



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI

**TENDER DOCUMENT
FOR THE WORK OF**

**PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND
CATERING SERVICE AT GUESTHOUSE-II
OF
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI**

NIT No. IITG/ESTB/19/NIT-02/GH/Housekeeping & Catering

Date: 16/12/2019



TECHNICAL BID

OF

CONTRACT

For

**PROVIDING ROUND THE CLOCK HOUSEKEEPING,
MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE-II**

OF

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



TERMS and CONDITION

NIT No. IITG/ESTB/19/NIT-02/GH/Housekeeping & Catering

Sealed tenders are invited under Two-Bid system from reputed Professional Housekeeping Agencies, empanelled/registered under Concerned Govt. Bodies for providing housekeeping, maintenance and catering services having capacity to provide the required service towards Guest House-II of Indian Institute of Technology Guwahati.

IIT Guwahati has two Guesthouses, Guesthouse –I (Old Guesthouse) and Guesthouse-II (New Guesthouse). The New Guesthouse is having 165 nos. (Details in page no 10) of rooms (both double and single bedded), 08 Suites, one conference hall, kitchen and dining hall and common area of about 6169.27 sq. mt. **This Tender is invited only for the Guesthouse –II (New Guesthouse).** The details of the rooms, area of room & common space, kitchen equipment, furniture details, electrical fitting etc. will be provided to the bidder, if required, at the Pre Bid Meeting.

(A)

1. Guideline for submission of Tender

1.1 IIT Guwahati adopts a two-bid Tender System. Therefore, **separate TECHNICAL and FINANCIAL BIDS** are to be submitted as per following procedure, by the interested bidders:

- One envelop duly super scribed, as “**Technical Bid/ IITG/ESTB/19/NIT-02/GH/Housekeeping & Catering**” should consist of Properly indexed details of the Agency and other relevant details as per **Annexure-A** including requisite enclosures, Earnest Money deposit (EMD), **the cost of the tender document, if downloaded.**
- Another Envelop duly super scribed “**Financial Bid / IITG/ESTB/19/NIT-02/GH/Housekeeping & Catering**” should consist of Commercial / Financial Bid duly filled as per **Annexure-B.** No other format will be acceptable.

1.2 Both the Envelops as mentioned above should be sealed and kept in another bigger Envelope duly super scribed as “**Technical & Financial Bid/ IITG/ESTB/19/NIT-02/GH/Housekeeping & Catering**”. Technical Bids shall be opened first and will be evaluated technically. The Financial Bid of the technically qualified Tenderers will be opened, the date of which will be notified to the technically qualified bidders.

2. LAST DATE/TIME OF RECEIPT OF TENDERS

Tenderers should ensure that their tender bids are dropped in the tender box at the Establishment Section of IIT Guwahati by 05:00 PM of 31/01/2020. In case the tender bid is posted, the tenderer should ensure that the same reaches by the same date & time as mentioned.

Tenders should be addressed to:

The HoS

Establishment Section, IIT Guwahati

Guwahati – 781039, Assam, India

3. **Date of Technical Bid Opening:** The technical bid will be opened in the presence of the intending tenderers at **11:00 AM on 03/02/2020** at Conference Hall of Administrative Building, IIT Guwahati. In case the date of technical bid opening happens to be a holiday, the bids will be opened on the next working day at the same time.

4. **Date of Financial Bid Opening:** The date will be intimated subsequently only to the technically qualified tenderers.

5. Tender bid should either be delivered in person to be dropped in the tender box or sent only by Registered Post/Speed post/Courier. Any other mode of delivery of bid document shall be summarily rejected. IIT Guwahati shall not be responsible for any delay(s) including postal delay etc.



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE II, IIT GUWAHATI

6. Tenderers are requested to study the terms and conditions of the tender carefully, and then submit their tenders accordingly. Any tender/quotation received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and the tenderer quoting against this tender shall be deemed to have read, understood and accepted the same. No clarification shall be entertained after receiving the bids.
7. Bid must be submitted giving complete details as sought in the enclosed Annexure - A.
8. Each page of bid shall bear the signature, name and title of the person signing the offer with rubber stamp of the tendering agency and date.
9. The total amount quoted should be written both in figures and in words and if there is any discrepancy between the two, the amount mentioned in words will prevail.
10. Tender document is not transferable.
11. The entire schedule of the tender should be quoted for and the quote shall be unconditional, failing which the tender bid shall be rejected.
12. Bids which do not comply with the conditions laid down in the tender document, are liable to be rejected.
13. The scope of services proposed should not be altered and if found altered, the tender bid shall be rejected.
14. Bids preferably should be free from erasures, alterations etc.
15. Each page of the bid should be properly indexed against mentioned requirements and bear the signature, name and title of the person signing the offer with date and rubber stamp of the tenderer.
16. **A pre-bid meeting (PBM) with the tender evaluation committee** would be conducted at Conference Hall, Administrative Building, IIT Guwahati at 03:00 PM On **22/01/2020**. All **queries (point wise)** only should reach the Establishment Section by e-mail latest **by 003:00 PM on 20/01/2020** to estb@iitg.ac.in. No query shall be entertained after the above said date and time. A maximum of 02 authorized representatives will be allowed to attend the Pre-Bid meeting.

