

Online Bids

are invited

for

Providing House Keeping and Catering Services

in Gandhi Technology Alumni Centre (GTAC), IIT(BHU), Varanasi

Tender No.: IIT(BHU)/GTAC/2024-25/01

Bid Submission Start Date: 18.12.2024 (04:00 PM)

Bid Submission End Date: 08.01.2025 (04:00 PM)

Technical Bid Opening Date: 09.01.2025 (04:00 PM)



Indian Institute of Technology

(Banaras Hindu University) Varanasi-221005

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Tender for House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT
(BHU), Varanasi

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SECTION I

(NOTICE INVITING E-TENDER)

1. Bids under two bid systems (Technical and Financial) are invited Online at CPP Portal from eligible, experienced and financially sound Companies/Firms/Agencies for providing House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT (BHU) Varanasi. **Manual bids will not be accepted.**
2. Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app> or from IIT (BHU) website <https://www.iitbhu.ac.in/tenders>.
3. Bidders can access tender documents on the CPP Portal. They are required to select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in this tender document. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost.
4. Bidders are advised to go through instructions provided at “Instructions for online Bid Submission”. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above mentioned websites. The bidder should go through the tender documents/instructions carefully before submitting/uploading the bids.
5. No manual bids will be accepted. All bids (both Technical and Financial) should be submitted on the E- procurement portal on or before the last date as mentioned in critical data sheet. Further, all communications should be addressed to Coordinator, Gandhi Technology Alumni Centre (GTAC), Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005, U.P. **Bidders are suggested to send hard copy of Technical Documents as per Technical Cover to below address :**

The Chairman

Gandhi Technology Alumni Centre (GTAC) Management Committee

Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005

It should reach within five days of Technical Bid Opening.

6. The Institute shall not be responsible for any delay in submitting online Bids. The Institute reserves the right to accept or reject any bid, cancel the tender without assigning any reason thereof. No correspondence in this regard will be entertained. Suitable action will be taken, if it is found at any stage that information/particulars given by bidder are false.
7. The interested bidders can inspect the premises of GTAC between 10:00AM to 5:00PM from to The cost of such visit shall be borne by the Bidder. They may contact office of the GTAC during office hours on any working day for ascertaining the job requirements and any other additional information/clarification required by them.
8. Conditional bids shall not be considered and will be rejected summarily.
9. The Financial Bids of only those bidders who qualify in the technical bid stage and in presentation stage as per this tender document will be opened after evaluation by the Committee constituted for the purpose. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids, suitable action will be taken against the firm.
10. The Institute reserves the right to reject any or all the bids submitted by the bidders at any time or relax/withdraw/add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.
11. Any subsequent Updates, Addendums, Corrigendums etc, if any, will be published only on the website <http://eprocure.gov.in/eprocure/app> and www.iitbhu.ac.in. All bidders are required to regularly check the websites for any updates.

CRITICAL DATE SHEET

Date of Issue/Publication of Tender	18-12-2024 (04:00 PM)
Bid Document Download Start Date	18-12-2024 (04:00 PM)
Bid Submission Start Date	18-12-2024 (04:00 PM)
Site Visit	26-12-2024 to 27 -12-2024 (During Office Hours i.e. From 10:00 AM to 5:00 PM)
Last Date and Time for submitting e-mail queries regarding technical specifications and other conditions of tender document	31 -12-2024 (5:00 PM) (Kindly note that all queries are to be sent on the e-mail address given at the bottom row of this sheet. No e-mail queries shall be entertained after the aforementioned date and time.)
Pre-Bid Meeting Date, Time & Venue (All E-Mail queries received shall be discussed in the Pre-Bid Meeting in the presence of Prospective Bidders)	26-12-2024 (12:00 Noon) It is required to attend Pre-Bid Meeting; a certificate will be issued to all attendee bidders which need to be uploaded along with technical bid. Interested bidder can visit the existing facility after prior intimation.
Bid Document Download End Date	08.01.2025 (04:00 PM)
Last Date and Time for Uploading of Bids	08.01.2025 (04:00 PM)
Technical Bid Opening Date	09.01.2025 (04:00 PM)
Tender Processing Fees (Non Refundable)	Rs. 5900/- Including GST (For Tender Processing Fee) (To be paid through RTGS/NEFT) as per the following details: Name of Account - Registrar, IIT(BHU) Name of the Bank - State Bank of India Name of Branch - IT, BHU, Varanasi Account No. - 32778803937 IFSC Code - SBIN0011445 The proof of payment must be enclosed with Technical Bid
Earnest Money Deposit	EMD of INR 5,00,000/- (To be paid through RTGS/NEFT) as per the following details: Name of Account - Registrar, IIT(BHU) Name of the Bank - State Bank of India Name of Branch - IT, BHU, Varanasi Account No. - 32778803937 IFSC Code - SBIN0011445 The proof of payment must be enclosed with Technical Bid
Address For Communication	The Chairman Gandhi Technology Alumni Centre (GTAC) Management Committee Indian Institute of Technology (Banaras Hindu University),

	Varanasi – 221005, U.P. Email: coordinator.gtac@iitbhu.ac.in
Contract Duration	One Year (Extendable for two more year of one year each after one year on satisfactory performance to be reviewed at the end of every year)

SECTION-II

INSTRUCTION FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant only to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information for submission of online bids on the CPP Portal may be obtained at <http://eprocure.gov.in/eprocure/app>.

1. Registration

- 1.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / n-Code / e-Mudhra etc.), with their profile.
- 1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 1.6 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2. Searching for Tender Documents

- 2.1 There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2.2 Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 2.3 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3. Preparation of Bids

- 3.1 Bidder should take into account any corrigendum published, if any in respect of the tender document before submitting their bids.
- 3.2 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule as PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 3.3 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Documents Comprising the Bid

The **Two Bid System**, i.e. “Techno – Commercial Bid” and “Price Bid” to be prepared by the Bidder shall comprise the following:

A) Techno – Commercial Bid (Un priced Bid): [Upload online scanned copies in PDF format]

- i) Scanned copy of proof of deposition of Tender Processing Fee, EMD and Pre-bid participation certificate.
- ii) Scanned copy of Technical Bid (proforma given in Section – IX and other documents.
- iii) Scanned copy of Pan Card, GST registration & National Electronic Fund Transfer Form (NEFT).
- iv) Scanned copy of documents mentioned in Eligibility Criteria as per Section-VIII & IX.
- v) Scanned copy of all other relevant documents.

B) Price Bid: Fill in BOQ xls format [Upload BOQ online also in PDF format as per Bidding Document]

Price Bid in duly filled up BOQ with all the details as per Section-IX.

It is the responsibility of Bidder to go through the Bidding Document to ensure furnishing of all required documents.

All pages of the Bid should be page numbered and indexed.

The authorized signatory of the Bidder must sign the Bid duly stamped at appropriate places and initial all the remaining pages of the Bid.

A Bidder, who does not fulfil any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.

Note: All documents should be uploaded in PDF format

4. Submission of Bids

- 4.1 Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- 4.3 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Once the details have been completed, the bidder should submit it online. If the format of financial bid is found to be modified by the bidder, the bid will be rejected.
- 4.4 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 4.5 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 4.6 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 4.7 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. And the date & time of submission of the bid with all other relevant details.
- 4.8 Kindly submit scanned PDF of all relevant documents.

5. Assistance to Bidders

- 5.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787.

6. General Instructions to the Bidders

- 6.1 Tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>, in the Technical Bids, the bidders are required to upload all the documents in **pdf format only**.
- 6.2 Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 6.3 Bidders are advised to follow the instructions provided in the „Instructions to the Bidder for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.
- 6.4 Bidder who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> and www.iitbhu.ac.in. **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the

same is found to be tampered/ modified in any manner, tender will be summarily rejected and suitable action will be taken.

SECTION-III

Instructions to Bidders

1. Scope of Work

Scope of work is provided in Section VII of this document.

2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Institute will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

3. Tender Processing Fee

The tender processing fee (**Rs. 5900/-** Including GST) (**non-refundable**) (Scanned copy of proof of deposition in .pdf format to be uploaded online) is to be paid through RTGS/NEFT failing which the bid will be rejected. Tenderers registered with National Small Industries Corporation (NSIC)/Small Scale Industries (SSI)/Micro Small & Medium Enterprises (MSME), for the tendered work will be exempted for submission of Tender Fee. The tenderer should upload an authenticated/notarized copy of their valid registration certificate (current) with NSIC, MSME and SSI for grant of exemption.

4. Earnest Money Deposit (E.M.D.)

EMD Payment details must be uploaded in pdf format along with Technical Bid.

5. Content of Bidding Documents

5.1 The services required, bidding procedures and contract terms are prescribed in the bidding documents.

In addition to Invitation of Bids, the bidding documents shall include:

- (a) Instructions for Online Bid Submission
- (b) Instruction to Bidders (ITB);
- (c) Introduction
- (d) Definitions
- (e) Details of Requirement
- (f) Scope of Work
- (g) Minimum Qualifications required for bidding
- (h) Proforma for Technical & Financial Bid
- (i) Evaluation Scheme
- (j) General Conditions of Contract (GCC);
- (k) Service Level Agreement

5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

6. Amendment of Bidding Documents

- 6.1** At any time prior to the deadline for submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- 6.2** In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing their bids, if any, the Institute, at its discretion, may extend the deadline for the submission of bids.

7. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid shall be written in English language.

8. Documents Comprising the Bid

8.1 Techno commercial un-priced bid and priced Bids:

The bids are to be uploaded in two parts i.e. Techno commercial un-priced bid and priced Bids.

- (a) Techno commercial un-priced bid shall be submitted through CPP Portal. If the proofs of Tender Processing Fee & EMD are not uploaded along with the technical bid, such bid will not be considered.
- (b) Priced bid.

8.2 Techno commercial un-priced bid:

Proforma for techno commercial un-priced bid is given at Section IX

8.3 Price Bid

The price bid shall comprise the techno commercial bid along with the price component indicating the prices for each and every item and a scanned copy of completely filled BoQ to be uploaded under cover 2.

- (a) The prices quoted must be as per prescribed format as given in the Section IX.
- (b) The rate must be stated for each item separately both in words and figures. If there is a discrepancy between the price quoted in word and figures the higher price quoted will be treated as final.
- (d) The prices once accepted by the Institute shall remain valid till the successful execution of the contract and till supplies is fully effected and accepted or **365 days** from the date of acceptance of tender whichever is later. The Institute shall not entertain any increase in the rates during the period. However, in the event there is a reduction or increase in Government levy/duties/taxes during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/taxes/duty, if any.

9. Bid Currencies

Prices shall be quoted in Indian Rupees only.

10. Period of Validity of Bids

- 10.1** Bids shall remain valid for **365** days after the date of bid opening prescribed by the Institute. A bid valid for a shorter period shall be rejected as non-responsive.

10.2 In exceptional circumstances, the Institute may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request. A Bidder granting the request will not be required nor permitted to modify the bid.

10.3 Financial Bid evaluation will be based on the bid prices without taking into consideration the above modifications.

11. The tender has to be submitted ONLINE before the due date. The offers received after the due date and time will not be considered. **No manual bids will be considered.**

12. Deadline for Submission of Bids

12.1 Bids must be received ONLINE not later than the time and date specified in the Invitation for Bids.

12.2 The Institute may, at its discretion, extend this deadline for submission of bids by amending the bid.

13. Late/Delayed Bids

The offers received after the due date and time will not be considered.

