



TENDER DOCUMENT

(Tender Notice no: IIT/TGH - VGH/2019-20/01)

Date: 1st February 2020

FOR

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

OF

VISVESWARAYA GUEST HOUSE COMPLEX

Prof.-in-Charge, Technology Guest Houses

INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR

Tender Document

For

Name of works: **HOUSEKEEPING, RECEPTION, ROOM SERVICES, CATERING, LAUNDRY SERVICES, GENERAL MAINTENANCE & FACILITY MANAGEMENT SERVICES**

Authenticity: **This document consists of total 35 pages and all pages are numbered consecutively**

INDIAN INSTITUTE OF TECHNOLOGY
KHARAGPUR 721 302

Tender Notice No. IIT/TGH - VGH/2019-20/01

Dated: 1st February 2020

SUB: - TENDER FOR HOUSEKEEPING, RECEPTION, ROOM SERVICES, CATERING, LAUNDRY SERVICES, GENERAL MAINTENANCE & FACILITY MANAGEMENT SERVICES OF THE VISVESWARAYA GUEST HOUSE COMPLEX

Indian Institute of Technology Kharagpur, an Institute of National Importance, invites sealed two part bids from reputed agencies engaged with proven track record, for provision of housekeeping, reception, room service, catering, laundry service, general maintenance and facility management services of its Visveswaraya Guest House Complex including the 52 rooms, One Class Room located in the main campus at Kharagpur, West Bengal.

The contract will be initially for a period of one year, which may be renewed *annually* for another two years subject to satisfactory performance.

The tender document with complete details of tender including experience required, scope of work and terms and conditions can be downloaded from the website www.iitkgp.ac.in (link: Tenders. The tender fee is Rs.5000/-, which has to be paid in the form of a Demand Draft drawn in favour of **Indian Institute of Technology Kharagpur** payable at Kharagpur. The deadline for submission of Sealed Tender is **10th March 2020, 15.00 hrs**. The Technical Bids will be opened on **10th March 2020, at 16.00 hrs** in the Conference Room of New Technology Guest House, IIT Kharagpur.

EMD of Rs. 1,50,000/(Rupees One Lakh Fifty Thousand only). has to be submitted in the form of a Demand Draft drawn in favour of **Indian Institute of Technology Kharagpur** payable at Kharagpur. EMD in any other form is not acceptable. Tender(s) received without Tender Submission Fee and/or EMD will be summarily rejected **except for Micro and Small Enterprises (MSEs) as per rules of MSME**. . Tender(s) received beyond the deadline **10th March 2020, 15.00 hrs** will be summarily rejected.

Interested agencies are requested to submit two sealed envelopes containing Technical Bid (Envelope - I) and Commercial Bid (Envelope - II) placed in a larger sealed envelope superscribing with reference number (Tender Notice no. IIT/TGH - VGH/2019-20/01, Dated: 1st February 2020) to be sent by Hand or by Speed Post/Courier to "Professor-in-Charge Guest Houses, Technology Guest House Office, Indian Institute of Technology Kharagpur, WB 721302" so as to reach on or before the deadline.

A Pre-bid conference will be held on **2nd March 2020 at 16.00 hrs** in the Conference Room of New Technology Guest House.

Selection will be based on compliance to eligibility and statutory requirements and the price components quoted by the bidder. The commercial bids of only those agencies who would qualify based on Technical Bid documents, will be opened and the lowest bidder (as per the evaluation criteria) will be awarded the contract.

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

Prof.-in-Charge, Technology Guest Houses
IIT Kharagpur
E-Mail: tgh@hijli.iitkgp.ernet.in
bibhuti@adm.iitkgp.ac.in

INFORMATION SHEET

Tender Number and Date	IIT/TGH - VGH/2019-20/01, Dated: 1 st February 2020
Issue of Tender Forms	Tender Documents can be downloaded from the Institute's website (www.iitkgp.ac.in) link: Tenders
Tender Fee	Rs. 5000.00/- (Rupees Five Thousand Only) in the form of a Demand Draft in favour of Indian Institute of Technology Kharagpur , payable at Kharagpur.
Earnest Money Deposit (EMD)	Earnest money of Rs. 1,50,000.00/- (Rupees One Lakh Fifty Thousand Only) in the form of a Demand Draft in favour of Indian Institute of Technology Kharagpur , payable at Kharagpur.
Pre-bid Conference	Date: 2 nd March 2020 in the Conference Room of New Technology Guest House, IIT Kharagpur at 4.00 PM
Last Date & Time of Submission of Tender	10 th March 2020 up to 15.00 Hrs
Opening of Tender (Technical Bid)	10 th March 2020 at 16.00 Hrs in the Conference Room of New Technology Guest House, IIT Kharagpur
Contact Person and Address for enquiry and submission of sealed tender documents	Professor-in-Charge, Guest Houses Technology Guest House Office Indian Institute of Technology Kharagpur Kharagpur 721 302, West Bengal
Contact Phone Number (s)	+91-3222- / 282840 / 282834 / 282842
E-mail Address	tgh@hijli.iitkgp.ernet.in / bibhuti@adm.iitkgp.ac.in
Website	http://www.iitkgp.ac.in Link: Tenders

INTRODUCTION

The Visveswaraya Guest House Complex of IIT Kharagpur comprises a Two storey building (GF & FF) consisting of the following:

