract and shall be solely responsible for the same. The contractor shall indemnify or deemed to have indemnified IIT KGP fully for all claims and losses arising out of this contract against liability of tax, interest, penalty, etc.
- 13) **Delay in downloading:** IIT KGP shall not be responsible in any way for any delay/difficulties/ inaccessibility of the downloading of tender and related documents from the website for any reason whatsoever.
- 14) **Correctness of downloaded tender document:** Bidders will be solely responsible for the correctness/genuineness of the downloaded tender documents from the website. If the offer submitted through the downloaded tender documents is incomplete or with changed contents, the same will be summarily rejected.
- 15) **Submission of Bills:** The bills shall be submitted in triplicate in the following month for payment. The proof of payment of salary, deposit of PF, ESI, Service Tax, weekly off, etc. has to be provided to IIT KGP for verification every month. The bills will not be processed if complete documentary evidence in respect of the above is not submitted.
- 16) **Monthly Bills:** The Contractor should provide monthly bills for payment along with a copy of Attendance of the previous month duly signed by him/them and the designated personnel of IIT KGP.
- 17) **Income Tax:** IIT KGP will deduct Income Tax at source as per Income Tax Act from the contractor's bill at the prevailing rates of such sum as income.
- 18) **GST:** IIT KGP will pay GST and deduct TDS on GST as per GST Rule or any amendment thereof from the Contractor's bill at the prevailing rates.
- 19) **Acceptance of bids & withdrawals:** The right of final acceptance of the tender is entirely vested with the Director, IIT KGP who reserves the right to accept or reject, any of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of IIT KGP to communicate with rejected bidders. After acceptance of the tender, the bidder shall have no right to withdraw his tender. The tender acceptance authority may also reject all the tenders for reasons such as change in scope of work, lack of anticipated financial resources, court orders, accident, calamities etc. and other unforeseen circumstances.
- 20) **Tender Evaluation Criteria:** The committee of IIT KGP will prepare a list of firms based on compliance of terms and conditions of the tender. The tenders, which do not conform to the conditions stated in the tender, shall be rejected. Price bids of only eligible & technically qualified bidders (Bids that have achieved at least minimum specified qualifying score in quality of technical bid) will be opened on a later date to be notified on the Institute website or informed through mail.
- 21) **Alterations/Modifications:** IIT KGP reserves the right to make alterations in the number of personnel deployed as per actual requirement. The contractor shall deploy such personnel also at the rate as agreed to in the Work Order.
- 22) **Performance of Contractor:** In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, IIT KGP reserves the right to impose penalty as deemed fit.
- 23) IIT KGP being an educational institute, the contractor shall not allow or permit his/ her/their workers to participate in any trade union activities or agitation in the institute, violation of which may result in the termination of the contract immediately.
- 24) All personnel/employees/workmen employed by the contractor shall be adults with good health and sound mind. The personnel of the contractor shall be liable to security search by the Security Staff/Agencies deployed by IIT KGP.

The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor. The contractor shall appoint fully qualified competent and trained workers in their payroll, supervisors and employees/workmen to ensure that the services rendered by them and the responsibility

and obligations undertaken by them are carried out to the satisfaction of the IITKGP. The contractor shall submit the list of manpower engaged for the contract to IIT KGP; any changes / transfer / suspension/ termination of manpower shall be informed to the institute, and will be made effective only after receiving the institute written permission to do so. It is also mandatory that the contractor keeps a complete record of background, origin, and contact information their employee on payroll and shall be produced to IIT KGP officials on demand.

- 25) Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by the Competent Authority of IIT Kharagpur, and the same shall be deducted from the monthly bill of the contractor.
- 26) All personnel and their bags and baggages deployed with the contractor shall be liable for physical check both at the time of entry and leaving the Guest House campus. The institute may introduce a system of Biometric/ RFID attendance/ GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Guest House.
- 27) The services will be provided round the clock on all days of the year (24 hrs. x 7 days x 365 days) with sufficient number of manpower required to run the operation. Leaves of the contract employees of the contractor should be strictly as per the statutory norms. Any unauthorized leave availed or unauthorized absenteeism of worker without proper justification would be subject to penalty to the contractor. Nothing prevents the IITKGP to even advise the contractor on issues which warrants urgent action, in the interest of work and its fast disposal to the extent to issue a written warning/ show cause notice to such workers for their erratic patterns of attendance and uninformed absence from work.
- 28) No items will be taken out of the Guest House without written permission of the Prof-In-Charge, Guest House or representative nominated by IIT KGP. Normally no inventory shall be shifted from one room or placed in another, without approval of Prof-In-Charge, Guest House and making valid entry in the stock register of the inventory.
- 29) The allotment of rooms (accommodation), in the Guest House will be done by a nominated official of IIT Kharagpur. The institute employs a web based / computerised room reservation system/billing etc. which will be binding and acceptable to the contractor.
- 30) Room charges will be collected by the contractor and the same will deposited with the desired bank of the Institute daily between 2:30 PM and 4:30 PM. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited positively on the next working day, failing which interest @ 24% per annum will be charged on the withheld amount from the contractor.

The service provider will be solely responsible for despatch and collection of all the food bills of Institute guests for which bills to be submitted to different departments/ schools/ centres/ sections/ units of IIT Kharagpur, the Service Provider needs to maintain a separate register for such bills sent to departments / individuals and has to submit the same promptly with supporting vouchers and certificates.

- 31) The contractor or his representative will not allow any unauthorized person including company officials to stay in the guest house without written permission of the designated officer of the Guest House. The contractor has to ensure that no staff / worker shall remain in the guest house premises beyond his / her allotted duty timings, such as staying and sleeping in the guest house overnight. If at any time or during surprise check it is found that persons staying in the guest house without written permission, the contractor shall be directly responsible and financial penalty of Rs.10,000 per day will be imposed on the contractor for the damage and the same will be recorded in the complaints register.
- 32) IIT KGP shall not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay role and submit a proof to this effect.
- 33) IIT KGP shall not be under any obligation for providing employment to any of the worker of the contractor during and after the expiry of the contract. The IIT KGP does not recognize any employee-employer relationship with any of the workers of the contractor.
- 34) The contract may be terminated/short closed by giving not less than three months' notice by either side.

- 35) If any dispute arises regarding payment of wages and other statutory dues to the workmen deployed at IIT KGP will not be held responsible for that under any circumstances. All bidders must take these into account at the time of bidding
- 36) The contractor shall maintain all records about the statutory compliance as per the Government of West Bengal/ Govt. of India rules and regulations at their premises. IIT KGP will have the right to verify each and every document
- 37) Compliance of policy regulation viz., Payment of minimum wages act, the workmen compensation act, industrial dispute act, Employee State Insurance act, Provident Fund act, **Employment of Child Act, Bonus Act**, or Legislation brought from time to time, which may govern the nature of the contract as may be applicable from time to time as to the workers engaged by him/her for performance of this contract.
- 38) The contractor will indemnify IIT KGP from any claim/statutory non-compliance/ damage /compensation etc. arising out of this contract
- 39) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the guests, IIT Kharagpur, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
- 40) The Contractor shall comply with all requirements under central and local taxes laws / GST and shall be responsible for payment of all taxes and other statutory payments to the respective authorities.
- 41) Any liability arising on the Institute shall be deducted from the bills of the Contractor first and if the full amount is not recovered then the same will be recovered from the Security deposit of the Contractor. There would be no liability towards the workers of the Contractor by the IIT Kharagpur.
- 42) Cable Network or DTH services will be provided by IIT KGP in rooms having TV sets placed in the VIP suits / double rooms, reception area etc.
- 43) Expenses on external telephone used by the contractor and his men shall be borne by the contractor.
- 44) It will be the responsibility of the contractor /service provider that the worker/ supervisors/ executives engaged by him/ her for services at New Technology Guest House Complex will be present in the guest house premises for the entire period of their duties (as per duty roster), further the supervisors should report to the guest house officials at least once during their shift failing which the staff will be marked absent for that particular day and the proportionate amount of his wages / salary will be proposed deducted from the monthly bill of the contractor.
- 45) The Facility manager deputed by the contractor should report to TGH office on daily basis with feedbacks on daily operations. The facility manager will act as an authorized representative of the service provider at new technology guest house and shall be responsible for day to day operations even beyond his normal duty hours and shall personally lead his team on all major events of this Institute, he will receive the instructions from the institute officials from time to time, all such instructions received by the Facility manager on behalf of service provider shall be deemed to have been received by the service provider within the scope of the contract. The facility manager should have the authority to take instant decision on part of the service provider as and when required for smooth operation. The Facility manager deputed by the contractor must take prior written approval from TGH office before leaving the station and after handing over the charge to his immediate subordinate.

