

# INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD

Tender No. EDC-INS-CPPP-031-24-25

Date: 27.06.2024

## E-TENDER NOTICE

The Indian Institute of Technology (Indian School of Mines) Dhanbad invites Bids from eligible, qualified, and capable manufacturer/dealer/suppliers for “**Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH)**”, according to the requirements as defined in the Tender document.

Sl. No	Tender No.	Particulars	Amount of EMD
1.	EDC-INS-CPPP-031-24-25	“Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for Executive Development Centre (EDC) & Senior Academic Hostel (SAH)”	Rs.8,50,000

Earnest Money Deposit (EMD) in form of Demand Draft should be drawn in favour of Registrar, IIT (ISM) Dhanbad payable at Dhanbad. EMD can also be deposited in the form of a Term Deposit Receipt/Fixed Deposit Receipt/Bank Guarantee drawn in favour of Registrar, IIT (ISM) Dhanbad. A scanned copy of EMD should be uploaded on [www.eprocure.gov.in](http://www.eprocure.gov.in) along with the technical bid.

The hard copy of the same in the original is to be sent to the address mentioned below duly super scribing the Tender Number and Name on the envelope and the same must reach in the IIT (ISM) Dhanbad on or before the due date and time for the opening of technical bid. If not received within due date the bid will be rejected summarily.

Sl. No.	Description	Date	Time
1	Tender Publication Date	27.06.2024	06:30 PM
2	Pre Bid Conference date and time	04.07.2024	11:00 AM
3	Bid submission start date and time	05.07.2024	04:00 PM
4	Bid submission end date and time	26.07.2024	05:30 PM
5	Technical Bid opening date and time	29.07.2024	11:00 AM
6	Financial Bid opening	Technically qualified bidders will be informed about date and time of opening of financial bids through CPPP.	

IIT (ISM) Dhanbad reserves the right to accept or reject the tenders without assigning any reason. The original EMD should be sent to:

**Deputy Registrar (Work and Stores)**  
**IIT (ISM) Dhanbad,**  
**Distt. Dhanbad – 826004**  
**Jharkhand.**

**Deputy Registrar (Work and Stores)**  
**IIT (ISM) Dhanbad**

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## **Instructions to the bidders for online bid submission**

The bidders are required to submit their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal to prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in>.

### **1. Registration:**

- (a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- (b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (c) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India, with their profile.
- (e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSC's to others which may lead to misuse.
- (f) Bidder then logs in to the site through the secured log-in by entering their user ID / Password and the password of the DSC / e-Token.

### **2. Searching for tender documents:**

- (a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- (b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS/E-mail in case there is any corrigendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

### **3. Assistance to bidders:**

- (a) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- (b) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

#### 4. **Submission of the bid:**

All interested eligible bidders are requested to submit their bids online through CPP Portal: <http://eprocure.gov.in> as per the criteria given in this document:

- a. Technical Bid should be upload (one single pdf containing all technical documents, duly filled and signed Annexures, copy of EMD etc) online in cover-1.
- b. Financial Bid should be upload online in cover-2

Both Technical and Financial Bid covers should be placed online on the CPP Portal <http://eprocure.gov.in>.

#### **(A) Technical bid:**

Signed and Scanned copies of the Technical bid documents must be submitted online on CPP Portal: <http://eprocure.gov.in>.

**List of Documents to be scanned and uploaded with Technical Bid (Under Cover-1).  
The enclosures have to be attached in the serial order as mentioned hereunder:**

- (i) Scanned copy of EMD deposited in the form of Demand Draft, Term deposit receipt/Fixed deposit receipt drawn in favour of Registrar, IIT (ISM) Dhanbad.
- (ii) A scanned copy of the certificate mentioning the status of the Firm/Agency/Company/proprietary/ partnership (as applicable) from the competent authority.
- (iii) Scanned copy of certificate from the competent authority indicating that the Firm/Agency/Company/proprietary/partnership authorized/registered to provide the required services.
- (iv) Scanned copy of Annual Turnover Certificate of last two Financial Years issued by Chartered Accountant along with relevant pages of Audited Balance Sheets in support thereof.
- (v) Scanned copy of PAN Card (as applicable to the type of tenderer) and Goods and Services Tax Registration Certificate.
- (vi) Scanned copy of duly filled **Annexure-P, Annexure-Q, Annexure-R and Annexure-S.**
- (vii) Scanned copy of duly signed and stamped **Annexure-A, Annexure-X and Annexure-Y.**
- (viii) Scanned copy of work/ work order as proof of past performance.
- (ix) Scanned copies of ESI and EPF registration, labour license, Food Safety & Hygiene Licence from FSSAI.
- (x) Scanned copy of Tender Document duly signed (except financial bid).

**Note:** (a) **All the above-mentioned documents must be scanned and merged as a single PDF along with the Technical Bid. This single PDF of Technical Bid should be uploaded under Technical Cover in CPP Portal.**

(b) The technical bid may be summarily rejected, if above documents are not attached.

(c) For the tender value up to Rs. 10 Crores, Self-Certificate for local content, and for the tender value above Rs. 10 Crores, Certificate for local content from Statutory Auditor/Cost Auditor/Cost Accountant/CA, must be attached.

**(B) Financial bid:**

In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.xls” format i.e. Price Bid Excel sheet attached as ‘.xls’ with the tender and based on the scope of work, service conditions and other terms of the Tender document.