	Main Block	West Block	Central Block
1	Gr. Floor (GF) :- 13 Rooms 1 Store Room Reception Back Office Lobby Common Washrooms Common Corridor Dining Hall Community Hall Kitchen Kitchen Stores (5 Nos) Staircase	Gr. Floor (GF) :- 8 Rooms Common Corridors Staircase	Gr. Floor (GF) :- 2 Rooms (4 Bedded) 1 Room (3 Bedded) Common Corridors Staircase
2	1st Floor (FF) :- 16 Rooms 01 (10 Bedded Dorm) Class Rooms (1 Nos) Common Washrooms Common Corridors Staircase & Terrace	1st Floor (FF) :- 8 Rooms Common Corridors Staircase Terrace	1st Floor (FF) :- 3 Rooms (3 Bedded) Common Corridors Staircase Terrace

In a nutshell Visveswaraya Guest House comprises 39 double bedded rooms, 01 Suite Room, 4 single bedded rooms, 4 three bedded rooms, 2 four bedded rooms, 1 five bedded room, 1 ten bedded room which can accommodate approximately, 125 guests at one time, The Dining Hall, located on the ground floor of (Main Block) is having a seating capacity of 25 and Community Hall located at the ground floor of (Main Block) is having a seating capacity of 50, can accommodate 100 people during buffet service. The cooking for the guests staying in the Guest House is required to be done in the above mentioned kitchen.

The prospective tenderers expressing interest may visit the Visveswaraya Guest House Complex, IIT Kharagpur and acquaint themselves with the entire facility, type, schedule and scope of work, supervision and commitment needed.

IIT Kharagpur looks forward to operate the Visveswaraya Guest House Complex as a high end facility for the Institute academic community, rendering state of art hospitality service management.

DEFINITIONS

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

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

MINIMUM QUALIFICATION REQUIRED FOR BIDDING

- (a) Bidder shall have a minimum 5 (Five) years of experience in providing catering and hospitality services including housekeeping, reception and room allotment, general maintenance, etc. in an organization of repute (at state or national level) as on tender submission deadline. Name, address / contact details of the present and past satisfactory clients to be provided with a copy of the signed experience certificate in the client's letterhead and work order copy to be enclosed with the technical bid.
- (b) Experience of having successfully operated and managed guest houses during the last 2 (Two) years in a single contract continuously or as of tender submission deadline, as per the following details:

At least One (1) similar completed/ongoing work in Government / Autonomous Bodies / Public Sector Undertakings/Reputed Private Organisation of having not less than 50 rooms. Signed certificates and Work Order copy from the clients to whom such services are being/have been extended must be enclosed with the technical bid.
- (c) The bidder must have a minimum annual average turnover of Rs. 50 Lakh during the last three financial years 2016-2017, 2017-18 and 2018-19. All bidders should submit copies of audited Statement of Accounts for the last Two years ending 31 March 2019 along with the tender documents.
- (d) Solvency certificate minimum of Rs. 5 Lakh in a prescribed format is required from any scheduled bank.
- (e) Proof of Registration of the bidder under relevant law, such as Companies Act, and / or Shops & Establishment Act etc. For partnership firms, full name and address of each partner along with certified copy of registered partnership deed, copy of trade license. For proprietorship firms, full name and address of proprietor along with certified copy of trade license
- (f) All bidders should submit along with their tender, copies of the valid license no. under Contract Labour Act, PAN Card, PF Registration Certificate, ESI Registration Certificate, GST, FSSAI.
- (g) The bidder must submit copy of acknowledgement of Income Tax return for the last 03 (three) financial years for 2016-17, 2017-18 and 2018-19.
- (h) The bidder must have at least 50 persons on payroll. All bidders should submit copies of quarterly returns of EPF and ESI with respect to such personnel.

Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. All documentary proof must be listed on the letterhead of the company.

INSTRUCTIONS TO BIDDERS

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

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

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

1. Annexure I
 - a. Form A: Technical Data Sheet
 - b. Form B: Technical Data Sheet
 - c. Form C: Financial Information
 - d. Form D: Details of all Works of Similar Class Completed during the Last Five Years as on the last date of submission
 - e. Form E: Format for Solvency Certificate
 - f. Form F: Declaration
2. Annexure - II Data related to supply and catering of food materials / items as per menu chart on all-inclusive fixed rate basis.
3. All other essential certificates/documents as mentioned in the minimum qualification required for bidding, Earnest Money and Cost of Tender Documents and signed tender documents.

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

2.5 The sealed outer envelope shall be addressed to:

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

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

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

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

2.9 The completed tenders should be submitted by 10th March 2020, 3:00 PM at the above address.

SCOPE OF WORK

- (a) Reception and accommodation of the guest coming to stay at Visveswaraya Guest House complex. Services including manning the reception and office, round the clock on all the days of the year. Maintenance of room allotment register, opening of rooms for bonafide occupant and upkeep of rooms by proper housekeeping and room service for exclusive/VIP guests.
- (b) The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers, skilled and supervisory staff. The Guest House will be available for operation in *as is where condition is*; the contractor shall be responsible for maintaining it in spic and span condition.
- (c) The build up area of Visveswaraya Guest House complex require regular cleaning and maintenance. This is to be maintained in a pre-planned schedule of three shifts in a day. The workers will be entitled for one weekly off.
- (d) The indicated number and composition of staff is as **per Table 1 of Annexure III**. The tenderer should have sufficient number of personnel on pay roll, specifically trained for housekeeping and allied work as per tender specification. Full list of employees, viz., name, age, gender, educational qualifications, employee code, designation, relevant experience, EPF & ESI code, local and permanent address, etc. should be provided. Documents in support of ESI & EPF registrations, labour license, health and safety measures the tenderer undertakes for his workers and should be attached with the technical bid.
- (e) Services will be provided by presentable, neatly attired and well-mannered workers as per their functional designation. The personnel deployed (preferred age group: 21-45 years not more the 60 years under any circumstances) of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in speaking and understanding Bengali, Hindi, and English.
- (f) The dress code, as appropriate for particular personnel, to be provided by the contractor to its employees shall comprise the following (the list is not exhaustive but indicative):
1. Dark coloured trouser
 2. Light coloured shirt (Full / Half sleeve)
 3. Pull Over (in winter)
 4. Apron
 5. Shoes /Gumboot - Black
 6. Gloves
 7. Head gear
 8. Chef caps

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

- (g) Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venetian blinds and all fixtures/furniture at the Guest House including the office/ and other rooms belonging to the Guest House Complex, shall be duty of the contractor, cleaning of utensils, crockeries and cutleries shall be done after every meal on the same day. A status report on day to day basis shall be maintained by the contractor as a permanent record and should be sent to the Guest House office, preferably daily but definitely within the next 24 hours.