46) **HANDING / TAKING OVER**

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

47) TENDER FEE AND EMD

- (a) The bidder shall be required to deposit a sum of Rs. 5,000 (Rupees Five Thousand only) towards the cost of Tender Documents and Rs. 5,00,000 (Rupees Five Lakhs only) as Earnest Money in the form of Demand Drafts/Bank guarantee in favour of “**Indian Institute Technology Kharagpur**” Payable at Kharagpur. **Tenders submitted without the cost of Tender Documents and the Earnest Money is liable to be rejected**
- (b) No interest is payable on refund of EMD.

48) TERMS OF PAYMENT

- (a) The contractor will be paid as per approved bid (award of contract/work order) on monthly basis by IIT for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification the satisfactory services have been rendered during the month.
- (b) The computer generated attendance sheet, with signature/attendance status of persons deployed and verified shall be enclosed with the bill. Copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills. A certificate that previous month claims of the employees under the contract and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is mandatory that all such disbursements be done by cheque/pay order or bank-e –transfer. The monthly bill of the service provider will not be processed if documentary evidence in respect of the above is not submitted along with the bill.
- (c) The service provider should submit its monthly bill by 7th date of every month, monthly payment will be made within 21 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, GST, surcharge, loses, penalties, other deductions etc.) through NEFT/RTGS after receipt of invoice/bills. However, any increase/decrease in total payment will be given effect to if revision as notified by Govt. of West Bengal / Govt. of India in respect of statutory dues such as rate of minimum wages, EPF, ESI etc. as intimated to IIT KGP. No advance payment will be made by IIT Kharagpur. GST (as per rules) shall be paid on submission of documentary proof.
- (d) The contractor need to provide details of his Bank Account number, name and address of the Bank, Branch, Branch Code and IFSC code, to facilitate payment through NEFT/ RTGS.
- (e) If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutual terms and condition.
- 49) The increase of minimum wages (for Table 1) shall be applicable as per Government notification in respect with skilled, semi-skilled and unskilled manpower. In case of those categories which are not covered under Minimum Wages (such as Manager, Executive, Store Keeper & Cashier, Head Cook etc.), average proportionate increase with the above three categories will be applicable subject to the approval from the Competent Authority of IIT KGP.

The rate/price quoted for other categories (as per Table 2, 3, 4, 5) shall be in force for a period of one year during which the rate shall not be revised under any circumstances, the rates may be reviewed by IIT Kharagpur after one year considering proper justification and All India Consumer Price Index as per the following:

After one year, item rates will escalate / de-escalate on the basis of *All-India Average Consumer Price Index (ACPI) for Industrial Workers* (Base 2001=100) as published by the Labour Bureau, Govt. of India as per the following formula:

$$P = PO * y/x$$

PO = Rate as per contract fixed for the current year of contract

P = Rate payable for a given month in the subsequent year

x = ACPI for current year of contract (mean of the twelve monthly Indices of the previous contract year).

y = ACPI as published for the month for which the first revised bill will be raised.

For example, to calculate the rate for the entire year of 2016, x will be the annual average ACPI over 2015 while y will be the ACPI for January 2016. This revised rate (P) will be valid for all 12 months of 2016.

(50) The service provider shall abide by the reviewed decision of IIT KGP Authority.

IIT Authority shall have the right to inspect the books of accounts of the firm/service provider as and when desired.

IIT Authority shall have the right to amend the menu of the contract at any point of time and correspondingly revise the rates.

(51) TERMINATION OF CONTRACT

- (a) If the services of the contractor are not found satisfactory they will be issued three months' notice for improvement by the IIT Authority. If satisfactory improvement is not found even after this notice, a final one month's notice will be issued to the contractor by the IIT authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
- (b) In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least three months' notice to IIT and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- (c) In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving one month notice.
- (d) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
- (e) In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.
- (f) At any time during the period of the contract, if it comes to the notice of the Institute that the service provider has misled this Institute by way of giving false / incorrect information which has been material in award of the contract, the contract shall be liable to termination without any notice besides other legal actions as per law.
- (g) The contractor shall give vacant premises to the IIT Kharagpur and return all the equipment/fixtures and other items, facilities etc., once the contract period is over or terminated.

(52) DAMAGES AND LOSSES

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

The service provider shall be liable to pay compensation for any loss and damaged caused to the guests / visitors belongings by their workers deployed at site.

(53) COMPLAINTS

It will be obligatory on the part of the successful contractor to keep a suggestion book at reception desk and in dining hall to be provided by IITKGP to record any suggestion/complaints, on performance of services, by the guest and produce to IITKGP or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their reoccurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of the IITKGP. The contractor will also provide guest feedback

forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with the IITKGP/ Technology Guest House authorities.

(54) MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, IITKGP has the right to terminate the contract. It will be mandatory for the contractor to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents the IITKGP to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fact disposal.

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

The service provider shall be solely responsible for the conduct of his / her workers and in any case of any complaint against any of his staff, the service provider will be under obligation to change the worker concerned when instructed by IITKGP Authority. The contractor shall observe all the relevant laws and will be responsible for any prosecution or liability arising from breach of any of those laws; The Institute or Guest House will not and cannot hold any responsibility with regard to workers on the pay roll of the service provider whatsoever.

The contractor and his / her workers shall follow the rules and regulations of the Institute in force and instructions issued from time to time.

(55) PERSONAL HYGIENE

Contractor shall ensure that staff deployed in all services is free from any infection or communicable disease and arranged their health check-ups from Medical officer at their own cost. The staffs should trim their nails regularly and wear caps and gloves at work place. Smoking, eating or chewing pan/tobacco/zarda/gutka/mawa etc., spitting is strictly prohibited.

(56) BREAKAGE

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

(57) REPLACEMENT

Replacement of articles (viz. linens, crockery, cutlery, consumables items/inventory etc.), which have been lost will be done after proper assessment by the competent authority and as per instructions given in Table- 5 after mutual discussion with the contractor.

(58) PENALTIES

Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the New Technology Guest House, Heritage Building Complex, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the Prof.-in-Charge; Institute Guest Houses/the designated officer. The methodology for deduction will be as under:

1. If the contractor fails to maintain minimum number of manpower indicated in Table – 1 (Requirement of manpower on daily basis). Any shortage in minimum number of manpower on a particular day, amount proportionate to a day's salary will be deducted from the monthly bill of the contractor.

2. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of 20% per shift for 3 continuous days will entail a penalty of 1.5% in the administrative charges charged by the contractor, subject to a maximum of 10%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.
3. Unavailability of complaints and other registers or discouraging the complaints would impose to a fine of Rs 1000 per incident.
4. For any violation in the agreement a fine of Rs 20,000/- will be imposed.
5. Non-compliance of the safety norms will invite a fine of Rs 10,000/- per offence.
6. Employees without uniform / with untidy uniform will impose a fine of Rs. 500/- per staff per day.

7. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of 20% per shift for 3 continuous days will entail a penalty of 1.5% in the administrative charges charged by the contractor, subject to a maximum of 10%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.
8. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs. 1000/- per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
9. In case of unforeseen or peculiar circumstances, the decision of the Prof.-in-Charge, Technology Guest House/the designated officer, so far as imposition of penalty is concerned, shall be final.
10. If the work is found unsatisfactory and below the expected standard in a particular area, Including carpentry, electrical or plumbing/maintenance etc., the Prof.- in- Charge, Technology Guest Houses/the designated officer will have the right to get the same done by another contractor . The charges on account of this shall be deducted from the contractor's bill. Decision of the Prof. - in-Charge, Technology Guest House/the designated officer shall be final in this regard.
11. If the contractor fails to maintain minimum number of manpower indicated in Table – 1 (Requirement of manpower on daily basis). Any shortage in minimum number of manpower on a particular day, amount proportionate to a day's salary will be deducted from the monthly bill of the contractor.
12. Unavailability of complaints and other registers or discouraging the complaints would impose to a fine of Rs 1000 per incident.
13. For any violation in the agreement a fine of Rs 20,000/- will be imposed.
14. Non-compliance of the safety norms will invite a fine of Rs 10,000/- per offence.
15. Employees without uniform / with untidy uniform will impose a fine of Rs. 500/- per staff per day.
16. Food and Beverage Services & Production:
 - a. Quantity/Specifications less than as prescribed of any commodities/food items a fine of Rs 10000/- per incident.
 - b. Non supply of approved/shortage of cutlery, crockery Rs.500/instance/day.
 - c. Complaints of insects found in any prepared food will invite a fine of Rs. 5000/- .
 - d. Packaged items even though served inclusive all taxes should not be charged above MRP, if found a fine of Rs.3000/- will be imposed.
 - e. Complaints of unclean utensils in a day would impose a fine of Rs 10000/-
 - f. If the service provider is found to have used other than recommended brand / bad / duplicate / expired quality penalties will be imposed for every occasion of such happening.
 - g. If the food gets exhausted within the dining hall timings due to any reason or waiting time to serve the food in dining hall/ room service is found to be more than 10 minutes then a fine of Rs. 5000/- per dish, per instance will be imposed.
 - h. Change in the menu without permission of the designated official of IIT KGP will result in fine of Rs1000/- dish. The same clause applies for any discrepancy in quantity.
 - i. Non-compliance/ Discrepancy on personal hygiene of workers, in Housekeeping, kitchen area, dining hall, pantry area, stores or anywhere inside the Guest House premise will call a fine of Rs 3000/- per person, per area, per instance.
 - j. Non-compliance of environment friendly waste disposal methods. Rs.500/day.
 - k. The penalty for unsatisfactory and substandard catering service: Rs. 1000/- per complaint

17. Housekeeping:

In case of non-maintenance/lack of cleanliness of guest rooms, common toilets and other common areas such as Reception, Lobby, dining, kitchen, office, public area or lapse of services, a fine of Rs 2000/- per case will be imposed.

In case of non-compliance of laundry services (Cleanliness), a fine of Rs 2000/- will be imposed.

Non-compliance with toiletries items or Insufficient supply of room amenities as per contract will entail a fine of Rs 2000/- per incident.

Non supply of Newspaper and Magazines Rs.500/day

Non-repairing / non-replacement of consumable items such as electrical fittings, kitchen equipment etc. shall entail a fine equivalent to double the cost of replacement / repairing.

Negligence in reporting of non-functioning of Equipment/Machinery/Telephone and other amenities Rs.500/day

In case the lost and found items of guests are not reported/ entered in the lost and found register on the same day and the same are not processed further for return within the next 3 working days, a fine five times the item cost will be imposed.

18. Pest Control:

a. In case of ineffective pest control i.e. presence of mosquitoes, lizards, cockroaches, flies etc. in Dining Hall , Kitchen and any of the guest rooms, common toilets and other common areas such as lobby, Dining Hall, Banquet hall etc. or lapse of services, a fine of Rs 5000/- per case will be imposed per day.

Fines/ penalties will be imposed on the contractor in case of violation of the following below given reasons. The penalties mentioned below are in addition to those which are already mentioned under various clauses or sub clauses of this tender document. In case of any imposed penalty by any Statutory Authority, for non compliance of any statutory obligation by service providing agency as per the Statutory Acts & Rules. The same shall be over and above the contractual clauses.

The service provider must endorse the penalty / proposed deductions on account of non-compliance of the above in a proper form / format on the same day of such happenings, deductions for the above will be made from the monthly bill of the service provider. IITKGP may at its discretion, recover penalties upon recommendation of the Prof – In – Charge of Guest Houses. In the event of appeal, the decision of Director, IIT Kharagpur shall be final and binding upon the Contractor.

(59) SCOPE OF EXTENSION OF WORK

In the event of IIT Kharagpur is satisfied with the working and the performance of the contracting firm/agency and its professional outlook in maintaining the New Technology Guest House Complex, it may consider and seek their consent/option to extend the services in other operational guest house of IIT Kharagpur, as deemed fit and considered compatible for purpose of unification of services or reasons, considered therein fit by the management.

(60) OTHER CONDITIONS

- (a) The tenderer submitting the tender would be deemed to have considered and accepted all the terms and conditions of the contract. No verbal or written enquiry will be entertained in respect of acceptance or rejection of the tender.
- (b) Director may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
- (c) The Director IIT Kharagpur reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation the tenderer shall be given sufficient time to take the change into account.

- (d) Notwithstanding the sub-division of the documents into separate sections or otherwise, every party of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- (e) Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.
- (f) While indicating the price/rate of the items or services, the bidder should write the item value/ monthly value, both in words and figure, in case of dispute, or cutting/ overwriting, the amount written in words will be taken as bid value. The rate so fixed is inclusive all taxes, duties, and levies etc., imposed by the State/Central Government and Local Bodies as on the date of submission of tender. However, if any new tax, duty or levy is imposed or enhanced by the Government / Local Bodies subsequent to the award of work, the same shall be reimbursed on production of necessary documents and proof of payment
- (g) Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening of Technical and Price Bids.
- (h) Tenders incomplete on any form will be rejected outright; conditional offers will not be accepted.
- (i) No bidder shall be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the bidder would stand forfeited. In case, the successful tenderer decline the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
- (j) The contractor should not sublet the work to any other agency/contractor.
- (k) No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.
- (l) Validity of Bids: Bids shall remain valid for acceptance for a period of 180 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to IIT KGP.
- (m) No right, much less a legal right, shall vest in the contractor's worker to claim/ have employment or otherwise seek absorption in the Institute / Guest House – IIT KGP nor the contractor workers shall have any right whatsoever to claim the benefits and/ or emoluments that may be permissible or paid to the employees of the Institute or the guest house. The worker will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to their workers before deputing on work in the New Technology Guest House Complex.
- (n) The Prof-In-Charge Guest House will be the contact point (Nodal Officer), on and behalf of the Director, IIT Kharagpur for any queries related to the tender.

(61) DISPUTES & JURISDICTION

- (a) Settlement of disputes: It is incumbent upon the bidder to avoid litigation and disputes during the tenure of the contract. However, if such disputes take place between the parties, efforts shall be made to settle at the level of IIT KGP. The bidder shall make request in writing to the Director of IIT KGP for settlement of any disputes within 30 days of arising of the cause of dispute failing which no disputes / claims shall be entertained by IIT KGP. The decision of the Director (IIT KGP) will be final and binding on the parties, if differences still persist, the settlement of the disputes may be sought in the court of law, in Kolkata jurisdiction.
- (b) Jurisdiction: The court of Kolkata in the state of West Bengal only will have the jurisdiction to deal with and decide any legal matters or disputes whatsoever arising out of this contract.