14. Modifications and Withdrawal of Bids

14.1 The Bidder may modify or withdraw its bid after the ONLINE bid's submission, as per the provision of CPP Portal.

14.2 No bid may be modified subsequent to the deadline for submission of bids. No documents will be accepted in support of essential pre-bid criteria after the last date of submission of bids.

14.3 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in suitable action against the bidder concerned.

15. Opening of Techno commercial un-priced Bids

All techno commercial un-priced bids (Cover 1) will be opened in the first instance.

16. Clarification of Bids

16.1 During evaluation of the bids, the Institute may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

16.2 No Bidder shall contact the Institute authority on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Institute, it should be done in writing.

16.3 Any effort by a Bidder to influence the Institute's authority in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

17. Evaluation of Techno commercial un-priced Bid

17.1 Prior to the detailed technical evaluation, the authority of the Institute will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms

to all the terms and conditions of the Bidding Documents without material deviations and meets all the criteria. If any bidder does not meet the minimum criteria as laid down in this bid document, then its bid will be summarily rejected. No documents will be accepted in support of minimum criteria after the last date of submission of bids.

17.2 The bidders short-listed by the Institute based on meeting the essential criteria and detailed evaluation regarding satisfying the technical criteria laid down in this tender document **will be invited for a presentation. The date and time of the presentation will be intimated through e-mail to the bidders concerned. The bidders should be prepared to visit GTAC at short notice.** The Institute will evaluate the Technical Bids received to short-list the firms, who fulfil the eligibility criteria, on the basis of their “Technical Bids” submitted and the presentation.

Bidders may also be called for verification of the documents uploaded on CPPP from the original documents, as per the decision of the Committee, if required. The bidders will have to bear all the cost for this purpose. No payment shall be made by the Institute. Any deviation in the uploaded documents on CPPP from the original documents may lead to rejection, being unresponsive.

18. Opening of Priced Bids

18.1 Priced Bids of only those bidders who meet the essential criteria and whose technical bids have been found to be substantially responsive will be opened after presentation.

18.2 The priced Bids of the technically qualified bidders shall be opened in the presence of the tender committee.

19. Evaluation and Comparison of priced Bids

19.1 Arithmetical errors will be rectified on the following basis: If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price. If the Vendor does not accept the correction of errors, its bid will be rejected.

20. Institute’s right to accept any bid and to reject any bid or all bids

The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Institute's action.

21. Award Criteria

The Bidder/Company/Firm/Agency achieving the highest combined technical and financial score after giving weightage as mentioned in Section X will be declared qualified. In case of tie, the bidder having higher Technical marks will be declared successful.

22. Notification of Award

Prior to the expiration of the period validity, the authority of the Institute will notify the successful Bidder in writing by e-mail, to be confirmed in writing by e-mail/speed post or hand delivered letter, that its bid has been declared qualified.

23. Fall clause

- 23.1** The price quoted by the bidder should not be higher than the maximum retail price, if any, for the stores and the same shall not be higher than the price usually charged by the bidder for stores of the same nature, class or description to any other procuring entity.
- 23.2** The price charged for the stores supplied under the contract by the Company shall in no event exceed the lowest price at which the Company sells the stores of identical description to any other person during the period till performance of all contractual obligation placed during the currency of the contract is completed. If at any time during the period the Company reduces the sale price of such stores or sells such stores to any other person including his dealers at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale to the Institute and the price payable under the contract for these items of stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.
- 23.3** If it is discovered that the Company has contravened the above conditions, then without prejudice to any other action which might be taken against him, it shall be lawful for the Institute to (a) revise the price at any stage so as to bring it in conformity with sub-clause (23.1) above, or (b) to terminate the contract with recovery of loss.

SECTION-IV

Introduction

1. Indian Institute of Technology (BHU), an Institute of National Eminence under the Ministry of Education, Government of India requires the services of a reputed, well established and financially sound Housekeeping Company/Firm/Agency for providing Housekeeping and Catering services for its Guest House - Gandhi Technology Alumni Centre. Gandhi Technology Alumni Centre (GTAC) is located at near Limbdi Chauraha, IIT (BHU), Varanasi-221005. The Centre has a capacity of 112 Rooms and 12 Suites. The building consists of ground and three floors. Salient features of the building are as under:

Ground Floor (Old Block) consists of:

- 22 (Twenty Two) rooms + 1 (One) Suite
- Toilets: 25 (Twenty Five)
- Corridors: 4 (Four)
- Waiting Room, Reception, Main Entrance, Dining Room one each

Ground Floor (New Block) consists of:

- Waiting Room, Dining Room, VIP Dining Hall, Kitchen with store one each
- Toilets: 4 (four)

First Floor (Old Block) consists of:

- 22 (Twenty Two) rooms + 3 (Three) Suites
- Toilets: 26 (Twenty Six)
- Corridors: 4 (Four)
- Seminar Hall: 1 (One)

First Floor (New Block) consists of:

- 11 (Eleven) rooms + 2 (Two) Suites
- Toilets: 14 (Fourteen)
- Corridors: 1 (One)

Second Floor (Old Block) consists of:

- Rooms: 24 (Twenty Four)
- Toilets: 24 (Twenty Four)
- Corridors: 4 (Four)
- Terrace: 1 (One)

Second Floor (New Block) consists of:

- 11 (Eleven) rooms + 2 (Two) Suites
- Toilets: 14 (Fourteen)
- Corridors: 1 (One)

Third Floor (New Block) consists of:

- 11 (Eleven) rooms + 2 (Two) Suites
- Toilets: 14 (Fourteen)
- Corridors: 1 (One)

Fourth Floor (New Block) consists of:

- 11 (Eleven) rooms + 2 (Two) Suites
- Toilets: 14 (Fourteen)
- Corridors: 1 (One)

List of current equipment available at GTAC are as below:-

- Gas Burner (3 range) - 1 nos.
- Gas Burner (1 range) - 4 nos.
- Dosa Tawa Burner - 1 no.
- Deep Freezer - 1 no.
- Double Door Refrigerator - 2 nos.
- Four Door Refrigerator - 1 no.
- Under counter Refrigerator - 1 no.
- Microwave - 1 no.
- Mixer - 1 no.
- Dough Kneading Machine - 1 no.
- Oven with Proofer - 1 no.
- Planetary Mixer - 1 no.
- Over Counter Bran Marie - 6 nos.
- Tilting Boiling Pan - 1 no.
- 3 Sink Unit Table - 1 no.
- Working Table - 4 nos.

Above equipments must be used judiciously and handed over to IIT (BHU) at the end of the contract.

2. The interested bidders can visit and inspect the site i.e. premises of GTAC, IIT (BHU) on 12.2024 and 12.2024 between 10:00AM and 5:00PM. They may contact the Coordinator, GTAC, IIT (BHU) during office hours on any working day for ascertaining the job requirements and any other additional information/clarification required by them.
3. A pre-bid meeting with the prospective bidders will be held on .12.2024 at 12:00 Noon to appraise the bidders about the GTAC operation, expectations of the Institute and to familiarize them with the scope of work and obligations in the proposed contract. The prospective bidders expressing interest must visit the Gandhi Technology Alumni Centre and acquaint themselves with the scope and schedule of work, supervision and commitment needed on or before the date set for the pre-bid meeting. **It is mandatory to participate in Pre-Bid Meeting. A participation certificate will be issued which needs to be uploaded along with the technical bids.**
4. The Institute shall arrange fully furnished room with Air Conditioners, Heaters, Stabilizers, TVs, Geysers, curtain, blanket, mirror, towels, bed sheets, pillow, pillow covers, wall clock, table lamp, phone connection, internet connection, wifi, power extension, electrical fittings, tube lights, bulbs, fans etc. All the payments like electricity charges, water charges, internet bills, house tax, cable TV connections and its monthly subscriptions etc. shall be borne by the Institute. All repair and maintenance charges of GTAC building, fire-fighting equipments other than cleaning equipments as mentioned in this tender document will be borne by the Institute.

IIT (BHU) will hand over to the Service provider, materials like beds, cots, chairs, tables, etc. and the Service provider has to agree to keep proper acknowledgement and shall take care to maintain these items properly. Malfunctioning of any equipment shall not to be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the Service provider is liable to return the same to IIT (BHU) 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 and/or security deposit of the Service provider as the case may be.

SECTION-V

Definitions:

1. “Bid” (including the term ‘tender’, ‘offer’, ‘quotation’ or ‘proposal’ in certain contexts) means an offer to supply goods, services or execution of works made in accordance with the terms and conditions set out in a document inviting such offers;
2. “Bidder” (including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contexts) means any eligible person or firm or company, including a consortium (that is an association of several persons, or firms or companies), participating in a procurement process with a Procuring Entity;
3. “(Standard) Bid(ding) documents” (including the term ‘tender (enquiry) documents’ or ‘Request for Proposal Documents’ – RFP documents in certain contexts) means a document issued by the Procuring Entity, including any amendment thereto, that sets out the terms and conditions of the given procurement and includes the invitation to bid. A Standard (Model) Bidding Document is the standardised template to be used for preparing Bidding Documents after making suitable changes for specific procurement;
4. “Bid security” (including the term ‘Earnest Money Deposit’(EMD), in certain contexts) means a security from a bidder securing obligations resulting from a prospective contract award with the intention to avoid: the withdrawal or modification of an offer within the validity of the bid, after the deadline for submission of such documents; failure to sign the contract or failure to provide the required security for the performance of the contract after an offer has been accepted; or failure to comply with any other condition precedent to signing the contract specified in the solicitation documents.;
5. “Competent authority” means the officer(s) who finally approves the decision.
6. “e-Procurement” means the use of information and communication technology (specially the internet) by the Procuring Entity in conducting its procurement processes with bidders for the acquisition of goods (supplies), works and services with the aim of open, non-discriminatory and efficient procurement through transparent procedures;
7. “Notice inviting tenders” (including the term ‘Invitation to bid’ or ‘request for proposals’ in certain contexts) means a document and any amendment thereto published or notified by the Procuring Entity, which informs the potential bidders that it intends to procure goods, services and/or works.;
8. “Outsourcing of Services” means deployment of outside agencies on a sustained long term (for one year or more) for performance of other services which were traditionally being done in-house by the employees of Organisation (e.g. Security Services, Horticultural Services, Janitor/Cooking/Catering/Management Services for Hostels and Visitor Accommodations, Cleaning/Housekeeping Services, .Errand/Messenger Services and so forth).
9. “Procurement Contract” (including the terms ‘Purchase Order’ or ‘Supply Order’ or ‘Withdrawal Order’ or ‘Work Order’ or ‘Contract for other services’ under certain contexts), means a formal legal agreement in writing relating to the subject matter of procurement, entered into between the Procuring Entity and the supplier, service provider or

Company/Firm/Agency on mutually acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the country.

10. "Service" is defined as any subject matter of procurement other than goods or works, except those incidental or consequential to the service and includes physical, maintenance, professional, intellectual, training, consultancy and advisory services or any other service classified or declared as such by a Procuring Entity but does not include appointment of an individual made under any law, rules, regulations or order issued in this behalf.