- (h) Bedroom linen and bathroom towels shall be changed every alternate day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning materials be arranged. All curtains to be cleaned every three months; blankets to be dry cleaned every three months by the contractor at no extra charge. A register for this purpose shall be maintained by the contractor for IIT Kharagpur to inspect from time to time.
- (i) Floors of the rooms and corridors shall be cleaned daily with ISI marked floor cleaner / phenyl (eco-friendly WHO recommended materials of reputed brands such as Lysol, Bengal Chemical, Ajax, Dettol, etc.) and will be kept clean all the time. The particular brand used needs to be approved by the IIT KGP authority. Carpets wherever available, shall be cleaned daily by a vacuum cleaner and dry/wet cleaning will be done on quarterly basis, as per requirement. Cleaning of sofa set, covers, curtains will also be done on monthly basis, as per requirement. The contractor at his own expense shall arrange all consumables and cleaning materials for both dry & wet cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repellent, etc., shall have to be done whenever required as suggested by IIT Kharagpur.
- (j) Bathroom/toilet shall be cleaned daily and mopped with ISI marked bathroom cleaner / toilet cleaner (eco-friendly WHO recommended materials of reputed brands such as Lysol, Bengal Chemical, Ajax, Dettol, Harpic, etc.). Air filters of Split/Window type air conditioner shall have to be thoroughly cleaned at regular intervals. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, room fresheners such as Odonil, Glade, etc., naphthalene balls, duster brooms and other cleaning/sanitary materials shall be provided by the contractor at no extra cost. The particular brand used for various items needs to be approved by the IIT KGP authority.
- (k) IIT KGP will hand over to the contractor materials such as beds, cots, chairs, tables, refrigerator, mixer/grinder and other kitchen appliances and the contractor has to agree to keep proper inventory of such items. The contractor shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the contractor is liable to return the same to IIT KGP in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit of the contractor.
- (l) Dining hall/Kitchen service shall be rendered in hygienic condition by experienced cooks and supporting staff, cleaners, etc.
- (m) The contractor shall be responsible for quality cleaning of bed and bath linens. The contractor should also provide laundry services to the guest(s) on payment basis at rates approved by IIT Authority.
- (n) 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, etc.), breakdowns, emergency relief and help on urgency basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones.
- (o) The contractor should ensure to maintain the minimum approved number of manpower to meet the contractual obligation and also arrange a pool of standby housekeeping staff/supervisor. In the event of any shortage in the minimum number of manpower on a particular day, an amount proportionate to a day's salary will be deducted from the monthly bill of the contractor.

- (p) Bills for the service should be presented to the visitor staying at the guest house and payment to be received. A proper record and register should have to be prepared for record keeping and checking purpose of the Prof-in-Charge, Guest House / Designated Officer.
- (q) Meals should be provided at rates/menu already prescribed as in **Annexure II**.
- (r) The contractor shall ensure procurement of good quality provisions, fresh vegetables, and fresh perishable and non-perishable items. The contractor shall have to use good quality raw materials of reputed brands, a few of which are as follows.

Rice	: Long Grain Dehradun / Basmati Rice (Not more than 5% broken of 10 mm size grain)
Iodized Salt	: Tata / Annapurna for all purposes
Spices	: MDH / Everest / Sunrise / Cookme
Ketchup	: Maggi/Kissan/Druk
Oil (white)	: Sundrop/Saffola/Fortune
Oil (Mustard)	: Dhara/Fortune/Ganesh/Engine
Pickle	: Priya / Mothers / Nilons
Atta	: Ashirwad / Annapurna/Ganesh
Instant Noodles	: Top Ramen / Yippee / Maggi
Papad	: Madhuri / Lijjat
Butter	: Amul/Mother Dairy/Britannia
Bread	: Modern/Britannia
Jam	: Kissan / Druk
Ghee	: Amul/Mother Dairy/Everyday
Milk	: Amul/Mother Dairy/Metro
Paneer & Curd	: Amul/Mother Dairy
Tea	: Brook Bond/Lipton/TATA (Gold)
Coffee	: Nescafe / Classic / Brooke Bond/ Bru
Branded detergents of repute shall be used for washing of utensils, crockeries & cutleries.	

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

HOUSE KEEPING SERVICES

1. ROOMS - UNOCCUPIED

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

2. ROOMS - OCCUPIED

- (a) Cleaning of rooms including attached toilets, daily (Both cleaning materials and labour)
- (b) Sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes (using standard cleaners such as Colin); all rooms are to be ready by 12.30 PM daily
- (c) Cleaning of glass tumblers as per requirement
- (d) Replace used bed linen (alternate day), bath towels and hand towels (daily) with washed and pressed ones (labour and washing/ steam press under arrangement of contractor, bed linen and towels to be supplied by the institute)
- (e) Make beds once a day (if required twice a day, as per occupancy of the guests)
- (f) Provision of 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) Arrange for Laundry service to room occupants (charges payable by the guest), providing laundry bag in the room will be under contractor's scope of work.