Professor-in-Charge, Institute Guest Houses, IIT Kharagpur
For Director, IIT Kharagpur

Bid Evaluation Scheme:

1. Technical Evaluation will be based on marks secured as per following table.

On the basis of submitted documents:

| Sl. No. | Parameters | Maximum Marks |
|---------|--|---------------|
| 1 | Bidder shall have a minimum 5 (five) years of experience in providing facility management services such as catering and hospitality including housekeeping, reception and room allotment, general maintenance etc. in an organization of repute (at state or national level) as on tender submission deadline. Details of major previous work during last 5 Years and past experience in carrying out similar work for serving with Experience Certificates. (Similar previous work >5 = 0 Marks, >6= 10 Marks, >7=11 Marks, >8=12, >9=13 Marks, >10=14 Marks and > 11=15 Marks) | 15 |
| 2 | Experience of having successfully operated and managed guest houses during the last 03 (three) years continuously as of tender submission deadline, as per the following details: At least One (1) similar completed/ongoing work in Government / Autonomous Bodies / Public Sector Undertakings of having not less than 80 Guest Rooms (Dormitory/Meeting Room etc. will not be considered/counted). Signed certificates and Work Order copy from the clients to whom such services are being/have been extended must be enclosed with the technical bid. Satisfactory Feedback/ Performance review from educational institutes availing similar such services from the vendors in last Three (3) years. (At least 01 Satisfactory client feedback=10 Marks, 2= 13 Marks, 3=16 Marks, 4=19 Marks, 5=22 Marks, 6 and above=25 Marks) | 25 |
| 3 | ISO Certification for Facility Management or related Services= 3 Marks | 03 |
| 4 | Annual Average Turnover (in Lakhs) of last Three (3) consecutive years (<500 Lakhs= 0 Marks, 501-800 Lakhs=2 Marks, 801-900 Lakh=3 Marks, 901-1000 Lakh= 4 Marks, 1001 Lakhs and Above=5 marks) | 05 |
| 5 | Solvency certificate minimum of Rs. 60 Lakh in a prescribe format is required from any scheduled bank (<60 Lakh=0 marks, 61-80 Lakh=2 Marks, 81-100=4 marks, 101 and above=5 Marks) | 05 |
| 6 | The bidder must have at least 100 trained persons on payroll. All bidders should submit copies of quarterly returns of EPF and ESI with respect to such personnel. Total Number of Manpower and Trained Supervisory staff on roll with specified experience in Catering, Housekeeping and Facility Management Services. (<100 manpower =0 marks, 100-200= 03 marks, 201-300=04 marks, 301 and above =05 marks) | 05 |
| 7 | Food Safety and Hygiene Licence from FSSAI | 02 |
| | Total | 60 |

2. Bidders securing minimum marks (**40 marks out of 60 marks**) in the above table will be shortlisted for financial bid evaluation.

3. After the technical evaluation, the financial bids of only those bidders will be opened who clear the Technical bid.

Note: However the bidder should qualify the minimum eligibility criteria as mentioned at page no: 06 of this tender document. Thereafter the bid will be technically evaluated as per the weighted marks mentioned above.

Prof.-in-Charge, Institute Guest Houses
for Director, IIT Kharagpur

TECHNICAL DATA SHEET
(To be submitted in the organizational letterhead)

FORM 'A'

Details of Organization/Service Provider
[To be submitted in the organizational letterhead]

| | Description | Information |
|----|---|-------------|
| 1 | Name of the Firm | |
| 2 | Year of Establishment | |
| 3 | Complete Address with contact number and e - mail id. | |
| 4 | ISO 9001-2000 or equivalent certification | |
| 5 | Name & Designation of the contact person with mobile number and e-mail id. | |
| 6 | Trade License Number/Society Regn. Number Copy should be enclosed | |
| 7 | Labour License Number/Registration Number Copy should be enclosed | |
| 8 | Permanent Account Number Copy should be enclosed | |
| 9 | EPF Registration Number Copy should be enclosed | |
| 10 | ESI Registration Number Copy should be enclosed | |
| 11 | GST Registration Number Copy should be enclosed | |
| 12 | Proof for payment of Income Tax return for the three financial years 2016-17, 2017-18 and 2018-19. | |
| 13 | Copy of the last three months challan (say, for January 2019 to March 2019 paid in February 2019 to April 2019) in support of the deposit of the contribution made both with the ESIC, and the EPFO | |
| 14 | Food Safety and Hygiene Licence from FSSAI | |

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with IIT Kharagpur.

Date:

Signature of the tenderer with seal

Technical Data sheet
[to be submitted in the organizational letterhead]

| Sl. No | Particulars | Data / Value | Annexure No. for supporting document |
|---------------|--|---------------------|---|
| 01 | Firms Experience in years | | Annexure B-01 |
| 02 | Experience of having successfully operated and managed guest houses during the last 03 (three) years continuously as of tender submission deadline [Use FORM'D' for details] | | Annexure B-02 |
| 03 | Annual average turnover in Lakh during the three financial years 2016-17, 2017-18 and 2018-19 [Use FORM'C' for details] | | Annexure B-03 |
| 04 | Bank Solvency (Rs. in Lakh). [Use FORM 'E' for details] | | Annexure B-04 |
| 05 | Number of trained persons on payroll [Copy of the last three months challan (say, for January 2019 to March 2019 paid in February 2019 to April 2019) in support of the deposit of the contribution made both with the ESIC, and the EPFO] | | Annexure B-05 |

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with IIT Kharagpur.

Date:

Signature of the tenderer with seal

FINANCIAL INFORMATION

- I.** Financial Analysis—Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for 3(three) years ended on 31st March 2019 in Lakhs and certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

| Sl. No | Details | Financial Years | | |
|--------|-------------------------------------|-----------------|----------------|----------------|
| | | (1) 2016-17 | (2) 2017-18 | (3) 2018-19 |
| i) | Gross annual turnover (Rs. in Lakh) | | | |
| ii) | Profit/Loss (Rs. in Lakh) | | | |

- II.** Financial arrangements for carrying out the proposed works.

Note: Attach additional sheets, if necessary

(Signature of Bidder with seal)

Details of all Works of Similar Class Completed during the Last Five Years as on the last date of submission

| Sl. No. | Name of work / Contract and location | Owner or Sponsoring organization | Nature of the Sponsoring organization | Scope of Work including capacity (No. of Rooms & No. of Guest Occupancy) | Date of Commencement as per contract | End date of the contract | Stipulated period | Name, Address and Telephone of officer to whom reference may be made | Remarks |
|---------|--------------------------------------|----------------------------------|---------------------------------------|--|--------------------------------------|--------------------------|-------------------|--|---------|
| | | | | | | | | | |
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| | | | | | | | | | |
| | | | | | | | | | |

Necessary supporting documents must be attached

(SIGNATURE OF BIDDER)

Solvency Certificate
[Format for Solvency Certificate]

To
The Registrar
Indian Institute of Technology Kharagpur
Kharagpur 721302
West Bengal

Solvency Certificate

This is to certify that to the best of our knowledge and information, M/s..... (address) a customer of our bank is respectable and be treated as good for an engagement up to a sum of Rs..... (Solvency amount) only as on..... (Date of Certificate).

This Certificate has been issued without any risk and responsibility on the part of the Bank or any of its officers. This certificate is issued at the specific request of the customer.