SECTION-VI

Details of Services and Manpower Requirement:

1. Services required in Gandhi Technology Alumni Centre (GTAC):

- (i) Management of room booking and billing
- (ii) Housekeeping Service
- (iii) Catering Service

2. Requirement of minimum Manpower for providing the services:

S.No	Description of Manpower	Minimum Qualification and Experience	Minimum Number Required	Category
1.	Manager (Supervisor)	Degree in Hotel Management from recognized organization with minimum 3 years post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	One	Highly Skilled
2.	Chief Cook	Degree in Catering Technology from a reputed culinary academy/Institution and should possess thorough knowledge about different variety of food, cuisines and their presentation with minimum 3 years post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	One	Skilled
3.	Assistant Cook	Diploma in Catering Technology with 1 year post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	Three	Semi-Skilled

4.	Pantry Boys/Helper	Intermediate with minimum one year hospitality experience in reputed Hotel/Organisation	Eight	Unskilled
5.	Receptionist (preferably 1 should be Female)	Graduate degree with minimum one year hospitality experience in reputed Hotel/Organisation	Three	Skilled
6.	Cleaning machine operator	Intermediate with minimum one year housekeeping and cleaning machine service in any organisation	Three	Semi-Skilled
7.	Housekeeper	Intermediate with minimum one year experience of housekeeping in any organisation	Ten	Unskilled
8.	Safaiwala (Unskilled)	Intermediate with minimum one year experience of housekeeping in any organisation	Seven	Unskilled
9.	Dishwasher	Intermediate with minimum one year experience in any organisation	Three	Unskilled

***Each Category of deployed manpower will have the different dress code as per hospitality industry standards. The cost of the same has to be quoted in financial bid.**

NOTE: - In case the Old Block of GTAC undergoes renovation, then the manpower requirements are subject to decrease as well

Brief Description of Required Skills for aforementioned workers:

3.1 Manager:

- Having great hospitality skill in providing exceptional Visitor experience
- Having leadership and teamwork skill
- Having operational efficiency, planning, monitoring and appraising skill
- Having quality of imparting training and team building
- Excellent telephone/e-mail etiquette
- Fluency in both Hindi and English language
- Maintain a positive demeanour and can-do attitude at all times
- Having quality of establishing strong working relationship with all area resources
- Good communication skills with all guests and passionate for giving prompt service
- Other skills which are required to perform the tasks of Management of Housekeeping services

3.2 Chief Cook:

- Possessing skills to prepare recipes to delight the guests
- Skills to develop new menus with improvising the existing ones
- Follow recipe and menu specifications
- Maintain the cooking premises clean and neat
- Basic knowledge of nutrition
- Monitor and support other cooking staff in preparing dishes and meals
- Adhere to quality in preparing recipes and meals
- Teach and train other cooking staff
- Maintain and manage kitchen, inventory and other requisite items
- Handling of day to day operational problems
- Communicate effectively with guests in both Hindi and English language
- Other skills which are required to perform the tasks of cooking services

3.3 Assistant Cook:

- Preparing dishes and meals of Indian Cuisines
- Maintaining cleanliness and Hygiene
- Familiar with safety rules in kitchen
- Knowledge about kitchen equipments and familiarization with their use in kitchen
- Preservation, storage and servicing of foods
- Accompaniment and garnishing
- Well versed in use of fire safety measures
- Cleaning of food utensils and other relevant equipments
- Other skills which are required to perform the tasks of cooking services

3.4 Pantry Boy/Helper

- Perform all tasks other than cooking in kitchen
- Preparation of kitchen before arrival of cooks
- Remove the required ingredients & clean and cut vegetables in advance
- Assists cooks in preparation of meals
- Clean all equipments used in the kitchen
- Serving foods to the guests, bed tea etc.
- Other skills which are required to perform the tasks of pantry
- Crockery management, glassware and table ware management
- Set up crockery for lunch, dinner etc.
- Promptly provide water on demand
- Notify material requirements to in charge
- Basic knowledge of food safety and quality standards
- Communicate effectively with Visitors as well as in charge in a polite and humble language
- Other skills which are required to perform the tasks of pantry services

3.5 Receptionist:

- Having charming appearance and pleasing personality
- Able to greet everyone with a smile and a kind word
- Having excellent communication skill in both language i.e. in Hindi as well as in English and both in person and on telephone
- Possess basic technological skills like basic knowledge of photocopying machine, use of POS machine
- Having multitasking capability like not neglect anyone, not get overwhelmed or frustrated

3.6 Cleaning Machine Operator:

- Cleaning, dusting, vacuuming, mopping
- Well versed on how to use the cleaning machine
- Basic knowledge of parts of cleaning machine
- Can adjust machine settings for different use at different places

3.7 Housekeeper:

- Possessing skills of making beds and changing linens

- Sweeping, polishing and mopping hard floors
- Keeping bathrooms stocked with toiletries and other supplies
- Cleaning mirrors and other glass surfaces
- Good communication skill

Code of Conduct for workers:

The Service provider shall strictly observe that its personnels:

- Are always smartly turned out and vigilant.
- Are punctual and arrive at least 15 minutes before start of their duty time.
- Take charges of their duties properly and thoroughly.
- Perform their duties with honesty and sincerity.
- Read and understand their post and site instructions and follow the same.
- Extend respect to all Officers and staff of the IIT (BHU).
- Shall not drink on duty, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty.
- Will not read newspaper or magazine while on duty.
- Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to Service provider and the authorities of IIT (BHU).
- Shall not smoke in the office premises.
- Uphold dignity of women.

Violation of any of the above code of conduct shall attract penalty as per Institute norms.

3 Other Services required:

Apart from the Services and skills described as above, washing of covers, curtains, bed-sheets, pillow covers, towels etc. used in dining room, Visitor rooms and other places of GTAC are also required to be cleaned timely.

4 Machines required for Housekeeping:

- a) Dry Vacuum Cleaner (Three pieces)
- b) Wet Vacuum Cleaner (Three pieces)
- c) Polishing machine to shine the floors (One Piece)
- d) Scrubbing machine (One Piece)
- e) Shoe Shiner (Two pieces)

SECTION-VII

Scope of Work

A. Scope of Work for Room bookings and Billing

1. Room Reservation System:

- 1.1 Implement an online reservation system for guest room bookings.
- 1.2 Ensure real-time availability of rooms with automated updates on bookings.
- 1.3 Collect and store guest details such as name, ID proof, contact information, and payment details securely.
- 1.4 Maintain a history of past bookings for easy reference.

2. Billing and Payment System

- 2.1 Implement an automated billing system to generate invoices for guest stays.
- 2.2 Preparation of two separate bills for room rent. Payment of Room rent to be taken in the account of Institute and the payment of food to be taken in the account of service provider.
- 2.3 Provide detailed breakup of charges, including room rate, taxes, extra services in the invoice
- 2.4 Ensure clear, professional invoice templates with the guest house's branding.

B. Scope of Work for Housekeeping Services a GTAC

The Company/Firm/Agency shall undertake all types of work round the clock on all days of the year viz. Room booking management, collecting cash and depositing in institute account etc., cleaning, dusting, toilet cleaning etc. in general and following works in particular:

1 Daily Work:

- 1.1 Maintenance and cleaning of all the rooms on daily basis (with toilet cum bath room), kitchen, dining hall, glass window pane, and all fixtures/furniture at the GTAC including the Committee room on the ground floor/first floor/second floor. A daily report will be maintained by the Manager Housekeeping and a copy of which will be sent to the office of GTAC for records.
- 1.2 Wet mopping of corridors with necessary detergents (Harmless ISI mark chemicals).
- 1.3 Dusting and cleaning of stairs and railings.
- 1.4 All toilets in the premises should be cleaned.
- 1.5 Collecting wastes and garbage and deporting it to the dumping areas.
- 1.6 Office of GTAC will provide required amount of water for cleaning purposes.
- 1.7 Bedroom bed sheets and towels will be changed everyday whenever rooms are in use. A floor register shall be maintained for this purpose.
- 1.8 The Company/Firm/Agency at his own expenses, shall arrange all cleaning materials for cleaning.
- 1.9 Liquid soap, tissue rolls, toilet paper, odonil, naphthalene balls, sanitary materials shall be provided by the Company/Firm/Agency at no extra cost when ever rooms are in use.
- 1.10 The Company/Firm/Agency shall provide laundry service to the guests on payment basis as per the rates approved by the authority of IIT (BHU).

- 1.11 Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc., daily supply can be on the basis of usage of room i.e. one sachet per person per day. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of disposable slippers are also required in each room.
- 1.12 Use of Mosquito repellent spray

2 Weekend Work:

- 2.1 Dusting of ceilings, walls, tube lights, light shades, frames etc. in corridors.
- 2.2 Cleaning of glasses of all windows internally and externally.
- 2.3 Cleaning of furniture and office equipments
- 2.4 Brushing and washing of floors with shining machines.
- 2.5 Removing cobwebs.
- 2.6 Mosquito repellent, anti-mosquito spray, rodent and pest control etc. shall be done on weekly basis at no extra cost.
- 2.7 Drainage, services repairs garbage disposals weekly report will be submitted to the office of GTAC.
- 2.8 Washing/cleaning of ceiling fans blade, cleaning of doors, switches.

3. Monthly /Fortnightly Work:

- 3.1 Cleaning of sofa set, covers, curtains will be done on monthly basis as per the requirement.
- 3.2 The Company/Firm/Agency should supply housekeeping consumables as per approved list. The consumables required will have to be stored at the store room to be provided by office of GTAC well in advance. The consumables should be of standard quality and the same may be verified by the Institute authority any time deployed for the purpose.

4. Emergency Work:

Cleaning and removing blockage in pipes in toilets and in building will be done on priority basis. The Company/Firm/Agency should act promptly and send a request to Institute Works Department for electrical and other works as and when such cases are reported. Besides the above mentioned tasks, the Company/Firm/Agency shall be required to provide housekeeping services up to highest standard for all rooms during the hosting of several Institutes' events.

5. Other Works:

Visitor accommodation management including management of reception and office round the clock on all days of the year, maintenance of register, billing, opening of rooms for bonafide occupants, basic room service like making provision of drinking water etc.

The service provider should also provide laundry services to guests on payment basis at rates approved by the IIT (BHU).

Any violation, laxity, negligence and laziness in providing above services shall attract penalty including financial penalty.