In the event of no such clarification sought, it will be deemed that the bidders have understood the parameter / requirement indicated / enunciated / described completely and are complying with the same at the time of submission of the tender. The bidders may also note that no request for clarifications will be entertained after the above date.

Date and Time for:

Last date for Pre Bid Queries 003:00 PM on 20/01/2020

Pre-Bid Meeting 03:00 PM On 22/01/2020.

Last date of Bid submission 05:00 PM of 31/01/2020.

(B) TERMS AND CONDITIONS OF THE TENDER

B.1 The tender fee: Tenderer should submit a Demand Draft Rs. 5000/- (Rupees five thousand only) in favour of **IIT Guwahati** payable at Guwahati, towards cost of the tender at the time of obtaining the same from the office of the Establishment Section, IIT Guwahati.

Or, submit the same along with the technical bid if downloaded from the Institute's website. **Bids submitted without having paid for the cost of the tender will be out rightly rejected.**



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE II, IIT GUWAHATI

B.2 EMD: Tenderers should submit **EMD in the form of Demand Draft** (valid for one month from the date of opening of tender) for amount of Rs. 600000.00 (Rupees Six lakhs Only) to be kept in the technical bid. The EMD has to be in favour of **IIT Guwahati** payable at Guwahati. Without the EMD, the tender shall be treated as invalid. EMD sent other than in the form of DD will not be accepted. Submission of EMD shall be exempted for Govt. bodies/PSUs and SSI organizations (who are exempted from payment of EMD) on production of relevant proof.

B.3 In the case of successful tenderers, EMD amount will be forfeited to the Institute in the following cases:

- Any quotation received against this tender shall be governed by the terms and conditions indicated in the tender document. If, after submission of the quotation, the tenderer fails to honour the contract, if awarded, or refuses to comply with any/all of the terms and conditions of the tender, then the EMD amount shall stand forfeited to IIT Guwahati without further intimation.
- If the tenderer withdraws the offer during the validity period.
- If the successful tenderer fails to commence the contract at the stipulated time in accordance with the tender terms and conditions of the contract.
- If the successful tenderer fails to submit the Security Deposit within the stipulated time, this will also warrant closure or termination of contract.

B.4 EMD will be returned interest free, to the unsuccessful tenderers within 3 months from the closing date of tender. In case of successful tenderer EMD will be returned interest free to the tenderers only after submission of Security Deposit.

(C) Price and Validity

C.1 The rates must be quoted as detailed in Annexure-B (Annexure B-I, Annexure B- II, and Annexure B-III) covering the entire activity as per the scope of the contract. Rates should be inclusive of all charges applicable and excluding applicable taxes like GST, as detailed in the Annexure, the quantum of which should be clearly specified. The bill raised to Establishment Section, IIT Guwahati after rendering the services shall be subject to tax deduction at source. Rates agreed upon shall remain same throughout the period of contract. However, any changes in the Government taxes as and when notified, will be considered only on submission of documentary evidence.

C.1.1 The Annexure B-I will comprise of the monthly fixed charge for providing round the clock housekeeping, maintenance and catering service, providing cleaning materials (specified brand) and pest control at the guesthouse-II. The monthly fixed charge will include salary of the manpower engaged (including EPF, ESI, Bonus) and their uniforms, service charge, etc. The tenderer should quote the rate in Annexure B-I, keeping in view of the same. The tenderer may visit the Guesthouse-II of IIT Guwahati for proposed deployment of manpower. A maximum no. of 100 manpower will be required (including receptionist, housekeeping supervisor and staff, cleaning staff, kitchen staff – cook, assistant cook, waiter and helping staff). Salary, EPF, ESI of these 100 nos. of manpower will be covered under the monthly fixed charge. However, in case of escalation of VDA and subsequently EPF & ESI, the enhanced amount will be borne by the Institute only for the actual no. of manpower engaged up to a maximum of 100. Additional manpower, if engaged by the contractor, will be taken care of by the contractor. Therefore, the tenderer must quote the rate keeping in view of the minimum wage to be paid to the workers as per GOI notification regarding Min. Wage. The stationary items and toiletries will be provided by the contractor subject to requisition placed by the Senior Technical Superintendent, Guesthouse. The amount for pest control, stationary items and toiletries will be reimbursed upon submission of bills duly certified by the Senior Technical Superintendent, Guesthouse. The rate quoted in Annexure B-I must be valid during the contract period and no enhancement on monthly fixed charge will be considered in any circumstances.



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE II, IIT GUWAHATI

C.1.2 The Annexure B-II will comprise of the rate for food items. Rate should be against the mentioned food items. This rate should be inclusive of all taxes and should be valid for two years.

C.1.3 The Annexure B-III will comprise of the laundry service to be provided towards the Guesthouse-II. The rates are to be quoted against each item mentioned in the Annexure B-III. This rate should be inclusive of all taxes and should be valid for two years

C.2 Bid shall be valid for a minimum period of 6 MONTHS from the date of opening of Technical Bid.