COMMON AREAS

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

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

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

OBLIGATION OF IIT KHARAGPUR

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

- (a) Furnishing of Rooms
- (b) Air Conditioners, Voltage Stabilizers, TVs, Geysers, Inverters with Batteries.
- (c) Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, cool water jug, wall hangings etc.

- (d) Telephone instruments and extensions, computer/ modem/TCP IP connection.
- (e) Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure to be provided **one time only**, thereafter should be replaced (in case of Electrical fittings such as tube lights, bulbs, LED, PI.) and repaired (in case of Electrical appliances such as fan, electric tea kettle, kitchen equipment, housekeeping equipment, furniture etc.) by the contractor at his own cost bearing expenses up to Rs.10,000/-, however if the expenses toward repairing / replacement of items is more than Rs.10000/- then it will be borne by IIT KGP.
- (f) Payment of electric charges, water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT KGP.
- (g) Renovation/ addition to the building, solar water heating, fire fighting equipment, emergency power line etc.
- (h) Matter related to civil, water or electrical works, and air conditioner.
- (i) Racks, almirah, room locking arrangements, shoe/luggage rack etc. as one time support.
- (j) IIT will provide a comprehensive computing software and room reservation/ allotment system, networked connection/interface, room billing, inventory management and complaint redressal mechanism through the said software.
- (k) The institute will provide a space for setting up a control room with seating arrangement in the Visveswaraya Guest House for Supervisor and equip this with computer, printer UPS etc. The housekeeping staff will first report to the manager / supervisor in the control room and will be subsequently deployed by the contractor for duty after having been checked for standard liveries, upkeep, issue of materials and equipment etc. A store room will also be provided in the premises to keep the essentials and consumables etc.
- (l) However the raw materials, food items, cooking fuels, cleaning / washing materials / tools shall be provided by the agency at its own cost. The service ability and day to day repairing of the utensils, furniture and appliances shall be done and ensured by the agency at their own costs.

GENERAL TERMS AND CONDITIONS

- 1) **Duration of Contract:**
The contract will be initially for a period of one year, which may be renewed subject to satisfactory performance.
- 2) **Price:** The bidders should quote their Price which is inclusive of all items and inclusive of all applicable taxes as specified in the prescribed format (**Annexure III**). Taxes, levies & duties will have to be applied at prevalent rates and should be shown clearly in full details. The total amount must be legible both in words and in figures. In case of discrepancy, the amount written in word will prevail.
- 3) **Minimum Wages:** The successful bidder shall have to comply with minimum wages (i.e. for Skilled/ Semi Skilled/Unskilled stipulated by Government notification in force for concerned Zone and other statutory dues as per rules /notifications etc. with regard to payment of wages to the personnel deputed at IIT KGP for the above work. As and when the rates of minimum wages is increased/decreased by the Central Government, the successful bidder should inform IIT KGP regarding revision of rates to the tune of increase and decrease of Minimum wages and related statutory dues. Other statutory payment will be revised subject to production of notification/order etc., of the respective authority. All the revision will be subject to the approval of the Competent Authority of IIT KGP.
- 4) **Agreement:** The work should be taken up within a maximum of 15 (fifteen) days from the date of issue of LOI. The successful bidder shall execute an Agreement with IIT Kharagpur on a Non Judicial Stamp Paper of appropriate value before the commencement of work.

- 5) **Refund of EMD to the unsuccessful bidder:** EMD will only be refunded to the unsuccessful bidders within 60 days after finalization of Tender and no interest will be paid for the same.
- 6) **Security Deposit:** The successful bidder shall, within 15 days from the date of issue of Work Order, deposit with IIT KGP a sum equal to 10% of the annual contract value of the accepted tender less EMD already deposited as security deposit, in the form of a Demand Draft/Bank Guarantee failing which IIT KGP may at its discretion cancel the Work Order and forfeit the earnest money deposit furnished along with the tender. The security deposit amount of 10% of the annual contract value so deposited will be refunded after 90 (ninety) days from the date of completion of all contractual obligations of the contractor duly certified by an officer designated for the purpose. No interest will be paid for the security deposit. In case of extension of the contract, Bank Guarantee may be suitably extended up to 90 (ninety) days from the date of completion of all contractual obligations of the contractor duly certified by an officer designated for the purpose.
- 7) **Termination without Compensation:** In the event of violation of any terms and conditions of the Tender documents or the agreement, it would be construed, as a breach of contract and IIT KGP will be entitled to terminate the contract without any compensation in lieu thereof and the security deposit made by the contractor towards successful implementation of the contract may be forfeited.
- 8) **Pre-bid Meeting:** A pre-bid meeting is scheduled to be held on 2nd March 2020 at 16.00 hrs in the Conference Room of New Technology Guest House, IIT KGP to clarify any issue regarding the bidding documents in general and the operational conditions in particular. All prospective bidders or their authorised representatives should attend the said meeting to acquaint themselves with the local conditions.
- 9) **Amendment/Corrigendum of Tender Documents:** At any time prior to the last date of submission of tenders, IIT KGP may modify the tender document. Such modification will be hosted on the Institute website only.
- 10) **Conditional bid:** Conditional bids are liable to be rejected summarily.
- 11) **Compliance with Laws:** The contractor shall ensure full compliance with all statutory laws of the Government of India/ Government of West Bengal with regard to this contract and shall be solely responsible for the same. The contractor shall indemnify or deemed to have indemnified IIT KGP fully for all claims and losses arising out of this contract against liability of tax, interest, penalty, etc.
- 12) **Delay in downloading:** IIT KGP shall not be responsible in any way for any delay/difficulties/ inaccessibility of the downloading of tender and related documents from the website for any reason whatsoever.
- 13) **Correctness of downloaded tender document:** Bidders will be solely responsible for the correctness/genuineness of the downloaded tender documents from the website. If the offer submitted through the downloaded tender documents is incomplete or with changed contents, the same will be summarily rejected.
- 14) **Submission of Bills:** The bills shall be submitted in triplicate in the following month for payment. The proof of payment of salary, deposit of PF, ESI, Taxes, weekly off, etc. has to be provided to IIT KGP for verification every month. The bills will not be processed if complete documentary evidence in respect of the above is not submitted.
- 15) **Monthly Bills:** The Contractor should provide monthly bills for payment along with a copy of Attendance of the previous month duly signed by him/them and the designated personnel of IIT KGP.