C. **Scope of work for Catering Services at GTAC**

1. It will be the responsibility of the Service provider to provide breakfast/lunch/dinner as well as morning/evening tea/coffee to the guests well in time.
2. The Service provider shall supply additional lunch/dinner as requested by the Departments/Units on chargeable basis. Such requests will be placed, as far as possible, 1 day in advance.
3. The Service provider shall also be asked to supply and serve special lunch/dinner for Departments/Units as requested, on fixed rates duly approved by the competent authority of IIT (BHU).
4. The Service provider shall be responsible for making arrangement for the cutleries, crockeries and other utensils of standard quality used for preparing and serving coffee, tea, break-fast, lunch & dinner as required from time to time.
5. The Service provider is permitted to utilize the kitchen and store available in GTAC for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the GTAC kitchen only. The storeroom, kitchen, and dining area must be clean and hygienic.
6. The Service provider shall keep the account of the number of breakfast/lunch/dinner provided on a per day basis as well as on monthly basis.
7. The Service provider is responsible for charging the guests for the number of breakfast / lunch / dinner /coffee / tea they have ordered as per the Institute's approved rates. The service provider has to arrange himself all the requisite items for cooking including Gas connection and refilling of Gas, consumables etc.
8. Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners etc., details of which may be indicated. Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically (once a week).
9. Meals should be provided as per the menu and rates fixed by the Institute. The tentative menu details are provided separately.
10. Any extra kitchen items and utensils will be arranged by the Service provider as per the requirement at no extra charge to IIT (BHU). Repair and maintenance of the items under Service provider's control like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipments etc., will be done by the service provider at no extra charge.
11. Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the service provider.
12. The Service provider has to ensure hygienic condition under which food is prepared.
13. The Service provider has to ensure trained manpower to be deployed in the dining hall who are well mannered.
14. The eatables served by the Service provider to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes

containing any foreign ingredient shall not be served. Penalty shall be imposed if not strictly adhered to.

15. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Service provider shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. The Service provider shall also maintain hygienic conditions in cooking/pantry area & dining/serving areas.
16. The Service provider shall be required to adjust/change the timings as and when required depending upon the progress of any special event It shall be ensured that tea/coffee are served steaming hot.
17. The Service provider will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him, 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 Service provider 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.
18. The authority entrusted with the task, will check the quality of grains, oil, flour, fruits, vegetables and other provisions used in cooking. Any deficiency may lead to penalty. The Service provider itself will be responsible for periodical inspection and submit a report in this regard to the office of GTAC.
The Service provider shall submit in the prescribed format on a daily basis a checklist for maintenance of Catering service. In case of dispute regarding the service, quality or the quantity of the food stuff, tea/coffee and snacks served, the decision of the Institute will be final and binding.
The Service Provider shall submit in the prescribed format on a daily basis a checklist for maintenance of Catering service. In case of dispute regarding the service, quality or the quantity of the food stuff, tea/coffee and snacks served, the decision of the Institute will be final and binding.

D. Others:

1. Monthly reconciliation of room rent bills should be undertaken. All pending receivables should be tracked and reported weekly via an online portal/website/Tally subscription by the successful bidding company.
2. Successful bidder will be using a room booking management system software and the charges for same will be included in admin charges to be quoted by the bidders.
3. Institute may utilise the services of bidding agency for other avenues like conference/seminars/workshops outside of GTAC premise.
4. Provision of online system for room booking, billing and reconciliation of monthly accounts needs to be provided by the bidding company.
5. All pending bill details along with LIVE data of room booking at GTAC should be made available to GTAC Management committee.

6. Any other work that may be deemed necessary for the improvement of guest house services, to be included at a later stage.
7. Separate electricity meter would be installed for kitchen and successful bidder needs to bear the electricity charges for kitchen
8. Cooking gas bills are required to be paid by the successful bidder

Tentative menu for breakfast, lunch and dinner is as under

DAY	BREAKFAST	LUNCH	DINNER
MONDAY	Chola Bhatura Sandwich	Arhar Dal, Seasonal Vegetable, Matar Paneer, Dahi, Sweet - Rasgulla	Dal Punchmail, Malai Kofta, Seasonal Vegetable, Kheera Raita, Sweet- Kheer
TUESDAY	Paneer Paratha Vermicilly	Dal Channa, Seasonal Vegetable, Kadhai Paneer, Dahi, Sweet - Kheer Kadam	Lal Masoor Dal, Mushroom Masala, Seasonal Vegetable, Boondi Raita, Sweet - Chamcham
WEDNESDAY	Upma, Poha	Arhar Dal, Seasonal Vegetable, Nargisi Kofta, Dahi, Sweet - Gulab Jamun	Dal Punchmail, Soya Matar, Chilli Panner, Kheera Tamatar Raita, Sweet - Sewaiya
THURSDAY	Sathu Paratha Vermicilly	Hari Moong Dal, Mix Veg, Paneer Lababdar, Dahi, Sweet- Nariyal Ladoo	Mixed Dal, Seasonal Vegetable, Matar Mushroom, Mix Raita, Sweet- Kheer
FRIDAY	Poha Idli Vada	Arhar dal, Seasonal Vegetable, Paneer Butter Masala, Dahi, Sweet-Kala Jam	Lal Masoor Dal, Seasonal Vegetable, Veg Kofta, Kheera Raita, Sweet - Boondi Ladoo
SATURDAY	Aloo Parantha Upma & Sooji Halwa	Kali Masoor Dal Chauka, Seasonal Vegetable, Kadhai- Paneer, Dahi, Sweet-Rasgulla	Dal Punchmail, Aloo Matar Tamatar, Amritsari Choley, Mix Raita , Sweet- Kheer
SUNDAY	Subji Poori Poha	Arhar Dal, Seasonal Vegetable, Mughlai Paneer, Sweet- Buniya	Hari Moong Dal, Seasonal Vegetable curry, Palak Panner / Aloo Dum Banarasi, Kheera Tamatar Raita, Sweet- Besan Ladoo

Note:

1. Bread, butter, Jam, Corn flakes/Choco Milk, fruit/juice, coffee/tea, sweet/green chatni and pickles are to be provided daily in **breakfast**.
2. Tawa roti, basmati plain rice, seasonal salad, ankurit moong, papad, pickles and banana are to be provided daily in **lunch**.
3. Tawa roti, basmati plain rice, seasonal salad, boiled beans/broccoli with olive oil, papad, pickles and banana are to be provided daily in **dinner**.
4. No Non-veg food would be served/prepared in GTAC

Special Lunch/Dinner Main Course (VEG): - One Hot/Cold Beverage Two Starter Snack, One Soup, One Paneer Vegetable, One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal, One Sweet.

Special Lunch/Dinner Accompanied - Puri/Kachori, Basmati Pulao, seasonal salad, papad, pickles, Rayta

VIP Lunch/Dinner Buffet Main Course (VEG): - Two Hot/Cold Beverage Four Starter Snack, Two Soup, One Paneer Vegetable, One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal, Two Sweet.

VIP Lunch/Dinner Buffet Accompanied – Tandoori Breads/Puri/Kachori, Basmati Pulao, seasonal salad, papad, pickles, Rayta

SECTION-VIII

MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING

The bidders having following minimum qualification are eligible for bidding:

1. The bidder must have minimum 3 (Three) years of experience { in preceding 5 years i.e. 2019-2024} in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity. Preference will be given to bidders having ISO 9001-2015 certification and FSSAI License.
2. The bidder must have at least 1(One) ongoing contract in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity
3. The bidder/Company/Firm/Agency must have an average annual turnover of Rs.1 crore or more in the last three financial years (i.e. 2021-22, 2022-23 and 2023-24).
4. The bidder/ Company / Firm / Agency should be registered with the appropriate registration authority (ies) (labour commissioner etc.) of the Uttar Pradesh and Central Government, as per relevant Acts and rules. Bids of the bidder/Company/Firm/Agency non- complying labour laws, relevant Acts and rules will be out rightly rejected.
5. The bidder/Company/Firm/Agency will have to provide FSSAI licence for catering services
6. The bidder/Company/Firm/Agency has to submit Profit & Loss Account/ Income and Expenditure Account along with Balance Sheet for the preceding three financial years (2021-22, 2022-23 and 2023-24
7. The bidder /Company / Firm / Agency should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Act.
8. Either the registered office or one of the branch offices of the bidder should be located in Uttar Pradesh.
9. The bidder /Company / Firm / Agency should have its own Bank Account.
10. The bidder /Company / Firm / Agency shall submit an affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU/ any Central Autonomous Body in last three financial years.

Exemption to comply with any of the above criteria must be duly supported by the Government orders and/or OMs and other Government documents and copy (ies) of the same must be uploaded.

Non-compliance with any of the above conditions by the Bidder will amount to non-eligibility for the services for which tender has been floated and its tender will be rejected being non responsive.

Bidders must upload documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proofs must be uploaded with the technical bid.

SECTION-IX

1. Proforma for Technical Bid

**(For providing House Keeping and Catering Services
in Gandhi Technology Alumni Centre (GTAC), IIT(BHU), Varanasi)**

1.	Name of Tendering Company/ Firm/ Agency (Upload Certificate of Registration)				
2.	Name of Director/Proprietor of Company/Firm/Agency				
3.	Full Address of Registered Office with (i) Telephone No. (ii) Fax (iii) E-mail				
4.	Full Address of operating/ Branch office with (i) Telephone No. (ii) Fax (iii) E-mail				
5.	Banker of Company/ Firm/Agency with full Address (Attach certified copy of Bank Statement)				
6.	PAN (Attach self attested copy)				
7.	GST No. (Attach self attested copy)				
8.	E.P.F. Registration No. (Attach self attested copy)				
9.	E.S.I. Registration No. (Attach self attested copy)				
10.	Number of years of experience { in preceding 5 years i.e. 2019-2024} in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IIITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity.				
11.	Details of ongoing as well as successful completed { in preceding 5 years i.e. 2019-2024} in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IIITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity.	S. No.	Details of client along with address, telephone and e- mail Id	Amount of Contract (in Rs.)	Duration of Contract (From To)
12.	Number of Satisfactory Performance Certificates				
13.	Details of equipments available with the Bidder to be used for housekeeping purpose along with supporting documents				
14.	Income Tax returns for financial year 2021-22, 2022-23 and 2023-24				
15.	Total turnover financial year wise for preceding three years at least (As per attached proforma)				

16.	Total number of employees in the Company/ Firm/ Agency	
17.	Affidavit stating that the Company/Firm/Agency has not been black listed by Centre/ State Government/ PSU in last three years	
18.	Declaration about fraud and corrupt practices (Duly signed and attested)	
19.	Earnest Money Deposit Details (i) UTR No. (ii) Date (iii) Amount	
20.	Details of Tender Processing Fees (iv) UTR No. (v) Date (vi) Amount	
21.	ISO Certification 9001:2015	
22.	FSSAI License Number	
23.	Any other information	

Proforma for annual turnover (from housekeeping and catering services only)
duly certified by the Chartered Accountant

Description	Financial Year		
Annual Turnover			
Profit before Tax			
Profit after Tax			
Assets			
Liabilities			

Declaration

I, Son/Daughter/Wife of Shri.....

Director/Partner/Proprietor/Authorised signatory of the Company/Firm/Agency.....

is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ We, am/are aware of the fact that furnishing of any wrong/false information/ fabricated document would lead to rejection of my/our tender at any stage besides any liabilities towards prosecution under the appropriate law.

