

# **TENDER DOCUMENT**

**(Tender Notice No. EDC-INS-276-18-19)**

**Notice Inviting Tender (NIT)**

**for**

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

Pre bid conference with the tenderers	:- 29.10.2018 at 5.00 PM
Last Date of Submission of Tender Document	:- 23.11.2018 at 1:00 PM
Opening of Technical Bid	: -23.11.2018 at 5:00 PM



**INDIAN INSTITUTE OF TECHNOLOGY  
(INDIAN SCHOOL OF MINES),  
DHANBAD – 826 004**

	<b>INDIAN INSTITUTE OF TECHNOLOGY</b> <b>(INDIAN SCHOOL OF MINES)</b> <b>DHANBAD – 826 004</b>
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No. EDC-INS-276-18-19

Date: 16.10.2018

**SUB: Notice Inviting Tender(NIT) for Catering, Housekeeping, Reception, Room Services, General Maintenance & Facility Management Services etc. for EDC & SAH in IIT(ISM) Campus, Dhanbad**

**TENDER NOTICE NO: EDC-INS-276-18-19**

INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) Dhanbad (IIT(ISM)), a fully residential premier technical institute under Ministry of Human Resource Development, Govt. of India invites tender from reputed firms /companies with proven track record for provision of Catering House Keeping and Maintenance Operation of 147 Rooms, Conference Rooms, Lecture Halls, Lounge etc. at EDC & SAH and Catering Services in EDC and SAH in IIT(ISM) Campus, Dhanbad.

The tender document, terms and conditions and qualifications required can be downloaded from the website of the Institute [www.iitism.ac.in](http://www.iitism.ac.in) or Central Public Procurement Portal. The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of **Rs.2 lakhs(Rupees two lakhs only)** to be paid by a Demand Draft drawn in favour of Registrar, INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), Dhanbad, payable at State Bank of India, IIT(ISM) Campus Branch (Branch code SBIN0001641) or through a Bank Guarantee of **Rs.2 lakhs (Rupees two lakhs only)**.

#### **Pre-Bid Conference**

A Pre-bid conference will be held on **29.10.2018 at 5 PM** in the **Conference Room, Admin Block, IIT(ISM), Dhanbad**. Interested bidders must attend the Pre-bid conference at their own cost before submitting the Tender.

#### **Contract Period**

The contract will initially be for a period of Two years and it may be extended for a further period of two years after reviewing the performance of the firm and on mutual consent with agreed upon terms and conditions.

#### **Instructions / Guidelines for Submitting the Offer**

The Notice Inviting Tender for offering Catering, House Keeping and Maintenance Operation of 147 Rooms, Conference Rooms, Lecture Halls, Lounge etc. at EDC & SAH in IIT(ISM) Campus, Dhanbad shall be submitted as per the **following formats duly filled up and each page of the formats shall be duly signed by the Bidder or his representative with seal of the company.**

**Format I: TECHNICAL BID FOR OFFERING HOUSEKEEPING AND CATERING SERVICES AT SENIOR ACDEMIC HOSTEL (SAH) ANDEXECUTIVE DEVELOPMENT CENTRE (EDC) AT INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), DHANBAD**

#### **Enclosures to Format I:**

1. EMD of Rs.2 lakhs (Rupees two lakhs only)
2. Duly signed Annexure - I (Scope of Work)
3. Duly signed Annexure – II with all necessary enclosures

**(All pages of Technical Bid document must be signed by the bidder or his representative with seal of the Company)**

#### **Format II: 'PRICE BID'**

#### **Enclosure to Format II**

- Duly signed Annexure - III

**(All pages of Price Bid document must be signed by the bidder or his representative with seal of the Company)**

Duly filled up **Format I** together with its enclosures, should be enclosed in a separate sealed cover marked as “**COVER 1 (Technical Bid)**”.

Duly filled up **Format II** should be enclosed in a separate sealed cover marked as “**COVER 2 (Price Bid)**”.