C.3 For the purpose of comparison of the rates, **conditional** discounts, if any, offered shall not be taken into account. However, IIT Guwahati reserves the right to avail of the same as part of award of the contract.

C.4 Tenderers are advised to visit the IIT Guwahati Guesthouse-II at the Institute Campus and understand the magnitude of the job involved for Guest House services before submitting their bids. They may visit Guesthouse-II at IIT Guwahati, Guwahati – 39, Assam, India during working hours with prior appointment. For appointment and any clarification regarding Tender, please contact at Ph. No: 0361 258 2043. No clarification will be entertained after receiving bids.

(D) DURATION OF THE CONTRACT

The contract shall be valid initially for a period of two years. Only after services of the contractor are found to be satisfactory during the initial contract period of two years, contract may be extended for a further period of 1 year at time up to a maximum of 5 years on same terms and conditions.

(E) MINIMUM ELIGIBILITY CRITERIA

E.1 Eligibilities

E.1.1. The tendering agency shall furnish the properly indexed bid having all the information required as per Annexure A. Incomplete bids shall liable to be summarily rejected.

E.1.2. The tendering agency should be a ISO Certified Company. Copies of the registration should be enclosed.

E.1.3. Tendering Agency must have TIN/PAN and GST registration. Copies of the registration should be enclosed.

E.1.4. The tendering agency shall have minimum 5 years' experience in housekeeping, catering and other maintenance services as mentioned in the scope of our tender document. The tendering agency shall have registered under shops and establishment Act/ Companies Act/ Registrar of Firms, as the case may be.

E.1.5. The tendering Agency shall have executed minimum two contracts of similar nature in last 5 financial years of 2014-15, 2015-16, 2016-17, 2017-18, and 2018-19 with companies of repute. (Enclose copy of contracts. Each contract should at least of the value of Rs. 50 lacs per annum).

E.1.6. The tendering agency shall have annual turnover of atleast Rs. 50 lacs per annum. Please enclose copies of IT proof for the last five financial years 2014-15, 2015-16, 2016-17, 2017-18 and 2018-19, supporting the annual turnover value.

E.1.7. The tenderer agency shall have PF/ESI registrations. Copies of the registration should be enclosed.

E.1.8. The tendering agency should have a minimum working strength of 50 employees properly engaged in housekeeping, catering and other maintenance related functions. The tendering agency personnel should be capable to provide all the functions of housekeeping, catering and maintenance as mentioned in the scope of the contract. They also must be trained in using equipments and latest technologies being used in the housekeeping, catering and other maintenance related function in the industry including Govt. Bodies, PSUs, and reputed corporates.



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI

E.1.9. The bidder shall have his own Establishment/set up/mechanism/Training institute or to have engagement with such training institutes to provide training aids or should have tied up with a training institute for training his personnel to provide best housekeeping and other maintenance services at IIT Guwahati Guest House-II on his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

E.1.10. Subletting the contract is strictly prohibited. If it is found that contract is sublet than the contractor shall be liable to be terminated with immediate effect. The contractor agency shall be blacklisted for 3 years.

E.1.11. Tendering agency shall provide staff deployment plan for housekeeping and other maintenance functions at IIT Guwahati Guest House-II.

E.1.12. In addition to the minimum eligibility criteria as specified above being fulfilled, a bidder shall be adjudged technically qualified who secures maximum marks out of 50, distributed among the parameters as per point no. F.1.

E.1.13 The tenderer should have valid license from competent authorities under Food Safety and Standards Act 2006.

(F) Evaluation of Bid and Distribution of marks for technical bid

F.1 The technical bids submitted by the tenderer will be evaluated on the basis of marks allotted to each of the parameters mentioned below in the table. Out of total 50 marks, the tenderer(s), who secure 30 marks (or above) in the technical bid, will be qualified for the next step of evaluation i.e. financial bid.

Technical Evaluation Sheet (Total Marks 50)				
01	Parameters/sub-parameters			
	Experience of tendering agency in providing Housekeeping and Maintenance services		(Max Mark 10)	
	i.	Beyond 2 years and up to 3 years	5	
	ii.	Beyond 3 years and up to 5 years	7.5	
	iii.	Beyond 5 years	10	
02	Annual Turnover in Housekeeping and Maintenance services		(Max Mark 10)	
	i.	Up to 50 Lakhs	5	
	ii.	Up to 1 crore	7.5	
	iii.	Above 1 crore	10	
03	Availability of manpower trained in Housekeeping and Maintenance services		(Max Mark 8)	
	i.	Up to 20	4	
	ii.	Up to 40	6	
	iii.	Above 40	8	



**TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI**

04	Compliance of tendering agency with		(Max Mark 10)		
	i.	EPF/ESIC	5		
	ii.	EPF/ESIC & Payment of Bonus Act	10		
05	Welfare measures adopted by the Company for its Housekeeping and Maintenance personnel		(Max Mark 4)		
	i.	Retaining Personnel after long leave	1.5		
	ii.	Medical Assistance beyond ESI and retaining personnel after long leave	2.5		
	iii.	Sick Leave Provision + Medication Assistance beyond ESI + Retained Personnel after long leave	4		
06	Availability of in-house training facilities in Housekeeping and Maintenance services with tendering agency		(Max Mark 8)		
	i.	Having hired training facilities	4		
	ii.	Having own in-house training facilities	8		

F.2 Tendering agency shall have no claim of being obtained the highest mark in the technical bid for award of the contract. All tenderers obtaining 30 marks or above will be qualified for financial bid.