Yours faithfully,

For..... Bank

Bank Officer with designation

Declaration Letter

To,
The Director, Indian Institute of Technology Kharagpur,
IIT Kharagpur Campus, West Medinipur, West Bengal-721302

Dear Sir,

Sub: Enquiry regarding at IIT Kharagpur

With reference to the above, I / We am / are offering for rates for the above Services.

I / We hereby reconfirm and declare that I / We have carefully studied the tender document including instructions, terms & conditions, specifications, and all the contents stated therein. Further I / We accept all the terms and conditions of the tender documents in bid form and this acceptance shall prevail over any other conditions, if any given in our bid.

The rates quoted are inclusive of all kind of Govt. Taxes and any other charges involved if any such as packing, forwarding, transportation, insurance and any other cost incidental to delivery of services in New Technology Guest House Premise situated at IIT Kharagpur Campus.

I / We will be liable for forfeiture of my / our "SECURITY DEPOSIT /EMD" to IIT Kharagpur, in case I / We could not execute the awarded work. I / We will execute the work as per the rates quoted in the attached schedule for the entire period of contract or as mentioned in LOI/Work order and are also bound to undertake work by _____ or the date specified in the letter of intent.

I / We have not been blacklisted by any of the firm / government agency.

Tender Fee of Rs. 5000.00 (Rupees Five Thousand only) and Earnest Money of Rs 5,00,000.00/- (Rupees Five Lakh only) in the form of Demand Draft in favour of IIT Kharagpur is enclosed herewith.

Thanking you,
Yours faithfully,
Encl: As stated

Signature of Tenderer or their Authorised Person

Date:.....

Full Name.....

Place.....

Company Seal.....

Note: The above declaration, duly signed and sealed by the authorized signatory of the firm/company, should be enclosed with the Technical Bid document.

Eligibility Criteria cum Checklist (Bidders must fill both the Columns)

| S.No. | Eligibility Criteria | Checklist Y/N | Page/Envelope No. |
|-------|---|---------------|-------------------|
| 01 | Tender Submission Cost (Non- Refundable) Rs. 5,000/- (Rupees Five Thousand Only) through Demand Draft in favour of Indian Institute of Technology Kharagpur payable at Kharagpur. Name of the Firm written on the backside of the Demand Draft. | | |
| 02 | Earnest Money Deposit of Rs. 5,00,000/- (Rupees Five Lakh Only) in form of Demand Draft/ Bank Guarantee is enclosed. Name of the Firm written on the backside of the Demand Draft. | | |
| 03 | Bidder shall have a minimum 5 (five) years of experience in providing facility management services including catering and hospitality including housekeeping, general maintenance etc. in an organization of repute (at state or national level) as on tender submission deadline. Name, address / contact details of the present and past satisfactory clients to be provided with a copy of the experience certificate in the client's letterhead to be enclosed with the technical bid. (Form "D" must be filled along with supporting documents duly signed and sealed by the bidder). | | |
| 04 | Experience of having successfully operated and managed guest houses during the last 03 (three) years continuously as of tender submission deadline, as per the following details: At least One (1) similar completed/ongoing work in Government / Autonomous Bodies / Public Sector Undertakings of having not less than 80 Guest Rooms (Dormitory/Meeting Room etc. will not be considered/counted). Signed certificates and Work Order copy from the clients to whom such services are being/have been extended must be enclosed with the technical bid. (Signed Certificates and Work Order copies of clients must be attached along with technical bid) | | |
| 05 | The firm should have valid ISO or equivalent certification (Form "A" must be filled along with supporting documents duly signed and sealed by the bidder). | | |
| 06 | The bidder must have a minimum annual average turnover of Rs.500 Lakh during the last three financial years 2016-17, 2017-18 and 2018-19. All bidders should submit copies of audited Statement of Accounts for the last three years ending 31 March 2019 along with the tender documents. In case of exemption from the requirement of Audit of statement of Accounts, necessary certificate should be provided. (Form "C" must be filled along with Audited statement of Accounts for last three FY). | | |
| 07 | Fresh Solvency certificate minimum of Rs. 60 Lakh in a prescribe format is required from any scheduled or nationalized bank. (Form "E" must be filled along with supporting documents duly signed and sealed by the bidder). | | |
| 08 | Proof of Registration of the bidder under relevant law, such as Companies Act, and / or Shops & Establishment Act etc. For partnership firms, full name and address of each partner along with certified copy of registered partnership deed, copy of trade license. For proprietorship firms, full name and address of proprietor along with certified copy of trade license | | |
| 09 | All bidders should submit along with their tender, statutory requirement | | |

| | | | |
|---|--|--|--|
| | such as copies of the valid labour license no. under Contract Labour Act, PF Registration Certificate, ESIC Registration Certificate, GST and PAN card for their existing businesses. (Form "A" must be filled along with supporting documents duly signed and sealed by the bidder). | | |
| 10 | Valid food license issued by Food Safety and Standards Authority of India (FSSAI) or any agency recognised by Central or State Government. | | |
| 11 | A certificate (Affidavit) to be signed by the Proprietor/Owner or their authorised representatives of the company in the Court of a First Class Magistrate that they haven't been debarred or blacklisted for any services, supplies or products dealing in, by any organizations or educational institute/ university or state/ central government and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them. | | |
| 12 | The bidder must submit copy of acknowledgement of Income Tax return for the three financial years 2016-17, 2017-18 and 2018-19. | | |
| 13 | The bidder must have at least 100 trained persons on payroll. All bidders should submit copies of quarterly returns of EPF and ESI with respect to such personnel. | | |
| 14 | The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in case of non-fulfilment of this criterion or a partial quotation | | |
| 15 | Submission of duly filled and signed Declaration letter. Incomplete forms in any respect would summarily be rejected (Form "F" must be filled). | | |
| 16 | Name and Address of the Tenderer, enquiry no. and date is written separately on all the envelopes i.e. envelope containing Tender Fee, EMD, Technical Bid envelope containing signed and sealed Tender documents along with all relevant documentary proof, Price Bid Envelope and Main Big Envelope etc. | | |
| 17 | The rate have been quoted both in figures and words | | |
| 18 | The Tenderer signs and seals on each page of the Tender documents. | | |
| 19 | The Outer Main envelope containing offer is sealed and addressed to "Professor-in-Charge, Guest Houses, Technology Guest House Office, IIT Kharagpur, West Bengal-721302. | | |
| Note: The proof of the above requirements is to be enclosed along with the tender documents | | | |

Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. Simply an undertaking by the bidder for any item of the criteria **shall not suffice** the purpose. All documentary proof should be listed on the letterhead of the company. Before submission of bids, Bidders must ensure to arrange the Bid document in proper sequence as in the checklist above with page numbers mentioned on each page, all the pages must be signed and properly tagged with all documents as a proof. Additionally, the bidder **must** submit a full bio-data (CV) of the Executives and Supervisors of the team proposed to be deployed for this site.

FORMAT FOR PRICE BID

Format to be filled up by the Agency

Tender No.....

Dated.....