**IN CASE THE PRICE BID DOCUMENT IS NOT SEALED IN A SEPARATE ENVELOPE AND FOUND ATTACHED WITH THE TECHNICAL BID DOCUMENT, THE BID SHALL STAND REJECTED.**

The **COVER 1 & COVER 2** should then be enclosed in a separate cover marked as “**HIRING OF SERVICES FOR HOUSE KEEPING, CATERING AND MAINTENANCE OPERATION AT EDC & SAH**” and shall be sent to:

**Associate Dean (Campus Management)**  
**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), DHANBAD**  
**Dhanbad – 826004 (Jharkhand)**

The tender documents, completed in all respect, should reach IIT(ISM) Dhanbad **on or before 23.11.2018 at 1 PM**. IIT(ISM) reserves the right to accept or reject any tender document without assigning any reason and any liability or any obligation to inform the affected bidders the reasons for IIT(ISM)'s action, is not binding. The Technical Bid will be opened on **23.11.2018 at 5:00 PM** in presence of respective bidders or their representatives who prefer themselves to be present on the date and time specified for the purpose.

IIT(ISM) shall open the **COVER 1 (TECHNICAL BID)** and technically evaluate the offers with respect to the requirement of IIT(ISM) as mentioned in Annexure - I. **COVER 1 (Technical Bid)** will be opened on **23.11.2018 at 5:00 PM** in the **Conference Room, Admin Block, INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), Dhanbad**. The bidder or his authorized representative may remain present during opening of the Technical Bid.

The bidders, who will be successful in Technical evaluation, will have to give a presentation before the committee constituted for this purpose on **03.12.2018 at 5:00 PM** in the **Conference Room of Department of Management Studies, IIT(ISM), Dhanbad** at their own cost. The presentation may include a brief description of the firm, its achievements, present functioning in any organization of repute and the methodology the firm intends to adopt for offering Catering, House Keeping and Maintenance Operation of 147 Rooms, Conference Rooms, Lecture Halls, Lounge etc. at EDC & SAH in IIT(ISM) Campus, Dhanbad.

**COVER 2 (PRICE BID)** of only such offers that meet the requirement (as detailed in Annexure – I) of IIT(ISM) and makes successful presentation will be opened. The date and timing of opening of **COVER 2** will be notified to the bidders successful in Technical Evaluation.

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

Phone: 0326-2235214  
E-mail: adean\_cm@ismdhanbad.ac.in  
IIT(ISM) Dhanbad

Associate Dean (Campus Management)

## **SCHEDULE OF EVENTS**

Issue of Tender document	: <b>15.10.2018</b>
Releases in the /CPPP/Website	: 16.11.2018 (Website)
Per-bid Conference with the bidders	: 29.10.2018 at 5.00 PM (Venue: Conference Hall, Admin Building, IIT(ISM) Dhanbad)
Last Date of Submission of Tender Documents	: 23.11.2018 at 1:00 PM
Opening of Technical Bid	: 23.11.2018 at 5:00 PM
Presentations by qualified Bidders	: 03.12.2018 at 5:00 PM
Opening of Price bids of successful bidders	: To be announced later
Award of contract	: To be announced later

## **DOCUMENTS TO BE SUBMITTED**

Scope of Work	: Annexure – I
Technical bid	: Annexure – I & Annexure – II (Attach all documents, declarations, details etc.)  <b>(All pages of Bid document must be numbered and signed by the bidder or his representative with seal of the Company)</b>
Price bid	: Annexure – III (Attach documents, details/bill of quantities etc.)  <b>(All pages of Bid document must be numbered and signed by the bidder or his representative with seal of the Company)</b>

## **FEE TO BE DEPOSITED**

**(ATTACH DEMAND DRAFTS WITH THE TECHNICAL BID DOCUMENT ONLY)**

- |                                 |  |
|---------------------------------|--|
| 1. Tender Fee                   | : Nil  |
| 2. Earnest Money Deposit (EMD). | : <b>Rs. 2 lakhs (Rupees two lakhs only)</b> |

## DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them, namely:

- (a) The expression “Owner” and/or “Institute” occurring in the tender document shall mean IIT(ISM) Dhanbad.
- (b) The expression “Bidder” shall mean the Tenderer who submits the tender for the work and shall include the successors and permitted assigns of the tenderer.
- (c) The expression “Contractor” shall mean the Tenderer who submits the tender for the work and selected by the Institute for the performance of the subject work, and shall include the successors and permitted assigns of the contractor.
- (d) “Work” and “Scope of work” shall mean the totality of work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.
- (e) “IIT(ISM)” shall mean INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) Dhanbad.
- (f) “Contract” shall mean the contract for the work and shall include the tender document, the specifications, general or special conditions of contract of IIT(ISM), the letter of acceptance and the acceptable rates/bill or quantities in price bids etc.
- (g) “Course” shall mean regular academic programme and short term management/executive development programme, including academic/scientific training programme or events, seminars, workshops, conference, summer or winter schools etc., which are being conducted and allowed to be conducted by the Institute from time-to-time on residential or non-residential basis.
- (h) “Meals” shall include all inputs from the Dining Hall/Kitchen, including bed tea, breakfast, lunch, dinner and evening tea-snacks, bottled water etc., including those served by the contractor under special arrangements on various occasions.
- (i) “SAH & EDC” shall mean in the present tender, as the “Senior Academic Hostel and Executive Development Centre, IIT(ISM) Dhanbad”
- (j) “Registrar” means, The Registrar, INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), Dhanbad.

“Competent Authority” shall mean the Director, IIT(ISM) Dhanbad or any other officer, designated by him for the purpose of this work/tender pertaining to the SAH and EDC maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the SAH & EDC.

**SCOPE OF WORK**

**Catering, Housekeeping, Reception, Room Services, General Maintenance & Facility Management Services etc. for the following buildings:**

**1. SENIOR ACADEMIC HOSTEL****a. Old Building:**

- ❖ 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.
- ❖ 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.
- ❖ 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:**

- ❖ 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.
- ❖ 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.
- ❖ 2<sup>nd</sup> floor consisting of 6 double bedded AC rooms with attached toilet-bath and balcony, corridors and staircases.
- ❖ 3<sup>rd</sup> floor consisting of 1 VIP suite, 4 double bedded AC rooms with attached toilet-bath and balcony, *one store room*, corridors and staircases.

**2. EXECUTIVE DEVELOPMENT CENTRE****a. Old Building:**

- ❖ 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.
- ❖ 1<sup>st</sup> floor consisting of 09 guest rooms, 02 class room, 01 Seminar hall, 01 guest washroom, with corridors and staircases.
- ❖ 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.

**b. New Building:**

- ❖ 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.
- ❖ 1<sup>st</sup> floor consisting of 10 guest rooms, 07 suite, 01 store, corridors, lift and stairs lobby, Dean R&D Office.
- ❖ 2<sup>nd</sup> floor consisting of 12 guest rooms, corridors, lift and stairs lobby.
- ❖ 3<sup>rd</sup> floor consisting of 12 guest rooms, 07 suite room, 01 store, corridors, lift and stairs lobby.
- ❖ 4<sup>th</sup> floor consisting of 04 class room, 01 senate hall, 03 suits, 01 multipurpose room.

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 house keeping as well as catering arrangements for EDC and SAH. The average monthly occupancy per room of EDC and SAH is 10 and 15, respectively.

A pre-bid conference with the tenderers is scheduled to be held on 29.10.2018 at 5:00 PM in the **Conference Room, Admin Block, IIT(ISM), Dhanbad** to apprise them about the SAH, EDC operations, expectations of the Institute and familiarize them about the scope of work and obligations in the present contract. Interested bidders must attend the pre-bid conference at their own cost before submitting the Tender Documents.

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

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

### **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, 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 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) Maintenance and 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 Incharge of SAH & EDC on weekly basis.
- (i) Maintenance and 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 Incharge of SAH & EDC on weekly basis.
- (j) 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.
- (k) Floors of all the rooms, corridors/wing kitchen and dining hall shall be cleaned daily with ISI-mark floor cleaners/phenyl (harmless WHO certified chemicals) 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.
- (l) Bathroom/Toilets shall be cleaned daily and mopped up with ISI-mark phenyl/toilet cleaner. Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispensers, bath soaps, tissue rolls, toilet paper, ODONIL, naphthalene balls, room freshener, HARPIC, dusters, brooms and the cleaning/sanitary materials shall be provided by the contractor at no extra cost. Professional trolleyscarrying housekeeping items should be used at each floor for efficient housekeeping services.
- (m) The kitchens shall be kept functional throughout the year and high degree of cleanliness of the kitchen shall be maintained. The 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.
- (n) Dining Hall/Kitchen/Cafeteria services shall be rendered in hygienic condition by trained chefs, cooks, masalchi, cleaners etc., details of which may be indicated as required in the Annexure-II.
- (o) 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.



