



**INDIAN INSTITUTE OF TECHNOLOGY
(INDIAN SCHOOL OF MINES)
DHANBAD – 826004**

Tender for Service Agency for Administrative Management of IIT(ISM)-IIIF, New Delhi at NBCC Centre, 4th Floor East Wing, Okhla Phase-I, New Delhi requiring Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc.

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(INDIAN SCHOOL OF MINES)
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No. 911001/IITISM-DELHI/2017-18

Dated: 04.10.2017

Sub: Tender for Service Agency for Administrative management of IIT(ISM)-IIIF, Located at New Delhi.

Sealed tenders are invited by IIT (ISM), Dhanbad from service agencies with proven track record, for provision of Administrative Management of IIT(ISM)-IIIF, New Delhi located at NBCC Centre, 4th Floor East Wing, Okhla Ph-I, New Delhi-110028 requiring Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc.

The Specification, terms and conditions, qualification required can be obtained by downloading a copy of the same from the institute website (www.iitism.ac.in) and enclosing a tender fee of Rs.1000/- by Demand Draft drawn in favour of 'Registrar, IIT (ISM), Dhanbad' payable at Dhanbad (Branch Code: 01641) along with the tender proposal which is a techno-commercial bid. The tender proposal completed in all respect should be submitted along with Earnest Money Deposit (EMD) of Rs.50,000/- to be paid by Demand Draft drawn in favour of '**Registrar, IIT (ISM), Dhanbad**' payable at Dhanbad.

Interested firms, service agencies and organizations, are requested to send their tenders as per technical specifications and general terms and conditions as mentioned in the Annexure - I under a **Two-Bid System**. Two separately sealed envelopes (**superscribed as Technical and Price Bid**) in a sealed single envelope be submitted, duly superscribed with "Notice No 911001/IITISM-DELHI/2017-18 and "Tender for Service Agency for Administrative Management of IIT(ISM)-IIIF, New Delhi located at NBCC Centre, 4th Floor East Wing, Okhla Ph-I, New Delhi-110028 requiring Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc." to be dropped in the Tender Box placed at office of Campus Engineer, Campus Maintenance Unit, IIT (ISM), Dhanbad – 826 004 on or before 24.10.2017 at 15:00 hrs.

Two bids, viz. Technical and Price sealed in the separate envelopes which further sealed in a single envelop, will be opened on the same day i.e. **24.10.2017 at 16:00 hrs** in presence of the authorized representatives of the contracting firms. While the price bid will remain sealed, the technical bid will be opened. The institute will examine the credentials of the contracting firms, based on the document submitted and verification, experience, turnover, list of satisfied clients; financial soundness and certifications etc as given in the technical bid. *The price bids will be opened only of those firms, who will be found technically qualified after evaluation of their technical bids on a specified date in presence of authorized representative of the contracting firms.* The agency finally selected will enter into one-year contract, which may be renewed further.

IIT (ISM), Dhanbad reserves the right to reject any or all of the tenders without assigning any reason. Any attempt on the part of the tenderer to influence, negotiate directly or indirectly with the Institute will lead to the exclusion from consideration.

Registrar
IIT(ISM), Dhanbad

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<u>DOCUMENTS TO BE SUBMITTED</u>		
Technical Bid	: Annexure – II	
	(Attach all documents, declarations, details etc.)	
Price bid	: Annexure – III & IV	
	(Attach documents, details/bills of quantities etc.)	
	<u>FEES TO BE DEPOSITED</u>	
(ATTACH DEMAND DRAFTS WITH THE BID DOCUMENT)		
Tender Fee	: Rs 1,000/-	
E.M.D	: RS 50,000/-	

Note:

The tender fee and EMD, Technical Bid and Price Bid be put in separate sealed envelopes and thereafter all envelopes be put in a bigger sealed cover, superscribed “Tender Notice No.911001/ITISM-DELHI/2017-18 and “Tender for Service Agency for Administrative Management of IIT(ISM)-IIIF, New Delhi located at NBCC Centre, 4th Floor East Wing, Okhla Ph-I, New Delhi-110028 requiring Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc.”



ANNEXURE – I

1. INTRODUCTION

The IIT(ISM)-IIIF, New Delhi with an area of 12000 sqft is situated at NBCC Centre, 4th Floor East Wing, Okhla Ph-I, New Delhi-110028 requires Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc. The center consists of 2 parts, viz, i) academic area and ii) guest room area. The academic area consists of 6 Classrooms, 2 Computer's room, 1 Conference room, 1 Seminar hall, Director Room with attached toilet, 1 Coordinator's room, 1 Care taker's room, 1 Server room, 1 kitchen, 1 dining hall, 1 store room and separate toilets for male and female at the common area. The guest room area consists of 2 suites, 1 semi suit and 5 faculty rooms.