Date:

Signature of the authorised person

Place:

Full Name

Seal

2. Proforma for Financial Bid

(For providing Room booking Management, House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT(BHU), Varanasi)

Name of the Service Provider:

PART-A (Admin/Service Charges per month) at GTAC, IIT (BHU) Varanasi

S.No.	Description	Total (in Rs.)
1.	Admin./Service Charges per Month to be paid by IIT (BHU)	

Note: 1. Admin/service charges per month would be paid by IIT (BHU) to the successful bidder for providing Room booking Management Services, House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT (BHU) Varanasi

Proforma for Financial Bid

(For providing Room booking Management Services, House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT(BHU), Varanasi)

Name of the Service Provider:

PART-B (Room Cleaning, placement of toiletries, Laundry etc.) at GTAC, IIT (BHU) Varanasi

S.No.	Description	Amount (in Rs.)
1	Housekeeping and cleaning charges for 1000 Rooms one-night & <i>SINGLE</i> occupancy {Toiletries set supplied to Visitors ; Laundry charges for Bed Sheets/Bed Covers, Duvet Cover, Comforters, Curtains, Blankets, pillow covers, bath towels, hand towels, blankets and curtains; Mosquito repellent Refill ; Battery Cell etc. }	
2	Housekeeping and cleaning charges for 1000 Rooms one-night & <i>DOUBLE</i> occupancy {Toiletries set supplied to Visitors ; Laundry charges for Bed Sheets/Bed Covers, Duvet Cover, Comforters, Curtains, Blankets, pillow covers, bath towels, hand towels, blankets and curtains; Mosquito repellent Refill ; Battery Cell etc. }	
	Total	

- Note:**
1. It is to be noted that the prices must be quoted for 1000 rooms one-night occupancy for housekeeping and cleaning charges. However, the billing will be as per the actual occupancy.
 2. Data on occupied rooms must be provided on daily basis to IIT (BHU) by the successful bidder and payment at the end of the month would be as per = number of occupied rooms X per room housekeeping and cleaning charges
 3. Rooms needs to be cleaned after guest checkout or as per request of the guests. Unoccupied rooms needs to be cleaned on alternate days

Proforma for Financial Bid

(For providing House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT(BHU), Varanasi)

Name of the Service Provider:

PART-C (Cleaning of common areas, Housekeeping machine charges per month) at GTAC, IIT (BHU) Varanasi

S. No.	Description	Amount (in Rs.)
1	Mechanised floor cleaning of common areas- charges per month	
2	Uniform Charges for worker {for quote purpose} – 2 Set for Summer and 2 Set for Winter i.e. for one year per person	
	Total	

- Note:**
1. Cleaning of Common areas shall be as per requirement
 2. The reimbursement of the uniform charges has to be quoted for 5 workers. However, the reimbursement will be made for each worker.
 3. Uniforms should be washed twice a week
 4. Cleaning materials would be provided by IIT (BHU)

Proforma for Financial Bid

(For providing House Keeping and Catering Services in Gandhi Technology Alumni Centre (GTAC), IIT(BHU), Varanasi)

Name of the Service Provider:

PART-D (Catering Services) at GTAC, IIT (BHU) Varanasi

Sr. No.	Description	Unit Rate in Rs.	Minimum Quantity per month for which rate is to be quoted	Total Amount per month (in Rs.)
1.	Tea		1000	
2.	Coffee		500	
3.	Hot Milk (350 ml)		500	
4.	Coffee, Tea, Sugar, Milk one sachet each		1000	
5.	Breakfast		500	
6.	Lunch		500	
7.	Dinner		500	
8.	Buffet Lunch/Dinner for VVIPs		20	
9.	Bottled Water (1L)		500	
10.	Fresh Juice		200	
11.	Snack Packets		100	
		Total		

- Note:**
1. The final price of various items will be price quoted by the bidder + institute overhead charges (in lieu of providing Kitchen equipment and dining facility)
 2. The successful bidder will collect all the charges of food bill from the guest. No reimbursement in this regard will be made by the institute. At the end of every month the overhead charges pertaining to institute have to be adjusted.
 3. The successful bidder will provide catering services primarily to guests staying in the guest house. The request of institute's faculty and staff may also be catered subject to services to guests does not suffer. The catering services to outsiders will be strictly prohibited.

SECTION-X

1. Evaluation Scheme

A. Technical Evaluation Scheme

S.No.	Description	Criteria for Marks	Minimum marks required for Qualifying in Technical Criteria	Maximum Marks
1.	Number of years of experience { in preceding 5 years i.e. 2019-2024 } in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity	2 mark for 1 year of experience subject to maximum of 10 marks	6	10
2a.	Number of contracts executed of minimum 1 year duration { in preceding 5 years i.e. 2019-2024 } in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs for a minimum of 50 rooms capacity	2 marks for one successfully executed contract subject to maximum of 10 marks	2	24
2b.	Number of contracts executed of minimum 1 year duration { in preceding 5 years i.e. 2019-2024 } in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of NITs/IITs/Central universities/Other CFTIs/PSUs for a minimum of 50 rooms capacity	2 marks for one successfully executed contract subject to maximum of 8 marks		
2c.	Number of contracts executed of minimum 1 year duration { in preceding 5 years i.e. 2019-2024 } in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of State Universities for a minimum of 50	2 marks for one successfully executed contract subject to maximum of 6 marks		

	rooms capacity			
3.	Number of <i>ongoing Contracts</i> in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IIITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity	3 marks for 1 contract each subject to maximum of 9 marks	3	9
4.	Minimum average turn-over of Rs.1 Cr during the last three financial years in housekeeping and catering services	3 marks for minimum turnover and 1 mark each for additional 1 crore subject to maximum of 5 marks	3	5
5.	ISO certification 9001:2015 & FSSAI License	1 mark for valid certificate	0	2
	Total		14	50

The technical committee will evaluate the proposals on various parameters as detailed in this document. Bidders meeting the bidder's minimum eligibility criteria and scoring a minimum of 14 marks in aggregate (out of 50) will be qualified for presentation. The evaluation of the technical committee is final and binding. Top 10 bidders above cut-off marks would be called for presentation round.

B. Presentation

Top 10 technically qualified bidders will have to present about their technical specifications, their firms' performance in the area of housing keeping and catering services & innovative ideas in improving the services of GTAC before the Technical Committee, IIT (BHU) Varanasi. The presentation will be of 15 minutes. The presentation will be evaluated for maximum 20 marks

Sl. No.	Points to be included	Sectional Marks	Maximum Marks
1.	Previous experience with organisations, Financial Viability	5	20
2.	Quality of services to be offered for IIT (BHU) GTAC	5	
3.	Others (Feedback from Current and Past Organisations, Presentation Skill, Demonstration, Manpower Exposure, Reputation of Organisation/market Value etc.)	10	

Financial bids of only Top 5 bidders identified from the combined score of Technical Evaluation and Presentation stage would be opened.

C. Financial Evaluation Scheme

Financial bids of only Top 5 bidders identified from the combined score of Technical Evaluation and Presentation stage would be opened

The sum of Part A, Part B, Part C and Part D of financial bid will be taken. The financial bid having lowest sum and having qualified in technical evaluation and presentation will be given the maximum score of 30. The financial bid of other bidders will be given marks as $F=30 \times L/P$ where

F= Total Financial Score of the bid under consideration

L=Lowest total price

P=Price of the bid under consideration

2. Weightage:

Following weightage will be given to marks obtained in Technical Evaluation and Financial Evaluation:

A) Technical Evaluation= 50%

B) Presentation Evaluation= 20%

C) Financial Evaluation= 30%

After giving weightage as above, the Bidder/Company/Firm/Agency achieving the highest combined technical and financial marks (Marks obtained in Technical Evaluation + Marks obtained in Financial evaluation) will be declared qualified. In case of tie, the bidder having higher technical marks will be declared successful.

However, the Institute reserves the right to reject any financial bid on the basis of abnormally low and/or high prices quoted in comparison to the prevailing market price(s) of any item and/or all items. If a firm quotes Nil rate(s)/ consideration(s), the bid shall be treated as unresponsive and will not be considered. The Institute's decision shall be final and binding in this regard.

The substantial responsive Bidder/Company/Firm/Service Provider will be declared finally successful for award of contract after financial evaluation based on evaluation scheme.

SECTION-XI

GENERAL CONDITION OF CONTRACTS

1. Application

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

2. Standards

The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standard appropriate to such standards as shall be the latest issued by the concerned Institution.

3. Use of Contract Documents and Information

3.1 The Service provider shall not, without the Institute's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Institute in connection therewith, to any person other than a person employed by the Service provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

3.2 The Service provider shall not, without the Institute's prior written consent, make use of any document or information except for purposes of performing the Contract.

3.3 Any document, other than the Contract itself, shall remain the property of the Institute and shall be returned (in all copies) to the Institute on completion of the Service provider's performance under the Contract if so required by the Institute.

3.4 Patent Rights

The Service provider shall indemnify the Institute against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

4. Submission of the bids.

4.1 All bids complete in all respect must be submitted online on or before the Bid Closing date and time as mentioned on Critical Data Sheet. Tenders received without earnest money etc. shall be rejected.

4.2 Tender documents are available on IIT (BHU) website: www.iitbhu.ac.in/iitnotifications/purchase_enquiries/ and Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>.

4.3 Interested bidders may submit their bid through Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>.

5. Other Conditions for bid submission

- 5.1 Any conditional bid shall not be considered and will be out rightly rejected in the very first instance.
- 5.2 The bidder shall quote the Technical and Financial bids as per the format enclosed for the same.
- 5.3 The earnest money will be forfeited if the bidder withdraws from the tender at any stage.
- 5.4 The bidder must include the list of Organisation where they have provided similar services at least in the last 3 years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.

6. Other General Conditions

- 6.1 IIT (BHU) being an Educational Institution, the service provider will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
- 6.2 All personnel/employees/workmen employed by the Service provider shall be, preferably, in the age group of 21 – 50 with good health and sound mind. The personnel/employees/workmen of the Service provider shall be liable to security screening by the Security Staff deployed by IIT (BHU).
- 6.3 The Service provider shall appoint fully qualified and competent workers as per the requirement and eligibility at their own cost, to ensure that the services rendered by them are the best.
- 6.4 The employees employed by the Service provider shall always be under the direct and exclusive control and supervision of the Service provider and the Service provider may transfer its employees / workmen and in accordance with their needs in consultation with the Coordinator, GTAC. Adequate and necessary numbers of employees / workmen are deployed by the Service provider for fulfilment of their contractual obligations under this agreement. It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment as may be considered necessary.
- 6.5 The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to GTAC before the commencement of work:
 - a. List of Manpower short listed by the Service provider for deployment at GTAC containing full details i.e. date of birth, marital status, address etc. alongwith copies of educational qualifications and experience certificates;
 - b. Bio-data of the persons with passport size photographs
 - c. Character certificate from Group ‘A’ officer of the Central / State Government/CAB etc..
 - d. Certificate of verification of antecedents of persons by local police authority.
 - e. Their deployment will be only after the clearance from the security unit of IIT BHU.
 - f. Medical fitness certificates of the persons deployed.

- 6.6 Any theft or damage caused due to negligence of the service provider shall be borne by the service provider. Appropriate amount of penalty after due consideration and hearing will be imposed by the Director, IIT (BHU) or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the service provider.
- 6.7 The services will be provided round the clock on all days of the year (24 x 7 x 365) with sufficient number of manpower required to run the operation. Leaves of the contract employees of the Service provider should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the service provider.
- 6.8 The allotment of rooms (accommodation), in the GTAC will be done by the Coordinator, GTAC. The Institute will introduce a web/IT based room reservation system/billing etc. which will be binding and acceptable to the service provider.
- 6.9 Room and catering charges will be collected by the service provider and the same will be deposited as per the procedure of IIT (BHU). Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day immediately, failing which 24% interest will be charged on the withheld amount from the service provider.
- 6.10 No Accommodation for workmen and Manager shall be provided by the Institute. The Service provider shall have to make his own agreement for the lodging and boarding for their workmen.
- 6.11 The service provider or his representative will not allow any unauthorized person including company officials to stay in the GTAC. If at any time or during surprise check it is found that any unauthorized person is staying in the GTAC, the service provider will be directly responsible and a financial penalty of Rs.10,000/- per day will be imposed on the service provider and the same will be recorded in the register.
- 6.12 IIT (BHU) will not be responsible for any injury, accident, disability, or loss of life to the service provider 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 service provider. The service provider 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 roll and submit a proof to this effect.
- 6.13 Compliance of policy regulation viz., payment of central government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the service provider. In this regard the service provider at all-time should indemnify IIT (BHU) against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as

per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the Government may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIT (BHU) authority for verification and record.