- (p) 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.
- (q) 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.
- (r) 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.
- (s) 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.
- (t) 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 during winter by the contractor at no extra charge.
- (u) 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 liquid hand wash, good quality and shoe shine/polish and be also kept as general reserve in VVIP suits.
- (v) 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.
- (w) The contractor should also be capable of providing extra food/soft drink/snacks items on demand.
- (x) The contractor should also be Capable of organizing formal/informal party meals for persons ranging up to 150 at a notice of 24 hrs.
- (y) The contractor should be capable of providing outdoor catering services within the campus as and when required.

**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.

## **2. OBLIGATION OF IIT(ISM) DHANBAD**

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

- (a) Furnishing of rooms.

- (b) Air conditioners, voltage stabilizers, TVs, geysers.
- (c) 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.
- (d) Telephone instruments and extensions, computer/laptop/modem/TCP/IP connection.
- (e) Electrical fittings, tube lights (energy savers), bulbs, fans, etc., as aggregate level infrastructure (one-time only).
- (f) Payment of electric charges (except kitchen area), water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT(ISM).
- (g) Renovation/additions to the building, water heating, fire-fighting equipment, emergency power line etc.
- (h) Matters related to civil and electric work of IIT(ISM) maintenance section.
- (i) Racks, Almirahs, room locking arrangement, shoe/luggage racks etc., as one-time support.
- (j) 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.
- (k) 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.

## 5. **ITEMS PROVIDED BY IIT(ISM).**

5.1 Fully furnished Senior Academic Hostel (SAH) and Executive Development Centre (EDC).

5.2 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, shoe brush.

5.3 Following items required in the standard and suit rooms.

<b>Suit Room</b>	<b>General Rooms in IIT(ISM) EDC/SAH</b>
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 Tea Bag, Sugar pouch, milk pouch, coffee pouch, Drinking water	7 Drinking water

**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, Tissue Paper, Liquid mosquito repellent (branded items only).

Tray, Cup & saucer, spoon, Tea Bag, Sugar pouch, milk pouch, coffee pouch, drinking water.

- 5.4 Replacement of electrical items such as bulbs, switches etc., would be done by IIT(ISM) against the fused/damaged items.
- 5.5 Air Conditioners. Maintenance required for the AC units will be provided by IIT(ISM).
- 5.6 Water coolers. The maintenance of Water coolers will be done by IIT(ISM).
- 5.7 Refrigerators, Geysers, two burner/four burner stoves

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

- 6.1 Gas connection, Microwave Oven etc.
- 6.2 All cleaning materials and others required items for housekeeping and catering purposes.

**7. 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 after reviewing the performance of the firm and on mutually agreed terms and conditions.

**8. 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 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.1 crores during the last three financial years. Preference will be given to companies having national presence and ISO 9001-2000 certification.
- (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 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 and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.
- (d) Summary of average annual turnover (copy of audited statement of accounts/balance sheet for the last three financial years) be submitted.
- (e) Name, address/contact details of present and past satisfactory services of minimum two clients to whom such services are being/have been extended, of comparable value.

Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. Simply an undertaking by the bidder for any item of the criteria shall not suffice the purpose. All 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.

**9. 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 or 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) The 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 canteen 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) 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.
- (s) Safety standards should be maintained. Fire extinguishers (2 Kg & 4.5 Kg dry type), 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.
- (t) 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 Q-Code on the display board to enable the consumers make the payments via UPI App (BHIM or equivalent).

#### **10. 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 basis with compulsory annual inventory verification of the complete SAH & EDC.