IIT(ISM), Dhanbad looks forward to maintain the center as a high-end service for the academic community, incorporating state-of-art hospitality and service management including security services.

2. MINIMUM QUALIFICATION REQUIRED FOR BIDDING

- a. Minimum 3 (three) years of experience in providing housekeeping services, reception and room services, general maintenance services, hospitality of guests, security services etc., for a minimum of 20-room guest house, within an annual group turnover of minimum Rs.50 lakhs.
- b. Should be ISO certified Organization.
- c. Statutory compliance like PF registration, ESI, Labour License [under contract labour (Regulation and Abolition) act 1970] with valid PF and ESI code, PAN/TAN, IT and GST clearance (copy of the certificate/returns be submitted).
- d. A certificate (Affidavit) to be signed by Proprietor/Partners of the company in the Court of a First Class Magistrate that they have not 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.
- e. Summary of the average turnover and net worth (copy of audited statement of accounts/ balance sheet for the last three financial years) to be submitted.
- f. Name, Address/ contact details
- g. Services of minimum three clients of whom such services are being/ have been extended of comparable value.

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 letter pad of the company and enclosed in a cover, to be submitted with the tender proposal.

3. SCOPE OF SERVICES TO BE PROVIDED BY THE SERVICE AGENCY

- (a) Reception and accommodation of guests coming to stay at IIT(ISM)-IIIF, New Delhi, Services including manning the reception and office, round the clock on all days of year. Maintenance of allotment register, allotment and opening of rooms for bonafide occupant and upkeep of rooms by good housekeeping, room service for i) academic area and ii) guest room area.
- (b) The contractor has to arrange himself all the provision items for security, housekeeping, and other essential services, cleaning materials, labourers, skilled and supervisory staff. The Center will be available for operation in as is where in condition.
- (c) The total area for IIT (ISM) IIIF, New Delhi for housekeeping is 12000 sqft including academic area consisting of 6 Classrooms, 2 Computer's room, 1 Conference room, 1 Seminar hall, Director

Room with attached toilet, 1 Coordinator's room, 1 Care taker's room, 1 Server room, 1 kitchen, 1 dining hall, 1 store room and separate toilets for male and female at the common area. The guest room area consists of 2 suites, 1 semi suit, 5 faculty room.

- (d) The number of composition of staff required is as per Annexure – III. The tenderer should have sufficient number of regular employees on roll, specifically qualified and trained for Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc as per tender requirement. Full list of employees, viz., name, age, gender, educational qualifications, employee code, designation, experience in relevant field, PF, ESI code, local and permanent address etc should be attached with the technical bid. Documents in support of ESI, EPF deductions, labour license, health and safety measures the tenderer takes for his workers and should be attached with the technical bid.
- (e) Services will be provided by presentable, neatly attired and well-mannered qualified and trained attendant/personnel as per their functional designation, mentioned in Annexure – III. 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 Hindi, English and local languages. The common uniform shall comprise generally dark colour trouser, light colour shirt, Blazers and Saree (as applicable) tie/bow, black shoes, white socks etc., and be provided by the contractor. The colour/ design of the dress/uniform shall be approved by IIT(ISM), Dhanbad.
- (f) Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, vertical blinds and all fixtures/furniture at the Center including the academic and guest room area shall be the duty of contractor. A status report on day-to-day basis will be maintained by the supervisor as a permanent record and will be submitted to IIT(ISM)-IIF, New Delhi office daily.
- (g) Bedroom linen and Bathroom towels shall be changed at every day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning materials be arranged by the contractor. A register for this purpose shall be maintained by the contractor and will be scrutinized by IIT(ISM), Dhanbad from time to time.
- (h) Cleaning of sofa set, covers, curtains will be done on monthly/quarterly basis, as per requirement. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done periodically by the contractor at no extra cost.
- (i) Bathroom/toilet shall be cleaned daily and mopped up with ISI marked phenyl. Air filters of Split type air conditioner will be thoroughly cleaned. Deodorant/Colin/Room Spray shall be used for better results. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, odonil, naphtholin balls, room freshener, harpic, duster brooms and the cleaning/sanitary materials etc. will be provided by the contractor at no extra cost (For details see Annexure – V).
- (j) IIT (ISM)-IIF, New Delhi will hand over to the Service Agency materials like beds, cots, chairs, tables, mixer/grinder etc. and the Service agency has to agree to keep proper acknowledgement and Service agency shall take care to maintain these items properly. Malfunctioning of any equipment shall not to be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the Service agency is liable to return the same to IIT(ISM)-IIF, New Delhi 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.
- (k) The service agency should be responsible for quality cleaning of bed and bath linens as per industry norms. They should also provide laundry services to the guest(s) on payment basis at rates approved by IIT (ISM), Dhanbad. Travel/Help Desk and other institute services (Telephone and E

mail /internet services etc.) should be facilitated at actual rate or as per guidelines, to the guests as and when required by them.