**5. Other instructions:**

- (a) The detailed tender documents may be downloaded from <http://eprocure.gov.in> till the last date of submission of the tender. The tender can only be submitted online through CPP Portal <http://eprocure.gov.in>
- (b) Bids will be received only online mode through [www.eprocure.gov.in](http://www.eprocure.gov.in) up to the date & time mentioned in the E- TENDER NOTICE. No tender/bid will be accepted in physical form and any tender/bid received in such manner will be treated as non-bonafide tender/bid.
- (c) Bid will be opened on the scheduled date and time in the presence of tenderers/bidders or their authorized representatives (if any), who have uploaded their quotation/ bid and who wish to be present at the time of opening the bids.
- (d) All the bids must be valid for a period of 180 days from the last date of submission.
- (e) Bidders are requested to go through the instructions regarding filling and submission of the tender attached herewith. Bidders may forward their points on tender documents and/or depute their technical representative for discussion on tender/drawing and to clarify doubts, if any, on the stipulated pre-bid date.
- (f) Bidders shall upload a scanned copy of the Earnest Money Deposit (EMD) mentioned in the Notice of Tender and shall ensure the receipt of a hard copy of the same in the Work and Stores Section, IIT (ISM) Dhanbad, Distt. Dhanbad - 826004, Jharkhand, on or before the scheduled date of opening of bid. **In case of failure of the same, the technical bid will not be evaluated.**
- (g) In view of delays due to system failure or other communication related failures, it is suggested that the tender/bid be uploaded sufficiently in advance of the last due date and time fixed.
- (h) If any alterations to any of the condition, specifications laid down in the tender documents are found or any new condition is mentioned by the tenderer, in the tender document, such tender/bid will be rejected.
- (i) IIT (ISM) Dhanbad reserves the right to cancel the tender at any point of time without assigning any reason.

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

**TERMS AND CONDITIONS**

1. The Scope of Work along with other important terms & conditions is mentioned at **Annexure-A**. Bidders are required to go through the complete document i.e. **Annexure-A** carefully before submission of Technical Bid and Financial Bid.
2. The tenderer should upload all the relevant documents along with the technical bid. In the absence of relevant documents, the bid may be summarily rejected. If there is any deviation in specifications mentioned in the technical bid and Catalogue/Brochure, then the specifications given in the technical bid shall be considered and shall be treated as final.
3. The tenderer should not have been debarred or blacklisted by any Central / State Government. A self-attested certification to that effect must be uploaded with the technical bid in the prescribed format. The proforma of the certificate is enclosed with the tender as **Annexure-P**.
4. All the bids must be valid for a period of 180 days from the last date of submission. In, exceptional circumstances, prior to expiry of the original time limit, the Institute may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 180 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.
5. **EMD Exemption:** EMD exemption shall be given to those bidders who are registered with the Central Work Organization or NSIC or MICRO and Small Enterprises (MSEs) as defined in MSME Procurement Policy issued by the Department of Micro and Small Enterprises (MSME). To claim the exemption, the bidder must be offering goods manufactured by themselves or providing relevant services. Exemption will not be granted in case the bidder is acting as an agent for some other vendor. Bidders are required to upload necessary certificates to claim EMD exemption.
6. **Instruction to the bidder of countries which share land border with India (Rule 144(xi) GFRs).**  
Any bidder from a country that shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT). As per Office Memorandum No. F.7/10/2021-PPD(1) dated: 23.02.2023 issued by the Department of Expenditure (Ministry of Finance), Govt. of India, the bidder is required to submit an undertaking as per **Annexure-R**.
7. **MII & Work Preference:**  
The MII compliances shall be as per Govt. of India guidelines. Only Class-I local suppliers and Class-II local suppliers are eligible to participate in the tender. As per the Ministry of Commerce and Industry Order No. P-45021/2/2017-PP(BE-II) dated

04.06.2020 preference shall be given to Make in India products for which bidders must declare Country of Origin of goods and percentage of Local contents in the product. The work preference shall be as per Govt. of India guidelines. All the bidders must upload undertaking as per **Annexure-Q** with the Technical Bid.

**8. Evaluation Procedure:**

**Phase-I: Technical Evaluation**

Technical evaluation will be done on the basis of documents submitted by the bidder in the technical bid. Hence bidders are required to enclose all relevant documents along with the technical bid. A discrepancy in relevant supporting documents shall lead to the rejection of technical bids.

**Phase-II: Financial Evaluation**

- a. Financial bids of technically qualified bidders shall only be opened.
- b. The bid will be awarded to the L-1 bidder.

**9. Contract Period:**

Contract for rendering housekeeping and catering services in EDC and SAH will be initially for two years. Contract 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.

**10. Liquidated damages (LD):**

All the services must start as per the work order. If a bidder fails to deliver the services or any part thereof within the prescribed period, the Institute shall be entitled to recover as liquidated damages @ 1% (one percent) per week of the value of work order. The total damages shall not exceed 5% (five percent) of the value of the work order.

**11. Inspection:**

The Institute authority may inspect the supplied services. In case services are not found satisfactory as per the work order, then appropriate action shall be taken by the Institute.

**12. Payment terms:** Payment shall be made by NEFT/RTGS against submission of bills in triplicate, only after satisfying following conditions:

- a. Satisfactory performance by the bidder.
- b. Submission of Performance security.

**13. Performance security**

- a. To ensure due performance of the bidder, performance security is to be furnished by the successful tenderer. The performance security should be furnished within 21 days of the award of work order.
- b. Performance security should be for an amount of five percent (5%) of the total value of the work order.
- c. Performance security may be furnished in the form of a Demand Draft/ Fixed Deposit Receipt / Bank Guarantee from a commercial bank in favor of Registrar IIT (ISM) Dhanbad, payable at Dhanbad.
- d. Performance security should remain valid for a period of 26 months. The performance security will be refunded without any interest, provided that the performance is satisfactory.

**14. Refund of EMD**

- a. EMD will be refunded without any interest to the successful tenderer on receipt of performance security.
- b. The tenderer, who is not qualified for the tender either in technical bid or on any other grounds, their EMD will be refunded within 30 days from the award of the contract.
- c. If the work order is placed and the successful tenderer fails or refuses to provide the services, the EMD will be forfeited.

**15. Cancellation of tender**

IIT (ISM) Dhanbad reserves the right to cancel the tender at any point of time without assigning any reason.

**16. Legal**

Any dispute with regard to the meaning, effect or interpretation of any clause of this contract/agreement shall be referred to the sole Arbitrator i.e. Director, IIT (ISM) Dhanbad who would act as the sole Arbitrator and proceedings of such arbitration shall be conducted in accordance with the provisions of the Indian Arbitration Act, 1940 or any statutory modification thereof. The venue of Arbitration shall be IIT (ISM) Dhanbad only and the language shall be English only. In case of litigation, if any, the District Court of Dhanbad (Jharkhand) shall have the jurisdiction for any such litigation.



## Scope of Work along with Important Terms & Conditions

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

### **1. INTRODUCTION:-**

Indian Institute of Technology (Indian School of Mines) Dhanbad (hereinafter referred to as the 'Institute') established by the Parliament and incorporated as a body corporate, is an Institute of National Importance declared as such under the Institutes of Technology Act, 1961. The Institute is engaged in imparting education and research of the highest standards in the area of Technology and Science.