- 6.14 The service provider will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the GTAC 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 service provider should keep the Institute 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.
- 6.15 The selected Firm/Agency shall be solely responsible for the redressal of grievances of the persons employed. IIT (BHU) shall in no way be responsible for settlement of such issue.
- 6.16 IIT (BHU) shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- 6.17 The manpower deployed by the service provider for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIT (BHU) during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the service provider shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IIT (BHU). The Service provider should communicate the above to all the manpower deployed in IIT (BHU) by the service provider.
- 6.18 The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the Service provider by IIT (BHU).
- 6.19 In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT (BHU) is put to any loss / obligation, monetary or otherwise, IIT (BHU) will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- 6.20 If any dispute, difference or disagreement whatsoever, shall be resolved by an arbitrator appointed by mutual consent of both the parties. In case of no mutual consent, decision of Director IIT (BHU) would be binding on both the parties.

- 6.21 The venue of arbitration, if any, shall be at Varanasi subject to the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules .

7. Terms of Payment:

The Company/Firm/Agency will be paid as per approved rate (award of contract/work order) on monthly basis by IIT (BHU) for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that the satisfactory services have been rendered during the month.

Attendance sheet, with signature/attendance status of persons deployed and verified (by the identified person of the Institute) shall be enclosed with the bill. A copy of challan for proof of EPF 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 service/work, must be enclosed by the Company/Firm/Agency, with the monthly bills. A certificate that previous month payments of the employees under the contract and payment to the supplier/general order vendors, if any, has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement.

Monthly payment will be made preferably within 15 days of submission of bills, in favour of the Company/Firm/Agency (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, losses, penalty etc.). Taxes (if applicable, as per rules) shall be paid on submission of documentary proof.

IIT (BHU) reserves the right to inspect all the payment related documents including statutory payments made by the Company/Firm/Agency in this regard at any point of time during the contract and the Company/Firm/Agency shall assist the authority of the Institute whenever inspection of records is done by the Institute's Authority. Any misbehaviour/non cooperation by the officials of the Company/Firm/Agency in this regard shall attract appropriate action including imposition of financial penalty by the Institute to the Company/Firm/Agency.

8. Legal

- 8.1** Compliance of policy regulation viz., payment of central government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the service provider. In this regard the service provider at all-time should indemnify IIT (BHU) against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action

as the Government may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIT (BHU) authority for verification and record.

- 8.2 For all intents and purposes, the bidder shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at GTAC, IIT (BHU) for the housekeeping and catering services.
- 8.3 The manpower deployed by the service provider for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIT (BHU) during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the service provider shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IIT (BHU). The Service provider should communicate the above to all the manpower deployed in IIT (BHU) by the service provider.
- 8.4 The selected agency shall also be liable for depositing all taxes, levies, Cass etc. on account of service rendered by it to GTAC, IIT (BHU) to concerned tax collection authorities from time to time as per extant rules and regulations.
- 8.5 The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IIT (BHU) or any other authority under Law.
- 8.6 In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT (BHU) is put to any loss / obligation, monetary or otherwise, IIT (BHU) will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- 8.7 The selected agency will indemnify IIT (BHU) from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
- 8.8 If any dispute, difference or disagreement whatsoever, shall be resolved by a arbitrator appointed by mutual consent of both the parties. In case of no mutual agreement, decision of Director IIT (BHU) would be binding on both the parties.
- 8.9 The venue of arbitration, if any, shall be at Varanasi. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

9. Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

10. Subcontracts

No subcontracting is allowed in this contract.

11. Delays in the Service provider's Performance

If at any time during performance of the Contract, the Service provider or its sub-service provider(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Service provider shall promptly notify the Institute in

writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service provider's notice, the Institute shall evaluate the situation and may, at its discretion, extend the Service provider's time for performance with or without penalty, in which case the extension shall be ratified by the parties by amendment of the Contract.

12. Damages and Losses

Upon end of contract / termination thereof, the Service provider is liable to return materials like beds, cots, chairs, tables, fridges, kitchen equipments', machineries' etc. to IIT (BHU) 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 Service provider as the case may be.

13. Complaints

The Service Provider shall attend to all the complaints and address as early as possible to the satisfaction of IIT (BHU). The Service Provider will provide Visit or feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with authorities of the Institute.

14. Force Majeure

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of god, war, revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7(seven) days of the alleged beginning and ending therefore giving full particulars and satisfactory proof.

Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option to authorize the contract in whole or part therefore at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the Service Provider.

15. Penalty

If the Service provider fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Institute shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to 1% per week and the maximum deduction is 10% of the contract price of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance. Once the maximum is reached, the Institute may consider termination of the Contract.

Further, the Institute reserves the right to impose financial penalty to be deducted from the monthly bill for habitual short attendance of man power, non-maintenance of cleanliness and for violation of any other condition which may lead to non performance of contractual obligations.

The quantum of penalty will be as follows:

S. No.	Description	Penalty
1.	Non maintenance of cleanliness in Rooms, Reception, Lobby, Corridor etc.	Rs. 500=00 per day subject to maximum of Rs. 10000 per month
2.	Non wearing of uniform	Rs. 100=00 per day per person subject to maximum of Rs.10000 per month
3.	Supply of Food other than that decided in the Menu	Rs.200=00 per meal subject to maximum of Rs. 10000 per month
4.	Laundry Default	Rs. 100=00 per day subject to Rs. 5000 per month
5.	Sub standard Catering Service	Rs.1000=00 per complaint subject to maximum of Rs. 10,000 per month
6.	Habitual short Attendance	2% deduction in Admin Charges per month

Unforeseen and weird circumstances will be dealt separately and quantum of penalty will be decided by the Institute. The decision of the Director, IIT (BHU) will be final in this regard.

16. Termination of Contract

16.1 In the event of the appointed service provider failing to fulfil or committing any breach of any of the terms and conditions of this contract or indulge in omission or commission as detailed in the terms & conditions and scope of work of the tender document, then without prejudice to the Institute's rights and remedies to which otherwise, the Institute shall be entitled, the contract shall be terminated without notice; the performance bank guarantee shall be forfeited and encashed; the service provider shall be blacklisted without prejudice to any other action which may be taken by the Institute.

The omission or commission may include interalia the following: -

- If the service provider or its employees are found guilty of fraud and/or misrepresentation in respect of the contract or any other contract entered into by the service provider with the Institute or any of his partners or representatives thereof; or
- If the service provider becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if
- In case, any document/declaration furnished by the service provider is found to be false/ forged at any stage, it would be deemed to be a breach of terms of contract and thereby,

making the service provider liable for legal action, besides termination of contract and/or forfeiture of performance guarantee.

16.2 The service provider shall comply with all statutory liabilities and obligations of Central Government, State Government, and Local Bodies Rules & Regulations etc. Any contravention/non-compliance on the part of the service provider would be construed as a sufficient ground for termination of the contract without notice at the discretion of the Institute. Further, in the event of the Institute being imposed with any penalty/ fine etc., by any agency/authority due to the non-compliance/contravention on the part of the service provider to any statutory laws/rules/regulations etc., the Institute reserves the right to recover such fine/penalty etc., from the service provider.

16.3 If the performances of the manpower services provided by the service provider are not found satisfactory in the initial trial period or at any time thereafter, the Institute shall have the power to terminate the contract without notice. Upon such termination, the performance guarantee of the service provider shall be liable to be forfeited.

16.4 In case of termination of the contract not related to (a) act or omission of the service provider, (b) noncompliance of statutory liabilities and obligations by the service provider (c) related to performance of the service provider, the Institute will give a notice of termination of the contract at least 30 days before the intended date of termination of the contract.

17. Monthly Bill Settlement and online portal

17.1 Provision of online system for room booking, billing and reconciliation of monthly accounts needs to be provided by the bidding company. All pending bill details along with LIVE data of room booking at GTAC should be made available to GTAC Management committee.

17.2 Monthly reconciliation of room rent and fooding bills should be undertaken. All pending receivables should be tracked and reported weekly via an online portal/website/Tally subscription by the bidding company.

17.3 Bidding agency bill would only be cleared after account reconciliation on monthly basis

18. Institute may utilise the services of bidding agency for other avenues like conference/seminars/workshops outside of GTAC premise & the substantial funding of the said conference/seminars/workshops is from Industry/sponsorship. In this case a flat revenue share of 15% shall be payable to IIT (BHU) on total sale amount by the bidding agency.

SECTION-XII

Service Level Agreement

This agreement is made at Varanasi on between the **Indian Institute of Technology (Banaras Hindu University), Varanasi** hereinafter to be called the **First Party** through its Director or his representative and M/s hereinafter to be called the **Second Party** (which expression shall unless excluded by or repugnant to the context, include its successors, heir, executors, administrative representative and assignee).

Whereas the **First Party** is on the lookout for a suitable party for providing Housekeeping and Catering services for its Gandhi Technology Alumni Centre (GTAC)

Whereas the **Second Party** (which expression shall unless excluded by or repugnant to the context, include its successors, heir, executors, administrative representative and assignee) has quoted for providing Housekeeping and Catering services at Gandhi Technology Alumni Centre (GTAC) at the rates, agreeable to the First Party, to carry out the work to the satisfaction of the First Party on the terms and conditions herein contained and the rates approved by the First Party inclusive of all taxes, levies, duties and cess etc. for each type of manpower have been duly accepted and where as the necessary security deposits have been furnished in accordance with the provisions of the Bid document and whereas no interest will be claimed on the security deposits.. Both the parties hereby agree on the terms and conditions set out hereinafter before the witnesses as set forth herein.

1. PERIOD OF CONTRACT:

The contract will be for a period of 1 (one) year initially. The IIT(BHU) may renew/extend the contract to such further period(s), as it may deem proper and in any case not exceeding 2 (two) years (one year each after evaluation by a committee constituted by the Institute for the purpose) from the date of completion of initial contract of one year, having regard to the quality and manner of the Service Provider's performance. However, it shall be with consent/written request by the Service Provider in this regard.

However, first party reserves its right to terminate the agreement by giving one month advance notice at any time during currency of the contract if the service of the agency is not satisfactory as per the opinion of first party or its representative.

2. MANPOWER REQUIRED:

- i. The Second Party shall provide the manpower as specified in the tender document under this agreement for different positions.
- ii. The Second Party shall maintain the list of all persons engaged by it and direct to work together with a copy of their latest photograph, as per requirement of the First Party at the premises decided by the First Party.