- (l) The agency shall ensure overall general maintenance, drainage, 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, HVAC etc.), breakdowns, emergency relief and help on urgency basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones.
- (m) The agency should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions with prior approval of IIT (ISM), Dhanbad, Designated Officer. A proper record and register should be made and presented as a record and checking purpose.
- (p) Cleaning of towels and bed sheet should be done every day in case of usage of room. Curtain to be dry cleaned in every three months and blankets also to be dry cleaned every quarter during winter by the contractor at no extra charge.
- (q) Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc., daily supply can be on the basis of usage of room i.e. one sachet per person on per day occasion. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of disposable slippers, be also kept as general reserved in each room.
- (r) Refilling of gas cylinder and repair maintenance of the items under contractor control like gas chullah, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipments etc., will be maintained by the agency at no extra charge.
- (s) Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the contractor.

Note:

The contractor needs to maintain records for various services which shall be subject to examination by the designated officer of IIT (ISM), Dhanbad. 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.

4. OBLIGATION OF IIT (ISM), DHANBAD

IIT (ISM), Dhanbad shall provide following inventory:

- (a) Furnishing of Rooms
- (b) Air Conditioners, Voltage Stabilizers, TVs, Geysers, Invertors with Batteries.
- (c) 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. as one time support.
- (d) Telephone instruments and extensions, computer/ modem/ Projectors with audio-visual system.
- (e) Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure to be provided one time only, thereafter should be replaced / repaired by the contractor at his own cost.
- (f) Payment of electric charges, water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT (ISM), Dhanbad.
- (g) Renovation/ addition to the building, firefighting equipment, emergency power line etc.
- (h) Matter related to civil or major electrical works.
- (i) Racks, Amirah, Room Locking arrangements, shoe/luggage rack etc. as one time support.
- (j) The institute will provide a space in the Center for Manager and / or supervisor. A store room will also be provided in the premises to keep the essentials and consumables etc.

5. TERMS AND CONDITIONS

- (a) The contractor will not allow or permit his employees to participate in any trade union activities or

agitation in the premises of the owner.

- (b) All personnel/employees/workmen employed by the Service Agency shall be adults with good health and sound mind. The personnel/employees/workmen of the Service Agency shall be liable to security search by IIT (ISM), Dhanbad.

The Service Agency shall appoint fully qualified competent and skillful workers in their services, supervisors and employees/workmen at their own cost to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the IIT (ISM), Dhanbad. The Service Agency as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfill their obligations under this agreement with enough reasons for doing so, with approval of the IIT (ISM), Dhanbad authority.

The employees/workmen employed by the Service Agency shall always be under the direct and exclusive control and supervision of the Service Agency and the Service Agency may transfer its employees / workmen and in accordance with their needs, provided in consultation with IIT (ISM), Dhanbad designated officer. Adequate and necessary number of employees / workmen are deployed by the Service Agency for fulfillment of their contractual obligations under this agreement. It shall be the sole responsibility of the Service Agency to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the Service Agency under this agreement and the Service Agency shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.

- (c) 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 IIT (ISM), Dhanbad or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.

- (d) All personnel and their bags and baggage deployed with the contractor shall be liable for physical check both at the time of entry and leaving the IIT(ISM)-IIIF, New Delhi.

- (e) The services will be provided round the clock on all days of the year (24 x 7 x 365) with sufficient number of manpower required to run the operation. Leaves of the regular as well as the contractual employees of the agency should be strictly as per the statutory norms. Any leave availed unauthorisingly would be subject to penalty to the contractor

- (f) No items will be taken out of the Extension Center without written permission of IIT (ISM), Dhanbad authority. Normally no inventory be shifted from one room/ place to another, without approval of IIT(ISM), authority and making valid entry in the stock register of the inventory.

- (g) The allotment of rooms (accommodation), in the Guest rooms will be done by a nominated official of IIT (ISM), Dhanbad.