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. The rooms/suites of Executive Development Centre (EDC) & Senior Academic Hostel (SAH) are meant for visitors to this Institute/Faculty/Officer etc. The purpose of this tender is to engage a competent contractor for taking care of the entire Catering, Mechanized Housekeeping, Reception, Room Service, General Maintenance & Facility Management Services etc. for EDC and SAH. The average monthly occupancy per room of EDC and SAH is approx. 10 and 15, respectively.

### **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 toilets (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 suites, 3 double bedded AC rooms with attached toilet-bath and balcony, Office of the Officer-in-Charge, *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 and roof space above.

#### **(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. 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 and roof space above.

### **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 EDC office, 12 guest rooms, 01 class room, 01 lady washroom, corridors and staircases, Presentation rooms, interview rooms and roof space above.  
(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 11 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 and roof space above.  
(each Guest room has an attached toilet and independent balcony sit-out).

**2. SCOPE OF WORK:-**

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

**2.1) Details:**

- (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, office, conference rooms, etc.
- (b) The contractor has to arrange himself all the provisions for cooking, **W.H.O 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 –III: The tenderer should provide sufficient number of staff/manpower on their roll, specifically trained for housekeeping and allied work as per tender requirements. Full list of the staff/manpower, 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, Food Safety & Hygiene Licence from FSSAI, 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-III. 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.
- (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 Manager to be stationed at IIT(ISM), Dhanbad by the contractor must possess at least a degree/diploma and 3 years of experience in Hotel/Hospitality Management from any university/institution recognized by UGC/Government of India. Fluency in English, Hindi. The supervisor deputed at IIT(ISM), Dhanbad should similarly possess educational qualifications of 10+2 or higher, skills in English and Hindi and desirable 2 year of experience in not below than 3 star category hotel as per Annexure-III (Technical bid). It is also mandatory, that other deputed staff/manpower should possess educational qualifications as per Annexure-III (Technical bid).
- (h) **The contractor shall provide the Auto Scrubber Machine with all types of Cleaning pads -2nos, No, Single Disk Machine with all types of cleaning pads – 1 No, Industrial Dry / Wet Vacuum Cleaner Machine -3 Nos, High Jet Spray machine – 2No, Housekeeping Room Service Trolley – 5 Nos, Wringer Trolley – 5 Nos, Toilet Caddy – 10 Nos and Housekeeping work signage with different sign – Each – 10Nos. with NO EXTRA Cost.**
- (i) **List of Cleaning Materials & Aids on monthly basis.**

Sl. No.	Items	Qty.
1.	(Dry Mop)	20
2.	(Wet Mop)	30
3.	Detergent	40kg.
4.	(Dish Wash Powder)	10 Kg.
5.	(R2)	30 Ltrs
6.	Room Spray (Premium)	20 Bottle
7.	Automatic Spray Kit And Refill	5
8.	Urinal Screen	15
9.	U. Cubes	10 Kg.
10.	Sodium Hypochlorite (Liquid Form)	5 Ltr
11.	Copper, Bras, Zinc, Polish	1 Ltrs / 2 Kg
12.	Phenyl	30 Ltrs
13.	R1	30 Ltrs.
14.	R3	20 Ltrs.
15.	R4	20-Ltrs.
16.	R6	40 Ltrs.
17.	Vaccum Pump	3
18.	Colin Dispenser	3

19.	Stainless Steel Polish	5 Ltrs.
20.	Dettol Antiseptic	10 Ltrs
21	R7	15 Ltr
22	R9	20 L
23	Liquid Hand Wash	40 L
24	Glass Wiper	20 Nos
25	Hand Wash Dispenser	12 Nos
26	Duster	30 Nos

- (j) The required quantities of cleaning material and aids for the month shall be procured in advance 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) Authorities 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. shall 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 (twice per month), rodent and pest control (twice per month), fly/ultrasonic repugnant, etc., shall be done by the contractor.

- (q) The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under the 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), Dhanbad.
- (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 programed 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) 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.
- (z) 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.
- (aa) 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.
- (bb) 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.
- (cc) 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.
- (dd) 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, Body Soap, Shampoo, Hair oil, Liquid Hand wash, Tooth brush and tooth paste, Comb (Ladies and gents), Automatic room spray ( kit ), disposable slipper, Odonil / Bathroom freshener / Zipper / air pocket Tissue Paper, Liquid mosquito repellent (branded items only), Loofah, shower cap, drinking water **at no extra cost** for VIP and Institute guest. It shall be arranged by the contractor as per requirement at no extra charge by the contractor.
- (ee) 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.
- (ff) Meals should be provided as per the agreed upon menu and rates. The details are given in Annexure-IV for which the rates be mentioned and consolidated daily rates/monthly rates be also mentioned in Annexure-IV. Menu/rates may 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.

- (gg) The contractor should also be capable of providing extra food/soft drink/snacks items on demand.
- (hh) The contractor should also be Capable of organizing formal/informal party meals/High Tea for persons ranging up to 150-200 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.
- (ii) 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.
- (jj) 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.
- (kk) 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-III.
- (ll) The contractor should be capable of providing outdoor catering services within the campus as and when required.
- (mm) The contractor shall ensure procurement of top quality provisions, fruits, vegetables perishable and non- perishable items. The contractor shall have to use only branded top quality, FSSAI approved raw materials. The ingredients used must be of reputed brands from the list as Annexure IV –Qi(m).
- (nn) 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.
- (oo) Work also includes providing excellent quality Mechanized Housekeeping, Operation & General Maintenance services at SAH and EDC as below:-

**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 consultation of the 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**

**(i) LIVING ROOMS – UNOCCUPIED**

- (a) Sweeping and mopping of rooms 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.

**(ii) 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 an indicative list of items to be provided is enclosed.
- (h) Provision of tea/coffee/sugar/creamers sachet in the rooms, (labour), once a day or as required.