1. Name of work: Housekeeping, Reception, Room Services, Catering, Laundry Services, General Maintenance & Facility Management Services
2. Name of Firm/Bidder:
3. Address:
4. Phone/ Fax/ Mobile/ Email:

Table 1: Requirements of Manpower and monthly price

| SI No | Description of Manpower | Requirements | Rate/month | Amount |
|-------|---|--------------|------------|-------------------------------------|
| | Manager | 01 | | ------(a) |
| | Executive | 04 | | ------(b) |
| | Store Keeper & Cashier | 02 | | ------(c) |
| | Head Cook | 02 | | ------(d) |
| | Skilled Workers | 21* | 14326** | ------(e) |
| | Semi-Skilled Workers | 35* | 11882** | ------(f) |
| | Unskilled Workers | 07* | 10140** | ------(g) |
| | Total | | | ----- (X) X = (a+b+c+d+e+f+g) |
| | Service Charge (in %): _____ % (p) (Minimum 2.5 %) | | | ----- (Y) Y = X % p |
| | TOTAL MONTHLY AMOUNT (Rs. in figure): -----(AA) AA=(X+Y) | | | |
| | TOTAL MONTHLY AMOUNT (Rs. in words): -----(AA) | | | |

*NOTE: The number of skilled, semi-skilled, and unskilled workers are given as a benchmark for tender evaluation only. Actual numbers will be worked out as per the requirements and that number will be used for payment purpose.

**The basic rate of the wages are given for tender evaluation only, however IIT Kharagpur will reimburse the wages and other statutory benefits as per Government Rules amended from time to time.

***The agency has to ensure minimum wages as per Labour laws.

The workers may be distributed for the entire services as per requirements.

For wages, IIT Kharagpur will reimburse their wages and other statutory benefits as per Government Rules amended from time to time. The above mentioned workers will be distributed for the following services:

- Reception/ Front Office
- Bell Boy cum houseman (For lobby and adjoining areas)
- Housekeeping (H/K Executive/Supervisor/Houseman
For Public area – corridor/lobby/common toilets/Other common areas/watering and maintenance of planters.
- Waiters – Room services/Dinning Hall
- Kitchen Staff (Chef/Head Cooks/Supervisor/Cooks/Masalchi/Cleaners
- Maintenance – Supervisor/electrician/plumber/AC Maintenance
- Sweepers – Sanitation/grass cutting/maintenance of surrounding areas
- Any other requirements

Table 2: Supply of Stores and monthly price

| SI No. | Description of Work | Requirement | Rate/month (excluding GST) |
|--------|---|--|----------------------------|
| 01. | Guest Room supplies (As per occupancy) Mosquito liquid repellent set. Soap (30 gms) - <i>Once on daily basis</i> liquid soap for dispenser Hair Oil Pouches – <i>Once on daily basis</i> Shampoo Pouches (15 ml) – <i>Once on daily basis</i> <i>Dental kit, Savings Kit, Comb</i> Tea Bags, Coffee, Sugar, Creamer (sachet), Sugar free pouch (one set per person) - <i>Once on daily basis</i> Packed Mineral Water Bottles (1 lit.) – <i>One bottle/person on daily basis</i> Laundry Rate Slip. | Per occupied room per month (Irrespective of Single Occupancy/Multiple Occupancy) | -----(a) |
| 02. | VIP Guest Room Toiletries (As per requirement/only on demand) Soaps (75 gms), Dental Kit, Comb, Talcum Powder, Shampoo cum Conditioner, Body Lotion/Moisturiser, Hand Sanitizer, Shower Caps, Shaving Kits (Disposable Razor & Foam), Deo for He/ She, pair of disposable slippers | Lump sum per Set | ----- (b) |
| 03(a). | VIP Guest Room Supplies (As per requirement/only on demand) Fruit Platter (02 pcs. of Ripe Bananas, 02 Pcs. of Apple, 100 gms. of Green/ Black Grapes, 01 Pcs. of Orange or any one seasonal fruit) | Lump sum per Platter | ----- (c) |
| 03(b). | Cookies & Chocolate platter (seal packed 02 pcs. each of 02 different flavoured cookies and 05 different types of chocolates (01 Five star, 01midium size Dairy Milk, 02 Pcs of Ferrero Rocher, 01 Pcs. of Snickers or Kit Kat) | Lump sum per Platter | ----- (d) |
| 03(c). | c)Snack Platter(Dry Fruits): (20 gms. each of Almonds, Raisins or Monacas, Pistachios and Salted Cashews | Lump sum per Platter | ----- (e) |
| 03(d). | d)Energy Drinks (Tetra Packs) : 01Butter Milk, One Sweet lassi, One Mango Fruity, One Sprite bottle, One Diet Coke, One Soda bottle. | Lump sum per Set | ----- (f) |
| 04. | Two pairs of non-disposable slippers (Size No: 9 &10) in each room. | Lump Sum/Month | ----- (g) |
| 05. | All Housekeeping, Cleaning Materials/ Consumables for entire guest house premise (with approved quality materials) | Lump Sum/Month | ----- (h) |
| 06. | Pest Control of entire guest house and surrounding areas of GH Premise (Both inside and outside plinth area). | Lump Sum/Month | ----- (i) |

NOTE: Both the beds of Double Bed Room and all its amenities and supplies such as toiletries and, Packed water bottle, tea kit, Linens etc to be kept ready at all times. As per last year’s statistics the annual average occupancy rate is nearly 50% of the strength- 62 (Rooms: 124). For Heritage: All VIP

amenities to be provided. Actual number of occupied rooms will be worked out as per the record and payment will be made as per actual basis.

Calculation for Table 2: $BB = a + b + c + d + e + f + g + h + i$

| | |
|---------------------------------------|--|
| TOTAL MONTHLY AMOUNT (Rs. in figure): | -----(BB) |
| | $BB = a + b + c + d + e + f + g + h + i$ |
| TOTAL MONTHLY AMOUNT (Rs. in words): | ----- (BB) |

Signature & Seal of the Bidder

Table 3: Provision of Washing / Dry Cleaning and monthly price

| Sl no | Description of Work | Unit | Rate/monthly occupied room (Excluding GST) |
|-------|---|--------------------|--|
| 1. | Washing of Used/Soiled Linens such as(Bed Sheets, Pillow Covers, Bath Towels, Hand Towels, Bath mats, Shower curtains, Table Clothes, Cloth Napkins, Buffet Table Clothes, Wiping Cloth etc.) of departure rooms/ Banquet or Dining events on a daily basis. | Lump sum per month | ------(a) |
| 2. | Washing/Dry Cleaning of Used/Soiled Linens such as (Bed covers, Blankets, Blanket Covers, Mattress protector, Heavy Curtains, Sofas and Chairs Cleaning with cleaning agents etc., in every 3 Months for entire guest house complex or as and when required before 3 months period only for those rooms which gets heavily soiled for reasons beyond control. | Lump sum per month | ------(b) |

NOTE: Both the beds of Double Bed Room and all its amenities and supplies such as toiletries and, Packed water bottle, tea kit, Linens etc to be kept ready at all times. As per last year statistics the annual average occupancy rate is nearly 50% of the strength 64 (Rooms: 127 Actual numbers of occupied rooms will be worked out as per the record and payment will be made as per actual basis.

Calculation for Table 3: $CC = a + b$

| | |
|---------------------------------------|------------|
| TOTAL MONTHLY AMOUNT (Rs. in figure): | ------(CC) |
| $CC = a + b$ | |
| TOTAL MONTHLY AMOUNT (Rs. in words): | ------(CC) |

Signature & Seal of the Bidder

Table 4: Supply of newspaper and magazine and monthly price

| Sl No | Description of Work | Requirements | Rate/month (Excluding GST) |
|-------|---|--------------------|----------------------------|
| 1. | Supply of news paper (English-1) per room (In Occupied Rooms / Expected Arrival Rooms): Irrespective of Room occupancy. | Lump sum per month | ------(a) |
| 2. | Supply of news papers for Lobby (Two Sets each of 03 English, Two Sets each of 02 Bengali, Two Sets each of 01 Hindi and 5 different magazine each of different publications) Total: 12 Newspapers/Day/Month and 05 Magazines/Month | Lump sum per month | ------(b) |

NOTE: As per last year's statistics the annual average occupancy rate is nearly 50% of the strength- 9 (Rooms: 18). Actual number of occupied rooms will be worked out as per the record and payment will be made as per actual basis.