- (h) 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 IIT (ISM), Dhanbad designated officer. If at any time or during surprise check it is found that persons staying in the guest room without written permission, the contractor will be directly responsible and financial penalty of Rs 20,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.

- (i) The IIT (ISM), Dhanbad will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.

- (j) Compliance of policy regulation viz., Payment of minimum wages act, employers liability act,

control labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IIT (ISM), Dhanbad against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/ labour enforcement officer/ regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state me deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc, including registration number shall be provided to the IIT (ISM), Dhanbad authority for verification and record.

(l) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect housekeeping services to the IIT(ISM)-IIIF, New Delhi of IIT (ISM), Dhanbad, including with respect to consumable items responsible for any infraction of the provisions of any applicable law with regard to services for all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract.

(m) Expenses on external telephone used by the contractor and his men will be borne by the contractor.

(n) The IIT (ISM), Dhanbad does not bind itself to offer any explanation to those bidders whose **Technical Bid** have not been found acceptable by the Evaluation Committee of the Institute

(o) A 'Compliance Statement' along with a certificate and duly signed that the tenderer satisfies the technical requirements given in **Annexure-III**. The said statement should be (1) in a tabular form, (2) technical requirement as per NIT; (3) what is offered by the tenderer; and (4) status of compliance: Complied/Not complied).

(p) Interested bidders are requested to make a visit to the site before submitting their tender proposal.

(q) In case of any dispute, the decision of IIT (ISM), Dhanbad shall be final and binding on the bidders/tenderers. Settlement of any legal dispute, if any, will be within the Jurisdiction of Dhanbad Court.

6. EXPERIENCE AND QUALIFICATION OF STAFF

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

- a. The Supervisor should have minimum Five years of Industry experience
- b. Other essential services such as plumbing, electricity personnel being engaged by the Service Agency should have minimum experience of 3-5 years.
- c. The service personnel being engaged by the Service Agency should be assertive in nature, be polite, smart and physically sound;
- d. All the personnel being engaged by the Service Agency should wear the formal dress. Formal dress means white full-sleeves shirt, bow tie, and black trouser and black shoes. They should be provided with hand gloves while serving the food.

7. 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 IIT (ISM), Dhanbad and the contractor for the Center. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification.

8. TERMS OF PAYMENT

- a. The agency will be required to pay the monthly payment to its engaged personnel by 5th of every subsequent month through Bank Account. Copy of such disbursement should also be supported to monthly bill being produced by him.
- b. The contractor will be paid as per approved bid (award of contract/work order) on monthly basis by IIT (ISM), Dhanbad 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.
- c. The 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.
- d. Monthly payment will be made within 15 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty etc.). All statutory taxes (if applicable, as per rules) shall be paid on submission of documentary proof.
- e. The contractor need to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code etc., to facilitate payment through bank (e-payment process).
- f. 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 1 year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on manual terms and condition.
- g. The rate/price quoted will be firm during the period of the contract. In the event, the contract is extended, beyond the original period, on year-to-year basis; the escalation/de-escalation of rate/price of various items of the work shall be considered via applicable methods, on the basis of index number of All India Consumer Price Index.
- h. IIT (ISM), Dhanbad will have the right to inspect the books of accounts of the firm/Service Agency.

9. PERFORMANCE SECURITY DEPOSIT

The contractor shall submit a Bank Guarantee or Demand Draft (@ 10 % of the total contract value) in favour of "Registrar, IIT (ISM), Dhanbad" towards Performance Security Deposit. The security deposit shall not carry any interest and shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely. The security money so deposited with the Institute will be released after three months of expiry of agreement period [viz. 63 months] if not extended otherwise.

10. TERMINATION OF CONTRACT

- a) If the services of the contractor are not found satisfactory, they will be issued one –month notice for improvement by the IIT (ISM), Dhanbad Authority. If satisfactory improvement is not found even after this notice, a final one month notice will be issued to the contractor by the IIT (ISM), Dhanbad authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
- 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 (ISM), Dhanbad 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) The contractor shall give vacant premises to the IIT (ISM), Dhanbad and return all the equipments/fixtures and other items, facilities etc., once the contract period is over or terminated.

11. 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 the IIT (ISM), Dhanbad. 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, the IIT (ISM), Dhanbad will replenish the same, as per obligation mentioned above.

12. COMPLAINTS

The contractor shall keep a suggestion box to be provided by IIT (ISM), Dhanbad to record any suggestion/complaints, on performance of services, by the guest and produce to IIT (ISM), Dhanbad 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 IIT (ISM), Dhanbad. The contractor will provide guest feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with the IIT (ISM), Dhanbad authority.