**(iii) 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.

**(iv) 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

**(v) Conference Facilities** (includes Class rooms/ Meeting & Conference Rooms/Lobby, Foyer etc. at SAH/EDC - (24×7 cleaning, upkeep and maintenance of such services)

## 2.2. 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.

## 2.3 Repair & Maintenance:

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

## 2.4 Records and reports to be maintained by the contractor:

The Contractor at all times will maintain the necessary books, logs, register, verifications, returns, receipts, computerized database /Online format etc. as below mention registers/records:-

### 2.4.1) Log Book ( Daily / Weekly/ Monthly)

1) Guest Register, 2) Cleaning Checklist, 3) Cleaning Material Register, 4) Guest feedback Card /Register, 5) Machine Checklist, 6) Daily Meal Record, 7) Check in and Out Reports, 8) Arrival and Departure List, 9) Occupancy List, 10) Laundry register, 11) Toiletries register, 12) Key Register, 13) ISM guest register, 14) Credit bill register, 15) Dining hall feedback Register, 16) Outstanding record, 17) Attendance Register, 18) Medical Box Checklist, 19) Lost and Found Register, 20) Menu Display card, 21) Grooming Register, 22) Food Bill book, 23) Staff Training File, 24) Staff personal data file, 25) Staff Orientation File, 26) Machine Maintenance service books/reports, 27) Equipment operation logbooks 28) Any other as decided by IIT(ISM), Dhanbad

- 2.4.2)** The contractor shall provide all the guest room supplies / amenities as mentioned and a proper record etc. in the online/physical format shall be maintained for inspection by IIT Officials on demand.

**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, butter knife, cheese knife, powdered Sugar, Demerara sugar, sugar cubes coffee powder, tea sachets, 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, Refrigerator, Fully automatic washing machine-02 nos. (For using of occupying guest of SAH & EDC only) 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. Automatic room spray ( kit ) each suite	5. Room Freshener (only Spray- thrice per day)
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 (2 packets per room per month)	1 Bathroom freshener / Zipper / air pocket (2 packets per room per month)

(1) **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), Loofah, shower cap, disposable slipper, drinking water **at no extra cost.**

(ii) **Institute Guest/VVIP/VIP guest:** Body Soap, Shampoo, Hair oil, Liquid Hand wash, Tooth brush and tooth paste, Comb (Ladies and gents), Automatic room spray ( kit ), disposable slipper, Odonil / Bathroom freshener / Zipper / air pocket Tissue Paper, Liquid mosquito repellent (branded items only), Loofah, shower cap, drinking water **at no extra cost.**

(1) 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.

(1) 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 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. 80 lakh** during the three financial years i.e. 2020-21, 2021-22, 2022-23, **The Number of rooms for guest house should be clearly mention in work order, provided for showing experience.**
- (b) Statutory compliances like valid PF registration, ESI, Labour License [under Contract Labour (Regulation and Abolition) Act, 1970] with valid PF and ESI no., PAN/TAN, Income Tax, GSTIN, valid Food Safety and Hygiene Licence from FSSAI 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 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. 2020-21, 2021-22, 2022-23, **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), Dhanbad 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/her 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/her 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/her 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 07<sup>th</sup> 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, 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 QR Code on the display board to enable the consumers make the payments via UPI App (BHIM or equivalent).
- (u) **The cleaning and maintenance of kitchen chimney etc. will be borne by the contractor.** It should be maintained by contractor in every six months and report to be submit to OIC.
- (v) The contractor must ensure to provide Jain meal on demand.
- (w) The contractor shall ensure procurement of top quality provisions, fruits,vegetables, perishable and non- perishable items. The contractor shall have to use only branded top quality, FSSAI approved raw materials. The ingredients used must be of reputed brands from the list as Annexure IV –Qi(m). In case of non- availability of the below listed brand, any other brand needs to be approved by the administration, IIT(ISM), Dhanbad/Mess Committee before use.
- (x) The contractor should provide to 20-25% concession on meal charges for those who take the meal on regular basis at SAH/EDC.

#### **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 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:**
- (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 online transfer only.
  - (iv) List of documentary proof related to the items/charges to be provided/borne by contractor such as:-
    - a) Monthly consumption of room/suite Amenities,
    - b) Monthly cleaning charges,
    - c) Monthly electricity,
    - d) Monthly office space rent,
    - e) Monthly consumption data of cleaning material,
    - f) monthly laundry,
    - g) monthly newspaper bill
    - h) Any other etc. [ to be decided by IIT(ISM),Dhanbad]
- (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.). All Taxes (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 thereunder 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. PERSONAL GROOMING AND DRESS CODE:**

**A) Personal Grooming:**

- a) Daily clean shave, if moustache is there it should be properly trimmed.
- b) The shirt should be tucked in. The sleeves of a full sleeve shirt should never be rolled up.
- c) Formal shoes (Oxford black) and black socks.
- d) No visible painting and tattoos.
- e) No Ornament e.g. Ear rings, bangles except for religious purpose are allowed in the Institute.
- f) Any kind of hair dye and spike hair style is strictly prohibited.

**B) Dress code of staff-**

**All staff of the contractor must wear his/her I.D. card & categorized Batch name plate are mandatory.**

**(i) For Uniform of Managers and Supervisor:-**

- 1) Shirt- Light coloured full shirt (minimum 2 pairs)
- 2) Trouser- Black Coloured (minimum 2 pairs)
- 3) Socks- Black Coloured (minimum 2 pairs)
- 4) shoes- oxford shoe/industrial safety black coloured shoe.
- 5) During winter black coloured black coloured blazer should be provided by contractor.
- 6) Belt – black coloured

**(ii) Uniform of chef, cook and other kitchen supporting staff**

- \*Chef coat (white coloured) (minimum 2 pairs)
- \*Black Trouser (minimum 2 pairs)
- \*black socks (minimum 2 pairs)
- \*Black oxford / industrial safety shoe

**(iii) Uniform for Housekeeping (Room Boy) and Food and Beverage (waiter) staff**

- \* Shirt- Light coloured full shirt (minimum 2 pairs)
- \* Dark coloured waist coat for service staff
- \*Dark Coloured half coat for housekeeping staff

\*Black Trouser (minimum 2 pairs)

\*black socks (minimum 2 pairs)

\*Black oxford / industrial safety shoe

(iv) Uniform for kitchen stewarding

\* Shirt- Light coloured full shirt (minimum 2 pairs)

\*Black Trouser (minimum 2 pairs)

\*black socks (minimum 2 pairs)

\*Black oxford / industrial safety shoe

(v) Uniform for Front office Staff

\*Bandhgala – black coloured

\* Shirt- Light coloured full shirt (minimum 2 pairs)

\*Black Trouser (minimum 2 pairs)

\*black socks (minimum 2 pairs)

\*Black oxford / industrial safety shoe

(vi) Female staff Uniform:-

Same as above for all the department except in front office department women can wear saree with ballerina shoes and hair should be tied in bun shape during duty hours.