- iii. The Second Party shall issue identity card, dress materials, equipments and other necessary articles needed for the entrusted work to all their persons as per the Contract Labour Regulation Act-1970 as amended from time to time and any other law of the land.
- iv. Only such of the persons of the Second Party as are previously authorized will be allowed entry at the premises of the First Party on production of identity card.
- v. The Second Party shall withdraw forthwith the person/persons either suo-motu or as desired by the First Party, if he/they, is/are found no longer desirable to work on the premises of the First Party.
- vi. Tentative number of the manpower required to be provided by the Second Party are as under:

FOR GTAC:-

- (a) **Manager (Supervisor)** - One
- (b) **Chief Cook**- One
- (c) **Assistant Cook**- Three
- (d) **Pantry Boys/Helper**- Eight
- (e) **Receptionist**- Three
- (f) **Cleaning Machine operator**- Three
- (g) **Housekeeper**- Ten
- (h) **Safaiwala** - Seven
- (i) **Dishwasher**- Three

Man power required as above is not exhaustive one. Second Party shall appoint fully qualified and competent workers as per the requirement and eligibility mentioned in Section VI of the tender document, to ensure that the services rendered by them are the best throughout the period of contract.

Further, adequate and necessary numbers of employees / workmen are to be deployed by the Second Party for fulfilment of their contractual obligations under this agreement. It shall be the sole responsibility of the Second Party to ensure that employees/workmen, deployed by him, fulfil the obligations undertaken by the Second Party under this agreement and the Second Party shall provide such employees/workmen at his own cost, with such equipment as may be considered necessary.

- vii. The persons deployed for work should not be involved in any police case. Police verification certificate for the persons deployed for work has to be submitted by the Service Provider. A verification report in respect of all the personnel of Service Provider from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the

- Institute along with photo and thumb impression should be handed over to the designated officer of IIT (BHU). Any changes should be informed immediately.
- viii. The Second Party shall maintain all records and registers concerning attendance and wages of persons engaged by him as required by the various labour legislations in force from time to time and also ensure that they comply with their requirements in this regard.
 - ix. The Second Party shall carry out supervision/overseeing of persons deployed in the First Party premises. The First Party shall not have any direct control over them. The First Party will have the right and discretion to ensure that work packages are carried out as per the contract and complete satisfaction of the First Party.
 - x. The Second Party will ensure that these workers remain confined only to the assigned jobs and they should not involve or interfere in any other activities of the First Party.
 - xi. The Second Party will ensure that persons deployed by the Second Party, who have to perform the work shall not join any union or interfere with internal working of the establishments of the First Party.
 - xii. The Second Party will ensure monitoring and verification of daily attendance of the workers deployed by the Second Party at the premises of the First Party. The duty hours of the persons deployed shall be as desired by the First Party.
 - xiii. The workers will be allowed for working rest of one day on continuous duty of 6 working days as per the provisions of the Contract Labour (Regulation & Abolition) Act-1970.
 - xiv. The personnel deployed by the Second party at the premises of the First Party shall not have claim to become employees of the First Party and there will be no Employee and Employer relationship between the personnel engaged by the Second Party for deployment at the First Party.

3. PAYMENT OF WAGES

- i. The payment of wages to the workers engaged by the Second Party for the assigned work shall be the sole responsibility of the Second Party in consideration of the work performed as per the agreement.
- ii. The payment of wages/allowances/ remuneration and other benefits admissible to persons employed by the Second Party for the job shall be the sole responsibility of the Second Party as their employer under law. The minimum wages payable to the workers deployed by the firm will be as per wages revised from time to time by the Ministry of Labour, Government of India
- iii. The Second Party shall be responsible for the compliance with regard to minimum wages, ESI, PF, Workmen Compensation Act etc. and for payment for any liability (ies) under such acts, and any other law of the land.

- iv. The monthly bill in duplicate along with necessary verifications/documents will be sent by the Second Party to the First Party for payment of wages to persons deployed by 1st week of every month. The payment of the same will be made by the First Party after all deductions such as T.D.S., EPF, etc. as per rules, as amended from time to time.
- v. Workers engaged will be paid wages as per “Minimum Wages Act 1948” applicable to the Central Government establishments. These rates may be revised subject to approval of the First Party. The Second Party shall be responsible for submission of revised rates from time to time as communicated by competent authority. On revision of minimum wages by the Govt. of India, the Second Party shall be responsible for seeking approval of the revised rates from the First Party along with the copy of the order of competent authority for such revision. Any liability arising on account of delay in the same will lie on the Second Party.
- vi. The First party shall pay Admin/Service Charges to the Second Party as per the financial bid at the time of payment of bill after ensuring necessary statutory deductions.

4. COMPLIANCE OF LAWS OF LAND:

- i. The Second Party shall be solely responsible for compliance of the various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to the personnel deployed by it at premises of the First Party or for any accident caused to them and the FIRST PARTY shall not be liable to bear any expense in this regard. The SECOND PARTY shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the FIRST PARTY for whatever reason. The SECOND PARTY shall also be responsible for the insurance of its personnel. The SECOND PARTY shall specifically ensure compliance of various Laws / Acts in force, including but not limited to with the following and their re-enactments / amendments / modifications:-

- (a) The Payment of Wages Act 1936
- (b) The Employees Provident Fund Act, 1952
- (c) The Contract Labour (Regulation) Act, 1970
- (d) The Payment of Bonus Act, 1965
- (e) The Payment of Gratuity Act, 1972
- (f) The Employees State Insurance Act, 1948
- (g) The Employment of Children Act, 1938
- (h) The Motor Vehicle Act, 1988
- (i) Minimum Wages Act, 1948
- (j) The Industrial Disputes Act 1947
- (k) The Industrial Employment (Standing Orders) Act 1946

(l) Pollution Control and Environment Protection Laws in force from time to time.

- ii. The Second Party shall obtain a license from the Labour Department of the Govt. of India of the region under the Contract Labour (Regulation & Abolition) Act-1970 and shall also have a separate ESI, EPF, Code number and shall be responsible to cover all their employees under ESI and EPF Acts. EPF and ESI will be paid by the First Party alongwith the first month bill and subsequently the same will be paid on monthly basis alongwith the bill only if deposit challan along with Electronic Challan Cum Receipt (ECR) issued by the Employees Provident Fund Organisation (EPFO) of the previous month is enclosed along with the bill. Any liability arising on account of the delay in same will lie solely on the Second Party.
- iii. The Second Party shall be legally liable and responsible for any contravention of any legal requirement and consequent liability with regard to persons deployed by him in connection with the work assigned to him by the First Party.
- iv. In the event of the contract not being performed or carried out to the satisfaction of the First Party, the First Party will be at liberty to terminate this agreement without any notice and/or compensation in lieu thereof.

5. PERFORMANCE SECURITY:

The Second Party will have to deposit a security of Rs. 15.00 Lakhs in the form of F.D.R./Bank Guarantee in favour of “Registrar, IIT (BHU)”, Varanasi. The performance security shall be released only after 60 days of completion of the contract or otherwise and if there is no dues/penalty recoverable from the Second Party. The amount shall be interest free in the form of security deposit for due and complete performance of the terms & conditions of this license. The said performance bank guarantee shall be valid for the period of license under the agreement. This security money will be refunded after 60 days of expiry of contract or its termination. The First Party shall be entitled to adjust any claim/ penalty/ due amount from the said security deposit.

6. Termination of Contract

- 6.1 In the event of the appointed service provider failing to fulfil or committing any breach of any of the terms and conditions of this contract or indulge in omission or commission as detailed in the terms & conditions and scope of work of the tender document, then without prejudice to the Institute’s rights and remedies to which otherwise, the Institute shall be entitled, the contract shall be terminated without notice; the performance bank guarantee shall be forfeited and encashed; the service provider shall be blacklisted without prejudice to any other action which may be taken by the Institute.

The omission or commission may include interalia the following: -

- If the service provider or its employees are found guilty of fraud and/or misrepresentation in respect of the contract or any other contract entered into by the service provider with the Institute or any of his partners or representatives thereof; or
- If the service provider becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors

or attempts to do so; or if

- In case, any document/declaration furnished by the service provider is found to be false/ forged at any stage, it would be deemed to be a breach of terms of contract and thereby, making the service provider liable for legal action, besides termination of contract and/or forfeiture of performance guarantee.

6.2 The service provider shall comply with all statutory liabilities and obligations of Central Government, State Government, and Local Bodies Rules & Regulations etc. Any contravention/ non-compliance on the part of the service provider would be construed as a sufficient ground for termination of the contract without notice at the discretion of the Institute. Further, in the event of the Institute being imposed with any penalty/ fine etc., by any agency/authority due to the non- compliance/contravention on the part of the service provider to any statutory laws/rules/regulations etc., the Institute reserves the right to recover such fine/penalty etc., from the service provider.

6.3 If the performances of the manpower services provided by the service provider are not found satisfactory in the initial trial period or at any time thereafter, the Institute shall have the power to terminate the contract without notice. Upon such termination, the performance guarantee of the service provider shall be liable to be forfeited.

6.4 In case of termination of the contract not related to (a) act or omission of the service provider,(b) noncompliance of statutory liabilities and obligations by the service provider(c) related to performance of the service provider, the Institute will give a notice of termination of the contract at least 30 days before the intended date of termination of the contract.

7. MISCELLANEOUS:

- i. In case any damage is caused to the property or products of the First Party by the persons engaged by the Second Party under this contract or if any instance of theft takes place owing to the involvement of the persons or otherwise, the Second Party shall reimburse the cost of such damage to the First Party suitably.
- ii. The Second Party shall obtain proper license as required under the law and will be responsible for any violation of rules and regulations governing the same. Soon after, the job is completed; the Second Party shall take all the persons deployed by him from the premises of the First Party.

8. The Second Party shall be bound to provide full support and help in extinguishing any fire that breaks out anywhere in GTAC. In case, if it is due to mishandling or any other reasons by any person deployed by Second Party, the full damage will be recovered from the Second Party.

9. First Party being an Educational Institution, the Second Party will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.

10. All personnel/employees/workmen employed by Second Party shall be, preferably, in the age group of 21 – 50 with good health and sound mind. The personnel/employees/workmen of Second Party shall be liable to security screening by the Security Staff deployed by First Party.

11. Second Party shall appoint fully qualified and competent workers as per the requirement and eligibility mentioned in Section VI of the tender document, to ensure that the services rendered by them are the best.

12. The employees employed by Second Party shall always be under the direct and exclusive control and supervision of Second Party and Second Party may transfer its employees / workmen and in accordance with their needs in consultation with the Coordinator, GTAC of First Party. Adequate and necessary numbers of employees / workmen are deployed by Second Party for fulfilment of their contractual obligations under this agreement. It shall be the sole responsibility of the Second Party to ensure that employees/workmen, deployed by it, fulfil the obligations undertaken by the Second Party under this agreement and the Second Party shall provide such employees/workmen at its own cost, with such equipment as may be considered necessary.

13. The Second Party shall furnish the following documents in respect of the individual manpower who will be deployed to GTAC before the commencement of work:

a. List of Manpower short listed by Second Party for deployment at GTAC containing full details

i.e. date of birth, marital status, address etc.;

b. Bio-data of the persons with passport size photograph

c. Character certificate from a Gazetted officer of the Central / State Government.

d. Certificate of verification of antecedents of persons by local police authority.

e. Their deployment will be only after the clearance from the security unit of First Party.

f. Medical fitness certificates by the authorised Medical attendant (s)

14. Any theft or damage caused due to negligence of Second Party shall be borne by Second Party. Appropriate amount of penalty after due consideration and hearing will be imposed by First Party through an officer nominated by it, and the same will be deducted from the monthly bill of Second Party.