13. 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, IIT (ISM), Dhanbad has the right to terminate the contract. It will be mandatory for the conducting agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents the IIT (ISM), Dhanbad 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 Service Agency, refuses work or creates indiscipline would have to be immediately replaced with the consent of IIT (ISM), Dhanbad authority. IIT (ISM), Dhanbad reserves the right, to ask the Service Agency to terminate the services of any of the Service Agency's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. IIT (ISM), Dhanbad 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 Service Agency

14. BREAKAGE

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

15. REPLACEMENT

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

16. PENALTY

Deduction on account of unsatisfactory catering services and improper maintenance of the guest house, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the IIT (ISM), Dhanbad designated officer. The methodology for deduction will be as under:

- i. 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.
- ii. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs 500/- per room/ per day or per event/ per location etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- iii. In case on non-performance and poor service by the Service Agency, IIT (ISM), Dhanbad may, at its discretion, recover Liquidated Damages upon recommendation of IIT (ISM), Dhanbad designated officer. In the event of appeal, the decision of IIT (ISM), Dhanbad shall be final and binding upon the Service Agency. The quantum of penalty shall be as follows:

S No	Description	Penalty
a)	Rooms including Reception, Lobby	Rs.500/-day
b)	Noncompliance with laundry requirements	Rs.200/-day
c)	Negligence in reporting of nonfunctioning of Telephone and other amenities	Rs.100/-day
d)	Noncompliance of environment friendly waste disposal methods	Rs.100/-day
e)	Non wearing of uniforms by Service Agency's employees / untidy uniform	Rs.100/-day/Person
f)	Supply of food not as per approved Menu and insufficient quantity	Rs.1,000/-meal / day
g)	The penalty for unsatisfactory and substandard catering service	Rs.500/- per complain

- iv. In case of unforeseen or peculiar circumstances, the decision of the IIT (ISM), Dhanbad, so far as imposition of penalty is concerned, shall be final.
- v. If the work is found unsatisfactory and below the expected standard in a particular area including, electrical or maintenance etc., IIT (ISM), Dhanbad designated officer will have the right to get the same done by another agency. The charges on account of this shall be deducted from the contractor's bill. Decision of the IIT (ISM), Dhanbad shall be final in this regard.

17. OTHER CONDITIONS

- a) IIT (ISM), Dhanbad 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 IIT (ISM), Dhanbad of this institute shall be final and binding on the bidders.
- b) The IIT (ISM), Dhanbad 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.
- c) Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- d) Tenders received after the closing date and time shall not be considered.
- 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.
- g) Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening of tender proposal (Technical and Price Bids).
- h) The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with an appropriate power of attorney (duly endorsed by a notary public) by the company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- i) Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
- j) No tenders will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer decline the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
- k) The contractor should not sublet the work to any other agency/contractor. No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.
- l) Period of Contract: Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to the IIT (ISM), Dhanbad.
- m) Companies conferred with latest ISO certification, BVQs, HACCP, special recognition/ awards etc., must mention this in their technical proposal, along with a copy of the said certification.
- n) Companies must enclose a Compliance List (or check list) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day.
- o) Tender fees should be enclosed separately in an envelope and attached with the Technical Bid document. E.M.D should be kept in an envelope and enclosed with the technical bid document. It is mandatory to enclosed the said fees, unless otherwise the agency/organization is entitled for an exemption while submitting bids to government Institutions/ Offices etc., as evidence from the authorization letter/ certificate issued by appropriate State/ Central Government Authority granting such exemptions.
- p) The engagement of personnel by the contracting agency/firm/organization will solely be at their

discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIT(ISM), Dhanbad.

- q) Shri Sanatan Ghosh, Member Secretary will be the contact point (Nodal Officer), on and behalf of the IIT (ISM), Dhanbad, for any queries related to the tender, and can be contacted at his phone numbers, **09110996114 / 9471192416**.

Registrar
IIT(ISM), Dhanbad

ANNEXURE – II

TECHNICAL BID

Compliance Format to be filled up by the Agency tendering for Administrative Management of IIT(ISM)-IIIF, New Delhi located at NBCC Centre, 4th Floor East Wing, Okhla Ph-I, New Delhi-110028 requiring Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc.

1.	Name of the Tenderer		Page No
2.	Status of the Tender(Attach documents, if registered company Partnership/propriety ship)		
3.	Whether Registered with Deptt. of Labour(attach copy of certificate)		
4.	Whether the ISO certified organisation (Please attach copy of certificate)		
5.	Company Profile(attach Details)		
6.	Details of Tie-ups, if any(attach details/agreements)		
7.	Income Tax/ GST returns/ clearance of the last three assessment year (attach copy)		
8.	Financial Status of bidder and /or his associates Including Annual Reports and Balance Sheet/Statement Of Accounts of past 3 years with Registration of Companies (ROC) receipt duly authenticated by Chartered Accountant.		
9.	Current List/address of clients where 50 or more Personnel of the contractor are working		
10.	Name of the Contractors three largest Clients, to whom Similar services are extended and average amount of Monthly bills to such clients		
11.	Name and address of contractors banker and attach a Solvency Certificate from the Bank for a minimum of Rs 25.00 Lakh.		
12.	ESI Reg.No. (attach copy of registration certificate/letter)		
13.	PF Reg No. (attach copy of registration certificate/letter)		
14.	Income Tax Permanent A/c No. (attach Copy)		
15.	Details of GST Registration number (please attach copy)		
16.	Details of EMD/Bank Draft No. & date		

Certified that all above information's are correct to the best of my/our information, knowledge and belief.

Note:

Dated Signature & Seal of the Contractor

V

This is to be submitted in a separate sealed envelope super scribing “Technical Bid”, Notice Inviting Tender No 911001/ITISM-DELHI/2017-18 and name of the bidder. All technical documents like literature, catalogues etc., are to be put in the same envelope. Price bid of that agency/firm only will be opened which do technically qualify, for further consideration. Attached all relevant documents duly signed and sealed.

DECLARATION

1. I,Son/Daughter of Shri.....
Proprietor/ Partner/ Authorized Signatory of M/s..... am
competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/We/am/ are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the 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.



A. DETAILS OF EXISTING CONTRACT

Sl No	Name and address of the Organisations/ institutes	Details regarding the contract including manpower deployed	Value of contract (in Rs.)	Duration of contract		Additional information/ remarks if any
				From	To	
				dd/mm/yy	dd/mm/yy	
1.						
2.						
3.						
4.						
5.						

Signature of the Authorised Person

Date:..... Full Name.....

Place..... Company Seal.....

Name	Date of Birth	Gender (M/F)	Educational Qualification	Employee Code	Designation	Experience in housekeeping and other areas or services	Training	Character and antecedent verification
Temporary address								
Permanent address								Health check up last done on
ESI No.								
PF No.								

Signature of the Authorized Person

Date:..... Full Name.....

Place..... Company Seal.....

Note: The above format to be used to provide employee details and be enclosed with the Technical Bid Document.

ANNEXURE – III

PRICE BID

Format to be filled up by the Agency tendering for Administrative Management of IIT(ISM)-IIIF, New Delhi located at NBCC Centre, 4th Floor East Wing, Okhla Ph-I, New Delhi-110028 requiring Housekeeping, Reception, Room Services, Laundry Services, General Maintenance, Utility Management & Security Services etc.

1. Tender No..... Dated.....
2. Name of work: Housekeeping & Maintenance Operation of the New Technology Guest House
3. Name of Firm/Bidder:.....
4. Address:.....
5. Phone/ Fax/ Mobile/ Email:.....

S No	Description of Work	Manpower proposed by the contractor	Rate	Amount
1.	Providing of manpower			
	a) Supervisor	1		
	b) Receptionist	1		
	c) Housekeepers/ Cleaners	4		
	d) Maintenance – electrical/ HVAC	2		
	e) Maintenance - plumbing	1		
	f) Sweepers	2		
	g) Security	6		
2.	Providing of Stores (i.e. toiletries, washing/cleaning materials and mosquito & pest control as per requirement)			
3.	Provision of Washing Items / Dry Cleaning (i.e. washing of bed covers, bed sheets, pillow cover, towels, Blanket, curtain, sofa covers etc., as and when required)			
4.	Providing of newspaper and magazine In occupied rooms and lobby/reception (Hindustantimes, time of India, navbharat times, India today, times, sports star, business world etc).			

Seal of Firm.....

Place / Date.....