F.3 The Financial Bid will be evaluated on the basis of marks (Total 50) allotted to each of the parameters mentioned below in the table.

F.3.1

Sl. No.	Unit	Particular	Mark (max.20)		
01	Per month	Monthly Fixed Charge	L1 will get 10 marks	10 marks	
Marks of L2, L3 etc. will be calculated as per the following formula: lowest quote/quote of the respective Tenderer*highest mark					
02	Per Month	Discount on Stationary and Toiletries on MRP (in %)	The highest Discount will get 5 marks	5 marks	
Marks of L2, L3 etc. will be calculated as per the following formula: quote of the respective Tenderer/highest discount *highest mark (NOTE: Here Highest Discount will get Highest Mark)					
03	As and when requirement	Pest Control	L1 5 marks	5	
Marks of L2, L3 etc. will be calculated as per the following formula: lowest quote/quote of the respective Tenderer*highest mark					

F.3.2

Rate of food Item: Mark 15

For the following food items calculation will be done assuming that, 30 quantities of each of the items mentioned in table 1 are consumed per day for a thirty-day month. The tenderer should quote the price for each item (at the Financial Bid Only). The total rate of all the items (in table 1) is to be multiplied by 900 (30 items x 30 days) – which will be considered for evaluation. After multiplication, the L1 will get the highest mark. Marks of L2, L3 etc. will be calculated as per the following formula: **lowest quote/quote of the respective Tenderer*highest mark.**

Table: 1

Sl. No.	Menu
1	Tea With Milk (Per cup)
2	Black Tea (With / Without Lemon)
3	Coffee
4	Plain boiled milk 200 ml (With or without sugar)
5	Plain Milk (200 ml) with 2 tea spoons Horlicks/ Complan/ Bournvita
6	Corn flakes / Chocos with Milk (200 ml)
7	Omelette (2 eggs) with sauce and Bread
8	Sealed mineral water
9	Ice cream
10	Soft drink /Packaged fruit juice/Fruit Juice/Lassi (250 ML)
11	Gulab Jamun- 2 pieces (100 gm)
12	Veg Pakoda/ Bread Pakoda/ Samosa with green chutney or tomato sauce (100 gm)
13	Bread with Butter & Jam/Sandwich (Veg/Chicken) (quantity and Price)
14	Idli, Vada with Sambhar and coconut chutney (quantity and Price)
15	Poori, Sabji and Jalebi (quantity and Price)
23	Upma/Poha (quantity and Price)
16	Plain Dosa with Sambhar and coconut chutney (quantity and Price)
17	Masala Dosa with Sambhar and coconut chutney (quantity and Price)
18	Chole, Bhature/Veg/Chicken/Egg Chowmin (quantity and Price)
19	Plain Paratha Pickles and Curd
20	Aaloo Paratha, Pickles and Curd
21	Veg Choumin
22	Veg Food: Soup (One Bowl), Basmati Rice/Pulao/ Veg Biryani, Poori/ Chapati/ Tandoori/ Butter Nan, Arhar Dal/ Kadhi Pakaudi/ Dal tadaka, Seasonal vegetables-2/ Paneer (Shahi/ Palak/ Matar), Fried Vegetable-1, Papad, Green salad, Pickles, Raita, Sweet/Ice cream/ Lassi/Fruits/ Fruit Juice
23	Non-Veg Food: All items mentioned in point no.22 plus Chicken/Fish/Mutton
24	Normal Food: Basmati Rice/Pulao/ Veg Biryani, Poori/ Chapati/ Tandoori/ Butter Nan, Arhar Dal/ Kadhi Pakaudi/ Dal tadaka, Seasonal vegetable-1, Fried Vegetable-1, Papad, Green salad, Pickles, Raita (Full plate for adult) + Sweets 2 items
25	Breakfast (general)
26	Lunch (general)
27	Breakfast (Special)
28	Lunch (special)



F.3.3

Rate for Laundry Service (Mark: 15)

For evaluation of the bid, it will be assumed that, 30 items of each of the following mentioned in the table will be used and washed in a thirty-day month. The tenderer should quote the price for each item (at the Financial Bid Only). The total rate of all the items is to be multiplied by 900 (30 items x 30 days) – which will be considered for evaluation. After multiplication, the L1 will get the highest mark. Marks of L2, L3 etc. will be calculated as per the following formula: **lowest quote/quote of the respective Tenderer*highest mark.**

The payment will be made to the contractor at actual i.e. laundry service provided @ quoted rate for actual quantity of each item washed.