**Note:-**

(i) The contractor may provide refresher training and soft skills training to all the employees twice a year by govt. recognized organization/institution or by hospitality trainer at no extra cost.

(ii) The contractor may provide basic first aid training and evacuation (during emergency) at least once in a quarter at no extra cost.

#### **16. 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 (in each category of job as per annexure- III e.g. Manager, Chef, etc. ), 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. 3,000/- 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 in Annexure- IV- (Q)(i) of any commodities/food items a fine of Rs 3,000/- per incident.
  - b. Serving stale/cold food/meals Rs. 1500/- per incident/ complaint.
  - c. Non supply of approved/shortage of cutlery, crockery Rs.500/instance/day.
  - d. Complaints of insects found in any prepared food will invite a fine of Rs. 5000/-
  - e. Packaged items even though served inclusive all taxes should not be charged above MRP, if found a fine of Rs.3000/- will be imposed.
  - f. Complaints of unclean utensils in a day would impose a fine of Rs 2,000/-
  - g. 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 and fine of Rs. 3000/- per incident/complaint)
  - h. 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.
  - i. Change in the menu without permission of the designated official of IIT(ISM) will result in fine of Rs 1000/- dish. The same clause applies for any discrepancy in quantity.
  - j. 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.
  - k. Non-compliance of environment friendly waste disposal methods. Rs.500/day.
  - l. 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.

**17. 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.

**18. APPRECIATION OF WORK:**

If “outstanding performance” [to be decided by IIT(ISM), Dhanbad] in all category of work as per the tender by the Contracting Firm/Agency in maintaining the SAH & EDC during the whole contract period, an appreciation letter may be issued by IIT(ISM), Dhanbad by considering therein fit by the management.

**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 2020-21, 2021-22, 2022-23)	Average annual turnover (i) Turnover up to 80 lakhs: - 10 marks (ii) Turnover above 80 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 different contracts of similar nature during the three years (i.e. FY 2020-21, 2021-22, 2022-23 ) in a Govt. Departments / Public Sector Undertakings / reputed private sector organizations / reputed Educational Institutions	<b>Minimum 3 different contracts are mandatory, failing which tender is liable to reject. Tender Contract value / amount below 80 Lakhs, will not considered for evaluation.</b> Number of Contract in three F.Y. i.e. 2020-21, 2021-22, 2022-23, (1) 3 number of Contracts – 05 Marks (2) Above 3 and Up to 5 number of Contracts – 10 Marks (3) Above 5 number of contracts – 15 Marks.	15
(c)	The agency shall have at least 30 employees on its role in the preceding year ending March 2023. 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) Above 100 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 above 05 to 07 marks – 05 marks (iii) Obtained above 07 to 09 marks – 08 marks (iv) Obtained above 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>			

**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  $i^{th}$  bidders will be computed as follows:

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

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

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

Q(i) = Quoted price of financial bid by the  $i^{th}$  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 Q(i)m. The financial meal scores of the  $i^{th}$  bidders will be computed as follows:

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

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

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

<b>Final Financial Score FFS(i) = Financial Score FS(i) + Financial Meal Score FSm(i)</b>
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Where FFS (i) = Final Financial score of the  $i^{th}$  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:

<b>Combined Score (CS) = Technical Score (TS) + Final Financial Score (FFS)</b>
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(b) The Selected bidder shall be the bidder having the highest combined score (first-ranked) and will be awarded the work.

© 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.**

<b>CUSTOMER FEEDBACK FORM</b> <b>(Past Contract/Running Contract)</b>				
<b>Sl. No</b>	<b>Particulars</b>	<b>Remarks</b>		
	<b>Name of the Company</b>			
1	Name of work			
4	Value of work done			
5	Duration of work			
<b>Sl. No</b>	<b>Particulars</b>	<b>Max Marks</b>	<b>Marks Awarded</b>	<b>Remarks</b>
1	Quality of Housekeeping maintenance (indicate grading)	3		
2	Quality of Food and service (indicate grading)	3		
3	Front Office management	1		
4	Appreciation letter issued by Govt. Departments/Public Sector Undertakings/reputed private sector organizations/reputed Educational Institutions	1		
5	General Behaviour and punctuality	2		
	<b>Total Marks awarded</b>			

TENDER NOTICE NO:

**TECHNICAL BID**

**FORMAT TO BE FILLED BY THE AGENCY SUBMITTING TENDER FOR CATERING  
MECHANIZED HOUSE KEEPING AND MAINTENANCE OPERATION OF 148 ROOMS  
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 valid ESIC Registration														
6	Copy of valid EPF Registration														
7	Copy of valid GST Registration														
8	Copy of valid PAN Card														
9	Copy of valid Food Safety and Hygiene Licence from FSSAI														
10	<p><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 rooms guest house owned by Govt. Departments/Public Sector Undertakings/reputed private sector organizations/reputed Educational Institutions</b>, with an average annual group turnover of minimum Rs. 80 lakh during the three financial years. <u>The Number of rooms for guest house should be clearly mention in work order.</u></p> <table><tr><th>Year</th><th>Name of issuing Institutions</th><th>Number of Rooms as per work order</th></tr><tr><td>2020-21</td><td></td><td></td></tr><tr><td>2021-22</td><td></td><td></td></tr><tr><td>2022-23</td><td></td><td></td></tr></table>	Year	Name of issuing Institutions	Number of Rooms as per work order	2020-21			2021-22			2022-23				
Year	Name of issuing Institutions	Number of Rooms as per work order													
2020-21															
2021-22															
2022-23															
11	<p>Turnover Including Annual Report &amp; Balance Sheet/Statement of Account of past three financial years duly authenticated by Chartered Accountant- 2020-21, 2021-22, 2022-23 as per Annexure-I</p> <p>(i) Turnover up to 80 lakh (ii) Turnover above 80 lakh to 3 Cr (iii) Turnover above 3 Cr</p> <table><tr><th>Year</th><th>Turnover in Rs.</th></tr><tr><td>2020-21</td><td></td></tr><tr><td>2021-22</td><td></td></tr><tr><td>2022-23</td><td></td></tr></table>	Year	Turnover in Rs.	2020-21		2021-22		2022-23							
Year	Turnover in Rs.														
2020-21															
2021-22															
2022-23															