## **11. TENDER FEE AND EMD:**

- (a) The tender document, terms and conditions and qualifications required can be downloaded from the website of the Institute [www.iitism.ac.in](http://www.iitism.ac.in) or Central Public Procurement Portal.
- (b) The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of **Rs. 2 lakhs (Rupees two lakhs only)** to be paid by a Demand Draft drawn in favour of ‘REGISTRAR, INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) Dhanbad’, payable at SBI, ISMCampus Branch (Branch Code: 1641). / Bank Guarantee of **Rs.2 lakhs (Rupees two lakhs only)**.
- (c) The EMD deposited via demand draft should remain valid for at least 90 days (three months) from the last date of submission of tender.
- (d) The EMD shall be refunded to the unsuccessful tenderers soon after finalization of the contract. It shall be refunded to the successful tenderer on receipt of performance security deposit.
- (e) No interest is payable on refund of the EMD.

## **12. TERMS OF PAYMENT FOR 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:
  - Computer generated attendance sheet, with signature/attendance status of persons deployed and verified and **proof of bank payment** shall be enclosed with the bill.
  - 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.
  - 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.

### **13. PERFORMANCE SECURITY DEPOSIT:**

The Contractor shall submit a Bank Guarantee Bond or cash equivalent in rupees by Demand Draft [@ 10% of total contract value] in favour of “INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) Dhanbad” towards Performance Security Deposit. The security deposit shall not carry any interest and shall be forfeited in case the contractor fails to discharge its duties/commitment or whose contract is terminated pre-maturely. The security money so deposited with the Institute will be released after three months of expiry of agreement period not extended otherwise.

### **14. 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) In cases or situations, beyond the control of either party, the contract may be terminated with mutual consent by giving one month notice.
- (d) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payments for the notice period, for which services are not rendered.
- (e) 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.
- (f) 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.

### **15. 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.

### **15. 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

Director, IIT(ISM) 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.

#### **16. 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.

#### **17. 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 proportionates 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. 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.
- iv. 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.

#### **18. 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.

#### **19. CRITERIA FOR SELECTION OF CONTRACTOR:**

- I. Only one firm shall be selected for providing housekeeping and catering services at EDC & SAH.
- II. The L1 bidder out of all technically qualified bidders shall be selected on the basis of rates quoted under the following heads:
  - A. Rate quoted per month for providing complete Housekeeping services at EDC and SAH will be scaled down to cost for one room per day.
  - B. Cost of all types of meal quoted at annexure III from serial no. 1 for breakfast, working meal and special meal will be averaged out and will be taken a cost of one-unit meal.
- III. L1 will be decided as minimum amount of (A + B).



## **20.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) Tenderer or his authorized representative (with proper authorization letter) may choose to be present at the time of opening of Technical Bid and Price Bid.
- (viii) The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with an appropriate Power of Attorney (duly endorsed by Notary Public) by the Chief Executive Officer/Managing Director of the Company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- (ix) Tenders incomplete in any form will be rejected outright. Conditional offers will not be accepted, at any circumstances.
- (x) The contractor will extend the housekeeping & catering services to other facilities/centers of IIT(ISM), if required.
- (xi) No tenderer will be allowed to withdraw after submission of the tender, otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuses to acknowledge or execute the contract/agreement within 15 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
- (xii) 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.
- (xiii) Solvency certificate from a Public Sector Bank for a minimum amount of Rupees Twenty **fivelakhs** towards proof of their financial soundness.
- (xiv) **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.

- (xv) Companies conferred with ISO 9001-2000 certification, BVVQs, HACCP, special recognition/awards etc., must mention this in their technical proposal, along with a copy of the said certification.
- (xvi) 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.**
- (xvii) 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.
- (xviii) 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.
- (xix) 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).
- (xx) The Registrar, IIT(ISM), Dhanbad on and behalf of the Director, IIT(ISM) Dhanbad may be contacted for any queries related to the tender.