Sl. No.	Items
1	Bed Cover
2	Bed Sheet
3	Pillow Cover
4	Hand Towel
5	Bath Towel
6	Basin Towel
7	Table cloth
8	Tray Towel
9	Curtain
10	Mattress (dry wash), if required.
11	Blankets (dry wash)
12	Pillow (dry wash), if required.

NOTE: The rate should be inclusive of all relevant taxes and duties. Tenderer may visit the concerned units for seeing the quantum of actual work before submitting the tender and may discuss with the Senior Technical Superintendent (Guest House) for any further information.

F.4 The final calculation will be: Marks obtained in Technical Bid + Marks Obtained in Financial Bid. The tenderer, who obtain the highest mark in total will be awarded the contract.

(G) Timing: The staff deployed by the tenderer shall be available in Guest house on all days round the clock. The contractor has to provide an active mobile no. of one responsible person to contact him for any exigencies that may arise during the whole period of service.

(H) Scope of work:

H.1 Guesthouse Capacity:

Single room (one King Bed & two single bed Arrangement)	165 No
Suite (1 Drawing and 1 Bed Room)	08 nos.
Conference Room / TV Hall	01 no.
Dining Hall (General)	– 01 no.
Kitchen	– 01 no.
TV Room/Waiting Room/lounge	– 01 no.

The interested tenderers are advised to visit the Institute Guest House-II to understand the full scope of work as detailed in this tender document before quoting.



H.2 Reception Services (Round the Clock Basis)

- H.2.1 Manning of the Reception counter, attending to the Guests, telephone calls and various queries.
- H.2.2 Attending and maintaining a registrar for Guests' Checking in and Checking out.
- H.2.3 Receiving payments (room rents) from the Guests for the various services provided with consultation with Senior Technical Superintendent, Guesthouse.
- H.2.4 Receiving feedback from the Guests and inform concerned persons for providing the required services.
- H.2.5 All other jobs related to the Reception
- H.2.6 Ensure that the vacated rooms are handed over to the Housekeeping for cleaning.
- H.2.7 Maintaining the list of the vacant rooms for the in-coming guests.
- H.2.8 Ensure that the readied rooms are having all amenities.
- H.2.9 Keeping the Newspapers in the lobby area in the morning.

H.3 Housekeeping Services

Housekeeping area comprising of all rooms, Conference Hall, Dining Hall, Common area, Reception, Kitchen, Corridor, Waiting Lobby, etc.

H.3.1 Daily Cleaning (Three Times)

- i) Cleaning of the glass doors, windows etc. by using glass cleaner.
- ii) Wiping of window panels, door panels, staircase railings with damp cloth.
- iii) Brooming of the floor (Of the corridors, offices, staircases) and mopping the same by mops along with disinfectant.
- iv) Cleaning of the toilet seats by applying toilet cleaner & scrubbing the same with toilet brush. Washing it later on by phenyl solution.
- v) Scrubbing of urinal pots with brush & vim powder & later on disinfecting it with phenyl solution.
- vi) Scrubbing of washbasin with vim powder and later on disinfecting it.
- vii) All the SS taps must be wiped dry with dry duster.
- viii) Wiping of mirrors with glass cleaning agent.
- ix) Replenishment of liquid soap in the soap dispensers.
- x) Clean mugs should be available in the toilets.
- xi) Wiping of the telephones, table tops with the dettol solution.
- xii) Wiping of chairs, chair stands.
- xiii) Vacuum cleaning of the carpeted rooms.
- xiv) Cleaning of floorings with the mops & disinfectant solution.
- xv) Wiping of the water coolers, AC grills from outside.
- xvi) Cleaning, Dusting and mopping etc. of the guest rooms.

H.3.2 General Cleaning (Daily)

- i) Removing of the old papers/notices pasted if any on the glasses/granite/marble and afterwards cleaning of the wall.
- ii) Collection of the garbage/waste papers from the guest's rooms and disposing it off it in the specified manner.



- iii) All toilets should have the toilet freshener (Like Odonil), Toilet rolls, and naphthalene balls must be put in the urinal pots, nanny traps and washbasins.
- iv) Bed sheets & other linen should be changed daily in occupied rooms or upon check-out.
- v) The garbage should be disposed off at the designated place.

H.3.3 Weekly Jobs

- i) Special cleaning of the floors by scrubbing it with soap solution and later on mopping it.
- ii) Cleaning of the under tables, corners at the corridors, staircases.
- iii) Special cleaning of the window panels, door panels with the damp cloth.
- iv) Special cleaning of floors skirting to ensure that dust accumulated there is removed.
- v) Removal of cobwebs from the offices, corridors, staircases, lobby, reception, toilets and all other area.
- vi) Cleaning of the cobwebs from the main porch area by using the water jet machine.

H.3.4 Periodic Job

- i) Arrangement for total pest control at the entire guesthouse etc.

H.4 Food Production and Food service (With all consumables, perishables, raw material etc. for cooking)

H.4.1 Break Fast and Lunch Requirements

- i) The Breakfast, Lunch, dinner etc will be charged as the quoted rates in the Schedule of Rates of the Financial Bid.
- ii) All the items should be freshly prepared in the Kitchen by using good quality ingredients.
- iii) The time of Dining hall will be intimated by the concerned Authority of the Institute.
- iv) The Contractor will also maintain a complaint/feedback register.