12	The agency shall have at least 30 employees on its role in the preceding year ending March 2023. 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					
	2020-21						
	2021-22						
	2022-23						
13	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)			
	2020-21						
	2021-22						
	2022-23						
14	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.						
15	Name and address of Contractor's bankers and attach a Solvency Certificate from the Bank for minimum amount of <b>Rs.25 Lakhs</b> .						
16	<b>Minimum 3</b> different contracts of similar nature during the three Financial Year- (i.e. FY 2020-21, 2021-22, 2022-23,) <b>are mandatory, failing which tender is liable to reject. Tender Contract value / amount below 80 Lakhs, will not considered for evaluation.</b> Number of Contracts in Three F.Y. i.e. 2020-21, 2021-22, 2022-23 and						
	Sl. No.	No. of Contracts	Marks	2020-21	2021-22	2022-23	
	1	3 number of Contracts – 05 Marks	05 Marks				
	2	Above 3 and Up to 5 number of Contracts – 10 Marks	10 Marks				
	3	Above 5 number of contracts – 15 Marks.	15 Marks				
17	Details of EMD/Bank Draft No. & date						
18	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

-----  
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. 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/diploma and 3 years of experience 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. Desirable: 2 year experience in not below than 3 star category hotel.	2
3	Reception/Front Office	Skilled	Bachelor degree or higher + 3 year exp. with good communication & representative skills in English and Hindi.  Desirable: Diploma in Front office operation + 2 year experience in not below than 3 star category hotels.	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. OR Diploma in Food Production/Craftsmanship in food production + 2 Year experience in not below than 3 star category hotel.	1
5	Assistant Cook	Un-skilled	2 years' experience in kitchen/dining service in hotel etc.	3
6	Supervisor (dining Service)/ Waiters-Room	Un-skilled	2 years exp. in kitchen/dining service in hotel etc.	9 (waiters) and 2 (Supervisor)

	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.	11
<b>TOTAL MANPOWER (Nos.) per day</b>				<b>38</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.**

-----  
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 – IV Q(i)**

This Annexure is for the reference to the bidders. Bidders are requested to read the Annexure completely and carefully before filling BOQ under financial cover in CPP Portal.

**FORMAT FOR INFORMATION TO BIDDERS FOR SUBMITTING TENDER FOR CATERING, MECHANIZED HOUSE KEEPING AND MAINTENANCE OPERATIONS OF 148 ROOMS AT EDC & SAH IN IIT(ISM) CAMPUS, DHANBAD**

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/diploma and 3 years of experience 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. Desirable: 2 year experience in not below than 3 star category hotel.	2
3	Reception/Front Office	Skilled	Bachelor degree or higher + 3 year exp. with good communication & representative skills in English and Hindi.  Desirable: Diploma in Front office operation + 2 year experience in not below than 3 star category hotels.	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. OR Diploma in Food Production/Craftsmanship in food production + 2 Year experience in not below than 3 star category hotel.	1

5	Assistant Cook	Un-skilled	2 years' 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.	9 (waiters) and 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.	11
<b>TOTAL MANPOWER (Nos.) per day</b>				<b>38</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.

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)	<u>Monthly operational cost*:</u>  <u>to be quoted in BOQ in CPP Portal</u>
(*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)		

**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 Financial 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
- Food will be service only in dining hall. Room service will be available only under exceptional circumstances & sick guest.
- Bid is liable for rejection, if Financial bid found along with technical bid.
- If any bidder do not fill financial 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.



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

This Annexure is for the reference to the bidders. Bidders are requested to read the Annexure completely and carefully before filling BOQ under financial cover in CPP Portal.

Rates shall be quoted for the following items separately in the BOQ on CPP Portal:

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

1	2	3
Items list	Weightage (%)	Rates to be quoted
<b>BREAKFAST: (7 a.m. – 9.30 a.m.)</b>	10%	<u>Rates to be quoted in BOQ in CPP Portal</u>
A) (i) Seasonal mixed Fruit Salad – 300 gm/Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam (iii) Cornflakes- Milk (200 Ml) (iv) Luchi (4 Pcs) And Cholar Dal (v) Omlette (2 eggs) /Boiled Egg (2nos) (v) Tea/Coffee (150ml) <b>Or</b> B) (i) Seasonal mixed Fruit Salad – 300 gm/Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam (iii) Cornflakes- Milk (200 Ml) (iv) Aloo Paratha (2 Pcs) and Pickle (iii) Omlette (2 eggs) /Boiled Egg (2nos) (iv) Tea/Coffee (150ml) <b>Or</b> C(i) Seasonal mixed Fruit Salad – 300 gm/Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam (iii) Cornflakes- Milk (200 Ml) (iv) Masala Dosa (1 Pc Large) – Sambhar & Coconut Chutney (v) Omlette (2 eggs) /Boiled Egg (2nos) (vi) Tea/Coffee (150ml) <b>Or</b> D) (i) Seasonal mixed Fruit Salad – 300 gm/Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam (iii) Cornflakes- Milk (200 Ml) (iv) Chakuli Pitha (Rice Pancake Topped With Sliced Onion) - (2 Medium Pieces) with Yellow Peas Curry		