Signature of the Authorized Signatory

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **This must be submitted in a separate sealed envelope.**

Detailed Scope of Work for the Center Administrative Management

1. Reception Services

- a) Manage the Reception counter by a professional and experienced person (minimum 1 year of Diploma and at least one year of experience in Front office operations in similar organisation) who will attend to the guest with decent and hospitable manner;
- b) Maintain the check-in and check-out in both Registers and in computer system
- c) Allot guest rooms/ suites in the Extension Center as per the directive
- d) Arrange safe handling of baggage of guests;
- e) To attend the telephones, and maintain a call traffic register
- f) Maintain the Complaint Register (standard Format) which should be available on demand;
- g) To arrange emergency services as and when required by the guest;
- h) To ensure availability of first-aid medical box at the Reception
- i) To provide information with regard to rail/air/ timings and information related to extension center to the guests on request;
- j) To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby;
- k) To Report the Room-wise Occupancy status every morning to the ISM designated officer through Supervisor;
- l) To Report nonfunctional electrical gadgets (Geyser, Fan, lights, AC etc) and other maintenance issues of the rooms as well as common areas to the ISM designated officer through their Supervisor. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the ISM designated officer daily through Supervisor;
- m) At the time of check-out, to ensure that all the items provided in the room (like Remote of TV, towel, blankets, electrical kettle etc) are available in the room. In case of any missing items, the contractor will be solely responsible to replace the same at their cost.

2. Housekeeping & Janitorial Services

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipment, eco friendly cleaning products and proven processes. The results should be of a superior quality performance levels:

- a) To ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
- b) To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification):

- i. Bed Sheet
- ii. Bed Cover
- iii. Pillow Covers
- iv. Blanket
- v. Blanket linen
- vi. Bath Towel
- vii. Hand Towel
- viii. Tumblers (Glass)
- ix. Coasters
- x. Water Jug Milton 2 Ltrs.
- xi. Hangers
- xii. Bucket
- xiii. Mosquito repellants
- xiv. Foot Mat
- xv. Bath Soap 100 gm at the time of check in
- xvi. Flower Pot
- xvii. Toilet Tissue paper (Roll)
- xviii. Mug
- xix. Dustbin
- xx. Naphtholine Balls

Note:

- All items mentioned above should be of superior / branded quality
- The Service provided should maintain at least 3 complete sets of additional linen (par stock) item per room in reserve.

Service Standards:

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

Types of Cleaning:

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

3. CLEANING SERVICES

It is necessary to maintain the environment of the Extension Center in a healthy and hygienic condition round-the-clock. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

Daily Cleaning:

- a) Sweeping of the entire premises;
- b) Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;
- c) Dusting of desk, table, chair and furniture located in the rooms occupied;
- d) Special attention will be paid to the cleaning of wash basins.
- e) Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable nonabrasive cleaners and disinfectants;
- f) All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc;
- g) All surfaces shall be free of germs, soap and mud at the wash rooms/WCs;
- h) Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
- i) Cleaning of Door mats; aluminum/ glass doors etc.
- j) Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
- k) Emptying all waste paper baskets, ashtrays from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
- l) All waste wet and dry from waste paper baskets, kitchen, dining hall etc will be collected and disposed off as per the guidelines every day.
- m) Cleaning of bath fittings with silvo.
- n) All Indoor Plants should be watered regularly and maintained properly.

Weekly Cleaning:

- a) All glass doors, windows of the premises would be cleaned using damp and dry method;
- b) Glass tabletops, doors partitions and glass accessories would be cleaned using solvent;
- c) Cleaning of photos, sculptures, panels, glass/board partitions etc;
- d) Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/ silvo etc.
- e) Dusting /cleaning of Venetian blinds

Monthly Cleaning:

- a) To remove cobwebs from the entire extension center premises wherever they exist;
- b) Scrubbing of all floor areas;
- c) Carpets in Guest Rooms if any to be cleaned with shampoo by an experienced personnel;
- d) All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
- e) Washing/dry cleaning, ironing and refitting of curtains.

List of Cleaning Agents to be used:

