



# भारतीय प्रौद्योगिकी संस्थान (भारतीय खनि विद्यापीठ), धनबाद

धनबाद, झारखण्ड, भारत, पिन-826004

(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन राष्ट्रीय महत्व का एक संस्थान)

**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), DHANBAD**

**DHANBAD, JHARKHAND, INDIA, PIN-826004**

**(An Institute of National Importance under Ministry of H.R.D., Govt. of India)**

**STORES & PURCHASE SECTION** Phone:(0326) 2235678 || Email : purchase@iitism.ac.in || Website : www.iitism.ac.in

No: EDC-INS-041-22-23

Date: 24.06.2022

## Corrigendum

Subject: Extension in last date for submission and date of opening of bids for Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH).

Reference: NIT No. EDC-INS-041-22-23, dated: 02.06.2022.

The due dates of the above mentioned NIT No. is extended as follows:

1.	Last date & time for submission of tenders	11.07.2022 at 1:00 P.M.
2.	Date and time of opening of tenders	12.07.2022 at 10.00 A.M.

All terms & conditions remain same.

Encl: Copy of NIT No. EDC-INS-041-22-23 dated: 02.06.2022

Deputy Registrar

**INDIAN INSTITUTE OF TECHNOLOGY  
(INDIAN SCHOOL OF MINES), DHANBAD**



**E-TENDER DOCUMENT**

Notice Inviting Tender (NIT)  
for

**Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH)**

**Tender No.: EDC-INS-041-22-23**

Date: 02.06.2022

**Bid Submission deadline: 23.06.2022, 1:00 P.M.**

**DEPUTY REGISTRAR (PURCHASE & STORES)**

**Indian Institute of Technology (Indian School of Mines), Dhanbad**

**DHANBAD –826004 (INDIA)**

[www.iitism.ac.in](http://www.iitism.ac.in), [purchase@iitism.ac.in](mailto:purchase@iitism.ac.in)

**GSTIN : 20AAAAI0686D1ZA**

**Note: Tender Documents and bid must be submitted through online mode only (through <https://mhrd.euniwizarde.com> )**

**Registration-:**

Registration with M/s ITI Ltd: - Intending bidders are requested to register themselves with M/s ITI Ltd (if not registered earlier) through <https://mhrd.euniwizarde.com> for obtaining user-id, by paying a registration fee (Rs. 2000/- +18% GST per year charge), and online tender processing fee (2500/-+18% GST, NOT REFUNDABLE) etc. **Bidders are also required to obtain Digital Signature Class-III (Signing + Encryption) for participating in the e-tender.**

E-Tender Processing Fee (2500/-+18% GST, NOT REFUNDABLE), pay to “ITI LTD. Through e-payment Gateway.

For participating in the e-Tendering process of Indian Institute of Technology (Indian School of Mines), Dhanbad the contractor shall have to get them registered on the site <https://mhrd.euniwizarde.com> by making required payment through only online payment mode so that they will get user ID and Password. This will enable them to access the website, <https://mhrd.euniwizarde.com> with the help of Digital Signature by which they can participate in E-Tender of Indian Institute of Technology (Indian School of Mines), Dhanbad.

*For any Query contact to our helpdesk Number 011- 4960 6060, 23710092 Email - HELPDESKEUNIWIZARDE@GMAIL.COM, Mr. Dipak Kumar Jha (08448288981) &Mr. Siddharth Ghosh (9355030604).*

**NOTICE INVITING TENDER( E-TENDER )**

**Subject: Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH)**

Quotations are invited for the following items at Indian Institute of Technology (Indian School of Mines) Dhanbad

<b>Sl. No.</b>	<b>Description of Materials</b>	<b>Indenting Deptt./section</b>
<b>1.</b>	<b>Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance &amp; Facility Management Services etc. for Executive Development Centre (EDC) &amp; Senior Academic Hostel (SAH)</b>	<b>EDC &amp; SAH</b>

**Tender Schedule**

<b>Particulars</b>	<b>Date &amp; Time</b>
Bid Security or Earnest Money Deposit	<b>Rs. 2,50,000.00 (Rupees Two Lakh Fifty Thousand only)</b>
Start date and Time for Submission of Tenders	<b>02.06.2022 at 4:00 P.M.</b>
Last date and time for submission of tenders	<b>23.06.2022 at 1:00 P.M.</b>
Date and time of opening of tenders	<b>24.06.2022 at 10.00 A.M.</b>

1. You are requested to quote your lowest rates for the supply of above items in price bid.
2. Tender documents and bids should be submit through online mode only.

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## **CHAPTER 1**

### **Instructions to Bidders**

IIT (ISM), Dhanbad was formerly known as Indian School of Mines (ISM) and was a Deemed University before it got converted into an Institute of National Importance under the Institutes of Technology (Amendment) Act, 2016 passed by the Parliament of India and got the assent of President of India. The Indian School of Mines, now IIT (ISM), Dhanbad, was formally opened on 9th December 1926, by Lord Irwin, the then Viceroy of India to address the need for trained manpower related to mining activities in the country with disciplines of Mining and Applied Geology. In 1967, it was granted the status of a deemed to be university under Section 3 of UGC Act, 1956 and it was renamed as Indian Institute of Technology (Indian School of Mines) in 2016. It started as an institution to impart mining education, and today, has grown into a technical institution with various academic departments. IIT(ISM) is located in the mineral-rich region of India, in the city of Dhanbad in the state of Jharkhand. It is the third oldest institute [after IIT Roorkee and IIT (BHU) Varanasi] which got converted into an IIT.

IIT (ISM), Dhanbad intends to procure the **Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC)&Senior Academic Hostel (SAH)**

Reputed manufactures or authorized distributors are invited to submit their bid for **“Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH)”** for IIT (ISM), Dhanbad as per this tender document in a Two-Bid System: - (a) Techno-Commercial (also termed as technical bid) bid (Part-1) consisting of all technical details of the item along with commercial terms and conditions, EMD and (b) Price bid (Part-2) indicating price for their items mentioned in the technical bid. All instructions and terms and conditions must be followed, failing which bid(s) will liable to be rejected.

### **INSTRUCTIONS**

1. Offer should be submitted under TWO-BID system i.e. “Techno-commercial bid” and “Price bid” in online mode only through <https://mhrd.euniwizarde.com>.
2.
  - a) In a tender, either the Indian agent on behalf of the principle/ OEM and the Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
  - b) If an agent submit bid on behalf of the principle/ OEM, the same agent shall not submit a bid on behalf of another principle/ OEM in the same tender for the same item/product.
3. Bidder(s) must submit GST Certificate / TIN and Scanned Copy of PAN with the bid.

4. The offer must be submitted online in **Two-Bid** system through <https://mhrd.euniwizarde.com> Please send EMD / Bid Security in the office of **Deputy Registrar (Purchase & Stores), IIT (ISM), Dhanbad– 826004 (Jharkhand, India)** only. Scan copy of the same should be submitted online.
5. The tenderers who are currently registered and shall continue to remain registered during the tender validity period with Central Purchase Organisation (CPO) or as a Micro and Small Enterprise (MSE) as defined in MSEs Order 2012 issued by Ministry of Micro, Small and Medium Enterprises (MSME) or as a Start-up as recognised by Department for Promotion of Industry and Internal Trade (DPIIT), are exempted from payment of Tender Fee and Earnest Money Deposit (EMD) / Bid Security. In case the tenderer falls in these categories, it should furnish certified copy of its valid registration details (registration with CPO or as a MSE or Start-up, as the case may be). Micro & Small Enterprises must attach Registration Certificate issued by DIC / KVIC / KVIB / Coir Board / NSIC / Directorate of Handicrafts and Handlooms, or any other body specified by MSME for authentication such as updated Udyog Aadhaar Memorandum / Acknowledgment.
6. Bid document(s) and all enclosures must contain the signature and seal of the authorised representative of the bidder.
7. The bidder quoting for item(s) as per this tender should be the registered to provide the item/services with the appropriate government authority. Copy of registration certificate should be submitted with the tenders.
8. The Bank/RTGS detail on the letter-head of the bidder(s) must be submitted along with the technical BID.
9. The Eligibility, Purchase Preference and other conditions will be as detailed in Order No. P45021/2/2017-P(BE-II) dated : 04th June 2020 issued by DIPP, Ministry of Commerce and Industries, GoI. Bidders are mandatory to indicate whether they are under Class – I local supplier, Class – II local supplier or Non- local supplier. **Non -Local supplier is not eligible to bid in this tender.** Bid received from Non- Local supplier will be treated as non-responsive and will not be considered for evaluation. Please refer terms and condition for details.
10. After opening of the price bid no query pertaining to technical aspects will be entertained.
11. IIT (ISM) Dhanbad will provide Concessional GST Certificate, if equipment is purchased for research purpose.

## **CHAPTER 2**

### **Terms and Conditions**

**The offer must comprise of the following, failing which it will be treated as non-responsive bid hence will be rejected:**

1. The bids under Two-Bid System will consist of two parts as per following details:-

- a) Techno-Commercial bid (Part 1) consisting of all technical details along with required EMD amount, cost of tender form (if any), technical offer (catalogue/brochure/specifications etc.), supportive documents related to eligibility criteria (Copies of documents/Certificates like GST Registration/ PAN/ Authorization letters/ PO or Work order copies as proof of supply/work done, tax related documents etc.) along with ALL applicable forms / annexures of this tender except (Price Schedule). All the pages included as Tender Document should be legible, neatly numbered and signed by authorized person with official seal of the Firm as acceptance of the terms and conditions. Offers with Counter Conditions will be liable for Rejection. *No information regarding price should be mentioned in this part.* Any price indication in the Technical Bid will be summarily rejected. Techno- Commercial bid to be submitted in online mode only through <https://mhrd.euniwizarde.com>.
- b) Price bid (Part 2) indicating price for the items / services mentioned in tender documents. Price Schedule exactly as per format duly filled and to be submitted online mode only through <https://mhrd.euniwizarde.com>.

In stage-one, only the Techno-Commercial (Part 1) shall be opened and evaluated. In stage-two, the Price bids (Part 2) of only the technically qualified and acceptable offers will be opened, for further evaluation.

**Important Note: Offers submitted not in line with the above guidelines will be liable for rejection.**

2. All relevant technical specifications/details of offered items, drawings, printed technical leaflets, and commercial details which are necessary to ensure that offer is complete in all respects should be attached with the techno-commercial bid documents.
3. A 'Compliance Statement' (Form-6) along with status of compliance.
4. All applicable forms duly filled, signed must be submitted along tender documents in bid. The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required as per the tender document or submission of a bid not substantially responsive to the tender document in all respect will be at the Bidder's risk & responsibility and may result in rejection of their bids.
5. IIT(ISM) does not bind itself to offer any explanation to those bidders whose Technical Bids have not been found acceptable by the Evaluation Committee of the Institute.



6. Following documents have to be furnished by the bidders with the techno-commercial bids (part1):
- (a) Technical literature/catalogue with the detail specification of the material
  - (b) Satisfactory performance certificate from their customers for same/similar supply/service must be enclosed along with the technical bid.
  - (c) A copy of this tender document must be signed and sealed on all pages by the bidder(s) accepting the instructions and terms & conditions of the NIT and must be attached with the BID.
  - (d) All relevant / applicable forms as per tender documents.
7. The Bidder shall indicate on the appropriate price schedule form (provided with the Tender in the Price Bid), the unit prices of the goods / services it proposes to supply under the contract.
8. Price should be quoted exactly as per the format as mentioned. Multiple rates for a single item/variable rates unless solicited in the tender will not be accepted and would lead to rejection of offer. Price bids with conditions /Counter conditions are liable for rejection. Detailed Break up of charges may please be furnished. In case all-inclusive price is quoted without detailed price break up, then IIT (ISM) Dhanbad will not be able to consider re-imbursement of any increase in statutory levies, if any.
9. Educational discounts, if any, should be factored while quoting. Justification of the price quoted must be provided with the Bid. For this, Price List of the OEM and purchase order of govt. organizations / IITs/ NITs/ CSIR Labs / ISRO labs etc. should be attached. Price bids of only technically qualified tenderers shall be opened in on a pre-notified date and time. Decision of IIT (ISM), Dhanbad in this regard will be final and binding by all the bidders.
10. IIT(ISM), Dhanbad is entitled for GST Concession under Govt. of India notifications and is registered with DSIR, Govt. of India for this purpose. This may be taken into consideration while quoting minimum possible rate.
11. Bid Security or Earnest Money Deposit (EMD): It must be submitted with the techno-commercial bid (part-1). Bid received without EMD in part-1 (techno-commercial bid) will be rejected. No interest will be payable by IIT (ISM), Dhanbad on the Earnest Money Deposit. The earnest money of all the unsuccessful bidder(s) will be returned to the respective bidder(s) through bank / RTGS transfer without any interest within 60 (sixty) days only after placing the order / awarding the contract. The Earnest Money of successful bidder(s) shall be returned on receipt of Performance Security (Performance Bank Guarantee / PBG) as mentioned in this tender document. If the successful bidder(s) fails to furnish the performance security or fails to deliver/provide the item/installation/service as per the order's terms and conditions within stipulated period, the earnest money shall be liable to be forfeited. An undertaking to this is to be submitted.