(v) Omlette (2 eggs) /Boiled Egg (2nos) (vi) Tea/Coffee (150ml) <b>Or</b> <b>E</b> (i) Seasonal mixed Fruit Salad – 300 gm/ Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam iii) Cornflakes- Milk (200 Ml) iv) Poha ( 100 Gm) & Dhokla ( 2pc Small)- Chutney (v) Omlette (2 eggs) /Boiled Egg (2nos) (vi) Tea/Coffee (150ml) <b>Or</b> <b>F</b> (i) Seasonal mixed Fruit Salad – 300 gm/ Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam iii) Cornflakes- Milk (200 Ml) iv) Chole Bhature (2 Medium Pcs)- (v) Omlette (2 eggs) /Boiled Egg (2nos) (vi) Tea/Coffee (150ml) <b>Or</b> <b>G</b> (i) Seasonal mixed Fruit Salad – 300 gm/ Sprouts (ii) Bread Toast ( Brown/White) (4 Pcs) – Butter And Jam iii) Cornflakes- Milk (200 Ml) iv) Medu Vada (4 Pcs) & Rawa Idli ( 1 Pcs)- Sambar & Coconut Chutney (v) Omlette (2 eggs) /Boiled Egg (2nos) (vi) Tea/Coffee (150ml)		
<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> <b><u>Menu for working Lunch/Dinner</u></b> (i) Salad  (ii) Masala Papad  (iii) Pickle & Curd  (iv) Soup Of The Day (Cream Of Mushroom Soup/ Hot & Sour Soup/ Mulligatwany Soup/ Tamatar Dhania Shorba Soup/ Cream Of Tomato Soup/Veg. Clear Soup/ Lemon Coriander Soup/ Munchow Shop) – 200 ml  (v) Indian Breads (Tawa Roti/Tandoori Roti/Naan/Plain or Stuffed Parantha/Kulcha/Poori)  (vi) Rice (Plain rice/Jeera Rice/Lemon Rice/Pulao/Biriyani-Raita	20%	<u>Rates to be quoted in BOQ in CPP Portal</u>

<p>(vii) Daal (Aarhar/Chana/Masoor /Dalma etc.)</p> <p>(viii) Seasonal Veg. Dish (Saag/Sukto/ Mushroom/ Avial/ Navaratna Korma etc.)/Egg curry (2 pcs.)</p> <p>(ix) Fish (Fish Kalia/Fish Amritsari/ Fish Besar/Fish Curry etc.) /Chicken (Achari Chicken/Chicken Curry/Kadhai Chicken etc.) /Paneer (Chilli Paneer/Palak Paneer/Paneer Lababdar/Sahi Paneer etc.) -150 gms.</p> <p>(x) Dessert (Misti Doi/Gulab Jamun-02 pcs/Basundi/Sahi Tukda/Jalebi-Rabri/Phirni/Payasam /Kheer etc.)</p> <p>(xi) One Seasonal Fruit</p> <p><b>Note: (i) Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.</b></p>		
<p><b>3. Special Lunch/Dinner</b></p> <p>(i) Fresh juice 200 ml, / Coconut water, (ii) Vegetable / Non- Veg - Soup 200 ml, (iii) Starter – One Non-veg (Fried / Tandoor / Baked / Roasted / Shallow Fry with Accompaniments. (iv) One – Vegetable Fried / Tandoor / Baked / Roasted / Shallow Fry with Accompaniments. (v). Steam Rice, Jeera Rice / Vegetable Rice / Kashmiri Pulao, Biryani – Chicken / Vegetables (good quality raw / parboiled) (vi) Dal (Tadka/Makhani), (vii) Chapati – tawa / tandoori Roti / Nan (any one) (viii) Green salad, Sprout spread, (ix) Fruit raita &amp; boondi raita, (x) Papad, Chatni, Pickle (xi) Chicken / Fish, Paneer Tandoori, (Dry Preparation) (xii) Fish / Chicken gravy assorted preparation. (xiii) Paneer assorted preparation (xiv) Two seasonal vegetables (one dry + one gravy) (xv) One Dessert, (xvi) One assorted ice cream</p> <p><b>Note: Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.</b></p>	20%	<u>Rates to be quoted in BOQ in CPP Portal</u>
<b>4. Snacks</b>		

(i) Boiled Egg (Per Piece)	5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(ii) Veg Cutlet (100 Gm)	5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(iii) Potato (tikia 75 gms)	2.5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(iv) Veg Burger (01 piece)	5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(v) Veg Manchurian (150 gms)	5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(vi) Samosa 1 pcs (80gm) / Vada Pao – 1 Nos / Pohe – 200 gm / Pakoda. – 200 gm	5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(vii) Bread Pakoda 1 PC (80 gm)	5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(viii) Allo Chaap/Bonda 1 pc (80 gms)	2.5 %	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(ix) Veg. Sandwich (without cheese)	2.5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(x) Tea per cup 150 ml, Coffee per cup 150 ml,	5 %	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(xi) Sandwiches (Cheese / Chicken / Egg/vegetable)	2.5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
(xii) Pastry	2.5%	<u>Rates to be quoted in BOQ in CPP Portal</u>									
( xiii) Dry fruits & cookies: <table border="1"><tr><td>a) Salted cashew- 20 gm</td></tr><tr><td>b) Almonds- 20 gm</td></tr><tr><td>c) Salted Pistachio – 20 gm</td></tr><tr><td>3. Cookies- 4 pcs.</td></tr></table>	a) Salted cashew- 20 gm	b) Almonds- 20 gm	c) Salted Pistachio – 20 gm	3. Cookies- 4 pcs.	2.5 %	<table><tr><td>a) <u>Rates to be quoted in BOQ in CPP Portal</u></td></tr><tr><td>b) <u>Rates to be quoted in BOQ in CPP Portal</u></td></tr><tr><td>c) <u>Rates to be quoted in BOQ in CPP Portal</u></td></tr><tr><td>d) <u>Rates to be quoted in BOQ in CPP Portal</u></td></tr><tr><td>Average of a,b, c and d = (a+b+c+d) /4 Note:- The average rate quoted for Sl. No. 4(xiii)- a, b, c &amp;d will be considered for evaluation in percentage weightage as colomun 2 as ANNEXURE – IV Q(i)m</td></tr></table>	a) <u>Rates to be quoted in BOQ in CPP Portal</u>	b) <u>Rates to be quoted in BOQ in CPP Portal</u>	c) <u>Rates to be quoted in BOQ in CPP Portal</u>	d) <u>Rates to be quoted in BOQ in CPP Portal</u>	Average of a,b, c and d = (a+b+c+d) /4 Note:- The average rate quoted for Sl. No. 4(xiii)- a, b, c &d will be considered for evaluation in percentage weightage as colomun 2 as ANNEXURE – IV Q(i)m
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a) <u>Rates to be quoted in BOQ in CPP Portal</u>											
b) <u>Rates to be quoted in BOQ in CPP Portal</u>											
c) <u>Rates to be quoted in BOQ in CPP Portal</u>											
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5. Miscellaneous items (On MRP) - Packed Items		On MRP									