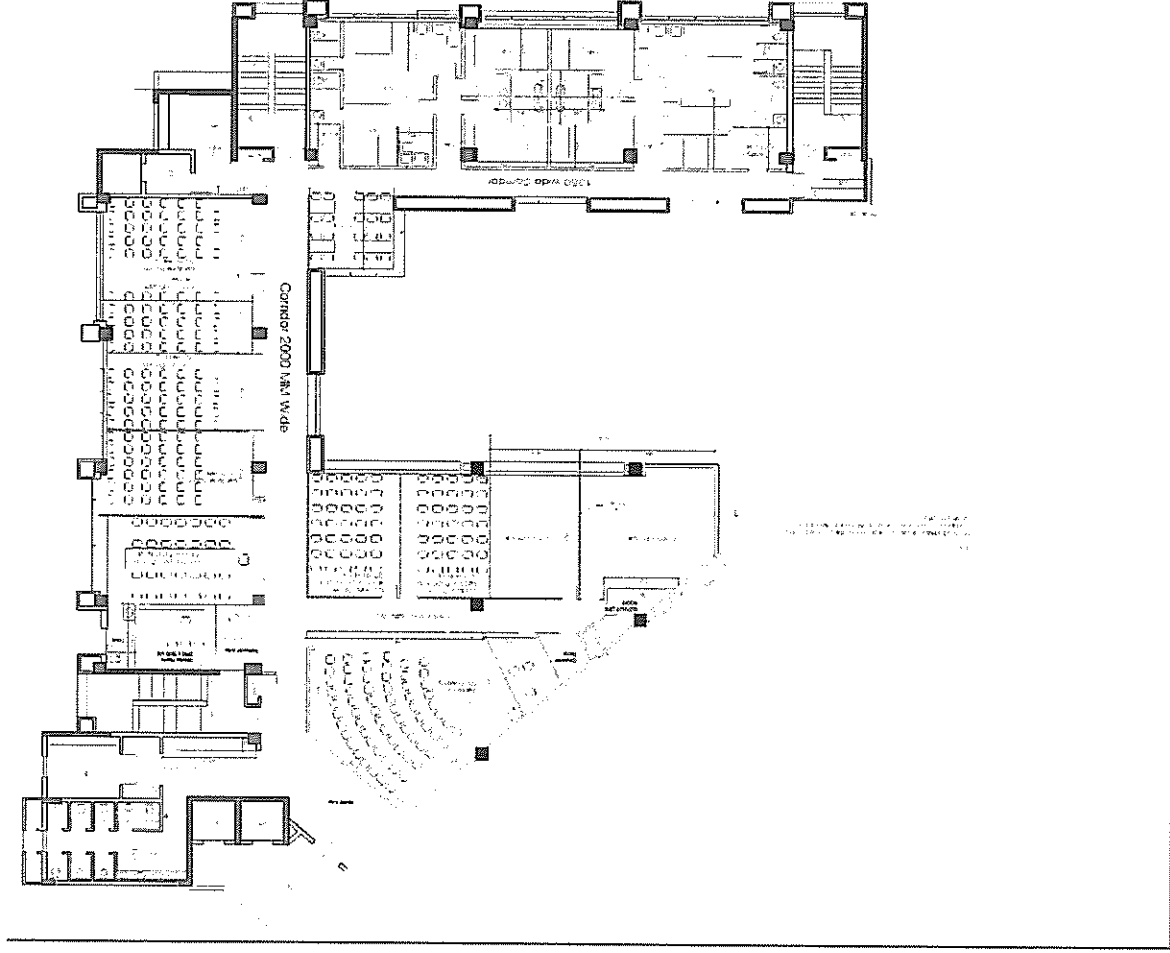
All the below listed items should be available with the housekeeping wing of the contractor.

1.	Dusting Cloth	2.	Scrubbers with handle	
3.	All Purpose Cleaner	4.	Dust pan	
5.	Window Glass Cleaner	6.	Dust brushes	
7.	Window Applicator	8.	SS Scorch pads/steel wool	
9.	Window Squeeze	10.	Nylon brooms with sticks	
11.	Garbage bags large	12.	Floor dust mops with holder	
13.	Garbage bags medium	14.	Feather duster	
15.	Garbage bags small	16.	Spray bottles	
17.	Air Freshener	18.	Toilet brush	
19.	Insect Killer	20.	Hand brush	
21.	Naphthalene Ball	22.	Plastic buckets	
23.	Dettol	24.	Extension pole for glass cleaning	
25.	Deodorant / freshners	26.	Garbage bins of different colours of 100 ltrs.	
27.	Toilet paper rolls	28.	Harpic/Flush Clean	29. Single Disk Scrubber

6. RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

a) Log Book	b) Daily / Weekly/ Monthly
c) Visitor Register	d) Cleaning Checklist
e) Guest Comment Book	f) Machine Checklist
g) Check in and Out Reports	h) Key Register
i) Attendance Register	j) Medical Box Checklist
k) Laundry Book	l) Inter Office Gate-Pass Book
m) Lost and Found Register	n) Petty Cash Register
o) Floor wise Occupancy Register	p) Weekly consumption register
q) Maintenance Register	r) Staff personal data file
s) Grooming Register	t) Daily sales report
u) Inventory File / Record	v) Machine Pre Maintenance service report
w) Staff Training File	x) Daily sales report
y) Staff Orientation File	z) Machine Pre Maintenance service report

Layout of IIT(ISM)-IIIF, New Delhi



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