H.4.2 Preparation of the Raw Material and Cooking

- i) The Contractor shall provide all groceries, vegetables, oils, masala etc., required for preparation of food. The Contractor shall get the samples approved by the Guest House In-Charge/Senior Technical Superintendent (Guest House) before procurement.
- ii) The lentils, rice should be handpicked.
- iii) The vegetables should be soaked in salted water to ensure that the traces of pesticides are removed and then it should be washed thoroughly.
- iv) Cooking should be done in reputed brand of refined groundnut oil. It should bear the 'Agmark' wherever available.
- v) The food preparation should be done under hygienic conditions.
- vi) The food should not have excessive oil, spices, chillies and salt.
- vii) The sweet etc., being provided should not be artificially coloured and should be free of silver foil.
- viii) Special care should be taken in the preparation of chapattis. It should be prepared fresh prior to the mealtime to ensure that it is hot and fresh.
- ix) Curd should be fresh.

H.5 Dining Hall

- i) The dining hall area should be made ready 15 minutes before every meal.
- ii) The tables and chairs should be arranged properly.
- iii) It should be ensured that there are enough glasses with cold drinking water on the table.
- iv) The dining tables, chairs and floor etc. should always be kept cleaned and arranged properly.



H.6 Serving of Food.

- i) The serving of food shall be as per directions of the Senior Technical Superintendent (Guest House).
- ii) The food should be piping hot at the time of service.
- iii) The Contractor will serve the food and take care of the other related requirements of the persons coming to have meals.
- iv) The Cooks and other kitchen staff should wear proper uniforms and the protective gears to ensure that no accident takes place.

H.7 Kitchen

- i) The kitchen should be cleaned thoroughly including the tiles, drainages and flooring on daily basis.
- ii) The chopping boards, knives should be cleaned properly on daily basis.
- iii) The cleaning of the thalis and the kitchen utensils should be done properly and the Utensils etc should be kept sparkling clean.
- iv) Special cleaning of the equipment and utensils etc., including the kitchen area may be done every week or as and when needed/directed by the Senior Technical Superintendent (Guest House).
- v) All the cooks, kitchen staff should wash their hands while entering the kitchen area.

H.8 Stores

- i) The storage of the raw food should be done properly and at the correct temperature.
- ii) The cleaning of the Stores should be done every week and also as and when directed by the Senior Tech. Superintendent. (Guest House) to ensure that pests and rodents are not there.
- iii) The food items like pickles, jams, sauces etc., should not be stored beyond the expiry dates.

H.9 Laundry Services

- i) Providing the in-house laundry facility for the Lodgers.
- ii) Laundry facility for the Guest House linen by using premium quality washing agents along with a washing machine.
- iii) The contractor will provide all the material required for running the laundry services including washing machine.

H.10 Room Services

- i) Daily bed setting/room services of all the rooms in Institute Guest House-II.
- ii) Keeping and maintaining sufficient stock of linen, mattresses, pillows, cots, tables and other furniture provided by IITG in proper condition and in safe custody to be returned back after contract period.
- iii) Bed setting, changing of linen, collection and deposit of room rent, etc. attending on inmates and first aid box at contractors cost.
- iv) Changing and providing soaps, tissue papers, naphthalene balls on demand by inmates as per requirement at the Contractor's cost.
- v) Providing fresh/washed bath towels, hand towels once in two days, bed sheets and pillow covers daily when guest room is occupied by the same person (regular occupants).
- vi) Change complete set by washed bed sheets, pillow covers & towels immediately when a new person occupies the room.
- vii) Allotting rooms to the guests on demand or as required by IITG for authorized guests. Adequate registers, records to be maintained as per the instructions of the concerned institute staff i.e. STS (Guest House).
- viii) In absence of the concerned institute staff i.e. STS (Guest House) of the Guest House, collection of room rent and depositing the same with Cashier, the same will be deposited in the next working day



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE II, IIT GUWAHATI

with proper details. The room rent shall be fixed by IITG which will be intimated at the time of entering into the contract. Registers/records etc. to be maintained as per instructions of IITG.

- ix) Maintaining excellent front office management and services to guests.
- x) Attending on guest promptly/with well trained staff.

I. General

- i) The staff should be well disciplined and they should remain at their area of work. They should not loiter in the building.
- ii) The staff should be briefed to conserve electricity, water and other precious resources.
- iii) The garbage should be disposed off at the designated area or as directed.
- iv) Before employing, the Contractor should have character and antecedents of the employees verified by Police. Any change in the employment of workers should be with prior permission from the authorized representative of management and after verification as above.

J) Equipment/Utensils for Kitchen and serving

The Institute will provide the required equipment/utensils for kitchen and serving to the contractor after awarding the contract.

K. Menu & rates on some special occasions:

The Institute may, on some special occasions, ask the contractor for some very special food item for VVIP, Foreign Guests. or any other official event, the rate of which may be fixed on negotiation.

L. Pest Control Service:

The contractor will provide Pest Control service **as and when required** to control the insects like cockroaches, ants, spiders, flies, mosquitoes and snakes etc. not to spread germs/ diseases. With prior intimation to the STS guesthouse and recommendation of the same, the contractor shall have to do pest control by Third Party Agencies (TPA) who is specialized in the pest control services. The cost of pest control will be reimbursed to the contractor on production of the recommendation of STS Guesthouse and proper bill.

M. Supply of Stationery & Cleaning Items

The tenderer/ contractor shall have to provide all the stationeries, cleaning materials and toiletries (brand & quality to be maintained) for use in the guest house as per requisition made by the Sr. Technical Superintendent / Concerned staff of the Institute. Payment for these supplied items will be made monthly to the contractor by the Institute on submission of requisition slip by STS Guesthouse & proper bills. All the purchased materials should be deposited in the Institute custody, which will be supervised by the concerned staff of the IITG.

N. Legal Jurisdiction

The contractor shall abide all the rules, regulations, by-laws and status etc. as exists in the Institute. Any matters of disputes arising out of contract agreement will be subject to jurisdiction of the courts located at Guwahati.

O. Terms of Payment

The contractor shall have to submit their monthly bills in duplicate by 7th of every month for the fixed monthly charge (which includes salary of manpower engaged, EPF, ESI, Bonus, Uniforms, service charge,) + Stationaries, cleaning materials and toiletries + Pest control + Laundry, every month to the office of the Senior Technical Superintendent, Guesthouse, IIT Guwahati along with proof of payment of



**TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI**

wages+EPF+ESI+Bonus to the workers. Every bill should be certified by the concerned Institute Staff of the Guesthouse for the satisfactory services provided by the contractor during that period mentioned in the bill. The payment may be released within 15 working days by Finance and Accounts Section of IIT Guwahati after completion of the necessary official procedure.

TECHNICAL BID - ANNEXURE A

S No.	Item	Name of supporting document	Page No.
01	Name/ADDRESS OF AGENCY Tele. nos. Mobile No., Email		
02	Statutory Requirements: Please state whether the agency is Registered Co./Proprietary/Society/ or Registered under Shops & Establishment Act. Please enclose copy of registration accordingly.		
03	Number of Employees		
04	Name of the Directors and their occupation		
05	Experience (Years) in the field of providing housekeeping and maintenance services		
06	Nature of any other Business carried by your company		
07	Location and address of the local office with contact no. email.		
08	EPF/ESI Registration Nos. (As per norms) (Copy of registration to be enclosed)		
09	Enclose copy of latest remittance made by Bidder's Agency towards ESI		
10	Enclose copy of latest remittance made by Bidder's Agency towards EPF		
11	Are you a ISO certified co. enclosed certificate		
12	Do you have valid certificate from concerned authorities regarding food safety (Food Safety and Standards Authority of India)		
13	Are you registered under Gratuity Act 1972? (Optional)		
14	Enclose copy of latest remittance made by Bidder Agency towards Gratuity (Optional)		
15	Have you GST registration (enclose certificate)		



**TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI**

16	Enclose copy of latest remittance made by Bidder's Agency under GST rules		
17	Specify whether there are/have been any issues/ disputes against Bidder's Agency before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal State/Central Public Health Authorities, etc.		
18	Satisfaction certificates from at least two (2) from past and existing clients		
19	Has bidder company been blacklisted by any of his/her clients? If yes, document/certificates with details to be submitted		
20	What is the time limit you require to take over the services if you are selected?		
21	What is the annual Turnover of the Agency for the following years : 2014-15 2015-16 2019-17 2018-19 Enclose copies for above.		
22	Details of any other information / document which may help the Institute in assessing tenderer's capabilities for award of contract.		
23	Furnish details of infrastructure maintained by your Agency/ Company for providing Housekeeping services.		
24	No. of Employees on rolls of your agency / company & details of welfare measures provided to the Staff?		
25	Do you issue Uniform to your staff totally free or subsidized or on full payment?		
26	Do you pay Bonus? If so, what is the quantum of bonus proposed to be paid? Details about how bonus proposed to be worked.		
27	Plan and Strategy document for proposed housekeeping and maintenance services at IIT G Guest House		
28	Detail of manpower to be deployed. Qualification, experience etc. provide details		



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE II, IIT GUWAHATI

28	Who are the major corporate clients of your Company / Agency to whom Housekeeping services are provided? Furnish Name & Telephone No. Of the Officer, who controls the Housekeeping services provided for? Please provide minimum three references.	Client Names	Contact Person	Contract Value

I, the undersigned, certify that all the information furnished above is true to my knowledge. I have no objection if IIT Guwahati verify any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorized signatory in the capacity of _____.

Date : _____
Place : _____

Signature: _____
Name : _____
Designation : _____

Seal of the Company/ Agency



FINANCIAL BID

OF

CONTRACT

For

**PROVIDING ROUND THE CLOCK HOUSEKEEPING,
MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE-II**

OF

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



Annexure B-I

Sl.No.	Items	Rate
01	Monthly Fixed Rate (including salary of the manpower engaged (including EPF, ESI, Bonus) and their uniforms, service charge.	Rs.
02	Providing stationeries, cleaning materials and toiletries (brand & quality to be maintained)% discount on MRP
03	Pest Control (as and when required)	Rs.