Calculation for Table 4: DD= a + b

| | |
|---------------------------------------|------------|
| TOTAL MONTHLY AMOUNT (Rs. in figure): | ------(DD) |
| DD = a + b | |
| TOTAL MONTHLY AMOUNT (Rs. in words): | ------(DD) |

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Table 5: Repair and replacement of consumables and various equipment

| Sl No | Description of Work | Unit | Rate/month (Excluding GST) |
|-------|--|---------------------|----------------------------|
| 1. | Replacement in case of all Electrical fittings/consumables such as tube lights, bulbs, CFL, PL etc. and repair of Electrical appliances such as fan, electrical tea kettle, kitchen equipment, housekeeping equipment, furniture etc. of value for each case less than Rs. 20,000/- For entire guest house complex | Lump sum per month | ----- (a) |
| 2. | Replacement of crockery's, cutleries Glassware, SS Catories, Cooks Knife and other F&B Items etc. | Lump sum per month* | ----- (b) |

***Note: Reimbursement of lump sum amount to agency for purchase of Items mentioned in Sr.no.2 of table 5 is subject to prior approval from TGH office on the grounds of physical stock verification of breakages with proper justification. For reimbursement agency must submit the GST invoice of purchase in original without which the lump sum amount will not be processed further for payment.**

Calculation for Table 5: EE= (a+b)

| | |
|---------------------------------------|------------|
| TOTAL MONTHLY AMOUNT (Rs. in figure): | ----- (EE) |
| | EE = (a+b) |
| TOTAL MONTHLY AMOUNT (Rs. in words): | ----- (EE) |

Table 6: Menu for Breakfast

| Sl. No. | Items | Meal Items | Menus | Rates (excluding GST) |
|---|---------------------------|------------------------|--|-----------------------|
| 01 | Regular Breakfast | Regular | 125 ml fresh juice of seasonal fruits/125 ml canned fruit juice One cereal bowl Cornflakes or oat meal with 200 ml Hot or Cold Milk + required amount of sugar/honey) One whole Fresh Fruits (Banana)-150 gm 02 nos. Eggs-54 gm each (Boiled/Omelette) 02 nos. Veg. Cutlet or potato fingers (in lieu of egg) 4 Nos. Slices of plain/ toasted White Bread with 30 gm. Jam and Butter chiplets Idli-Sambhar or Plain Dosa or Uthapam or Stuffed Paratha or Chole Bhaturey or Wada Sambhar or Upma or Puri Bhaji or Chinese (Chowmein/pasta) or any other equivalent Indian breakfast- (200gm each without sambhar/chatni) Tea/Coffee 100 ml. (with separate milk and sugar sachet)/ milk 120 ml. | |
| Buffet/Table Service:- Menu (Item wise) for Special Breakfast only (Minimum PAX- 10 and above) | | | | |
| 02 | Juices | Canned Juices (125 ml) | Pineapple Juice/ Orange Juice/ Watermelon Juice/ Pomegranate/ Grape Juice/ Cucumber Juice (As per availability) | |
| 03 | | Fresh Juices (125 ml) | Pineapple Juice/ Orange Juice/ Watermelon Juice/ Pomegranate/ Grape Juice/ Cucumber Juice (As per availability) | |
| 04 | Cut Fruits | | Pineapple/ Apple/ Watermelon/ Musk Melon/ Honey Melon/ Papaya (As per availability) | |
| 05 | Cereals | Cat-1 | Cornflakes (Served with Hot/Cold Milk) | |
| 06 | | Cat-2 | Wheat flakes/Choco flakes/Dalia/Oats Meal (Served with Hot/Cold Milk) | |
| 07 | | Cat-3 | Sprouts | |
| 08 | Egg Preparation | | Boiled Egg/Scrambled/Omelette | |
| 09 | Bakers Choice | Cat-1 | White Bread/ Brown Bread (Served with preserves and Butter) | |
| 10 | | Cat-2 | Wheat Bread/ Breakfast Rolls/ Danish Pastry/ Brioche/ Croissants/ Doughnuts/Muffins (Served with preserves and Butter) | |
| 11 | South Indian Specialities | Cat-1 | Rava Idly/ Carrot Idly/ Veg. Upma/ Poha/ Semiya Kitchadi/ Rava Kitchadi | |
| 12 | | Cat-2 | Plain/Masala/Onion/ Veg./Rava Plain Othappam/Onion/ Masala/ Tomato/ Veg. Othappam | |
| 13 | | Cat-3 | Plain Vada/Medhu Vada/ Dahi Vada/ Masala Vada/ Aloo Bonda/ Mysore Bonda | |
| 14 | North Indian Specialities | | Aloo Paratha/ Gobi Paratha/ Paneer Paratha/ Puri Bhaji/ Chappathi/ Chole Bhaturey/ Luchi | |
| 15 | Sweets | | Sandesh/ Kalakand/ Dry Sweets/ Rava Kesari Pineapple Kesari/ Kismis Kesari/ Gajar Ka Halwa/ Moong Dal Halwa | |
| 16 | Hot beverages | | Tea and Coffee and Milk with nutritious supplements (Bournvita/ Horlicks/ Complian) | |

Calculation for Table 6:

| |
|--|
| TOTAL AMOUNT (Rs. in figure):-----(FF) |
| FF = (1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16)/16 |
| TOTAL AMOUNT (Rs. in words): ------(FF) |

Table 7: Menu for Lunch & Dinner:

| Sl.No | Course | Category | Items | Rates excluding GST |
|-------|---|----------|---|---------------------|
| 01 | Regular Lunch/ Dinner | Basic | Steamed Basmati Rice (Dehradun Long Grain, good quality raw/parboiled with < 5% broken rice)** Plain Daal** (correct consistency, neither very thick nor very thin) Two seasoned Vegetable** (one dry and one curry preparation) Chapati- Tawa/Tandoori (Any One)** Green Salad (one B&B plate of sliced tomato, cucumber, carrot and Onion with lemon and green chilli) 200 gm. Pickle (1-tea spoon) Papad- (1 no. 12cm diameter) ** Rice, Dal, Vegetables, and Chapaties are to be served in unlimited quantity and to be kept in lunch/ dinner table. | |
| 02 | Optional Add on items for Regular Lunch/ Dinner | Add-1 | Chicken Curry (200 gm) with additional gravy | |
| 03 | | Add-2 | Fish Curry (150 gm) with additional gravy | |
| 04 | | Add-3 | Egg Curry with 2 nos. of egg (54 gm each) | |
| 05 | | Add-4 | Paneer preparation (100 gm) with additional gravy | |
| 06 | | Add-5 | Curd-100 ml | |
| 07 | | Add-6 | One Rossogolla (75 gm) or Sandesh (50gm) | |
| 08 | | Add-7 | Vetki/Pabda/Prawn/Hilsha (2 pc e gm each) with additional gravy | |
| 09 | | Add-8 | Mutton preparation (250 gm) with additional gravy | |
| 10 | | Add-9 | Chicken preparation (250 gm) with additional gravy | |
| 11 | | Add-10 | Veg (Mushroom, Paneer, Kofta or Eq.) preparation (200 gm) with additional gravy | |

Calculation for Table 7:

| |
|--|
| TOTAL AMOUNT (Rs. in figure):-------(GG) |
| GG = (1+ Average of add on items : (2+3+4+5+6+7+8+9+10+11) /10 |
| TOTAL AMOUNT (Rs. in words): -----(GG) |