The bid security shall be in Indian Rupees. The bid security shall be in one of the following forms at the bidders' option:

- a. In the form of Demand Draft issued from any Nationalized/Scheduled commercial Bank in favour of Registrar, IIT (ISM), Dhanbad payable at Dhanbad

- b. A bank guarantee issued/confirmed by a Scheduled Commercial Bank in India in the form provided in the bidding documents and valid for 45 days beyond the validity of the bid. In case a bidder desires to submit a BG issued from a foreign bank, then the same should be confirmed by a Scheduled commercial bank in India; or
- c. Fixed Deposit receipt pledged in favour of the Registrar, IIT (ISM), Dhanbad
- d. Through RTGS/NEFT;
- e. Bid Securing Declaration (as per Form-1)

**EMD shall be submitted in the electronic format online (by scanning) while uploading the bid. This submission shall mean that EMD is received electronically. However, BG/FDR/DD should each in original to the designated officer through post (by mentioning NIT No. and date on envelope) or by hand so as to reach by the time of tender opening. In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission.**

#### **11.1 The bid security may be forfeited:**

- a. If a Bidder withdraws or amends or modifies or impairs or derogates its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- b. In case of a successful Bidder, if the Bidder fails to furnish order acceptance within 14 days of the order or fails to sign the contract and/or fails to furnish Performance Security within 21 days from the date of contract/ order.

- 12. Performance Security or Performance Bank Guarantee (PBG):-** The successful bidder(s), on whom order will be placed, has to submit a performance security of 3% of the total order value at the earliest as per PO terms before release of any payment. Performance security has to be submitted in the form of Bank Guarantee/Demand Draft/FDR from any Nationalized/Scheduled commercial Bank in favour of the Registrar, IIT (ISM), Dhanbad. Performance security should remain valid for a period of two months beyond the date of completion of all contractual obligations of the successful bidder(s). No interest will be payable by IIT (ISM) Dhanbad on the Performance Security deposited. In case the contractor fails to provide satisfactory service, the Performance Security submitted by the bidder(s) is liable to be forfeited. An undertaking to this is to be submitted within 21 days of receipt of the notification of award/PO, the Supplier shall furnish performance security (PS).

The performance security must be received within 21 days. However, the Purchaser has the powers to extend the time frame for submission of Performance Security (PS). Even after extension of time, if the PS is not received, the contract is liable to be cancelled.

**12.1 In case of submission of Bank Guarantee, the bidder should ensure that the concerned bank sends a copy of Bank Guarantee to IIT(ISM), Dhanbad immediately through Registered Post/Speed post/courier/email ([purchase@iitism.ac.in](mailto:purchase@iitism.ac.in)).**

#### **13. Validity Period: -**

The validity period of the tender should be clearly specified. It must be at least for **180 (One Hundred Eighty) days** from opening of Technical bid.

In exceptional circumstances, the Purchaser may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (by post, fax or e-mail). The bid security provided shall also be suitably extended failing which the bid would be summarily ignored. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid.

- 14. Finalization criteria:** L1 bidder will be decided on Overall L1 basis i.e. on Supply of service for ‘**Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH) at IIT(ISM) Dhanbad**’.
- 15. Award of purchase order/Contract:** Order will be placed on the selected party after evaluation and approval of competent authority. However, Registrar IIT (ISM) Dhanbad reserves the right to cancel/discontinue this order at any point of time, with a notice to the supplier.
- 16. Denial Clause:** That no increases in price on account of any statutory increase in or fresh Imposition of customs duty, excise duty, Sales Tax, CST, VAT or on account of any other taxes/duty, including custom duty, leviable in respect of the Stores specified in the said contract which takes place after original delivery period; shall be admissible on such of the said Stores, as are delivered after the said delivery period.  
That notwithstanding any stipulation in the contract for increase in price on any other ground including foreign exchange rate variation, no such increase which takes place after original delivery period shall be admissible on such of the said Stores as are delivered after the said delivery period.
- 17. Delivery Period:** As time is the essence for this procurement, hence the service is to be started within 30 days from issue of Purchase Order / Work Order to successful bidder. Terms of Delivery will be F.O.R. IIT (ISM), Dhanbad only.
- 18. Liquidated Damage:** Liquidated damages of 1% per week for the delayed period subject to maximum of 5% of the total basic value of the order shall be deducted from the invoice of the supplier. Earliest/expected delivery period should be clearly indicated.
- 19. Inspection:** Inspection shall be carried out at IIT (ISM), Dhanbad after arrival of the materials and decision of the Institute in this regard shall be final.
- 20. Rejection and Replacement:** Rejection, if any, shall be notified to the supplier within 30 days of receipt and inspection of the material/workmanship. Rejected materials/work is to be removed by the supplier at his own risk and cost from IIT (ISM) Campus within 15 days of intimation of rejection. Defective Supplies are required to be replaced within 15 days of the removal of the rejected materials/work.

21. Risk Purchase: IIT (ISM) shall be at liberty to realize from the supplier the differential amount, if any, which it shall have to incur on purchase of the material/work at higher price(s) from elsewhere in the market, if the supplier, due to their fault, fails to supply the ordered quality and quantity of the material/work within the stipulated time.
22. Conditional offer / counter condition will not be accepted.
23. **Payment:** Payment may be released through RTGS / online payment mode as mentioned in special condition to contract (SCC) and on submission of pre-receipted tax invoice in triplicate and Performance Bank Guarantee. The invoice should be duly certified by the Head of Deptt. of IIT (ISM), Dhanbad to which supply is made or any other IIT (ISM) official authorized for this purpose. Advance payment may not be released. Payment will be released through bank/ RTGS/Wire transfer after statutory deductions.
24. Any payment will be released only after satisfactory completion of the work/installation, Submission as well as confirmation from issuing bank of the PBG and certified bill(s) / invoice(s).
25. All communications are to be addressed to the Deputy Registrar (Purchase & Stores), IIT (ISM), Dhanbad through Email ([purchase@iitism.ac.in](mailto:purchase@iitism.ac.in)) quoting the Tender No. and Date.
26. IIT (ISM), Dhanbad reserves the right to accept or reject or cancel any or all tender notice or bid(s) or order(s) at any stage without assigning any reason thereof.
27. For any dispute, the place of jurisdiction shall be Dhanbad (Jharkhand, India) only.
28. **Governing Law:** The order, placed, will be the contract between the successful bidder(s) and IIT (ISM), Dhanbad and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Dhanbad (Jharkhand, India) to competent jurisdiction.
29. Bid(s) shall be as per tender document only. If submitted in any other form / format, the same shall be rejected. All pages must be numbered properly and there must be seal and sign of the bidder(s) on all the pages of its bid.
30. The bid is liable to be rejected if complete information is not given therein, or if the particulars and data (if any) asked for in the Schedule to the tender are not filled-in properly.
31. The successful bidder(s) will indemnify IIT (ISM), Dhanbad, in case of any damage or liability, which may arise on account of any act or omission directly/indirectly attributable to the bidder(s).
32. Dispute, if any arising out of providing the said service(s) shall be settled mutually or arbitration by sole Arbitrator to be appointed by the Registrar, IIT (ISM), Dhanbad at

Dhanbad, mutually agreed as per the provisions of the Indian arbitration and Conciliation Act, 1996 and the Rules framed there under. The award passed by the said sole Arbitrator, will be binding upon the parties. The arbitration proceedings shall be held at Dhanbad only.

33. The bidder(s) should be registered with Income Tax, GST etc. and to enclose the copies of the relevant certificate along with the technical bids. The agency must be authorized by appropriate government authority to deliver the items/services at the IIT (ISM) Dhanbad.
34. The successful bidder(s) will ensure that its employees/staff/personnel would strictly follow all the security instructions and rules and regulations of IIT (ISM), Dhanbad during their visit in the campus.
35. Necessary corrigendum(s), if required, may be issued at any stage, which must be acceptable to the bidder(s). Any corrigendum will be published on our website [www.iitism.ac.in](http://www.iitism.ac.in) , <https://mhrd.euniwizarde.com> and <https://eprocure.gov.in/epublish/app> . Bidder(s) must be in touch with our website [www.iitism.ac.in](http://www.iitism.ac.in), <https://mhrd.euniwizarde.com> and <https://eprocure.gov.in/epublish/app> for corrigendum(s). It will be sole responsibility of the bidder(s) that they will go through the corrigendum(s) published, if any, on our website [www.iitism.ac.in](http://www.iitism.ac.in) , <https://mhrd.euniwizarde.com> and <https://eprocure.gov.in/epublish/app> and submit its tender accordingly.
36. Shortlisted bidder(s) may be called for presentation / demonstration / meeting at IIT (ISM), Dhanbad office with a short notice (Minimum seven days time). Request from the bidder(s) to change the date and time of presentation / demonstration / meeting will not be accepted. If the bidder(s) will not attend for the same, then their bid(s) will be treated as non-responsive and hence the bid(s) will not be considered for further process.
37. Price bids will be opened for those bidder(s) who are shortlisted and declared as technically qualified bidder(s) by the Committee of the IIT (ISM), Dhanbad. In this regard, decision of IIT (ISM), Dhanbad will be final and binding to all the bidder(s).
38. Part supply of the Purchase Order / Work Order is not acceptable unless until it is explicitly mentioned in Purchase Order / Work Order.
39. Bid complete in all respect must be submitted through applicable mode before submission deadline / last date & time for submission of the bids. The bids will be opened as per IIT(ISM) rules. In case bid opening-date is a holiday/declared as a holiday, then next working date will be the opening date of tender. Submission deadline or bid opening date & time will not be changed upon any request from the bidder side. However, it may be changed as per IIT(ISM) rules. In this regard, decision of the IIT (ISM), Dhanbad will be final and binding to all the bidders.
40. For the items / services, the bidders must ensure the required quality, quantity, materials, dimensions & other parameters (HSN Code etc.) and quote accordingly. In case items / services provided are not same as quoted/ordered, the claim for payment shall not be accepted.

No payment, claims for such items / services shall be released. In this regard, decision of IIT (ISM), Dhanbad will final and binding to the bidders.

41. IIT (ISM), Dhanbad at its discretion may change the quantity/quality/parameters/upgrade the criteria/drop any item(s) or part thereof at any stage. In case of any dispute, the decision of IIT(ISM) shall be final and binding on the bidders/tenderers.
42. IIT (ISM), Dhanbad reserves the right to accept or reject any or all the bids in part or in full without assigning any reason. The decision of the competent authority of IIT (ISM), Dhanbad will be final and binding to the bidder(s).
43. Professional(s) to be deployed by the successful bidder(s) for the supply of the item / installation / execution of the work in order to provide the item(s) /service(s) as per order must be well qualified.
44. *If any fraudulent document submitted by the vender/firm is detected at any stage during the procurement or after the procurement, the institute will take appropriate legal action against the vender/firm including the recovery of two times of purchase order/award of work and equipment/items will not be returned.*
45. All the tenders received will first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the tender enquiry document. The tenders, who do not meet the basic requirements, are to be treated as non-responsive and ignored. The following are some of the important points, for which a tender may be declared as unresponsive and to be ignored, during the initial scrutiny:
  - i. The Bidder is not eligible.
  - ii. The Bid validity is shorter than the required period.
  - iii. The Bidder has quoted for goods manufactured by a different firm without the required authority letter from the proposed manufacturer.
  - iv. Bidder has not agreed to give the required performance security or has not furnished the bid security.
  - v. The goods quoted are sub-standard, not meeting the required specification, etc.
  - vi. Against the schedule of Requirement (incorporated in the tender enquiry), the bidder has not quoted for the entire requirement as specified in that schedule.
  - vii. The bidder has not agreed to some essential condition(s) incorporated in the tender enquiry.
46. ***Purchase Preference (GoI no. P-45021/2/2017-PP (BE-II), dated 04/06/2020)***
  - A. Subject to the provisions of above Order and to any specific instructions issued by the Nodal Ministry or in pursuance of GoI no. P-45021/2/2017-PP (BE-II), dated 04/06/2020 Purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by procuring entities in the manner specified here under.

**B. In the procurements of goods or works, which are covered by para 3(b) of order no. P-45021/2/2017-PP (BE-II), dated 04/06/2020 and which are divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure.**

- (i) Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
- (ii) If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference (the margin of purchase preference shall be 20%), and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.

**C. In the procurements of goods or works, which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:**

- i) Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
- ii) If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- iii) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

**D. "Class-II local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.**

**E. Non -Local supplier is not eligible to bid in this tender. Bid received from Non- Local supplier will be treated as non-responsive and will not be considered for evaluation.**

**F. Definitions: As prescribed in DIPP Order No. P45021/2/2017-PP (BE-II) dated: 04th June 2020:**

- **'Local content'** means the amount of value added in India which shall, unless otherwise prescribed by the Noda! Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- **'Class-I local supplier'** means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under said Order.
- **'Class-II local supplier'** means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under said Order.
- **'Non -Local supplier'** means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under above Order.

**G. Non local supplier is not eligible to bid in this tender. Bid received from non local supplier will be treated as non- responsive and will not be consider for evalution.**

**49. Bid Prices:** Bidders are requested to note that they should necessarily submit their price bids in the format provided and no other format is acceptable. Bidder shall indicate on the appropriate price schedule form, the unit prices and total bid prices of the goods it proposes to supply under the contract. Bidders are required to quote each and every item in price bid. Failing to this bid may be liable for rejection.

*Note:IIT (ISM) Dhanbad will not be responsible or liable to pay if bidder fails to mentioned packing, forwarding, freight, insurance charges, taxes etc. in its price bid.*

**50.** *If the successful bidder(s) commits breach of any of the above or Order's terms and conditions or is not able to deliver the item / provide the services / complete the work on time, the contract will be cancelled and security deposit shall be forfeited and a damage liability at the discretion of IIT (ISM), Dhanbad will be imposed on the bidder(s).*



**CHAPTER 3: Other Forms****Form-1****Bid-Securing Declaration Form**

Date: \_\_\_\_\_

Bid No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of : (insert complete name of Bidder)  
Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

**Form-2**  
**Contract Form**

To,  
The Registrar,  
Indian Institute of Technology (Indian School of Mines),  
DHANBAD– 826004.