15. The services will be provided round the clock on all days of the year (24 x 7 x 365) with sufficient number of manpower required to run the operation. Leaves of the contract employees of Second Party should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to Second Party.

16. The allotment of rooms (accommodation), in the GTAC will be done by the Coordinator, GTAC of First Party. First Party will introduce a web/IT based room reservation system/billing etc. which will be binding and acceptable to Second Party.

17. Room and catering charges will be collected by Second Party and the same will be deposited as per the procedure of First Party. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 24% interest will be charged on the withheld amount from Second Party.

18. No Accommodation for workmen and Manager shall be provided by the First Party. Second Party shall have to make his own agreement for the lodging and boarding for their workmen.
19. Second Party or his representative will not allow any unauthorized person including company officials to stay in the GTAC of First Party. If at any time or during surprise check it is found that any unauthorized person is staying in the GTAC, Second Party will be directly responsible and a financial penalty of Rs.10, 000/- per day will be imposed on Second Party and the same will be recorded in the register.
20. First Party will not be responsible for any injury, accident, disability, or loss of life to employees of Second Party 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 Second Party. Second Party has to make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by it under their pay roll and submit a proof to this effect.
21. Compliance of policy regulation viz., payment of central government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of Second Party. In this regard Second Party at all-time should indemnify First Party against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the Government may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the First Party authority for verification and record.
22. Second Party will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by it to the GTAC 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. Second Party should keep the First Party 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.
23. The Second Party shall be solely responsible for the redressal of grievances of the persons employed. First Party shall in no way be responsible for settlement of such issue.
24. First Party shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by Second Party in the course of their performing the functions/duties, or for payment towards any compensation.

25. The manpower deployed by Second Party for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of First Party during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by Second Party shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in First Party. Second Party should communicate the above to all the manpower deployed in the premise of First Party by Second Party.
26. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to Second Party by First Party.
27. In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof First Party is put to any loss / obligation, monetary or otherwise, First Party will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Second Party, to the extent of the loss or obligation in monetary terms.
28. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of First Party at the time of the dispute.
29. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitrator at the time of invocation of arbitration under the clause. It is a terms of the contract that cost of an arbitration shall be borne by the parties them self. The venue of arbitration, if any, shall be at Varanasi. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.
30. All correspondence pertaining to this contract shall be addressed to the authorized representative of the First Party.
31. All the litigations will be subject to the jurisdiction of courts at Varanasi.
32. The NIT (notice inviting tender), Bid documents (Technical and Financial), Schedule of requirement, Scope of work both for Housekeeping and Catering Services, General Conditions of Contract, approved rates and such other additional particulars, instructions, as may be found requisite to be given during execution of the service shall be deemed to be included in the expression "The Agreement". All the documents including online bid submitted during the process of tendering by the Second Party which has been duly accepted by the First Party and the Tender Document issued by the First Party for the purpose shall be presumed to form the part of the Agreement.
33. Provision of online system for room booking, billing and reconciliation of monthly accounts needs to be provided by the bidding company. All pending bill details along with LIVE data of room booking at GTAC should be made available to GTAC Management committee. Monthly reconciliation of room rent and fooding bills should be undertaken. All pending receivables should

be tracked and reported weekly via an online portal/website/Tally subscription by the bidding company. Bidding agency bill would only be cleared after account reconciliation on monthly basis

34. Institute may utilise the services of bidding agency for other avenues like conference/seminars/workshops outside of GTAC premise & the substantial funding of the said conference/seminars/workshops is from Industry/sponsorship. In this case a flat revenue share of 15% (excluding applicable taxes) shall be payable to IIT (BHU) on total sale amount by the bidding agency.

M/s

for and on behalf
Indian Institute of Technology
(Banaras Hindu University) Varanasi

Second Party

First Party

Service provider

1. Witness

1. Witness

(a) Signature

(a) Signature

(b) Name

(b) Name

(c) Address

(c) Address

2. Witness

2. Witness

(a) Signature

(a) Signature

(b) Name

(b) Name

(c) Address

(c) Address

Cleaning Items required for Cleaning (to be provided by IIT (BHU))

1. Liquid Soap (Dettol/Life boy/Lux)
2. Lizol/Domex Floor cleaner
3. Colin or Glass Cleaner
4. Duster Cloth
5. Soft Broom
6. Coconut Broom
7. Harpic
8. Mop Stick/PINZA Mop
9. Air Freshener/Odonil
10. Toilet napkins
11. Garbage Bag Big
12. Garbage Bag Small
13. Toilet Brush with Stand
14. Squeezer
15. Scrub Pad
16. Mugs
17. Dust Pan
18. Toilet Roll
19. Paper Napkins (Soft 2/4 ply)
20. Air Freshener/Spray Refill
21. Mosquito Spray
22. Detergent Cake
23. Detergent Powder
24. Baskets

Toiletries (to be provided by service provider)

1. Moisturising Shampoo 20ml
2. Shower Gel 20 ml
3. Dettol Hand Wash 20ml
4. Ear Buds (2)
5. Toothpick (2)
6. Comb
7. Toothbrush

FORMAT FOR PERFORMANCE BANK GUARANTEE (PBG)

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONALISED COMMERCIAL BANKS (WHETHER SITUATED AT VARANASI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT VARANASI)

To,

The Registrar,
Indian Institute of Technology (BHU),
Varanasi-221005

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology (BHU), Varanasi (Procuring Entity) has invited tender vide Tender No..... dated..... for procurement of AND WHEREAS the said tender document requires that eligible successful bidder (Service Provider)..... wishing to supply the service.....

in response thereto shall establish an irrevocable Performance Bank Guarantee in favour of “ The Registrar, Indian Institute of Technology (BHU), Varanasi” in the form of Bank Guarantee for Rs. Fifteen Lakh only. The Performance Bank Guarantee shall remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the Service Provider, including warranty obligations from the date of issue of Performance Bank Guarantee and the eligible successful bidder (the Service Provider) shall submit the same within 14 (Fourteen) days from the date of Award of Contract.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said bidder (Service Provider) fails to abide by any of the conditions referred to in tender document / Award of Contract, this Bank shall pay to Indian Institute of Technology (BHU), Varanasi on demand and without protest or demur Rs (Rupees.).

This Bank further agrees that the decision of Indian Institute of Technology (BHU), Varanasi (Procuring Entity) as to whether the said bidder (Service Provider) has committed a breach of any of the conditions referred in tender document / Award of Contract shall be final and binding.

We,..... (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the bidder (Service Provider) and/ or Indian Institute of Technology (BHU), Varanasi (Procuring Entity). **Notwithstanding anything contained herein:**

1. Our liability under this Bank Guarantee shall not exceed Rs.
.....(Indian Rupees.....only).

2. This Bank Guarantee shall be valid up to.....(date) and

3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT (BHU), Varanasi serve upon us a written claim or demand on or before (date). This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at
..... (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

BID SUBMISSION

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in **two** covers as explained below:

Cover 1 (Following documents to be provided as .pdf file)			
S.No.	Document	Content	File Types
1.	Technical Bid	Completely filled in and duly signed Technical Bid Proforma as provided in Section IX of tender document, Technical Compliance Sheet, Bidder information form, Pre-bid Attendance Certificate	.pdf
2.		Organization Declaration Sheet, Compliance sheets for Essential Criteria and Checklist given in tender document	.pdf
3.		Tender Acceptance	.pdf
4.		List of organizations/clients where the services have been provided along with their contact number(s).	.pdf
5.		All other supporting documents as required in Technical Bid as per Section VIII & Section IX and Technical Compliance Sheet given in tender document	.pdf
6.		Tender fee & EMD submission proof	.pdf
7.		Other Documents, as required by the tender	.pdf
Cover 2			
S.No.	Document	Content	File Types
1.	Price Bid	Duly filled and signed financial bid proforma Part A as well as Part B as per Section IX (Price Bid)	.pdf

Technical Compliance Statement

S.No.	Description	Yes/No
1.	Minimum 3 (Three) years of experience { in preceding 5 years i.e. 2019-2024} in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity.	
2.	At least 1 successful completed contract { in preceding 5 years i.e. 2019-2024} in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity.	
3.	At least 1(One) ongoing contract in providing housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of IITs/IIMs/IISERs/NITs/IITs/Central universities/Other CFTIs/PSUs/State Universities for a minimum of 50 rooms capacity	
4.	ISO 9001-2000 certification and FSSAI License	
5.	Average annual turnover of Rs.1 crore or more in the last three financial years	
6.	Details of Income Tax and Service Tax return of their firm for last three financial years (2021-22 to 2023-24)	
7.	Profit & Loss Account/ Income and Expenditure Account along with Balance Sheet and Independent Audit report for the preceding three financial years (2021-22 to 2023-24)	
8.	Valid PAN and GST Number	
9.	ESI and EPF Registration Number	
10.	Proof of either the Registered Office or one of the Branch Offices of the bidder should be located in Uttar Pradesh	
11.	Affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU in last three years	
12.	Details of successful contracts of minimum 1 year duration in providing housekeeping and catering services in last Three years in PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation/ Central Institutes/Central Autonomous Body.	
13.	Satisfactory Certificate from last Two Major Clients	
14.	Details of equipment available with the Bidder to be used for housekeeping purpose along with supporting documents	
15.	Total turnover financial year wise for preceding three years at least (As per attached proforma)	
16.	Declaration about fraud and corrupt practices (Duly signed and attested)	

**AFFIDAVIT REGARDING BLACKLISTING/ NON-BLACKLISTING FROM
TAKING PART IN GOVT./PSU/CAB TENDER**

(To be executed on Rs.100/- Stamp paper & attested by Public Notary/Executive Magistrate by the bidder)

I / We Proprietor/ Partner(s)/ Director(s) of M/S.----- hereby declare that the firm/company namely M/S.----- has not been blacklisted or debarred/ no Police Case or Vigilance enquiry pending or ever been punished by any Hon'ble Court/ no due towards income tax as on the date of the affidavit in the past by IIT(BHU), Varanasi or any other Government organization/PSU/Central Autonomous Body from taking part in Government/PSU/Central Autonomous Body tenders.

Or

I / We Proprietor/ Partner(s)/ Director(s) of M/S. ----- hereby declare that the firm/company namely M/S.-----was blacklisted or debarred/ no Police Case or Vigilance enquiry pending or ever been punished by any Hon'ble Court/ no due towards income tax as on the date of the affidavit by IIT(BHU), Varanasi, or any other Government Department/PSU/Central Autonomous Body from taking part in Government tenders for a period of ----- years w.e.f.-----.

The period is over on----- and now the firm/company is entitled to take part in Government tenders. In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by IIT (BHU), Varanasi, and SD shall be forfeited. In addition to the above IIT (BHU), Varanasi, will not be responsible to pay the bills for any completed/ partially completed work.

Signature

Name.....

Capacity in which assigned:

Name & address of the firm:

Date:

Signature of Bidder with Seal

(Letterhead of the bidder)