Table 8: Menu for Special Lunch/Dinner (Minimum PAX- 10 and above)

| Sl. No. | Items | Meal Items | Menus | Rates (excluding GST) |
|---------|--------------------------------------|-------------------|--|--------------------------|
| 01 | Welcome Drink | Cat-1 | Butter Milk/Aam Panna/Jaljeera or equivalents | |
| 02 | | Cat-2 | Pinacolada/ Blue Lagoon/Daab Pani or equivalents | |
| 03 | Soup | Cat-1 (Veg.) | Veg Clear/Tomato/Cream of Mushroom/Veg Hot & Sour Soup/Veg. Manchow/Almond or equivalents | |
| 04 | | Cat-2 (Non. Veg.) | Chicken/Chicken Hot and Sour/Chicken Manchow or equivalents | |
| 05 | Starters | Cat-1 (Veg.) | Hara Bhara Kabab/Cheese Chilli/Paneer Tikka/Potato Fingers or equivalents | |
| 06 | | Cat-2 (Non. Veg.) | Chicken Kabab/Chicken Lollypop/ Fish Amritsari (Vetki)/Fish Fingers (Vetki) or equivalents | |
| 07 | Salads | Cat.-1 | Green, Aloo Chat Papri | |
| 08 | | Cat.-3 | Sprouted Beans/ Russian Salad/ Fruit Salad | |
| 09 | Main Course (Vegetarian Dish) | Cat.-1 | Green Vegetable Dry Preparation such as Tawa Veg./ Amritsari Bhindi/ Stuffed Capsicum/ or equivalents | |
| 10 | | Cat.-2 | Green Vegetable Gravy Preparation such as Potoler Dolma/ Amritsari Dum Aloo/ Mushroom Matar Malai/ Bagara Baingan/ Doi Bhindi/ Malai Kofta/ Veg. Navratan or equivalents | |
| 11 | | Cat.-3 | Paneer Preparation such as Paneer Butter Masala/ Paneer Tikka Masala/Chilli Paneer/Paneer Saslik/Palak Paneer/ Sahi Paneer or equivalents | |
| 12 | Dals | | Dal Makhani/Dal Tadka/ Moong Dal Tarka/ Dal Pancmela/ Dal Amritsari or equivalents | |
| 13 | Main Course (Non-Vegetarian Dish) | Cat.-1 | Grilled Fish (Bhetki)/Bhetki Masala/Bhapa Hilsa/Prawn Malai Curry/Pabda Masala/ Grilled Pomfret or equivalents (250 gm) | |
| 14 | | Cat.-2 | Chicken Butter Masala/Kadai Chicken/Chicken Chetinaad/ Garlic Chicken/Murg Hariyali/Chicken Kasa or equivalents (250 gm) | |
| 15 | | Cat.-3 | Chicken Tandoori Preparations including Tikkas and Sheek Kababs | |
| 16 | | Cat.-4 | Mutton Rogan Josh/ Kosha Mangsho/ Mutton Korma/ Chettinad Mutton Curry/ Mutton Vindaloo or equivalents (300 gm) | |
| 17 | Rotis | Cat.-1 | Plain Roti/ Parantha/ Poori | |
| 18 | | Cat.-2 | Tandoori Butter Roti/Tandoori Naan/Rumali Roti/Tandoori Paratha (Laccha/ Stuffed)/ Baby Naan | |
| 19 | Rice | Cat.-1 | Steamed Rice/Jeera Rice/ Khichudi or equivalents (of Super fine Long grain Basmati) | |
| 20 | | Cat.-2 | Peas Pulao / Veg pulao/Navratan Pulao/Tamarind / Lemon Rice/ Curd Rice/ Herb Rice/ Veg. Fried Rice or equivalents (of Super fine Long grain Basmati) | |
| 21 | Sweets/ Dessert | Cat.-1 | Rosogulla/ Gulab Jamun/ Langcha or equivalents | |
| 22 | | Cat.-2 | Rajbhog/ Kesar Rasmalai/ Misti Doi/ Sandesh or equivalents | |
| 23 | | Cat.-3 | 2 Scoops of Ice cream (Butter Scotch/ Vanilla / Chocolate)/ Seasonal Cut Fruits or equivalents | |

Calculation for Table 8:

TOTAL AMOUNT (Rs. in figure):-------(HH)

$$HH = (1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23)/23$$

TOTAL AMOUNT (Rs. in words):

------(HH)

Table 9: Refreshment/Snacks for Meetings (Only on prior orders)

| Sl.No. | Particulars | Rates excluding GST |
|--------|--|---------------------|
| 01 | Tea / Black Tea 250 ml Tea (with tea/ sugar/ creamer sachet – to be served in tea pot with 2 pc Biscuit) | |
| 02 | 250 ml. Coffee (with coffee/ sugar/ creamer sachet – to be served in pot with 2 pc Biscuit) | |
| 03 | Tea/Coffee 100 ml.(with separate Milk and Sugar Sachet) | |
| 04 | Green Tea/ Lemon Tea | |
| 05 | 02 No. Grilled Sandwiches(Cheese/ Chicken/ Egg/ Vegetables) | |
| 06 | 100 gm good quality Cake/Pastry | |
| 07 | 125 ml fresh juice of seasonal fruits | |
| 08 | 250 ml hot milk. | |
| 09 | Finger Chips (150 gm) | |
| 10 | 2 boiled egg (54 gm each) | |
| 11 | Omelette of 2 eggs (54 gm each) | |
| 12 | Onion/Veg Pakora (125 gm) | |
| 13 | Fruit platter: 4 types of fruit (250 gm) | |
| 14 | Chicken Cutlet/Chicken Pokora (125 gm) | |
| 15 | Ice Cream | |
| 16 | 200 ml Soft Drinks(Bottled/Canned/ Tetra Pack) | |
| 17 | 125 ml canned fruit juice | |
| 18 | Bottled Mineral Water 1 L | |
| 19 | Bottled Mineral Water 500 ml | |
| 20 | Lassi/ Butter Milk | |
| 21 | Fresh Lime soda | |
| 22 | Tea / Coffee with cookies, wafers & 8 pieces Roasted Almonds / Cashew | |
| 23 | Tea / Coffee, freshly prepared Snacks | |
| 24 | Tea / Coffee, freshly prepared Snacks, Sweet Dish, Roasted Almonds/ Cashew | |
| 25 | Meal Parcel Charges (for machine sealing and wrapping of disposable meal tray/box/container etc.) | |

Calculation for Table-9:

| | |
|---|------------|
| TOTAL AMOUNT (Rs. in figure): | -----(II) |
| $II = (1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23+24+25)/25$ | |
| TOTAL AMOUNT (Rs. in words): | ----- (II) |

Table 10: Summary of Tables with monthly price

| Sl No | Name of the Table | Rate/month (excluding GST) |
|-------|--|----------------------------|
| 1. | Table 1: Requirements of Manpower and monthly price | -----5% of (AA) |
| 2. | Table 2: Supply of Stores and monthly price | -----30% of (BB) |
| 3. | Table 3: Provision of Washing / Dry Cleaning and monthly price | -----5% of (CC) |
| 4. | Table 4: Supply of newspaper and magazine and monthly price | -----5% of (DD) |
| 5 | Table 5: Repair and replacement of consumables and various equipment | -----5% of (EE) |
| 6 | Table 6: Menus (Breakfast) | -----10% of (FF) |
| 7 | Table 7: Menus (Lunch and Dinner) | -----30% of (GG) |
| 8 | Table 8: Menus (Special Lunch/ Dinner) | -----5% of (HH) |
| 9 | Table 9: Refreshment/Snacks for Meetings | -----5% of (II) |
| | GRAND TOTAL AMOUNT (in figure) | ----- (GT) |
| | GRAND TOTAL AMOUNT (in words) | ----- (GT) |

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