**Ref.:** Your Notice Inviting Tender No. EDC-INS-041-22-23, Dated: 02.06.2022

Sir/ Madam,

1. I/We have gone through all Chapters of the tender document such as Instructions and Terms and conditions, minimum eligibility criteria, schedule of requirements, Specifications and allied technical details etc. as enlisted by you in your Notice Inviting Tender for the subject under reference.
2. I/We, hereby confirm that we have understood all the above and confirm my/our commitment to abide by them.
3. If our tender is accepted, I/we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the tender document.
4. I/We agree to keep our tender valid for acceptance for a period upto as required in tender documents or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender upto the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. I/We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.
5. I/We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.
6. I/We hereby declare that all statements/details made in this tender are true, complete and correct to the best of my knowledge and belief. I/We understand that in the event of any information being found false or incorrect at any stage or we do not satisfy any of the stated criteria, our offer is liable to be cancelled automatically and IIT (ISM), Dhanbad may take an action against this firm for such false information including legal action.

<b>Documents Required</b>	<b>Document No. (Submit a copy of the same)</b>
Photo identity of Authorized signatory (i.e. PAN Card/Voter ID/Aadhaar Card/Official ID Card)	
GSTIN of Bidder	
PAN of Bidder	

Date:

Signature:

Name of Authorized Signatory:

Designation of Authorized Signatory:

Name of Bidder:

Address of Bidder:

Seal of Bidder:

**Form-3****FORMAT FOR BANK GUARANTEE FOR PERFORMANCE SECURITY**  
**(PERFORMANCE BANK GUARANTEE)**

To

The Registrar

Indian Institute of Technology

(Indian School of Mines) Dhanbad-826004 (JHARKHAND)

Reference : P.O.No. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

GUARANTEE NO. \_\_\_\_\_ date: \_\_\_\_\_

AMOUNT OF GUARANTEE Rs. \_\_\_\_\_

GUARANTEE COVERS FROM \_\_\_\_\_ TO \_\_\_\_\_

LAST DATE FOR LODGEMENT OF CLAIM: \_\_\_\_\_

This deed of Guarantee executed by the (\_\_\_\_\_ name of the Bank) constituted under \_\_\_\_\_ Act, \_\_\_\_\_ having its Central Office at

\_\_\_\_\_ and amongst other places a branch at \_\_\_\_\_ (hereinafter referred to as "The Bank") in favour of The Registrar, Indian Institute of Technology (Indian School of Mines), Dhanbad-826004 (hereinafter referred to as "The Beneficiary" for an amount of not exceeding Rs \_\_\_\_\_ (Rs. \_\_\_\_\_) at the request of M/s \_\_\_\_\_ (hereinafter referred to as the "Contractor(s)"/"Supplier(s)").

In consideration of The Registrar, Indian Institute of Technology (Indian School of Mines), Dhanbad-826004 (hereinafter called the Purchaser) having entered into an agreement vide their Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ with M/s \_\_\_\_\_ (hereinafter called the Supplier) to carry out the supply and installation of the \_\_\_\_\_ (Name of the equipments/work/Job) at their Indian Institute of Technology (Indian School of Mines), Dhanbad as per their above order, the supplier agreed to execute a Bank Guarantee for \_\_\_\_\_% of the supply order value viz. Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) towards Performance Warranty obligation for a period of \_\_\_\_\_ year(s) from \_\_\_\_\_ to \_\_\_\_\_.

We, the \_\_\_\_\_ Bank, \_\_\_\_\_ Branch (hereinafter referred to as a Guarantor) at the request of the supplier, irrevocably undertake to indemnify and to keep indemnify the Company without any demur to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) in the event of the aforesaid supplier failing to comply the Warranty Obligation as per the agreed terms to the full satisfaction of the Company.

We \_\_\_\_\_ Bank, further agree that the Guarantee herein contained shall remain in full force and affect during the period that would be taken for the performance of the equipment as stated in the Purchase Order issued by the Company and that it shall continue to be enforceable till the completion of the period and certified that warranty obligation have been fully carried out by the supplier and accordingly discharges the Guarantee subject. However, the Company shall have no right under after the expiry of the Guarantee, i.e. \_\_\_\_\_(date).

We, \_\_\_\_\_ Bank undertake not to revoke this Guarantee, during its currency except with the previous consent of the Company in writing.

Notwithstanding anything contained herein.

1. Our liability under the Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).
2. This Bank Guarantee shall be valid up to \_\_\_\_\_.
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before expiry of date (i.e. \_\_\_\_\_).

NOTWITHSTANDING anything contained herein above, our liability under this Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) our guarantee shall remain in force until. Unless a Demand or claim under the guarantee is made on our bank in writing on or before \_\_\_\_\_ all your rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities thereunder.

#### Details of the Issuing Bank

Name of the Bank	
Branch Name	
Branch Code	
IFSC Code	
E-mail Id	
Phone/Mobile No.	

Seal & Signature of the Bank

**Note: Whenever, the bidder chooses to submit the Performance Security in the form of Bank Guarantee, then he should advise the banker issuing the Bank Guarantee to immediately send a copy of the same by Email (purchase@iitism.ac.in) to IIT (ISM) with a covering letter to compare with the original BG for the correctness, genuineness, etc.**

**Form-4****FORMAT OF BANK GUARANTEE TOWARDS BID SECURITY**  
**(EARNEST MONEY DEPOSIT)**

To

The Registrar

Indian Institute of Technology (Indian School of Mines)

Dhanbad-826004 (JHARKHAND)

Reference: NIT. No. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

GUARANTEE NO. \_\_\_\_\_ date: \_\_\_\_\_

AMOUNT OF GUARANTEE Rs. \_\_\_\_\_

Whereas \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its bid dated \_\_\_\_\_

(date of submission of bid) for the supply of .....  
 (name and/or description of the goods) (hereinafter called "the Bid") against Notice Inviting Tender  
 (Tender Document) No. \_\_\_\_\_ dated \_\_\_\_\_ of the Indian Institute of Technology  
 (Indian School of Mines), Dhanbad.

KNOW ALL PEOPLE by these presents that WE \_\_\_\_\_  
 (name of bank) of \_\_\_\_\_ (name of country), having our registered office at  
 \_\_\_\_\_ (address of bank)  
 (hereinafter called "the Bank"), are bound unto \_\_\_\_\_  
 (name of Purchaser) (hereinafter called "the Purchaser") in the sum of \_\_\_\_\_ for  
 which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors,  
 and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of  
 \_\_\_\_\_ (year).

THE CONDITIONS of this obligation are:

- 1) If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- 2) If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
  - a) fails or refuses to execute the Contract Form if required; or
  - b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders; We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, Without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to Six/ Eight Months from the date of opening of tender or the period of the bid validity whichever is later and any demand in respect thereof should reach the Bank not later than the above date.

**Details of the Issuing Bank**

Name of the Bank	
Branch Name	
Branch Code	
IFSC Code	
E-mail Id	
Phone/Mobile No.	

Deal & Signature of the  
Bank

*Note: Whenever the bidder chooses to submit the Bid Security in the form of Bank Guarantee, then he should advise the banker issuing the Bank Guarantee to immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee directly to the Purchaser with a covering letter to compare with the original BG for the correctness, genuineness, etc.*

**Details of the Bank Account of IIT (ISM) Dhanbad for Bank Guarantee purpose**

<b>INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), DHANBAD</b>	
Bank Account Details for Bank Guarantee purpose	<b>Bank: State Bank of India</b> <b>Branch: I.S.M. Campus Branch, Dhanbad – 826004</b> <b>(Jharkhand)</b> <b>Branch Code: 01641</b> <b>IFSC: SBIN0001641</b> <b>A/c No.: 37052696309</b>
PAN	<b>AAAAI0686D</b>
GSTIN	<b>20AAAAI0686D1ZA</b>
TIN / TAN Number	<b>RCHI 00063A</b>
DSIR Certificate No. (for custom duty and excise duty exemption)	<b>No.: TU/V/RG-CDE(367)/2020,</b> <b>Dated: 28<sup>th</sup> September 2020</b>

Registrar

**Form-5****(NOT APPLICABLE FOR THIS TENDER)****MANUFACTURERS' AUTHORIZATION FORM**

***The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer and be enclosed with the technical bid.***

Date:

Tender No.:

Address of the Manufacturer:

We do hereby authorize *[insert complete name and address of Bidder]* to submit the bid as per above-mentioned tender no. and to subsequently negotiate and sign the Contract. This is to confirm that the item(s) as per the tender is/are manufactured by our firm.

We hereby extend our full guarantee and warranty in accordance with Clause 14 of the Terms & Conditions, with respect to the Goods offered by the above firm.

We hereby confirm the compliance of the technical specifications submitted by our authorized Bidder (Form-7)

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_ *[insert date of signing]*

**Form-6****COMPLIANCE STATEMENT FORM**

<b>S. No.</b>	<b>Requirement as per Tender Enquiry</b>	<b>Supporting document/ declaration enclosed at page no.</b>	<b>Compliance (Yes / No)</b>	<b>Remarks (if any)</b>

Seal and Sign of Bidder

**UNDERTAKING BY THE BIDDER**

- ❖ If the bidder offers more than one model, then the Compliance Statement must be enclosed for each and every model separately.
- ❖ The technical and commercial deviations should be indicated separately.
- ❖ If the bidder fails to enclose the technical compliance statement, the bid will be rejected.
- ❖ If the bidder furnishes document(s) (including compliance) or makes statement(s)/declaration(s) which is found to be false/wrong/forged at any point of time prior/during/post purchase process, the EMD of the bidder will be forfeited including cancellation of the bid, blacklisting of bidder/Manufacturer and appropriate legal action by the Institute. The decision of the Institute will be final in such cases.
- ❖ After opening of the price bid no clarification/query on technical aspects will be entertained by the Institute.

Signature and Seal of the Bidder

Place:-

Date:-



**Form-7****Declaration by bidder****(Please specify Class of Supplier and Local Content percentage)**

**In accordance and manner as specified in Order No. P45021/2/2017-PP (BE-II) dated : 04<sup>th</sup> June 2020 and OM No. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021 issued by DIPP, Ministry of Commerce and Industries, GoI.**

To,  
The Registrar,  
Indian Institute of Technology (Indian School of Mines)  
Dhanbad -826004

Respected Sir,

In accordance with the order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020, and OM No. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021 I hereby declare that

- i) I am aware about all provision mentioned in Tender No. \_\_\_\_\_ as well as order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020 and OM No. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021 and abides by the same.
- ii) I declare that for this tender, I am a Class-I local supplier / Class-II local supplier / Non-local supplier (Strike out whichever is not applicable) and classification is based on local content of goods/services/work offered by bidder in this tender.
- iii) Local content (in percentage) in offered good/services/work is: \_\_\_\_\_%

Whereas 'Local Content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

- iv) The local content for all inputs which constitute the said goods/services/works has been verified and bidder is responsible for the correctness of the claims made therein.

Date:

Signature:

Name of Authorized Signatory:

Name of Bidder:

Seal of Bidder:

**Form-8****Quality Control Requirements / Declaration by Tenderer**

[Supplier shall fill the following format and submit along with the bid.]

**Subject: Tender Enquiry No EDC-INS-041-22-23 dated 02.06.2022**

Sl No.	Para-Meters	Requirements	Offered	Deviation, (if any.)
1.	Specifications	I agree to render the service as per scope mentioned in bid document.	Accepted	
2.	Contract Form	Duly filled, signed and sealed is to be submitted in the prescribed format as per <b>form-2</b>	YES (Page no. ____)	
3.	Seal/Signature	All the pages of the Tender Documents are numbered, sealed, signed & Submitted.	YES	
4.	Authorization certificate	Tenderers have to submit Manufacturer's Authorization form certificate along with bid. <b>(Form-5) – Not applicable for this tender</b>	YES (Page no. ____)	
5.	Other Essential Certificate	GST Certificate, TIN and Scanned Copy of PAN with the bid	YES (Page no. ____)	
6.	Catalogue/ Brochures /technical literature	Catalogue giving the Technical details of is <b>Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance &amp; Facility Management Services etc. for Executive Development Centre (EDC) &amp; Senior Academic Hostel (SAH)</b> is attached.	YES (Page no. ____)	
7.	Purchase orders	Copies of previous Purchase orders/Work Orders pertaining to Experience and Past Performance against Qualification/Eligibility criteria (if applicable)	YES (Page no. ____)	
8.	Payment terms	Payment terms as per tender conditions is accepted	YES (Page no. ____)	

			___)	
<b>9.</b>	Delivery schedule	Successful bidder should start the service within <b>30 Days</b> after placement of Purchase Order	YES (Page no. ___)	
<b>10.</b>	Compliance Statement	Submitted as per <b>Form-6</b>	YES (Page no. ___)	
<b>11.</b>	EMD	Submitted in form of DD/PBG/Bid Securing declaration/ Valid Exemption Certificate	YES (Page no. ___)	
<b>12.</b>	Bank Detail	The Bank/RTGS Detail on the letter head of the bidder(s)	YES (Page no. ___)	
<b>13.</b>	Vendor's Registration Certificate	Registration Certificate to provide the Item/ services with the appropriate Govt. Authority.	YES (Page no. ___)	
<b>14.</b>	Warranty Clause	Warranty clause as per tender conditions is accepted.	YES (Page no. ___)	
<b>15.</b>	Class Of Supplier	Class of Supplier -----(Class I/class II/Non-local Supplier) in accordance with Order No. P45021/2/2017-PP (BE-II) dated 04 <sup>th</sup> June 2020 issued by DIPP, Ministry of Commerce and Industries, GoI. (to be enclosed with the technical bid) <b>Form No.: 7</b>	YES (Page no. ___)	

Yours faithfully,

Date:

Signature:

Name of Authorized Signatory:

Name of Bidder:

Seal of Bidder:

**Annexure- A****Special Conditions of Contract (SCC):**

*The following Special Conditions of Contract (SCC) will apply for this tender. These Special Conditions will modify / substitute / supplement the clauses mentioned in chapter 1 & 2.*

*Whenever there is any conflict between the provision in the above chapters and that in the SCC, the provision contained in the SCC shall prevail.*

**SCOPE OF WORK****1. Catering, Mechanized Housekeeping, Reception, Room Services, General Maintenance & Facility Management Services etc. for the following buildings:****1.1) SENIOR ACADEMIC HOSTEL****a. Old Building:**

- i. Ground floor consisting of 6 double bedded AC rooms with attached toilet-bath, *one Chairman's Suite*, one VIP Lounge, one office room. One Visitors Waiting Room, Two Dining Halls, *one kitchen, one tandoor cell, one washing bay and one store room, two toilet (one for ladies and one for gents)*, corridors, and all open spaces including courtyard and parking spaces.
- ii. 1<sup>st</sup> floor consisting of 3 VIP suits, 3 double bedded AC rooms with attached toilet-bath and balcony, one store room, *one driver's dormitory, one common toilet*, corridors and staircases.
- iii. 2<sup>nd</sup> floor consisting of 3 VIP suits, 2 double bedded AC rooms with attached toilet-bath and balcony, *one store room*, corridors, staircases.