\* 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 contractor shall ensure procurement of top quality provisions, vegetables, perishable and non- perishable items. The contractor shall have to use only branded top quality, FSSAI approved raw materials. The ingredients used must be of reputed brands from the list as given below. In case of non- availability of the below listed 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, Good life, Ganesh
3	Ketchup	Maggi, Kissan, Chings, Heinz, Patanjali
4	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated (Vanaspati) Oil is prohibited)
5	Pickle	Mothers, Priya, Nilon, Patanjali, Pravin Masale, Tops
6	Atta/Besan/Meda/Suji	Ashirvad, Shaktibhog, Laxmibhog, Patanjali, Aahar, Ganesh, Fortune
7	Daal/ Dalhan	Tata, Patanjali, Harvest, Fortune, Aashirvaad
8	Rice/Poha	India Gate, Dawat, Best, Patanjali, Fortune, Kohinoor
9	Papad	Lijjat, Bikaji, Patanjali, Mothers Recipe, Ganesh
10	Butter	Amul, Britannia, Mother dairy, Sudha, Saras, aashirvad
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, Nestle, Dabur (without water)
16	Paneer	Amul, Saras, Sudha
17	Tea	Brook bond, Lipton, Tata, Taaza, WaghBakri
18	Sugar	Uttam, Madhur, Patanjali, Harvest, Fortune
19	Coffee	Nescafe, Tata, Bru
20	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor, Arun
21	Any other item	As per approval of competent authority
Branded detergents of repute shall be used for washing of utensils, crockeries & cutleries.		
22	cornflour	Weikfield, Nature's Quest, Ruchi
23	Packaged fruit juices	Real, Stori, B Natural, paperboat, maaza, frooti
24	Liquid Handwash	Dettol, lifebuoy, Godrej, Himalaya
25	Detergent	Surf Excel, Ariel, Tide
26	Kitchen Utensil Cleaning Powder/ Gel	VIM, EXO, PRIL, Patanjali
27	Room Freshner	Godrej, Odonil
28	Frozen Peas	Safal (offseason), McCain, Watties, Godrej
29	Instant Noodles	Maggi, Top Ramen, Patanjali
30	Cheese	Amul, Britannia, Mother Dairy,

Note -

- TDS as prescribed by Govt. of India/Govt. of Jharkhand shall be deducted from the payments of the contractor

- Food will be service only in dining hall. Room service will be available only under exceptional circumstances & sick guest.
- Bid is liable for rejection, if financial bid found along with technical bid.
- If any bidder do not fill financial 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.

**SELF-CERTIFIED DECLARATIONS FOR TAKING PART IN TENDER**

- a. Regarding blacklisting / debarring
- b. Insolvency

1. I / We \_\_\_\_\_ (Tenderer) hereby declare that the firm / agency / Company, namely M/s \_\_\_\_\_ has not been declared as **insolvent** by the Central/State Government or any other Organization.

**AND**

2. I / We \_\_\_\_\_ (Tenderer) hereby declare that the firm / agency / Company, namely M/s \_\_\_\_\_ has not been **blacklisted or debarred** in the past by the Central/State Government or any other Organization from taking part in Government tenders in India.

**OR**

I / We \_\_\_\_\_ (Tenderer) hereby declare that the Firm/Agency/Company, namely M/s \_\_\_\_\_ was **blacklisted or debarred** by \_\_\_\_\_ (Name of organization) from taking part in Government tenders for a period of \_\_\_\_\_ years w.e.f. \_\_\_\_\_ to \_\_\_\_\_. The period is expired and now the Firm/Agency/Company is entitled to take part in Government tenders.

In case the above information is found to be false at any point of time, I / We am/are fully aware that the IIT (ISM) Dhanbad can cancel the work order and forfeit the EMD. Further, I will not claim any payment for any supplied item against cancelled work order.

**Date:**

**Place:**

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Stamp:**

**Declaration for Local Content**

**(To be given on Company Letter Head)- For the item value below Rs.10 Crores)**  
**(To be given by the Statutory Auditor/Cost Auditor/Cost Accountant/CA for the item value above Rs.10 Crores)**

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

To,  
 The Director,  
 IIT (ISM) Dhanbad.

Sub: Declaration of Local content.

Tender No: . **EDC-INS-CPPP-031-24-25**

Name of offered the item: \_\_\_\_\_

In accordance with the order No. P-45021/2/2017-PP (BE-II) dated 04<sup>th</sup> June, 2020, I hereby declare that

- i) I am aware of the Order No. P-45021/2/2017-PP (BE-II) dated 04<sup>th</sup> June, 2020 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) for offered item 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. I am fully aware that false declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- v) Details of items, amount and location(s) at which the local value addition is made:

Sl. No.	ITEM (S)	AMOUNT	LOCATION(S)
1.			
2.			
3.			
4.			
5.			

Yours Faithfully,

(Signature)  
 Seal



**Certificate by the bidder**  
**(To be given on Company Letter Head)**

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

To,  
The Director,  
IIT (ISM) Dhanbad.

Subject: Undertaking regarding type of bidder.

Reference : Office Memorandum No. F.7/10/2021-PPD(1) dated: 23.02.2023 issued by  
Department of Expenditure, Ministry of Finance, Govt. of India.

Tender No. . **EDC-INS-CPPP-031-24-25**

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

Sir,

1. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority is attached.]
2. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all the requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority is attached.]"

**Yours Faithfully,**

**(Signature of the Bidder)**

**Seal**

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

To,  
The Director,  
IIT (ISM) Dhanbad.

Subject: Acceptance of Terms & Conditions of Tender.

Tender No. **EDC-INS-CPPP-031-24-25**

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

Sir,

1. I / We hereby certify that I/we have read the entire tender document including all annexures. I/we have read all the terms and conditions of the tender documents. I/we hereby undertake that I/we shall abide by the terms/conditions/clauses mentioned in the tender document.
2. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality/entirety.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
5. I / We certify that all information furnished by me/our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the Earnest Money Deposit.

**Yours Faithfully,**

**(Signature of the Bidder)**  
**Seal**