**21. 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.**

**22. 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.**

Phone: 0326-2235214  
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IIT(ISM) Dhanbad

Associate Dean (Campus Management)

**TECHNICAL BID**

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

<b>Sl. No.</b>		<b>Complied (Yes/No)</b>	<b>Page No. of Technical Bid Document</b>
<b>1.</b>	Name of the Tenderer		
<b>2.</b>	Status of the Tenderer : (attach documents, if registered company/partnership/proprietary firm)		
<b>3.</b>	Whether registered with Dept. of Labour (attach copy of certificate)		
<b>4.</b>	Bio-Data of key top official (attach details)		
<b>5.</b>	Income Tax returns/clearance of last three assessment year (attach copy)		
<b>6.</b>	Service Tax returns/clearance of last three assessment year (attach copy)		
<b>7.</b>	Financial status of bidder and/or his associates. Including Annual Report & Balance Sheet/Statement of Account of past three financial years duly authenticated by Chartered Accountant		
<b>8.</b>	Current list/address of clients where 75 or more personnel of the contractor are working:		
<b>9.</b>	Name of Contractor's three largest clients, to whom similar services are extended and average amount of monthly bills to such clients		
<b>10.</b>	Name and address of Contractor's bankers and attach a Solvency Certificate from the Bank for minimum amount of <b>Rs.25 Lakhs.</b>		
<b>11.</b>	ESI Reg. No. (attach copy of the registration certificate/letter )		
<b>12.</b>	PF registration No. (attach copy of the PF Registration letter)		
<b>13.</b>	Income Tax Permanent A/c No. (attach copy)		
<b>14.</b>	GSTIN No.		
<b>15.</b>	Details of EMD/Bank Draft No. & date		
<b>16.</b>	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:** This is to be submitted in a separate sealed envelope super scribing "TECHNICAL BID". Notice inviting Tender No. \_\_\_\_\_ dated \_\_\_\_\_ and name of the bidder. All technical documents like literature, catalogues etc., are to be put in the same envelope. Price bid of that agency/firm only will be opened which do technically qualify, for further consideration. Attach all relevant documents duly signed and sealed.

## 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/weam/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 – II (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 check up last done on

-----  
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 – II (TECHNICAL BID)**

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

Sl. No	Description of work/manpower	Minimum number of Manpower to be deployed (proposed by IIT (ISM))
		SAH&EDC
1	Project Manager	1
2	Supervisor	2 (24 Hrs. basis)
3	Reception/Front Office	2 (24 Hrs. basis)
4	Chef	1
5	Assistant Cook	3
6	Waiters- Room service/outdoor/ Dining Hall etc.	5
7	Supporting Staff – Kitchen	3
8	Housekeeping staff	7

- \* More manpower male available by the successful bidder on as & when required basis.**

-----  
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.

**(TO BE SUBMITTED IN SEPARATELY SEALED ENVELOPE)**

**ANNEXURE – III (PRICE BID)**

**PRICE BID**

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

1. Tender No.:\_\_\_\_\_ Dated\_\_\_\_\_
2. Name of work: Catering, Housekeeping & Maintenance Services at EDCand 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	Minimum number of Manpower to be deployed (proposed by IIT (ISM))
		SAH&EDC
1	Project Manager	1
2	Supervisor	2 (24 Hrs. basis)
3	Reception/Front Office	2 (24 Hrs. basis)
4	Chef	1
5	Assistant Cook	3
6	Waiters- Room service/outdoor/ Dining Hall etc.	5
7	Supporting Staff – Kitchen	3
8	Housekeeping staff	7

- \* More manpower male available by the successful bidder on as & when required basis.**

**Financial Proposal**

S. No.	Work	Rate
1	HOUSEKEEPING SERVICES at SAH and EDC  (inclusive of all taxes)	Monthly operational cost:  In figure:  Rs: .....  In Word:  Rs: .....  .....

\*

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

-----  
Signature of the Authorized Person

Place/ Date: -----

**Note:**

- **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 item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed.**
- **This must be submitted in a separate sealed envelope.**
- **Food will be service only in dining hall. Room service will be available only under exceptional circumstances & sick guest.**

**IN CASE THE PRICE BID DOCUMENT IS NOT SEALED IN A SEPARATE ENVELOPE AND FOUND ATTACHED WITH THE TECHNICAL BID DOCUMENT, THE BID SHALL STAND REJECTED.**

**1. LIVING ROOMS – UNOCCUPIED**

- (a) Sweeping and mopping of rooms on daily basis.  
(Both cleaning material and labour)
- (b) Scrubbing, disinfecting and cleaning of glass panes, 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, 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.