**b. New Building:**

- i. Ground floor consisting of 2 VIP Suits, 1 double bedded AC room with attached toilet-bath and balcony, one Dining Hall, one Kitchen, one common toilet, lift lobby, Drivers' dormitory, *one ladies toilet*, staircases, corridors, and all open spaces including courtyard and parking spaces.
- ii. 1<sup>st</sup> floor consisting of 1 VIP suite, 4 double bedded AC rooms with attached toilet-bath and balcony, *two store room*, corridors and staircases.
- iii. 2<sup>nd</sup> floor consisting of 6 double bedded AC rooms with attached toilet-bath and balcony, corridors and staircases.
- iv. 3rd floor consisting of 1 VIP suite, 4 double bedded AC rooms with attached toilet-bath and balcony, *one store room*, corridors and staircases.

**1.2) EXECUTIVE DEVELOPMENT CENTRE****(a) Old Building:**

- (i) Ground floor consisting of 12 guest rooms, 01 reception office, 01 visitors room, 01 VIP lounge, 01 dining halls, 01 kitchen, 01 staff washroom, 01 bathroom, 01 guest washroom corridors, staircases and all open spaces including courtyard and parking spaces.
  - (ii) 1<sup>st</sup> floor consisting of 09 guest rooms, 02 class room, 01 Seminar hall, 01 guest washroom, with corridors and staircases.
  - (iii) 2<sup>nd</sup> floor consisting of CDC cell, 12 guest rooms, 01 class room, 01 lady washroom corridors and staircases, Presentation rooms, interview rooms.
- (Each Guest room has an attached toilet and independent balcony sit-out).

**(b) New Building:**

- (i) Ground floor consisting of 01 dining hall, 01 kitchen, 01 store 01 utensil washroom, 02 guest room, 06 Suits, 02 common bathrooms (Ladies and Gents), 01 Drivers Dormitory, corridor, lift, stairs lobby, and all open spaces including courtyard and parking spaces.
- (ii) 1<sup>st</sup> floor consisting of 10 guest rooms, 07 suite, 01 store, corridors, lift and stairs lobby, etc.
- (iii) 2<sup>nd</sup> floor consisting of 12 guest rooms, 07 suite room, corridors, lift and stairs lobby etc.
- (iv) 3<sup>rd</sup> floor consisting of 12 guest rooms, 07 suite room, 01 store, corridors, lift and stairs lobby etc.
- (v) 4<sup>th</sup> floor consisting of 04 class room, 10 guest rooms, 01 senate hall, 03 suits, 01 multipurpose room etc.  
(each Guest room has an attached toilet and independent balcony sit-out).

**The above rooms are meant for visitors to this Centre and trainee officers. The purpose of this tender is to engage a competent contractor for taking care of the entire Mechanized housekeeping as well as catering arrangements for EDC and SAH. The average monthly occupancy per room of EDC and SAH is 10 and 15, respectively.**

## **2. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR AT SAH & EDC**

Providing **Mechanized** housekeeping and catering services at **Executive Development Centre (EDC)** and **Senior Academic Hostel (SAH)** at INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), Dhanbad.

### **2.1) Detailed Scope of Services:**

- (a) Reception and accommodation of guests coming to stay in the SAH & EDC: Services include manning the reception and office round the clock on all days of the year. Maintenance of allotment register/online record, allotment and opening of rooms for bonafide occupants and upkeep of rooms by good housekeeping, room service for all rooms including VVIP, VIP suits/Double Rooms (which include provision of drinking water and waiter services), and at EDC class rooms, CDC cell, conference rooms, etc.
- (b) The contractor has to arrange himself all the provisions for cooking, **WHO Certified** cleaning materials, labourers, skilled and supervisory staff. The SAH & EDC will be available for operation in 'as is where is basis for maintaining it in upright, spic and span good condition.
- (c) **The total area of the SAH and EDC for housekeeping will be approximately 100,000 sq. ft., including the built-up area with a 48000 sq. ft. front/lawn and open area, where activities including mechanized cleaning and maintenance, and any other operations have to be performed within its enclosed premises.** This shall be looked after in a planned, pre-decided schedule of equal hourly shifts in a day.
- (d) The composition of staff required is as per Annexure –II: The tenderer should provide sufficient number of permanent employees on roll, specifically trained for housekeeping and allied work as per tender requirements. Full list of the employees, viz., name, age, gender, educational qualification, 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 registration, labour license, health &

safety measures the tenderer takes for his workers, and all credential certificates should be attached with the Technical Bid. Detailed Terms & Conditions (i.e. including payment terms) should be clearly indicated in the Technical Bid.

- (e) Services will be provided by presentable, neatly attired and well-mannered trained attendants / personnel as per their functional designation, mentioned in Annexure-II. The personnel deployed (preferred age group: 18 ~ 45 years) of certified character and antecedents be Indian national and must display name badge and identify card signed by the agency/contractor and be conversant in speaking Hindi and English. The common uniform shall comprise of generally dark colour trousers, light colour shirt, tie/bow, black shoes, white socks etc., and be provided by the contractor. The colour / design of the dress/uniform has to be approved by the IIT(ISM) authority.
- (f) The employees so deployed by the contractor must undergo **six monthly** medical and security clearance from appropriate authority. The documentary evidence of such clearance shall be available with the manager of the contractor stationed at IIT(ISM), Dhanbad. He is required to produce them as and when demanded by IIT(ISM) authorities.
- (g) The Project Manager to be stationed at IIT(ISM) Dhanbad by the contractor must possess at least a degree/ 3 years diploma in Hotel/Hospitality Management from any university/institution recognized by UGC/Government of India. The Supervisors deputed at IIT(ISM) should similarly possess a minimum educational qualification of 10+2 or higher.
- (h) The contractor shall provide the Auto Scrubber Machine with all types of Cleaning pads – 01 No, Single Disk Machine with all types of cleaning pads – 01 No, Industrial Dry / Wet Vacuum Cleaner Machine - 02 Nos, High Jet Spray machine - 01 No, Housekeeping Room Service Trolley – 02 Nos, Wringer Trolley – 02 Nos, Toilet Caddy – 02 Nos and Housekeeping work signage with different sign – Each 02 Nos. with NO EXTRA Cost.**

**(i) List of Cleaning Materials & Aids on monthly basis.**

<b>Sl. No.</b>	<b><u>Items</u></b>	<b><u>Qty.</u></b>
1.	DUST CONTROL REFILL	10
2.	MOP REFILL	20
3.	DETERGENT	35 KG.
4.	VIM POWDER	10 KG.
5.	ALL PURPOSE MULTI CLEANER	30 LTRS
6.	ROOM SPRAY (PREMIUM)	20 BOTTLE
7.	AUTOMATIC SPRAY KIT AND REFILL	5
8.	URINAL SCREEN	15
9.	U. CUBES	5 KG.

10.	N. BALLS	3 KG
11.	SODIUM HYPOCHLORITE (LIQUID FORM)	5 LTR
12.	BRASSO / PITAMBARI	1 LTRS / 2 KG
13.	CLEANZO/PHYNYL	10 LTRS
14.	BATHROOM CLEANER	30 LTRS.
15.	GLASS CLEANER	30 LTRS.
16.	FURNITURE CLEANER	30 LTRS.
17.	TOILET CLEANER	40 LTRS.
18.	VACCUM PUMP	3
19.	COLIN DESPENSER	3
20.	STAINLESS STEEL POLISH	5 LTRS.
21.	DETTOL ANTISEPTIC	10 LTRS
22	FLOOR POLISH	5 LTR

- (j) The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be opened to inspection by IIT ISM staff during working hours.
- (k) Covered trolleys, mop, dry mop, Dustbins, dustpan, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear, sops for rooms, shampoo sachets for rooms etc. to be provided by the Contractor as required.
- (l) Maintenance and mechanized cleaning on daily basis of all the rooms (with toilet-cum-bath), kitchen, dining hall, glass window panes, etc. and all the fixtures/furniture at the SAH & EDC including the office/meeting rooms, seminar halls lounge, lecture halls, conference room, and other rooms belongings to the SAH&EDC shall be the duty of the contractor. A status report on day-to-day basis will be maintained by the supervisor as a permanent record and shall be sent to the office of the In-charge of SAH & EDC on weekly basis.
- (m) Maintenance and mechanized cleaning on daily basis of complete SAH & EDC including all the staircases, corridors, and common areas. A status report on day-to-day basis shall be maintained by the supervisor as a permanent record and shall be sent to the office of the In-charge of SAH & EDC on weekly basis.
- (n) Records and reports to be maintained by the contractor as decided by the IIT(ISM).
- (o) Bedrooms linen and bathroom towels shall be changed and cleaned at every alternate day whenever the rooms are in use. In case of higher requirements (during high occupancy) fresh linen, towel, cleaning materials be arranged. A register for this

purpose shall be maintained by the contractor and will be scrutinized by designated competent authority of IIT(ISM) from time to time.

- (p) Floors of all the rooms, corridors/wing, kitchen and dining hall shall be cleaned daily with WHO Certified and ISI-mark work based categorized Cleaners / floor cleaners / phenyl and shall be kept clean all the time. Carpets wherever available, shall be cleaned daily by vacuum cleaner and dry cleaning will be done on quarterly basis, as per the requirement. Cleaning of sofa set, covers, curtains will also be done on quarterly basis, as per the requirement. The contractor at his own expense shall arrange all consumables and cleaning material for cleaning and dry-cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done by the contractor, whenever required.
- (q) The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
- (r) The contractor shall use chemicals that are harmless to humans and machines and are WHO specifications. Further, the chemicals should not leave any spot in the treated area; MSDS report of these chemicals should also be attached.
- (s) The contractor will be responsible for any damage to human / machinery by any chemicals used by him. Any damage caused to machinery / books due to rodent and disinfection services in the areas covered under contract shall be made good by the contractor.
- (t) The contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of IIT (ISM).
- (u) Bathroom/Toilets shall be cleaned daily and mopped up with WHO Certified and ISI-mark phenyl/toilet cleaner. Deodorant / Colin / Room spray shall be used for better results. Liquid soap dispensers, bath soaps, tissue rolls, toilet paper, Zippers / Air pockets, Toilet Screen naphthalene balls, room freshener, HARPIC, Roff T16, dusters, brooms, cleaning/sanitary materials and any other consumable materials asked by IIT (ISM) shall be provided by the contractor at no extra cost. Professional trolleys carrying housekeeping materials, Wringer Trolley, Housekeeping Room Service Trolley, Toilet cleaning caddy, items should be used at each floor for efficient housekeeping services.
- (v) Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, no harmful to humans and property should be used.
- (w) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- (x) The deep cleaning of the entire area will be done by the contractor once in 15 days as under:-
  - 1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
  - 2. Cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
  - 3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.



4. Cleaning of all windows glasses and grills with detergents / cleaning agents.
  5. Washing of outside area with High Pressure Jet Machine.
  6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
  7. The Tenderer will make a cleaning program and submit to IIT (ISM) for weekly cleaning so that IIT (ISM)'s concerned official / In charge officer for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
  8. The contractor will provide the duty register to IIT (ISM) as required.
- (y) The kitchens shall be kept functional throughout the year and high degree of cleanliness of the kitchen shall be maintained. The Exhaust Fans and Ducts, steel work tables, steel racks, utensils, crockery, cutlery, refrigerator, water purifier, water cooler etc., shall be kept clean and be arranged properly. Maintenance of refrigerator, dish washers, other mechanized facilities etc., shall be done by the contractor at his own cost.
- (z) Dining Hall/Kitchen/Cafeteria services shall be rendered in hygienic condition by trained chefs, cooks, masalchi, Utility personnel etc., details of which may be indicated as required in the Annexure-II.
- (aa) Laundry facility to be provided to the guests on payment basis. Travel/Help Desk and other Institute Services (telephone and E-mail/Internet services etc.) should be facilitated at actual rates or as per guidelines, to the guests as and when required by them.
- (bb) The Contractor 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 should be sufficiently trained and equipped with mobile phones.
- (cc) The contractor should ensure to maintain adequate number of manpower to meet the contractual obligations and also arrange a pool of standby housekeeping staff/supervisor.
- (dd) Bills for the visitors staying at the SAH &EDC will be raised and the payments therein will be received by the designated employee of the Contractor. Facility of Payment by credit, debit and ATM cards, UPI should be made available. The room rent collected in cash should be deposited with the Cashier of the Institute and a receipt for the same to be obtained and a record for the same is to be maintained by the Contractor.
- (ee) Meals should be provided as per the agreed upon menu and rates. The details are given in Annexure-III for which the rates be mentioned and consolidated daily rates/monthly rates be also mentioned in Annexure-III. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winter schools etc.) on per head basis for lunch/dinner, for vegetarian and non-vegetarian dishes.
- (ff) Mattress covers to be cleaned once in a fortnight. Curtains to be dry-cleaned once in every three months and blankets also to be dry-cleaned every quarter by the contractor at no extra charge.

- (gg) Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc.; daily supply can be on the basis of usage of rooms i.e., one sachet per person on per day occupancy. A good quality liquid hand wash including dispenser, Tooth Brush with tooth paste, tongue cleaner, for VIP guest. In addition to that shoe shine/polish, shoe brush also kept as general reserve in VVIP suites. It shall be arranged by the contractor as per requirement at no extra charge by the contractor.
- (hh) Kitchen items and utensils, except available in EDC and SAH, shall be arranged by the contractor as per requirement at no extra charge by the contractor. Refilling of commercial gas cylinder and repair maintenance of the items under contractor control like gas oven, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder etc., shall be done and supplied by the contractor at no extra charge.
- (ii) The contractor should also be capable of providing extra food/soft drink/snacks items on demand.
- (jj) The contractor should also be Capable of organizing formal/informal party meals for persons ranging up to 150 at a notice of 24 hrs. The Contractor also capable to organize the buffet setup for formal and informal parties in very good manners using buffet styles, using elevations, frills for tables fresh flower arrangements for buffet.
- (kk) The Contractor should also provide standard sets of Crockery and cutlery (menu wise i.e. for soup – soup spoon will be used, AP Spoon for Lunch and Dinner, for Tea – Tea spoon will be used etc.) for buffet and cloths dinner napkin for all Special Lunch / Dinner / High Tea at EDC / SAH.
- (ll) The contractor should be capable of providing outdoor catering services within the campus as and when required.

## 2.2) BROAD SCOPE OF WORK

Work includes providing excellent quality Mechanized Housekeeping, Operation & General Maintenance services at SAH and EDC

### a) Front Office Management

- i. Receiving requisitions from users for booking of rooms/meals/conferencing facilities etc.
- ii. It is the centralized booking area of all allied facilities of Visitor's hostel & all booking work should perform or regulate from this place.
- iii. Allotment of rooms/ facilities in consult of Competent Authority.
- iv. Receiving guests & escorting them to guest rooms.
- v. 24-hour online check-in, check-out, billing and settlement of bills through digital payment/cards/etc.
- vi. Settlement and Collection of payments from the guest, Indenter or Institute as specified in the booking requisition.
- vii. Follow up of the collection of unpaid bills of current & previous years.
- viii. Record keeping of all financial transactions and other relevant records.
- ix. Night Auditing of all daily transactions.
- x. Maintain the complaint register & do the needful against the quoted complaint regularly.
- xi. All VIP movements in SAH/EDC done in concern of Competent Authority.
- xii. To report the **ROOM WISE OCCUPANCY STATUS** on weekly/monthly basis to

the In-charge/competent Authority SAH/EDC.

- xiii. Any other Works assigned by In-charge officer / Care taker by IIT (ISM)

## **b) Housekeeping Services on Daily Basis**

### **1. LIVING ROOMS – UNOCCUPIED**

- (a) Sweeping and mopping of rooms with attached toilets on daily basis.  
(Both cleaning material and labour)
- (b) Scrubbing by machines, disinfecting and cleaning of floors and glass panels, at least once in a week.

### **2. LIVING ROOMS – OCCUPIED**

- (a) Cleaning of rooms including attached toilets, daily (both cleaning material and labour)
- (b) Sweeping, moping, dusting, removing of cobwebs, scrubbing room freshener, disinfecting, cleaning of glass panes etc (All rooms to be ready by 11.00 p.m. daily, once a day).
- (c) Cleaning of tea/coffee cups and glass tumblers (labour and material) as per requirement
- (d) Change soiled bed linen (alternate day), bath towels, hand towel (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) Bed making, once a day (labour only; if required twice a day, as per turn out or occupancy of the guests)
- (f) Provision of keeping drinking water in the room and replenish as per requirement
- (g) Provision of toiletries (labour); an indicative list of items to be provided is enclosed.
- (h) Provision of tea/coffee/sugar/creamer sachet in the rooms, (labour), once a day or as required.

### **3. COMMON AREAS:** Cleaning on daily basis for Corridors, Passages, Lobbies, Reception Area, Class rooms, Conference Room, TV Lounge etc., all Lecture Hall, Common Toilets, Dining Hall, staircases, and all open spaces.

Sweeping, moping dusting, mechanized scrubbing, cleaning of glass panes, removal of cobwebs etc, minimum two 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 fans, ceiling area etc., which are reachable only with the help of ladders or such other support, at least once a week.

The Outer area will be cleaned by high pressure jet machine and scrubbing machine once in a month.

### **4. Guest Rooms** (include guest rooms at SAH/EDC with attached bathrooms and balconies/verandah)

- 1. Bed making
- 2. Dusting / Sweeping / moping the living rooms + balcony
- 3. Attached toilet cleaning
- 4. Placing Toilet kits in rooms
- 5. Changing bed linen
- 6. Garbage disposal on daily basis
- 7. Other works under Hospitality service
- 8. Change permissible amenities in case of any damage or under consultancy of competent Authority.
- 9. Cleaning/dusting of Facia, Roof, grill of corridor and balcony Ceiling & Columns.
- 10. Switch Boards, telephone instruments, Picture frames etc. – Daily once.
- 11. Sweeping of walkway /passages/staircase incl. railings – Daily four times.

12. Cleaning/washing of Dustbins, waste paper baskets – As & when required.

13. Cleaning of Doormats/runners – As or when required.

**(V) Common Areas** (includes Reception, Lounges, Recreational areas, Corridors, Staircases, Common

Area bathrooms, store rooms, any other specified area) - 24×7 cleaning, upkeep and maintenance

5. **Conference Facilities** (includes Class rooms/ Meeting & Conference Rooms/Lobby, Foyer etc. at

SAH/EDC - (24×7 cleaning, upkeep and maintenance of such services)

### 2.3. Service Standards:

(a) **Basic Standard:** Maintain at all times in good condition – Office Areas, Service Areas, Public Areas, and Utility Areas, Fire exits, Stairways, Terrace, lifts, car parking and external areas etc.

(b) **Prestige Standard:** High Standard of cleanliness and appearance at all times including maintaining higher floor gloss – VIP/VVIP Suites, Conference room, Class Room, Reception Areas, Lobbies and VIP floors etc.

(c) **Hygiene Standard :** Areas where a high hygiene standard is mandatory – Toilets, Water purifier area, waste bins, hidden surfaces, Hinges etc to be maintained free of dirt, stains waste matter, watermarks and scale using appropriate cleaning and sanitizing materials etc.

(d) **Sanitization:** Sanitization will be done in all checkout room or where ever and whenever required or ask by competent authority of IIT (ISM) will be done at NO EXTRA COST.

**Note:** As per recent pandemic issue or for future in case of any emergency, sanitization of the entire area done on regular basis till entire period of emergency & also follow/regulate all the Govt. norms as said & it is the responsibility of contractor to check & implement or regulate such rules properly. Sanitization in complete area including back office during epidemic /pandemic situation or either as per requirement, said by competent Authority at no extra cost.

### 2.4 Repair & Maintenance:

Coordination and follow up of all repair & maintenance complaints related to civil/ electrical/ AC/telephone/Television Internet facilities etc in SAH/EDC.

**Note:** A daily maintenance register covering the items mentioned above shall be maintained by the contractor which shall be subject to examination by designated officer of SAH & EDC. Any deviation/deterioration in providing above services shall attract the provisions of deductions, penalty or fine, pertaining to payments. Minor repair work at the time of urgency will be attended by contractor at no extra cost, unless it requires replacement of fittings and fixtures. Adequate monitoring and control system be put in place, to render prompt and best services.

### 3. OBLIGATION OF IIT(ISM) DHANBAD

i) The Institute, IIT(ISM), shall provide following inventory and maintain:

- (a) Fully furnished Senior Academic Hostel (SAH) & Executive Development Centre (EDC).
- (b) Furnishing of rooms.
- (c) Air conditioners, voltage stabilizers, TVs, geysers.
- (d) Provision of curtains, blankets, looking mirror, towels, bed sheets, bedcover, mattress, pillow, pillow cover, wall clock, table lamp, cool water jug, wall hangings, etc., as one-time support.
- (e) Telephone instruments and extensions, computer/laptop/modem/TCP/IP connection.
- (f) Electrical fittings, tube lights (energy savers), bulbs, fans, etc., as aggregate level infrastructure (one-time only).
- (g) Payment of electric charges (except kitchen area), water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT(ISM).
- (h) Renovation/additions to the building, water heating, fire-fighting equipment, emergency power line etc.
- (i) Matters related to civil and electric work of IIT(ISM) maintenance section.
- (j) Racks, Almirahs, room locking arrangement, shoe/luggage racks etc., as one-time support.
- (k) IIT(ISM) may provide a comprehensive computing software and room reservation/allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software, manual records shall also be maintained.
- (l) The Institute will provide space for setting up a control room with seating arrangement in the SAH & EDC for the Manager and/or Supervisor and equipped this with computer, printer, UPS etc. The house keeping staff will first report to the Manager/Supervisor in the Control Room and will subsequently be 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.
- (m) Items like soap case, plastic water bucket, mugs, bed sheet, Pillow covers, bed covers, blankets, waste paper basket, ash trays, thermos flasks, glass tumblers and cloth hangers, Bathroom stools, tea kettle, cup & saucer, spoon, water jug, Room heaters (in winters), bath towels, hand towels, dustbins, Slippers as per requirements.

**ii) Following items required in the Chairman's Suite:**

- a) Tray, Cup & saucer, spoon, butter, cheese, Sugar free, drinking water.
- b) Replacement of electrical items such as bulbs, switches etc., would be done by IIT(ISM) against the fused/damaged items.
- c) Air Conditioners, Refrigerators, Geysers maintenance required for the AC units will be provided by IIT(ISM).

**4. ITEMS TO BE PROVIDED BY CONTRACTOR.**

- (a) Gas connection, Microwave Oven, Deep freezer etc.  
 (b) All cleaning materials and others required items for housekeeping and catering purposes.  
 (c) Following items required in the standard and suite rooms at **no extra cost:-**

Suite Room	General Rooms in IIT(ISM) EDC/SAH
1. Liquid Hand Soap	1. Liquid Hand Soap
2. Bath Soap	2. Bath Soap
3. shampoo sachet	3. shampoo sachet
4. Oil sachet	4. Oil sachet
5. Room Freshener (Only Spray)	5. Room Freshener (only Spray)
6. Mosquito repellent liquidator (Good Knight etc.)	6 Mosquito repellent liquidator (Good Knight etc.)
7 Drinking water	7 Drinking water
8 Bathroom freshener / Zipper / air pocket	8 Bathroom freshener / Zipper / air pocket

**Chairman's Suite:** Shaving Kit, Body Soap, Shampoo, Hair oil, Liquid Hand wash, Tooth brush and tooth paste, Comb (Ladies and gents), Room Spray, Boot Polish, Boot Brush, Odonil / Bathroom freshener / Zipper / air pocket Tissue Paper, Liquid mosquito repellent (branded items only), drinking water **at no extra cost**.

(d) Supply of newspaper (03 Hindi & 03 English) and Magazine (02 nos.) at both places EDC & SAH lounge hall at regular basis. Numbers may be increase at the time of VVIP movement or as per need.

**Note:** (a) It shall be arranged by the contractor as per requirement at no extra charge by the contractor.

(b) Brand and quantity of above items will be decided by the IIT(ISM).

## **5. CONTRACT PERIOD:**

Contract for rendering housekeeping and catering services in EDC and SAH will be initially for a period of two years which may be extended for a further period of two years (yearly extension - 1+1) after reviewing the performance of the firm and on mutually agreed terms and conditions.

## **6. MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING:**

- (a) **Minimum 3 years of experience** in providing housekeeping services, reception and room allotment, general maintenance services, catering, hospitality of guests etc., for a **minimum of 50 AC rooms guest house owned by Govt. Departments/Public Sector Undertakings/reputed private sector organizations/reputed Educational Institutions**, with an **average annual group turnover of minimum Rs. 75 lakh** during the three financial years i.e. 2018-19, 2019-20, 2020-21. **The Number of AC rooms for guest house should be clearly mention in work order.**
- (b) Statutory compliances like PF registration, ESI, Labour License [under Contract Labour (Regulation and Abolition) Act, 1970] with valid PF and ESI Code, PAN/TAN, Income Tax, GSTIN, and Sales Tax clearance (copy of certification/returns be submitted).
- (c) A certificate (affidavit) to be signed by MD/CEO/Authorized Signatory of the company that they haven't been debarred or blacklisted for any services, supplies or products dealing in, by any organization or Educational Institute/University or State/Central

Government or PSUs or Private Sector Organizations and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.

- (d) Summary of average annual turnover (Turnover Certificate issued by Chartered Accountant / copy of audited statement of accounts/balance sheet for the **three financial years** i.e. 2018-19, 2019-20, 2020-21 **only**) to be submitted.

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 the documentary proof must be listed on the letter head of the company and enclosed in a cover, to be submitted with the Tender Documents.

## **7. TERMS AND CONDITIONS:**

- (a) The contractor shall strictly ensure compliance of Minimum Wage Act towards disbursement of salary of the employees working under him. **The payment should be made through bank only.**
- (b) IIT(ISM) being an educational institution, the contractor shall not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
- (c) Any theft or damages caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, IIT(ISM), Dhanbad or an officer nominated by him on his behalf, and the same will be deducted from the monthly bills 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 SAH & EDC Campus. The Institute may introduce a system of biometric/RFID attendance/GIS Checking System, bar coding or any other technology solution, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering services in the SAH & EDC.
- (e) The services shall be provided round the clock on all days of the year (24 x 7 x 365).
- (f) The validity of the offer by the bidder should be for 180 days.
- (g) No item shall be taken out of the SAH & EDC and Canteen without written permission of the competent authority or representative nominated by IIT(ISM). Normally no inventory be shifted from one room/place to another, without the approval of competent authority and making valid entry in the stock register of the inventory.
- (h) The allotment of rooms (accommodation), in the SAH & EDC will be done by a nominated official of IIT(ISM) Dhanbad. The IIT(ISM) may introduce a web/IT based room reservation system/billing etc., which shall be binding and acceptable to the contractor.
- (i) Bills for the visitors staying at the SAH & EDC will be raised and the payments therein will be received by the designated employee of the Contractor. Facility of Payment by credit, debit and ATM cards, UPI should be made available. The room rent collected in cash should be deposited with the Cashier of the Institute and a receipt for the same to be obtained and a record for the same is to be maintained by the Contractor.
- (j) The contractor shall collect the amount for selling of food items in Dining Hall of EDC and shall issue proper cash receipts to the guests against the sale of such food items.

- (k) The contractor or his representative will not allow any unauthorized person to stay in the SAH & EDC without written permission of the designated officer. If at any time or during surprise check it is found that persons staying in the SAH & EDC without written permission, the contractor will be directly responsible and financial penalty @ **Rs. 5000/-** per day will be imposed on the contractor for damages, and same will be recorded in the complaints register.
- (l) IIT(ISM) will not be responsible for any injury, accident, disability or loss of life to the contractor or to any of his personnel that may take place while on duty 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 its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their pay rolls and submit a proof to this effect. The contractor has to make his own arrangement for accommodation for his staff members.
- (m) Compliance of policy regulations viz., Payment of Minimum Wages Act, Employer's Liability Act, Contract Labour (Regulation & Abolition) act, The Workmen Compensation Act, Industrial Disputes Act, Maternity Benefit Act, Employees State Insurance Act, Provident Fund Act, Miscellaneous Provisions Act and Labour License of State/Central Government, as on the date in existence or revised/changes in the future, will be the whole sole responsibility of the Contractor. In this regard, the Contractor at all times should indemnify IIT(ISM) Dhanbad against all claims and will maintain the necessary books, logs, register, verifications, returns, receipts, computerized database etc., mandatory as per law and as per the Government rules and make it available for inspection/verification to the concerned Government Officer/Labour Enforcement Official/Regional Provident Fund Commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Central Government machinery and summary termination of contract and/or such other action as the State may deem fit. A copy of all such compliances, statements, payments made to statutory authorities etc., including registration numbers shall be provided to the IIT(ISM) Authority for verification and records.
- (n) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him at SAH and EDC, IIT(ISM) Dhanbad, 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 provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weights & Measures Act and all rules, regulations and orders 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.
- (o) The Cable Network / Dish TV will be provided by IIT(ISM) in all the rooms connected with the TVs placed in other places the VIP suites/double rooms, reception area etc. of SAH& EDC.
- (p) Expenses on external telephone used by the contractor and his men will be borne by the contractor.
- (q) Besides, the contractor shall also be liable to pay cleaning charges of the garbage to the Estate Office @ Rs. 4000/-p.m. by 07th of each successive month. The cleaning charges would be subject to change from time to time. Failure to pay the cleaning charges in time



would render the contractor liable to pay the late charges @ Rs. 2000/- per month. The contractor needs to keep the garbage/waste at the designated place and it will be collected by the sanitary department of the institute.

- (r) An applicable electricity charges on account of kitchen activities would be borne by the contractor.
- (s) Installation of 4 digit campus telephone (via Telecom Centre, IIT (ISM) should be made by the contractor adopting appropriate procedure within 10 days from the signing of contract. The charges for the installation and rental shall be borne by the contractor. The contractor should additionally have own mobile number(s) as well as its canteen personnel for contact by the Institute Authorities. The contractor shall display its 4 digit campus telephone no. at one top end of the notice board displaying prices of the items.
- (t) Safety standards should be maintained. Fire extinguishers, sand buckets, should be installed in accessible places and should be in working conditions. List of emergency number should be displayed in a prominent place. First aid measures should also be available for emergencies. The maintenance of exciting Fire extinguishers will be borne by the contractor.
- (u) For the consumers who are not willing to pay in cash, the contractor shall facilitate with a swipe payment machine and shall also provide in the canteen the UPI based payment system. The contractor shall further display its VPA (virtual payment address) or QR Code on the display board to enable the consumers make the payments via UPI App (BHIM or equivalent).
- (v) The Institute may ask to provide 20-25% concession on meal charges for those who take the meal on regular basis.

## **8. HANDING/TAKING OVER:**

The fittings, fixtures, furniture, furnishings, linen, gadgets and all other items will be properly handed over after making separate kit inventory/bar coding and details of each item giving specifications, duly signed by IIT(ISM) representative of the SAH & EDC, IIT (ISM) Dhanbad and the Contractor. Each room shall display the inventory list and be reconciled on quarterly

## **9. REPLACEMENT**

Replacement of articles (viz. linens, room amenities, general consumables item/Inventory etc.), which have been lost be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the contractor.

## **10. TERMS OF PAYMENTFOR SAH& EDC:**

- (a) The Contractor will be paid as per approved bid (award of contract/work order) on monthly basis by IIT(ISM) for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that satisfactory services have been rendered during the month.
- (b) **Documentary Requirements:**
  - (i) Computer generated attendance sheet, with signature/attendance status of persons deployed and verified and payment in individual bank account shall be enclosed with the bill.

- (ii) Copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligations, made in respect of such engaged employees for the previous month deputed for this work, be enclosed by the contractor, with the monthly bills.
- (iii) Certificate that previous months claim of the employees under the contract and payment to the suppliers/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.
- (c) Monthly payment will be made within 30 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 of all statutory taxes (Income Tax/TDS, surcharge, other statutory taxes, losses etc.). The Sales Tax/VAT and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.
- (d) The Contractor needs 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).
- (e) If the scope of services increases (as per written communication and record) and/or at the time of award of contract, including extensions of one year or part thereof, including complete months, after the period of contract or otherwise, same will be extended on mutually agreed terms & conditions.
- (f) The rates/price quoted will be firm during the period of contract. In the event, the contract is extended, beyond the original period, on year-to-year basis; the escalation/de-escalation of rates/price of various items of work shall be considered via applicable methods, on the basis of index number of All India Consumer Price Index.
- (g) The contractor shall not assign the contract or any part thereof or any benefit or interest thereon or there-under without written consent of the Institute. The whole of the charge included in the contract shall be executed by the Contractor or his authorized competent representative(s). The contractor shall be responsible for the acts, defaults and neglects of its workmen, fully being deemed as those of the contractor itself.
- (h) ) **Wages will be enhanced as per government guidelines and difference amount will be paid by Institute as per given category in Annexure IV.**

## **11. TERMINATION OF CONTRACT:**

- (a) If the services of the contractor are not found satisfactory they will be issued one month notice for improvement in service by the IIT(ISM) 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(ISM) 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 obligations.
- (b) In case the contractor is required to (or decides otherwise) to discontinue the contract, he/she should give at least three months' notice to the IIT(ISM) and shall remain essentially working for the said period of notice, till alternative arrangements are made.
- (c) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payments for the notice period, for which services are not rendered.

- (d) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, besides annulment of the contract or other lawful action that may be taken against the contractor.
- (e) The contractor shall give vacant premises to the IIT(ISM) Dhanbad and return all the equipment/fixtures and other items, facilities etc., once the contract period is over or terminated.
- (f) If the contractor repeatedly violates the terms and conditions of the contract or fails to providing services as per tender documents despite IIT(ISM), Dhanbad having served him proper notice of two months for termination of the contract. The contractor services shall be liable to be terminated and security amount so deposited shall be forfeited. Institute may also initiate the process of blacklisting of the firm.

## **12. DAMAGES AND LOSSES:**

All the equipment and the items at site stand at the risk and sole charge of the contractor who shall deliver in proper conditions at the time of annual stock-taking to be done by the IIT(ISM). 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) will replenish the same, as per obligations mentioned in Clause 4 of Scope of Work.

## **13. COMPLAINTS:**

The contractor shall keep a suggestion book to be provided by IIT(ISM) to record any suggestion/complaints, on performance of services, by the guests and produce the register to the competent authority or its representative for perusal during their visit. The contractor shall ensure that prompt action has been taken to attend such complaints and measures shall be taken to avoid their recurrences. The contractor shall provide guest feedback forms in each room and collect/collate it to tabulate/display the observations/feedback, grievances of the guests and sit for monthly meetings with the IIT(ISM) authority.

## **14. MISBEHAVIOUR OF EMPLOYEES:**

The employees of the contractor shall maintain strict discipline and shall not use any violent, obscene or offensive language. Smoking and consuming alcohol inside IIT(ISM) campus is strictly prohibited. In the case of misbehavior, IIT(ISM) has the right to terminate the contract. It will be mandatory for the contracting agency to brief their personnel in advance and apprise them of the conduct, expected from them, while working in an institution of national importance.

## **15. PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS:**

Deduction on account of unsatisfactory catering services and improper maintenance of SAH&EDC, common places/facilities, etc., will be made from the monthly bills. The recovery will be decided by the competent authority of IIT(ISM). The methodology for deduction shall 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.2,000/- per room/ per day/ per event/ per location etc., from the bill of contractor, taking into account the loss of goodwill and inconvenience caused to the guests/institute.
- iii. Unavailability of complaints and other registers or discouraging the complaints would impose to a fine of Rs. 1000/- per incident.
- iv. For any violation in the agreement a fine of Rs. 20,000/- will be imposed.
- v. Non-compliance of the safety norms will invite a fine of Rs. 10,000/- per offence.
- vi. Employees without uniform / with untidy uniform will impose a fine of Rs. 500/- per staff per day.
- vii. Food and Beverage Services & Production:**
  - a. Quantity/Specifications less than as prescribed of any commodities/food items a fine of Rs. 10,000/- 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. 10,000/-
  - 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(ISM) 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
- viii. In case of unforeseen or peculiar circumstances, the decision of the Competent Authority, IIT(ISM), so far as imposition of penalty is concerned, shall be final.

- ix. If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., the IIT(ISM) authority will have the right to get the same done through another agency. The charges on account of this shall be deducted from the contractor's bill. Decision of the competent authority shall be final in this regard.

#### **16. SCOPE OF EXTENSION OF WORK:**

In the event IIT(ISM) Dhanbad is satisfied with the working and performance of the Contracting Firm/Agency and its professional outlook in maintaining the SAH& EDC, it may consider and seek their consent/option to extend the services in other similar establishment within the campus etc., as deemed fit and considered compatible for purpose of unification of services or reasons, considered therein fit by the management.

**ANNEXURE-I****A: CRITERIA FOR SELECTION OF CONTRACTOR-****QUALITY AND COST BASED SELECTION (QCBS) CRITERIA TO BE FOLLOWED FOR FINAL SELECTION**

For Final Selection of the successful bidder, the Quality and Cost Based Selection (QCBS) method will be followed with 60% weightage to the Score obtained by the successful bidding entities in the Technical Commercial Evaluation and 40% weightage to the score obtained by the successful bidding entities in the Financial Evaluation.

**(i) Techno Commercial Evaluation- Opening and Evaluation of Technical Bid (Stage-I)**

The Committee constituted for the purpose will first check the eligibility related documents and those bidders who will fulfill the eligibility criteria will only be considered for award of marks. The duly constituted Tender Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the essential eligibility criteria and by applying the evaluation criteria as given. The marks will be awarded as per the method mentioned below:-

Sl. No.	Attributes	Evaluation	Maximum marks
(a)	Average annual turnover in 3 Financial year (i.e. FY 2018-19, 2019-20, 2020-21)	Average annual turnover (i) Turnover up to 75 lakhs: - 10 marks (ii) Turnover above 75 lakhs to 3 Cr: - 15 marks (iii) Turnover above 3 Cr:- 20 marks	20
(b)	Bidder should have satisfactorily completed/executed/executing at least three contracts of similar nature during the three years (i.e. FY 2018-19, 2019-20, 2020-21) in a Govt. Departments / Public Sector Undertakings / reputed private sector organizations / reputed Educational Institutions	<b>Minimum 3 contracts are mandatory, failing which tender is liable to reject. Tender Contract value / amount below 75 Lakhs, will not considered for evaluation.</b>  Number of Contract in three F.Y. i.e. 2018-19,2019-20,2020-21 (1) 3 number of Contracts – 05 Marks (2) Up to 5 number of Contracts – 10 Marks (3) More than 5 number and above contracts – 15 Marks.	15
(c)	The agency shall have at least 30 employees on its role in the preceding year ending March 2021. An EPF statement indicating number of employees from the Govt. EPFO website shall be submitted to substantiate the same.	(i) 30 to 50 employees: - 08 Marks (ii) 51 to 100 employees: - 10 marks (iii) More than 101 employees :-15 marks	15
(d)	The bidder shall have to submit three Customer feedback (Past Contract/Running Contract of clients/agency) as per Annexure-II.	Average marks obtained - (i) Obtained 1 to 5 marks - 03 marks (ii) Obtained 05 to 07 marks – 05 marks (iii) Obtained 07 to 09 marks – 08 marks (iv) Obtained 09 to 10 marks – 10 marks	10
<b>Total Marks</b>			<b>60</b>

	<b>TOTAL MAXIMUM TECHNICAL SCORE (TS)= (a+b+c+d)</b>
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**Note:**

- (a) The Technical Evaluation shall be carried out based on the documents submitted by the bidder for technical bid.