Annexure B-II
Rate for food items

Sl. No.	Menu	Rate (Rs.)
1	Tea With Milk (Per cup)	
2	Black Tea (With / Without Lemon)	
3	Coffee	
4	Plain boiled milk 200 ml (With or without sugar)	
5	Plain Milk (200 ml) with 2 tea spoons Horlicks/ Complan/ Bournvita	
6	Corn flakes / Chocos with Milk (200 ml)	
7	Omelette (2 eggs) with sauce and Bread	
8	Sealed mineral water	
9	Ice cream	
10	Soft drink /Packaged fruit juice/Fruit Juice/Lassi (250 ML)	
11	Gulab Jamun- 2 pieces (100 gm)	
12	Veg Pakoda/ Bread Pakoda/ Samosa with green chutney or tomato sauce (100 gm)	
13	Bread with Butter & Jam/Sandwich (Veg/Chicken) (quantity and Price)	
14	Idli, Vada with Sambhar and coconut chutney (quantity and Price)	
15	Poori, Sabji and Jalebi (quantity and Price)	
23	Upma/Poha (quantity and Price)	
16	Plain Dosa with Sambhar and coconut chutney (quantity and Price)	
17	Masala Dosa with Sambhar and coconut chutney (quantity and Price)	
18	Chole, Bhature/Veg/Chicken/Egg Chowmin (quantity and Price)	
19	Plain Paratha Pickles and Curd	
20	Aaloo Paratha, Pickles and Curd	
21	Veg Choumin	
22	Veg Food: Soup (One Bowl), Basmati Rice/Pulao/ Veg Biryani, Poori/ Chapati/ Tandoori/ Butter Nan, Arhar Dal/ Kadhi Pakaudi/ Dal tadaka, Seasonal vegetables-2/ Paneer (Shahi/ Palak/ Matar), Fried Vegetable-1, Papad, Green salad, Pickles, Raita, Sweet/Ice cream/ Lassi/Fruits/ Fruit Juice	



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI

23	Non-Veg Food: All items mentioned in point no.22 plus Chicken/Fish/Mutton	
24	Normal Food: Basmati Rice/Pulao/ Veg Biryani, Poori/ Chapati/ Tandoori/ Butter Nan, Arhar Dal/ Kadhi Pakaudi/ Dal tadaka, Seasonal vegetable-1, Fried Vegetable-1, Papad, Green salad, Pickles, Raita (Full plate for adult) + Sweets 2 items	
	Total	Rs.
	Total X 900 (30 items per day for a 30 day month)	

Note: Above prices should be included of all kind of material cost and taxes. Contractor will provide all kind of packaged food items i.e. soft drink, cookies, chips, fruit juice, etc. on printed rates only.



TENDER FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE
AT GUESTHOUSE II, IIT GUWAHATI

Rate of menus for Breakfast, Lunch, Dinner (General & Special) are to be provided for four different types:

Particulars	Types	Items of menu	Rate
Breakfast	I, II, III IV	Items of menu given in detail under each type in Sheet –	
Lunch/ Dinner	I, II, III IV	Items of menu given in detail under each type in Sheet –	
Special Breakfast	I, II, III IV	Items of menu given in detail under each type in Sheet –	
Special Lunch/ Dinner	I, II, III IV	Items of menu given in detail under each type in Sheet –	
		TOTAL	Rs.
		Total X 900 (30 items per day for a 30 day month)	Rs.



Annexure B-III

SCHEDULE OF RATES for Laundry Service

Providing only laundry service in the Institute Guest House for linen items owned by the Institute. The Institute Guest House purchases bulk amount of linen items viz. bed covers, bed sheets, pillow covers, hand towels, bath towels, curtains, table clothes time to time. For providing clean linens items to the Guests, the Institute requires laundry services form the tenderer/ contractor under housekeeping service. All the linen s items owned by the Institute will be treated Institute items which are to be kept under custody of the concerned Institute staff. The tenderer should quote the rates in such way that the rate will be valid at least two years from the date of commencement of the work which will be stated in the agreement. Kindly refer to point no. F.3.3 of the Technical bid for evaluation details.

The payment will be made to the contractor at actual i.e. laundry service provided @ quoted rate for actual quantity of each item.

Sl. No.	Items	Unit	Rate
1	Bed Cover	each	
2	Bed Sheet	each	
3	Pillow Cover	each	
4	Hand Towel	each	
5	Bath Towel	each	
6	Basin Towel	each	
7	Table cloth	each	
8	Tray Towel		
9	Curtain	each	
10	Mattress (dry wash), if required.	each	
11	Blankets (dry wash)	each	
12	Pillow (dry wash), if required.	each	
		TOTAL →	
		Total X 900 (30 items per day for a 30 day month) →	

NOTE : The rate should be inclusive of all relevant taxes and duties. Tenderer may visit the concerned units for seeing the quantum of actual work before submitting the tender and may discuss with the Senior Technical Superintendent (Guest House) for any further information.