- 16) **Payment Terms:** Payment will be made within 21 days through NEFT/RTGS after receipt of invoice/bills. However, any increase/decrease in total payment will be given effect to if revision as notified by Govt. of West Bengal in respect of statutory dues such as rate of minimum wages, EPF, ESI etc. as intimated to IIT KGP. No advance payment will be made by IIT Kharagpur.
- 17) **Income Tax:** IIT KGP will deduct Income Tax and GST TDS at source as per rules from the contractor's bill at the prevailing rates of such sum as income.
- 18) **Acceptance of bids & withdrawals:** The right of final acceptance of the tender is entirely vested with the Director, IIT KGP who reserves the right to accept or reject, any of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of IIT KGP to communicate with rejected bidders. After acceptance of the tender, the bidder shall have no right to withdraw his tender. The tender acceptance authority may also reject all the tenders for reasons such as change in scope of work, lack of anticipated financial resources, court orders, accident, calamities etc. and other unforeseen circumstances.
- 19) **Tender Evaluation Criteria:** The committee of IIT KGP will prepare a list of firms based on compliance of terms and conditions of the tender. The tenders, which do not conform to the conditions stated in the tender, shall be rejected. Price bids of only eligible bidders will be opened on a later date to be notified on the Institute website.
- 20) **Alterations/Modifications:** IIT KGP reserves the right to make alterations in the number of personnel deployed as per actual requirement. The contractor shall deploy such personnel also at the rate as agreed to in the Work Order.
- 21) **Performance of Contractor:** In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, IIT KGP reserves the right to impose penalty as deemed fit.
- 22) IIT KGP being an educational institute, the contractor shall not allow or permit his/her/their workers to participate in any trade union activities or agitation in the institute, violation of which may result in the termination of the contract immediately.
- 23) All personnel/employees/workmen employed by the contractor shall be adults with good health and sound mind. The personnel of the contractor shall be liable to security search by the Security Staff/Agencies deployed by IIT KGP.

The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor. The contractor shall appoint fully qualified competent and trained workers in their payroll, supervisors and employees/workmen to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the IITKGP. The contractor shall submit the list of manpower engaged for the contract to IIT KGP; any changes / transfer / suspension/ termination of manpower shall be informed to the institute, and will be made effective only after receiving the institute written permission to do so. It is also mandatory that the contractor keeps a complete record of background, origin, and contact information their employee on payroll and shall be produced to IIT KGP officials on demand.

- 24) Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by the Competent Authority of IIT Kharagpur, and the same shall be deducted from the monthly bill of the contractor.

- 25) All personnel and their bags and baggages deployed with the contractor shall be liable for physical check both at the time of entry and leaving the Guest House campus. The institute may introduce a system of Biometric/ RFID attendance/ GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Guest House.
- 26) The services will be provided round the clock on all days of the year (24 x 7 x 365).
- 27) No items will be taken out of the Guest House without written permission of the Prof-In-Charge, Guest House or representative nominated by IIT KGP. Normally no inventory shall be shifted from one room or placed in another, without approval of Prof-In-Charge, Guest House and making valid entry in the stock register of the inventory.
- 28) The allotment of rooms (accommodation), in the Guest House will be done by a nominated official of IIT Kharagpur. The institute employs a web based / computerised room reservation system/billing etc. which will be binding and acceptable to the contractor.
- 29) Room charges will be collected by the contractor and the same will deposited with the desired bank of the Institute daily between 2:30 PM and 4:30 PM. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited positively on the next working day, failing which interest @ 24% per annum will be charged on the withheld amount from the contractor.

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

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

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

HANDING / TAKING OVER

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

TENDER FEE AND EMD

The bidder shall be required to deposit a sum of Rs. 5000.00/- towards the cost of Tender Documents and Rs. 1,50,000.00/- as Earnest Money in the form of Demand Drafts in favour of "Indian Institute Technology Kharagpur" Payable at Kharagpur. **Tenders submitted without the cost of Tender Documents and the Earnest Money is liable to be rejected except for Micro and Small Enterprises (MSEs) as per rules of MSME.**

(a) No interest is payable on refund of EMD.

TERMS OF PAYMENT

- (a) The contractor will be paid as per approved bid (award of contract/work order) on monthly basis by IIT for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification the satisfactory services have been rendered during the month.
- (b) The printed attendance sheet, with signature/attendance status of persons deployed and verified shall be enclosed with the bill. Copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills. A certificate that previous month claims of the employees under the contract and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is mandatory that all such disbursements be done by cheque/pay order or bank-e -transfer. The monthly bill of the service provider will not be processed if documentary evidence in respect of the above is not submitted along with the bill.
- (c) The service provider should submit its monthly bill by 7th date of every month, monthly payment will be made within 21 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, loses, penalties, other deductions etc.).
- (d) The contractor need to provide details of his Bank Account number, name and address of the Bank, Branch, Branch Code and IFSC code, to facilitate payment through NEFT/ RTGS.
- (e) If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutual terms and condition.
- (f) The increase of minimum wages (for Table 1) shall be applicable as per Government notification in respect with skilled, semi-skilled and unskilled manpower. In case of those categories which are not covered under Minimum Wages (Supervisor), average proportionate increase with the above three categories will be applicable.

The rate/price quoted for other categories (as per Table 2, 3, 4, 5) shall be in force for a period of one year during which the rate shall not be revised under any circumstances, the

rates may be reviewed by IIT Kharagpur after one year considering proper justification and All India Consumer Price Index as per the following:

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

$$P = PO * y/x$$

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

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

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

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

For example, to calculate the rate for the entire year of 2020, x will be the annual average ACPI over 2019 while y will be the ACPI for January 2020. This revised rate (P) will be valid for all 12 months of 2020.

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

- (g) IIT Authority shall have the right to inspect the books of accounts of the firm/service provider as and when desired.
- (h) IIT Authority shall have the right to amend the menu of the contract at any point of time and correspondingly revise the rates.

TERMINATION OF CONTRACT

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

DAMAGES AND LOSSES

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

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

COMPLAINTS

The contractor shall keep a suggestion box to be provided by IIT to record any suggestion/complaints, on performance of services, by the guest and produce to IIT or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their reoccurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of the IIT. The contractor will provide guest feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with the IIT/Guest House authorities.

MISBEHAVIOUR OF EMPLOYEES

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

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

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

BREAKAGE

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

REPLACEMENT

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

PENALTIES

Fine will be imposed on the contractor in case of violation of the following:

1. If the contractor fails to maintain minimum number of manpower indicated in Table - 1 (Requirement of manpower on daily basis). Any shortage in minimum number of manpower on a particular day, amount proportionate to a day's salary will be deducted from the monthly bill of the contractor.
2. Unavailability of complaints and other registers or discouraging the complaints would impose to a fine of Rs 500 per incident.
3. For any violation in the agreement a fine of Rs 20,000 will be imposed.
4. Non-compliance of the safety norms will invite a fine of Rs 10,000 per offence.
5. Employees without uniform / with untidy uniform will impose a fine of Rs. 500 per staff per day.
6. Food and Beverage Services:
 - a. Complaints of insects found in any prepared food will invite a fine of 50% of the cost of the dish.
 - b. Packaged items should not be charged above MRP, if found a fine of 75% of the cost of the item will be imposed.
 - c. Complaints of unclean utensils in a day would impose a fine of Rs 10000
 - d. If the service provider is found to have used other than recommended brand / bad / duplicate / expired quality of any commodities a fine of Rs 10000 will be imposed for every occasion of such happening.
 - e. If the food gets exhausted within the dining hall timings due to any reason or waiting time to serve the food in dining hall/ banquet hall/ room service is found to be more than 15 minutes then a fine of 50% of the cost of the dish will be imposed.
 - f. Change in the menu without permission of the designated official of IIT KGP will result in fine of Rs1000. The same clause applies for any discrepancy in quantity.
 - g. Discrepancy on personal hygiene of workers, kitchen area, dining hall, pantry area, stores etc. will call a fine of Rs 500 per person, per area.
 - h. If Quantity of food/housekeeping supplies are found less than the specified/mentioned quantity/quality a penalty of Rs. 10,000.00 will be imposed.
7. Housekeeping:
 - a. In case of non-maintenance/lack of cleanliness of guest rooms, common toilets and other common areas or lapse of services, a fine of Rs 500 per room/ per day or per event/ per location will be imposed.
 - b. In case of non-compliance of laundry services, a fine of Rs 2000 will be imposed. Non supply of Newspaper and Magazines will entail a fine of Rs 1000.
 - c. No/ insufficient supply of room amenities as per contract will entail a fine of Rs 200 per room.
 - d. Non-repairing / non-replacement of consumable items such as electrical fittings, kitchen equipment etc. shall entail a fine equivalent to double the cost of replacement / repairing.
 - e. In case the lost and found items of guests are not reported/ entered in the lost and found register on the same day and the same are not processed further for return within the next 3 working days, a fine five times the item cost will be imposed.

The service provider must endorse the penalty / proposed deductions on account of non-compliance of the above in a proper form / format on the same day of such happenings, deductions for the above will be made from the monthly bill of the service provider. The recovery will be decided by the Prof - In - Charge of Guest Houses.

SCOPE OF EXTENSION OF WORK

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

OTHER CONDITIONS

- (a) The tenderer submitting the tender would be deemed to have considered and accepted all the terms and conditions of the contract. No verbal or written enquiry will be entertained in respect of acceptance or rejection of the tender.
- (b) Director may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
- (c) The Director IIT Kharagpur reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation the tenderer shall be given sufficient time to take the change into account.
- (d) Notwithstanding the sub-division of the documents into separate sections or otherwise, every party of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- (e) Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.
- (f) While indicating the price/rate of the items or services, the bidder should write the item value/ monthly value, both in words and figure, in case of dispute, or cutting/ overwriting, the amount written in words will be taken as bid value. The rate so fixed is inclusive all taxes, duties, and levies etc., imposed by the State/Central Government and Local Bodies as on the date of submission of tender. However, if any new tax, duty or levy is imposed or enhanced by the Government / Local Bodies subsequent to the award of work, the same shall be reimbursed on production of necessary documents and proof of payment
- (g) Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening of Technical and Price Bids.
- (h) Tenders incomplete on any form will be rejected outright; conditional offers will not be accepted.
- (i) No bidder shall be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the bidder would stand forfeited. In case, the successful tenderer decline the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
- (j) The contractor should not sublet the work to any other agency/contractor.
- (k) No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.

- (l) Period of Contract: Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to IIT KGP.
- (m) No right, much less a legal right, shall vest in the contractor's worker to claim/ have employment or otherwise seek absorption in the Institute / Guest House - IIT KGP nor the contractor workers shall have any right whatsoever to claim the benefits and/ or emoluments that may be permissible or paid to the employees of the Institute or the guest house. The worker will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to their workers before deputing on work in the Visveswaraya Guest House Complex.
- (n) The Prof-In-Charge Guest House will be the contact point (Nodal Officer), on and behalf of the Director, IIT Kharagpur for any queries related to the tender.

DISPUTES & JURISDICTION

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

Prof.-in-Charge, Technology Guest Houses
IIT Kharagpur
E Mail: tgh@hijli.iitkgp.ernet.in
bibhuti@adm.iitkgp.ac.in

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

FORM 'A'

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

	Description	Information
1	Name of the Firm	
2	Year of Establishment	
3	Complete Address with contact number and e - mail id.	
4	Name & Designation of the contact person with mobile number and e-mail id.	
5	Trade License Number/Society Regn. Number Signed Copy should be enclosed	
6	Labour License Number/Registration Number Signed Copy should be enclosed	
7	Permanent Account Number Signed Copy should be enclosed	
8	EPF Registration Number Signed Copy should be enclosed	
9	ESI Registration Number Signed Copy should be enclosed	
10	GST Registration Number Signed Copy should be enclosed	
11	Proof for payment of Income Tax return for the Two financial years 2016-17, 2017-18, 2018-19.	
12	Copy of the last three months challan (say, for October to December 2019 paid in November 2019 to January 2020) in support of the deposit of the contribution made both with the ESIC, and the EPFO	

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

Date:

Signature of the tenderer with seal

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

<i>Sl. No</i>	<i>Particulars</i>	<i>Data / Value</i>	<i>Annexure No. for supporting document</i>
01	<i>Firms Experience in years</i>		<i>Annexure B-01</i>
02	<i>Experience of having successfully operated and managed guest houses during the last 02 (Two) years continuously as of tender submission deadline [Use FORM'D' for details]</i>		<i>Annexure B-02</i>
03	<i>Annual average turnover in Lakh during the three financial years 2016-17, 2017-18 and 2018-19 [Use FORM'C' for details]</i>		<i>Annexure B-03</i>
04	<i>Bank Solvency (Rs. in Lakh). [Use FORM 'E' for details]</i>		<i>Annexure B-04</i>
05	<i>Number of persons on payroll [Copy of the last three months challan (say, for December 2019 to Feb 2020) in support of the deposit of the contribution made both with the ESIC, and the EPFO]</i>		<i>Annexure B-05</i>

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

Date:

Signature of the tenderer with seal

FINANCIAL INFORMATION

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

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

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

Note: Attach additional sheets, if necessary

(Signature of Applicant)

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

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

Necessary supporting documents must be attached

(SIGNATURE OF APPLICANT)

Solvency Certificate
[Format for Solvency Certificate]

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

Solvency Certificate

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

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

Yours faithfully,

For..... Bank

Bank Officer with designation

DECLARATION

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

Signature of the Authorised Person

Date:.....

Full Name.....

Place.....

Company Seal.....

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

Supply & Catering of food materials/items as per menu chart on all-inclusive fixed rate basis

Type	Items	Rate (all-inclusive)
Breakfast	Basic Breakfast: 4 nos. slices of bread with Butter and Preserves Banana - 1 Pcs (Min 150 gm) Egg - 1 Pcs (Boiled / Omlett) Milk - 100 ml (For Veg only)	Rs. 20
	OR	
	Luchi (standard Size - 4 pcs) with sabzi 1 pcs banana	
Lunch / Dinner	Veg Meal: Rice, Chapati (2 Nos), Dal, 1 Veg dry preparation (150 gm) and 1 veg gravy preparation (200 gm), 1 paneer dish (150 gm), salad (100 gm), pickle.	Rs.45
	Egg Meal: Rice, Chapati (2 Nos), Dal, 1 Veg dry preparation (150 gm) and 1 veg gravy preparation (200 gm), Egg Curry (2 nos. eggs), salad (100 gm), pickle.	Rs.50
	Fish Meal: Rice, Chapati (2 Nos), Dal, 1 Veg dry preparation (150 gm) and 1 veg gravy preparation (200 gm), Fish Curry (100 gm Fish + additional gravy), salad (100 gm), pickle.	Rs.55
	Chicken Meal: Rice, Chapati (2 Nos), Dal, 1 Veg dry preparation (150 gm) and 1 veg gravy preparation (200 gm), Chicken Curry (150 gm chicken + additional gravy), salad (100 gm), pickle.	Rs.70
Add on / Optional Items	Roti (Per Pcs)	Rs. 5.00
	Curd - 100 MI	Rs. 10.00
	Milk - 200 MI	Rs. 10.00
	100 ml Readymade Tea	Rs. 6.00
	100 ml Readymade Coffee	Rs. 10.00
	Boiled Egg (2 Nos)	Rs 14.00
	Mutton (150 gm of mutton + additional gravy)	Rs.100.00
	Omelette (2 Eggs)	Rs 16.00

	2 pieces good quality Biscuits	Rs. 5.00
	Bottled Mineral Water of 1 L / 500 MI	MRP
	Soft Drinks	MRP
	Juice Tetra Pack	MRP

ANNEXURE - III

FORMAT FOR PRICE BID

Format to be filled up by the Agency

Tender No.....

Dated.....

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

Table 1: Requirements of Manpower and monthly price

SI No	Description of Manpower	Requirements	Rate/month	Amount
	Supervisor	02		(a)
	Skilled Workers	09	14794*	(b)
	Semi-Skilled Workers	08	12272*	(c)
	Unskilled Workers	01	10478*	(d)
	Total			X= a + b + c+ d
	Service Charge (in %): _____% (p) (Minimum 2.5%)			Y = X % p
	TOTAL MONTHLY AMOUNT (Rs. in figure): AA= (X + Y)			
	TOTAL MONTHLY AMOUNT (Rs. in words):			(AA)

*NOTE: The number of skilled, semi-skilled, and unskilled workers are given as a benchmark for tender evaluation only. Actual numbers will be worked out as per the requirements and that number will be used for payment purpose. For wages, IIT Kharagpur will reimburse their wages and other statutory benefits as per Government Rules amended from time to time. The above mentioned workers will be distributed for the following services:

- Reception/ Front Office
- Bell Boy cum houseman (For lobby and adjoining areas)
- Housekeeping (H/K Executive/Supervisor/Houseman)

- For Public area - corridor/lobby/common toilets/Other common areas
- Waiters - Room services/Dinning Hall
- Kitchen Staff (Chef/Head Cooks/Supervisor/Cooks/Masalchi/Cleaners
- Maintenance - Supervisor/electrician/plumber/AC Maintenance
- Sweepers - Sanitation/grass cutting/maintenance of surrounding areas
- Any other requirements

Table 2: Supply of Stores and monthly price

SI no	Description of Work	Unit	Rate/per occupied room/month (excluding GST)
1.	Guest Room supplies (As per room occupancy) Mosquito liquid repellent set. Candle Match Box Soap (30 gms) - <i>Once on daily basis</i> liquid soap for dispenser Hair Oil Pouches - <i>Once on daily basis</i> Shampoo Pouches (15 gms.) - <i>Once on daily basis</i> Laundry Bags/ Laundry Rate Slip.	Per occupied room per month (a)
SI No	Description of Work	Unit	Rate/per month((excluding GST)
2.	Housekeeping Cleaning Materials/ Consumables With good quality materials	Lump sum per month(b)
3.	Pest Control of entire guest house and surrounding areas.	Lump sum per month(c)

NOTE: As per last year's statistic the annual average occupancy rate is nearly 60% of the strength. Actual number of occupied rooms will be worked out as per the record and payment will be made as per actual basis

Calculation for Table 2: BB= (a* 30 [60% of the total rooms] * 30 [days in a month]) + b+ c

TOTAL MONTHLY AMOUNT (Rs. In figure):(BB)

$$BB = (a * 30 * 30) + b + c$$

TOTAL MONTHLY AMOUNT (Rs. In figure):(BB)

Signature & Seal of the Bidder

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

SI no	Description of Work	Unit	Monthly Rate per occupied room (excluding GST)
1.	Washing of bed covers, bed sheets, pillow cover, towels, bath mat, Shower curtain	Lump sum per month(a)
SI no	Description of Work	Unit	Monthly Rate/ per month (excluding GST)
2.	Washing of Curtains, Sofa covers etc., and Dry Cleaning of Blankets & other dry cleaning items	Lump sum per month(b)

NOTE: As per last year's statistic the annual average occupancy rate is nearly 60% of the strength. Actual number of occupied rooms will be worked out as per the record and payment will be made as per actual basis

Calculation for Table 3: $CC = (a * 30 [60\% \text{ of the total rooms}] * 30 [\text{days in a month}]) + b$

TOTAL MONTHLY AMOUNT (Rs. In figure):(CC)

$$CC = (a * 30 * 30) + b$$

TOTAL MONTHLY AMOUNT (Rs. In figure):(CC)

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Table 4: Supply of newspaper and magazine and all-inclusive monthly price

Sl no	Description of Work	Unit	Rate/ Month (excluding GST)
2.	In Lobby: (Two Sets of) 05 national newspapers including one regional (Daily) and 5 magazine each of different publications (as per publishing frequency)	Lump sum per month(a)

Calculation for Table 4: DD= a

<p>TOTAL MONTHLY AMOUNT (Rs. In figure):(DD)</p> <p style="text-align: center;">DD = a</p>
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Table 5: Repair and replacement of consumables and various equipment

Sl no	Description of Work	Unit	Rate/Month (excluding GST)
1.	Replacement in case of Electrical fittings such as tube lights, bulbs, LED, PL etc. and repair of Electrical appliances such as fan, electrical tea kettle, kitchen equipment, housekeeping equipment, furniture etc. For entire guest house complex	Lump sum per month(a)
2.	Bone China or SS good quality cutleries and Borosil or similar glassware need to be provided/replaced.	Lump sum per month*(b)

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

Calculation for Table 5:

TOTAL MONTHLY AMOUNT (Rs. In figure):(EE)
EE = (a + b)
TOTAL MONTHLY AMOUNT (Rs. In figure):(EE)

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Table 6: Summary of Tables with monthly price

SI No	Name of the Table	Rate/month (exclusive of GST)
1.	Table 1: Requirements of Manpower and monthly price (AA)
2.	Table 2: Supply of Stores and monthly price (BB)
3.	Table 3: Provision of Washing / Dry Cleaning and monthly price(CC)
4.	Table 4: Supply of newspaper and magazine and monthly price(DD)
5	Table 5: Provision, Repair and replacement of consumables, various equipment & Utensils and monthly price(EE)
	TOTAL MONTHLY AMOUNT (in figure)(GT) GT=(AA+BB+CC+DD+EE)
	TOTAL MONTHLY AMOUNT (in words)(GT)

Signature & Seal of the Bidder