**(ii.) Opening and Evaluation of Financial Bid- Final Financial Score (FFS) - (Stage-II)**

The Financial Bids will be opened only of those bidders who successfully qualified in technical bid (Stage –I). The cost indicated in the Financial Bid shall be deemed as final and must reflect the total cost of services as Annexure –IV based on the information provided in the tender document. The financial evaluation will be carried out wherein each Financial Bid will be assigned a Final Financial Score (FFS) as specified below:

- (a) **Financial score-** Quoted price of financial bid by the lowest bidder (FB) will be given a Financial Score (FS) of 30 marks. The financial scores of the  $i^{\text{th}}$  bidders will be computed as follows:

$$FS(i) = \frac{30 \times FB}{Q(i)}$$

Where FS(i) = Financial score of the  $i^{\text{th}}$  bidder,

FB = **Lowest Quoted price** of financial bid among technically qualified bidders

Q(i) = **Quoted price** of financial bid by the  $i^{\text{th}}$  bidder

- (b) **Financial Meal Score-** Total weightage percentage of **Meal charges** by the lowest bidder ( $FBm$ ) will be given a Financial Score (FS) of 10 marks as ANNEXURE – IV (PRICE BID- MEAL). The financial meal scores of the  $i^{\text{th}}$  bidders will be computed as follows:

$$FSm(i) = \frac{10 \times FBm}{Q(i)m}$$

Where FSm (i) = Financial meal score of the  $i^{\text{th}}$  bidder,

FBm=**Lowest Total weightage percentage** of Meal charges of financial bid among

technically qualified bidders

Q(i)m = Total weightage percentage of Meal charges of financial bid by the  $i^{\text{th}}$  bidder

**( c ) Final Financial Score FFS (i)-**

<b>Final Financial Score FFS(i) = Financial Score <math>FS(i)</math> + Financial Meal Score <math>FSm(i)</math></b>
---

Where FFS (i) = Final Financial score of the  $i^{\text{th}}$  bidder

**Note:**

**1.In case of quoted percentage/calculation having decimal places, only first two digits after decimal will be considered, without any rounding off for third and more digits.**

**(iv) Selection of Bidder for Award of Work (Stage-III)**

The final **bidder** out of all technically qualified bidders shall be selected on the basis of rates quoted as per tender. The final selection of the successful bidder will be done based on the Composite Score(CS)secured by the successful bidders in the Technical bid (Stage- I) and the Financial bid (Stage-II) as per the detailed calculation given hereunder:-

- (a) The following formula will be used for calculation of the Composite Score (CS) for a bidder:**

$\text{Combined Score (CS)} = \text{Technical Score (TS)} + \text{Final Financial Score (FFS)}$
---

- (b) The Selected bidder shall be the bidder having the highest combined score (first-ranked) and will be awarded the work.
- (c) The rates quoted for fixed monthly charges and meal charges shall be inclusive of all taxes.
- (d) If there is a tie in the combined score, the bidder with the higher Final Financial Score will be selected.**

**B. OTHER CONDITIONS:**

- (i) The Director may accept or reject any or all the tenders/bids in part or in full without assigning any reason. 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.
- (ii) The Director, IIT(ISM) Dhanbad reserves the right to withdraw/relax/interpret any of the terms and conditions mentioned hereinbefore; in such a situation the tenderer shall be given sufficient time to take the changes into account.
- (iii) Notwithstanding the sub-divisions 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.
- (iv) Tenders received after the closing date and time shall not be considered.
- (v) Each page of the tender document should be signed and stamped by the tenderer in acceptance of the terms and conditions, laid down by the Institute.
- (vi) While indicating the price/rates of items or services, the bidder should write the item value/monthly value, both in words and figures. In case of dispute, or cutting/overwriting, the amount written in words will be taken as the bid value.
- (vii) Tenders incomplete in any form will be rejected outright. Conditional offers will not be accepted, at any circumstances.
- (viii) The contractor will extend the mechanized housekeeping & catering services to other facilities/centers of IIT(ISM), if required.
- (ix) 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. Persons engaged must undergo a prior character and antecedent check/police verification, and must be medically cleared.
- (x) Solvency certificate from a Public Sector Bank for a minimum amount of Rupees Twenty **five** lakhs towards proof of their financial soundness.



- (xi) **Period of Validity**: 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 revision of prices, should be extended to the IIT(ISM). An undertaking to this effect should be submitted by the bidder with the bidding documents.
- (xii) **Companies must enclose a compliance list (or check list) along with the Technical Bid and mention how they plan to execute the services, enforce quick response time, customer care, quality, and grievance redressal mechanism etc.**
- (xiii) E.M.D. should be kept in separate envelopes and shall be enclosed with the Technical Bid document. It is mandatory to enclose the said fee, unless otherwise the Agency/Organization is entitled for an exemption while submitting bids to Government Institutions/Offices, as evident from the authorization letter/certificate issued by appropriate State Central Government Authority granting such exemption.
- (xiv) The engagement of personnel by the contracting agency/firm/organization will be solely at their discretion, as per usual norms and qualification and in no way make them entitle for any job or employment or permanency or any incumbency status in IIT(ISM) Dhanbad.
- (xv) The authorized official of IIT(ISM) will be at liberty to visit any or all the rooms/suits of SAH/EDC for periodic inspection/monitoring of housekeeping/catering jobs being performed by the contractor. Any discrepancies noted by the official will be promptly informed to the contractor for immediate rectification under intimation to the Competent Authority of IIT(ISM).
- (xvi) The Registrar, IIT(ISM), Dhanbad on and behalf of the Director, IIT(ISM) Dhanbad may be contacted for any queries related to the tender.
- (xvii) **In the event of any dispute arising out of the contract the same shall be referred to the Director, INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), Dhanbad for his decision. His decision shall be final and binding on all concerned.**
- (xviii) **The civil court of competent jurisdiction at Dhanbad will have exclusive territorial jurisdiction. No suit or proceeding in relation to the contract would lie in any other court.**

**Annexure-II**

## CUSTOMER FEEDBACK FORM

### (Past Contract/Running Contract)

Sl. No	Particulars	Remarks		
	<b>Name of the Company</b>			
1	Name of work			
4	Value of work done			
5	Duration of work			
Sl. No	Particulars	Max Marks	Marks Awarded	Remarks
1	Quality of Housekeeping maintenance (indicate grading)	3		
2	Quality of Food and service (indicate grading)	3		
3	Front Office management	2		
4	General Behaviour and punctuality	2		
	<b>Total Marks awarded</b>			

**Organization**

**Signature & Seal of concern**

**ANNEXURE – III (TECHNICAL BID)****TENDER NOTICE NO:****TECHNICAL BID**

**FORMAT TO BE FILLED BY THE AGENCY SUBMITTING TENDER FOR  
CATERING MECHANIZED HOUSE KEEPING AND MAINTENANCE  
OPERATION OF 147 AC ROOMS/SUITES ETC. AT EDC & SAH IN IIT(ISM)  
CAMPUS, DHANBAD**

**SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER  
(To be furnished in order of serial No.)**

S. No	Description of requirement	Yes/ No	Page No												
1.	Name of The Tenderer														
2	Status of the Tenderer : (attach documents, if registered company/partnership/proprietary firm)														
3	Copy of valid labour license for supply of manpower under Contract Labour (Regulation & Abolition) Act-1970 form the Labour Commissioner														
4	Bio-Data of key top official (attach details)														
5	Copy of ESIC Registration														
6	Copy of EPF Registration														
7	Copy of GST Registration														
8	Copy of PAN Card														
9	<b>Minimum 3 years of experience</b> in providing housekeeping services, reception and room allotment, general maintenance services, catering, hospitality of guests etc., for a <b>minimum of 50 AC rooms guest house owned by Govt. Departments/Public Sector Undertakings/reputed Private Sector Organizations/reputed Educational Institutions</b> , with an <b>average annual group turnover of minimum Rs. 75 lakh</b> during the three financial years. <u><b>The Number of AC rooms for guest house should be clearly mention in work order.</b></u> <table><tr><td>Year</td><td>Name of issuing Institutions</td><td>Number of Rooms as per work order</td></tr><tr><td>2018-19</td><td></td><td></td></tr><tr><td>2019-20</td><td></td><td></td></tr><tr><td>2020-21</td><td></td><td></td></tr></table>	Year	Name of issuing Institutions	Number of Rooms as per work order	2018-19			2019-20			2020-21				
Year	Name of issuing Institutions	Number of Rooms as per work order													
2018-19															
2019-20															
2020-21															
10	Turnover Including Annual Report & Balance Sheet/Statement of Account of past three financial years duly authenticated by Chartered Accountant- 2018-19, 2019-20, 2020-21as per Annexure-I (i) Turnover up to 75 lakh (ii) Turnover above 75 lakh to 3 Cr (iii) Turnover above 3 Cr <table><tr><td>Year</td><td>Turnover in Rs.</td></tr><tr><td>2018-19</td><td></td></tr><tr><td>2019-20</td><td></td></tr><tr><td>2020-21</td><td></td></tr></table>	Year	Turnover in Rs.	2018-19		2019-20		2020-21							
Year	Turnover in Rs.														
2018-19															
2019-20															
2020-21															

11	The agency shall have at least 30 employees on its role in the preceding year ending March 2021. An EPF statement indicating number of employees from the Govt. EPFO website shall be submitted to substantiate the same as per Annexure-I						
	Year	EPF statement					
	2018-19						
	2019-20						
	2020-21						
12	Customer feedback (Past Contract/Running Contract) as per Annexure-II.						
	Year	Name of issuing Institution (I)	Name of issuing Institution (II)	Name of issuing Institution (III)			
	2018-19						
	2019-20						
	2020-21						
13	03 Year experience certificate after the date of registration of the firm duly supported by legal documents as per the format given in tender document.						
14	Name and address of Contractor's bankers and attach a Solvency Certificate from the Bank for minimum amount of <b>Rs.25 Lakhs</b> .						
15	<b>Minimum 3 contracts are mandatory, failing which tender is liable to reject. Tender Contract value / amount below 75 Lakhs, will not considered for evaluation.</b>  Number of Contracts in Three F.Y. i.e. 2018-19,2019-20 and 2020-21						
	Sl. No.	No. of Contracts	Marks	2018-19	2019-20	2020-21	
	1	3 number of Contracts	05 Marks				
	2	Up to 5 number of Contracts	10 Marks				
	3	More than 5 and above number of contracts	15 Marks				
16	Details of EMD/Bank Draft No. & date						
17	Certificate regarding validity of Bid:						

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

-----  
Dated signature & seal of the Contractor

**Note: All relevant row with columns must be filled by tenderer, failing to which received bid will be liable for cancellation.**

**ANNEXURE – III**  
**(TECHNICAL BID)**

**DECLARATION**

1. I,----- Son/daughter of Shri\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Proprietor/Partner/Director/Authorised signatory of  
M/s. \_\_\_\_\_ am competent to sign this declaration and execute this  
tender document.
2. I have carefully read and understood all the 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  
document would lead to rejection of my tender at any stage besides liabilities towards  
prosecution under appropriate law.

-----  
Signature of the Authorized 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.

**ANNEXURE – III (TECHNICAL BID)****A. DETAILS OF EXISTING CONTRACTS**

Sl. No.	Name and address of the Organizations/Institution, Name, designation and contact phone/fax numbers of the officer concerned	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 Authorized Person

Date: -----

Full Name: -----

Place: -----

Company Seal: -----

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

**B. DETAILS OF EXISTING STAFF MEMBERS EMPLOYEE BY BIDDERS.**

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

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Signature of the Authorized Person

Date: -----

Full Name: -----

Place: -----

Company Seal: -----

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

**ANNEXURE – III (TECHNICAL BID)**

C. LIST OF CATEGORY WISE STAFF WITH THEIR NUMBERS PROPOSED TO BE DEPLOYED FOR THE JOB AT IIT(ISM).

Sl. N o.	Description of work/manpower	Category *	Qualification	Minimum number of Manpower to be deployed (proposed by IIT (ISM))
				SAH&EDC
1	Manager	Highly Skilled	The Manager to be stationed at IIT(ISM) Dhanbad by the contractor must possess at least a degree/ 3 years diploma in Hotel/Hospitality Management from any university/institution recognized by UGC/Government of India. Fluency in English, Hindi.	1
2	Supervisor (Housekeeping)	Semi-Skilled	10+2 or higher, skills in English and Hindi.	2
3	Reception/Front Office	Skilled	12 <sup>th</sup> pass or higher + 3 year exp. with good communication & representative skills in English and Hindi.	2 (24 Hrs. basis) = Total 6 Nos
4	Chef	High Skilled	The Chef should have at least 3-5 years' experience in a reputed hotels, large industrial catering in multi-cuisine preparation. One year craft course in cooking is desirable.	1
5	Assistant Cook	Un-skilled	2 years of experience in kitchen/dining service in hotel etc.	3
6	Supervisor (dining Service)/ Waiters-Room service/outdoor/ Dining Hall etc.	Un-skilled	2 years exp. in kitchen/dining service in hotel etc.	7 (waiters) (2 Supervisor)
7	Supporting Staff – Kitchen	Unskilled	2 years exp. in kitchen/dining service in hotel etc. with descent speaking & Hard working skills.	3
8	Housekeeping staff	Unskilled	2 years exp. in housekeeping sector in hotel etc. with descent speaking & Hard working skills.	9
<b>TOTAL MANPOWER (Nos.)</b>				<b>34</b>

**Note:**

(a) *Rate should be based on the current minimum wages as approved by the Ministry of Labour Commissioner Central, Area B,(Other locality), EPF and ESI)*

***(b)\* Wages will be enhanced as per government guidelines and difference amount will be paid by Institute as per given category.***

- More manpower male available by the successful bidder on as & when required basis.
- Receptionist will have good knowledge about reception work with fluency in English.
- Other contract personnel for house-keeping, room-boy, being engaged by the agency should have minimum experience of 2-3 years' experience in their respective fields.
- The service personnel being engaged by the agency should be polite, smart and physically sound.
- They should be provided with hand gloves while doing the dusty work.

**In all given resp. fields the performance and knowledge/experience of the worker in that work should prefer first.**

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Signature of the Authorized Person

Date: -----

Full Name: -----

Place: -----  
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Company Seal: -----

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



(TO BE SUBMITTED IN SEPARATELY ONLINE)

**ANNEXURE – IV (PRICE BID)-Q(i)****PRICE BID****FORMAT TO BE FILLED BY THE AGENCY SUBMITTING TENDER FOR CATERING, MECHANIZED HOUSE KEEPING AND MAINTENANCE OPERATIONS OF 147 AC ROOMS/SUITES AT EDC & SAH IN IIT(ISM) CAMPUS, DHANBAD**

1. Tender No.:\_\_\_\_\_ Dated\_\_\_\_\_
2. Name of work: Catering, mechanized Housekeeping & Maintenance Services at EDC and SAH in IIT(ISM) Campus
3. Name of the Firm/Bidder: \_\_\_\_\_
4. Address: \_\_\_\_\_
5. Phone/Fax/Mobile /E-Mail: \_\_\_\_\_

Sl. No.	Description of work/manpower	Category*	Qualification	Minimum number of Manpower to be deployed (proposed by IIT (ISM))
				SAH&EDC
1	Manager	Highly Skilled	The Manager to be stationed at IIT(ISM) Dhanbad by the contractor must possess at least a degree/ 3 years diploma in Hotel/Hospitality Management from any university/institution recognized by UGC/Government of India. Fluency in English, Hindi.	1
2	Supervisor (Housekeeping)	Semi-Skilled	10+2 or higher, skills in English and Hindi.	2
3	Reception/Front Office	Skilled	12 <sup>th</sup> pass or higher + 3 year exp. with good communication & representative skills in English and Hindi.	2 (24 Hrs. basis)
4	Chef	High Skilled	The Chef should have at least 3-5 years' experience in a reputed hotels, large industrial catering in multi-cuisine preparation. One year craft course in cooking is desirable.	1
5	Assistant Cook	Un-skilled	2 years experience in kitchen/dining service in hotel etc.	3
6	Supervisor (dining)	Un-skilled	2 years exp. in kitchen/dining service in hotel etc.	7 (waiters) (2 Supervisor)

	Service)/ Waiters- Room service/outdoor/ Dining Hall etc.			
7	Supporting Staff – Kitchen	Unskilled	2 years exp. in kitchen/dining service in hotel etc. with descent speaking & Hard working skills.	3
8	Housekeeping staff	Unskilled	2 years exp. in housekeeping sector in hotel etc. with descent speaking & Hard working skills.	9
<b>TOTAL MANPOWER (Nos.)</b>				<b>34</b>

**Note:**

(a) *Rate should be based on the current minimum wages as approved by the Ministry of Labour Commissioner Central, Area B, (Other locality), EPF and ESI)*

(b)\* *Wages will be enhanced as per government guidelines and difference amount will be paid by Institute as per given category.*

**Financial Proposal**

S. No.	Work	Rate
1	Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH)	<p><b><u>Monthly operational cost*:</u></b></p> <p><b>In figure:</b></p> <p>Rs: .....</p> <p><b>In Word:</b></p> <p>Rs: .....</p> <p>.....</p>
<p>(*The monthly Operational Cost Includes the Manpower Cost, Consumable Cost, Machinery Cost, Pest Control Cost, Material Cost, Sanitization Cost, Fire Extinguisher Maintenance and refilling's Cost, any other cost which mention tender with include all type of taxes)</p>		

Seal of the Firm \_\_\_\_\_  
Person

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Signature of the Authorized

Place/ Date: -----

**Note:**

- **\*The Operational Cost Includes the Manpower Cost, Consumable Cost, Machinery Cost, Pest Control Cost, Material Cost, Sanitization Cost, Fire Extinguisher Maintenance and refilling's Cost, any other cost which mention tender with include all type of taxes**
- **Housekeeping charges for both EDC and SAH shall include the charges for providing manpower and the charges for all types of consumables and other items specified in this tender document**
- **Rates quoted in this Price Bid shall be inclusive of all taxes**
- **TDS as prescribed by Govt. of India/Govt. of Jharkhand shall be deducted from the payments of the contractor**
- **Price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed.**
- **Food will be service only in dining hall. Room service will be available only under exceptional circumstances & sick guest.**
- **Price Bid i.e. Annexure IV-Q(i) & Annexure IV- Q(i)m to be submitted separately.**
- **Bid is liable for rejection, if price bid found along with technical bid.**
- **If any bidder do not fill price bid as per tender document or enable to execute the work order at the quoted price then bidder will be blacklisted / debarred for the period of 2 Years.**

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Seal of the Firm\_\_\_\_\_

Person

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Signature of the Authorized

Place/ Date: -----

**ANNEXURE – IV (PRICE BID-MEAL)-Q(i)m****DINING HALL/FOOD ARRANGEMENTS (EDC & SAH)****Rates shall be quoted for the following items separately:****TYPE OF SERVICE: Normal service in dining tables for all meals**

	<b>Weight percentage</b>	
<b>1. BREAKFAST : (7 a.m. – 9.30 a.m.)</b>  200 ml. fresh juice of seasonal fruits/125 ml. canned fruit juice Selection of cereals (cornflakes or oat meal with milk/sugar) Fresh fruit (1 number banana/seasonable fruit) Eggs to order (2 numbers egg boiled / scrambled/omelet) Vegetable cutlet and potato chips (in lieu of egg) 4 numbers slices of bread (Brown/White) Butter and Jam of brand as specified (in pouch/sachet) Tea / Coffee 150 ml. (with separate milk and sugar sachet).  <b>or</b> 6 Nos. Medium sized puri with Aloo Tomato bhaji Fresh Fruit (1 number banana/seasonable fruit) Tea 150 ml. / Coffee 150 ml. / Milk 200 ml. (with separate milk and sugar sachet)  <b>or</b> Masala dosa 1 pc large/ Upma / Uthapam 2 pc / Iddlies 4 pc / Vadas 4 pc/ Sabudana Khichadi / Sabudana Vada (4 Pcs) (All south Indian Dishes will be served along with its accompaniments) Fresh Fruit (1 number banana / seasonable fruit) Tea 150 ml. / Coffee 150 ml. / Milk 200 ml. (with separate milk and sugar sachet)	10%	<b>: Rates to be quoted</b>  _____ (_____) (in fig. as well as in words)

<p><b>2. LUNCH / DINNER</b>  <b>(Lunch: 12.30 p.m. – 2.30 p.m.)</b>  <b>(Dinner: 8.00 p.m. – 10.00 p.m.)</b></p> <p><b><u>Menu for working Lunch/Dinner</u></b></p> <ol style="list-style-type: none"> <li>1. Soup of the day - 200 ml,</li> <li>2. Green salad,</li> <li>3. Rice – Plain rice / Jeera Rice / Vegetable Rice / Kashmiri Pulao (good quality raw / parboiled)</li> <li>4. Chapati – tawa / tandoori Roti / Nan (any one)</li> <li>5. Dal of the day,</li> <li>6. Plain curd, pickle, papad,</li> <li>7. Chicken / Fish – 150 gms. – non veg./ Paneer preparation with gravy – vegetarian</li> <li>8. One seasonal green vegetables (Dry/with gravy),</li> <li>9. One piece of seasonal fruit (Lunch only)/one dessert (Dinner only)</li> <li>10. One sweet dish</li> </ol> <p>Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.</p>	20%	<p><b>: Rates to be quoted</b></p> <p>_____ (_____)</p> <p>(in fig. as well as in words)</p>
<p><b>3. Special Lunch/Dinner</b></p> <ol style="list-style-type: none"> <li>1. Fresh juice 200 ml, / Coconut water,</li> <li>2. Vegetable / Non- Veg - Soup 200 ml,</li> <li>3. Starter – One Non-veg (Fried / Tandoor / Baked / Roasted / Shallow Fry with Accompaniments.</li> <li>4. One – Vegetable Fried / Tandoor / Baked / Roasted / Shallow Fry with Accompaniments.</li> <li>5. Steam Rice, Jeera Rice / Vegetable Rice / Kashmiri Pulao, Biryani – Chicken / Vegetables (good quality raw / parboiled)</li> <li>6. Dal (Tadka/Makhani),</li> <li>7. Chapati – tawa / tandoori Roti / Nan (any one)</li> <li>8. Green salad, Sprout spread,</li> <li>9. Fruit raita &amp; boondi raita,</li> <li>10. Papad, Chatni, Pickle</li> <li>11. Chicken / Fish, Paneer Tandoori, (Dry Preparation)</li> <li>12. Fish / Chicken gravy assorted</li> </ol>	20%	<p><b>: Rates to be quoted</b></p> <p>_____ (_____)</p> <p>(in fig. as well as in words)</p>

preparation. 13. Paneer assorted preparation 14. Two seasonal vegetables (one dry + one gravy) 15. One Dessert, 16. one assorted ice cream  Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.		
<b>4. Snacks</b>		
<b>I Boiled Egg (Per Piece)</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>II Veg Cutlet (100 Gm)</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>III Potato (tikia 75 gms)</b>	<b>2.5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>IV Veg Burger (01 piece)</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>V Veg Manchurian (150 gms)</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>VI Samosa 1 pcs (80gm) / Vada Pao – 1 Nos / Pohe – 200 gm / Pakoda. – 200 gm</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>VII Bread Pakoda 1 PC (80 gm)</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>VIII Allo Chaap/Bonda 1 pc (80 gms)</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>IX Veg. Sandwich (without cheese)</b>	<b>2.5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>X Tea per cup 150 ml, Coffee per cup 150 ml,</b>	<b>5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>XI Sandwiches (Cheese / Chicken / Egg/vegetable)</b>	<b>2.5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>XII Pastry</b>	<b>2.5%</b>	<b>: Rates to be quoted</b> _____(_____) (in fig. as well as in words)
<b>5. MISCELLANEOUS (on MRP)</b> - Packed items	<b>-</b>	<b>On MRP</b>

\* May attach separate sheet, if so required

Any suggestion to replace or include any item in the existing menu be agreed after mutually approving the rates.

**Note : Jain meal will be made available on demand.**

**Quality of ingredients and other items:**

The ingredients used must be of reputed brands from the list as given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the administration, IIT(ISM), Dhanbad/Mess Committee before use.

Sl. No.	Items	Brand
1	Salt	Tata, Annapurna, Everest, Surya, Patanjali
2	Spices	MDH, Badshah, Everest, Tata, Patanjali, Suhana Masale
3	Ketchup	Maggi, Kissan
4	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated (Vanaspati) Oil is prohibited)
5	Pickle	Mothers, Priya, Nilon, Patanjali, Pravin Masale
6	Atta/Besan/Meda/Suji	Ashirvad, Shaktibhog, Laxmibhog, Patanjali, Aahar
7	Daal/ Dalhan	Tata, Patanjali, Harvest,
8	Rice/Poha	India Gate, Dawat, Best, Patanjali
9	Papad	Lijjat, Bikaji, Patanjali
10	Butter	Amul, Britannia, Mother dairy, Saras
11	Bread	Star, Kalory, Kabhib, Harvest, Morrish, Modern
12	Cornflakes	Mohans, Patanjali, Kellogg's
13	Jam	Kissan or Maggi
14	Ghee	Amul, Mother Dairy, Britannia, Saras, Patanjali
15	Milk	Saras, Amul, Mother Dairy (without water)
16	Paneer	Amul, Saras, Sudha
17	Tea	Brook bond, Lipton, Tata, Taaza, WaghBakri
18	Sugar	Uttam, Madhur, Patanjali, Harvest,
19	Coffee	Nescafe
20	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor
21	Any other item	As per approval of competent authority
	Branded detergents of repute shall be used for washing of utensils, crockeries & cutleries.	

Note -

- Rates quoted in this Price Bid shall be inclusive of all taxes
- TDS as prescribed by Govt. of India/Govt. of Jharkhand shall be deducted from the payments of the contractor
- Price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per day basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed.
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- **If any bidder do not fill price bid as per tender document or enable to execute the work order at the quoted price then bidder will be blacklisted / debarred for the period of 2 Years.**

Seal of the Firm \_\_\_\_\_  
Authorized Person

-----  
Signature of the

Place/ Date: -----

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