**ANNEXURE – III (PRICE BID)**

**DINING HALL/FOOD ARRANGEMENTS (A+ EDC & SAH)**

**Rates shall be quoted for the following items separately:**

**TYPE OF SERVICE: Normal service in dining tables for all meals**

<p><b>1. BREAKFAST : (7 a.m. – 9.30 a.m.)</b></p> <p>125 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 plain (Brown/White) Butter and Jam of brand as specified (in pouch/sachet) Tea / Coffee (with separate milk and sugar sachet).</p> <p style="text-align: center;"><b>or</b></p> <p>Medium sized puri with Aloo Tomato bhaji Fresh Fruit (1 number banana/seasonable fruit) Tea / Coffee / Milk (with separate milk and sugar sachet)</p> <p style="text-align: center;"><b>or</b></p> <p>Masala dosa / Upma / Uthapam / Iddlies / Vadas (All south Indian Dishes will be served along with its accompaniments) Fresh Fruit (1 number banana / seasonable fruit) Tea / Coffee / Milk (with separate milk and sugar sachet)</p> <p style="text-align: center;"><b>or</b></p> <p>Poha/Chholebhature/Bada Pao/Dhokla</p>	<p style="text-align: right;"><b>: Rates to be quoted</b></p> <p style="text-align: center;">_____ (_____)</p> <p style="text-align: right;">(in fig. as well as in words)</p>
<p><b>LUNCH / DINNER (Lunch: 12.30 p.m. – 2.30 p.m.) (Dinner: 8.00 p.m. – 10.00 p.m.)</b></p> <p><b><u>Menu for working Lunch/Dinner</u></b></p> <p>Soup of the day/salad/Rice – Plain rice (good quality raw / parboiled) Chapati – tawa/tandori (any one) Dal of the day Green salad, Plain curd, pickle, papad Chichen / Fish – 150 gms. – non veg./Paneer preparation with gravy – vegetarian one seasonal green vegetables (Dry/with gravy), one pice of seasonal fruit (Lunch only)/one dessert (Dinner only) One sweet dish</p> <p>Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.</p>	<p style="text-align: right;"><b>: Rates to be quoted</b></p> <p style="text-align: center;">_____ (_____)</p> <p style="text-align: right;">(in fig. as well as in words)</p>
<p><b>Special Lunch/Dinner</b></p> <p>Vegetable Soup, Fresh juice/Coconut water, Plain Rice (good quality raw / parboiled) Dal (Tadka/Makhani), Green salad, Sprout spread, Fruit raita &amp;boondi raita Papad, Chatni, Pickle Chicken/Fish , Paneer Tandoori Fish/Chicken gravy assorted preparation Paneer assorted preparation Two seasonal vegetables (one dry + one gravy) One dissert &amp; one assorted ice cream Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.</p>	<p style="text-align: right;"><b>: Rates to be quoted</b></p> <p style="text-align: center;">_____ (_____)</p> <p style="text-align: right;">(in fig. as well as in words)</p>
<p><b>II. MISCELLANEOUS</b></p> <ul style="list-style-type: none"><li>- Tea per cup</li><li>- Coffee per cup</li><li>- Tea (with Tea / Sugar / Creamer Sachet – to be served in tea pot)</li></ul>	<p><b>: Rate to be quoted for the following items separately*</b></p>

<ul style="list-style-type: none"> <li>- Coffee (with Coffee / Sugar / Creamer Sachets – to be served in pot)</li> <li>- Sandwiches (Cheese / Chicken / Egg/vegetable)</li> <li>- Pastry</li> <li>- Biscuits</li> <li>- Soft Drink</li> <li>- Mineral Water</li> </ul>	
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\* 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
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
6	Atta/Besan/Meda/Suji	Ashirvad, Shaktibhog, Laxmibhog, Patanjali
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
12	Cornflakes	Mohans, Patanjali
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
17	Tea	Brook bond, Lipton, Tata, Taaza, Wagh Bakri
18	Sugar	Uttam, Madhur, Patanjali, Harvest
19	Coffee	Nescafe
20	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor