Specification / Requirements for Maintenance of 124 ROOMS

New Technology Guest House

HOUSEKEEPING, RECEPTION, ROOM SERVICES, CATERING, HORTICULTURE, LAUNDRY SERVICES, GENERAL MAINTENANCE & FACILITY MANAGEMENT SERVICES ETC.
Sealed RFP are invited by Indian Institute of Technology Kharagpur, from firms with proven track record, for provision of housekeeping, reception, catering and comprehensive maintenance service of its 124 rooms New Technology Guest House, located in the main campus at Kharagpur, West Bengal.

The Specification document, terms and condition, qualification required can be obtained from the office of the Prof – in – Charge (Technology Guest House) on payment of Rs2000/- by Demand Draft, or by downloading a copy of the same at the institute website (www.iitkgp.ac.in) and enclosing a tender fee of Rs2000/- by Demand Draft drawn in favour of ‘Indian Institute of Technology Kharagpur’, payable at SBI, IIT Kharagpur (Branch Code: 0202). The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of Rs50000/- to be paid by a Demand Draft drawn in favour of ‘Indian Institute of Technology Kharagpur’, payable at SBI, IIT Kharagpur Branch.

The institute will examine the credentials of the contracting firms, based on the document submitted and verification, experience, turnover, list of satisfied clients; financial soundness and certifications etc., and scrutinize the Expression of Interest (EOI) submitted by them in the prescribed format. A pre bid conference will be organized 2 weeks from the publication of advertisement in the Newspaper / Website of the institute. Interested firms, service providers and organizations, are requested to send their sealed quotations as per technical specifications and general terms and conditions as mentioned in the Annexure - I under a Two-Cover System. Two sealed envelopes (RFP/Techno-Commercial Bid document) be submitted separate, duly subscribed with “Notice No…………….. and “Tender for Maintenance & Housekeeping of 124 Rooms New Technology Guest House” by post or handed over to the office of the Prof – in – Charge (Technology Guest House) on or before 3 weeks from the date of pre bid conference.

The Techno proposal will be opened first, on the working day next to the last date In presence of the authorized representative of the contracting firms. The commercial bids will be opened only of those firms, who will be found technically qualified after evaluation of their technical bids.. The agency finnaly selected will enter into a 03 Year contract, renewable further on yearly basis, to responsibly execute the housekeeping, catering and other maintenance services and function of the proposed state-of-art New Technology Guest House.

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

(Registrar, IIT Kharagpur)
SCHEDULE OF EVENTS

Release in the Newspaper/ Website : 03-03-2015
Last Date for Submission of EOI : 18-03-2015
Pre Bid Conference : 20-03-2015
Last Date for Submission of Techno - Commercial Bid : 10-04-2015

DOCUMENTS TO BE SUBMITTED

Technical Bid : Annexure – II
(Attach all documents, declarations, details etc.)

Price bid : Annexure – III & IV
(Attach documents, details/bills of quantities etc.)

FEES TO BE DEPOSITED

(ATTACH DEMAND DRAFTS WITH THE BID DOCUMENT)

Tender Fee : Rs 2000/-
E.M.D : RS 50000/-

Note: The tender fee and EMD, EOI, Technical and Price Bids be put in separate sealed envelopes and thereafter all envelopes be put in a bigger sealed cover, subscribing “Tender Notice No. ………………………… and “Tender for Maintenance & Housekeeping of 124 Rooms New Technology Guest House”. Specification / Requirements of Various Services are given in Annexure – I
PROCESS OF SELECTION OF AGENCY FOR OUTSOURCING OF SERVICES

1. Release of web and newspaper advertisement inviting Expression of Interest from reputed registered companies engaged in providing services in guest houses of reputed Government Institutions / PSUs or other equivalent establishments.

2. Submission of declaration of eligibility and expression of interest (EOI) within 15 days from the date of web and newspaper advertisement by Registrar, IIT Kharagpur.

3. Agencies who would qualify on eligibility criteria (see document entitled "Specifications/Requirements For NGH IIT Kharagpur" on this page) would be called for visiting the guest house and pre-bid conference on any working day of the week after seven days from the last date of submission of EOI.

4. Shortlisted agency invited for pre-bid conference are advised to come with a bank draft of Rs 2000/- payable to 'IIT Kharagpur' at Kharagpur, for obtaining format for submission of "Request for Proposal" (RFP).

5. The request for proposal which is the techno-commercial bid should be submitted based on specifications/requirement and other terms and conditions, in two separate sealed envelopes, one with the proposal and the other containing the price bid. The two envelopes super scribed as "Technical Bid" and "Price Bid" should be put in one sealed envelope and posted to the "Professor-In-Charge Guest Houses, Technology Guest House, Indian Institute of Technology, Kharagpur, WB 721302" within three weeks after the pre-bid conference. The proposal should be accompanied by an EMD of Rs 50,000/ in the form of Bank Draft payable to 'IIT Kharagpur'.

6. The technical bids will be opened two working days after the last date of receipt of the same in presence of authorized representatives of the company. Representatives of the companies invited for technical bid opening will be asked to give presentations on their strengths and suitability to meet our standards, before the committee appointed by the Institute. The decision of the committee would be final.

7. Agencies who qualify based on their technical bids will be asked to stay back for opening of commercial bids on the very next day. The agency finally selected will be intimated within a week time after the meeting.
1. INTRODUCTION

The New Technology Guest House of IIT Kharagpur is a four storey building. The Wing – A in the Ground Floor (GF) has 7 VIP suits, reception, meeting room and lobby. The First Floor (FF) have 9 suits, Second Floor (SF) have 18 double bedded room and Third Floor (TF) with 18 double bedded rooms. (Total Rooms in Wing – A: 52). The Wing – B have 18 double bedded rooms in each of the floors (GF, FF, SF, TF) (Total Rooms in Wing – B: 72). The Wing – C is having Kitchen and Stores in the ground floor and Banquet Hall (Sitting capacity : 65 / Buffet may vary based on events) and Storage Room in the first floor, In a nutshell there are 16 VIP Suits and 108 double bedded rooms, which can accommodate approximately, a minimum of 250 guests at one time, The Dining Hall, located at the ground floor of (Wing – C) is having a seating capacity of 100. The cooking facilities for the guests staying in the Guest House are required to be maintained in the above mentioned kitchen.

A pre-bid conference with the tenderer is scheduled to be held on a working day 2 weeks after the date of publication of advertisement in the newspaper / Institute website to appraise them about the Guest House operation, expectations of the Institute and familiarize them about the scope of work and obligation in the present contract. The prospective tenderers expressing interest must visit the New Technology Guest House and acquaint themselves about the schemes, schedule of work, supervision and commitment needed and make suitable presentation, where their technical bids are being taken up for discussion.

IIT Kharagpur looks forward to maintain the New Technology Guest House, as a high end service for the academic community, incorporating state of art hospitality and service management.

2. DEFINATIONS

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

(a) The expression “Owner” and/or “Institute” occurring in the tender document shall mean IIT Kharagpur.

(b) The expression “Bidder” shall mean the tenderer who submits the tender for the work and shall include the successor and permitted assigns of the tenderer.

(c) The expression “Contractor” shall mean the tenderer who submits the tender for the work and selected by the Institute for the performance of the subject work, and shall include the successor and permitted assigns of the contractor.

(d) “Prof-in-Charge” shall mean any representative of the Institute authorized to act as the Officer-in-Charge of the work or any specified part thereof.

(e) “Work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.

(f) “IIT” or “IIT KGP” shall mean Indian Institute of Technology, Kharagpur.
(g) “Contract” shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IIT, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.

(h) “Course” shall mean regular academic programme and short term management/executive development programme, including academic/scientific training programme or events, seminars, workshops, conference, summer or winter school etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis.

(i) “Meals” shall include all input from the dining hall/kitchen, including bed tea, breakfast, lunch, dinner an evening tea-snacks, bottled water etc., including those served by the contractor under special arrangements on various occasions.

(j) “Guest House” shall mean in present tender, as the “New Technology Guest House, IIT Kharagpur”.

(k) “Competent Authority” shall mean the Director, IIT Kharagpur or any other Officer/Professor-in-Charge designated by him for the purpose of this work/tender pertaining to the Guest House, maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the New Technology Guest House.

3. MINIMUM QUALIFICATION REQUIRED FOR BIDDING

(a) Minimum 5 (five) years of experience in providing housekeeping services, reception and room allotment, general maintenance services, catering, horticulture, hospitality of guests etc., for a minimum of 100 room guest house or 200 guest, within an annual group turnover of minimum 10 crores. Preference will be given to companies having national presence and ISO 9001-2000 certification.

(b) Statutory compliance like PF registration, ESI, Labour License [under contract labour (Regulation and Abolition) act 1970] with valid PF and ESI code, PAN/TAN, IT and ST clearance (copy of the certificate/returns be submitted)

(c) A certificate (Afdavit) to be signed by MD / CEO of the company in the Court of a First Class Magistrate that they haven’t been debarred or blacklisted for any services, supplies or products dealing in, by any organizations or educational institute/ university or state/ central government and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.

(d) Summary of the average turnover and net worth (copy of audited statement of accounts/balance sheet for the last three financial years) be submitted.

(e) Name, Address/ contact details of the present and past satisfactory

(f) Services of minimum three clients of whom such services are being/have have been extended of comparable value.

(g) Joint ventures or single proprietary company are not allowed.
Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. Simply an undertaking by the bidder for any item of the criteria shall not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted with the EOI proposal.

4. **SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR**

(a) Reception and accommodation of the guest coming to stay at New Technology Guest House. Services including manning the reception and office (*For details refer Annexure – V*), round the clock on all the days of the year. Maintenance of allotment register, allotment and opening of rooms for bonafide occupant and upkeep of rooms by good housekeeping, room service for VIP Suite/Deluxe/Deluxe Room (which includes provision of bottled drinking water and waiter service).

(b) The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers, skilled and supervisory staff. The Guest House will be available for operation in as is where in condition, for maintaining it in upright, spic and span good condition.

(c) The total area for New Technology Guest House for housekeeping is 50,000 sqft., including the built up area, with a 2 acre front/lawn area with activities including cleaning and maintenance, horticulture etc. within its enclosed premises. This is to be looked after in a planned, pre decided schedule of equal hourly three or four shifts in a day.

(d) The number of composition of staff required is as per Annexure – III. The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained for housekeeping and allied work as per tender requirement (*For details refer to Annexure – V*). Full list of employees, viz., name, age, gender, educational qualifications, employee code, designation, experience in relevant field, PF, ESI code, local and permanent address etc should be attached with the technical bid. Documents in support of ESI, EPF deductions, labour license, health and safety measures the tenderer takes for his workers and should be attached with the technical bid.

(e) Services will be provided by presentable, neatly attired and well mannered qualified and trained attendant/personnel as per their functional designation, mentioned in Annexure – III. The personnel deployed (preferred age group: 21-45 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in speaking Hindi, English and local languages. The common uniform shall comprise generally dark colour trouser, light colour shirt, Blazers and Saree (as applicable) ,tie/bow, black shoes, white socks etc., and be provided by the contractor . The colour/ design of the dress/uniform shall be approved by the IIT Authority.

(f) Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venation blinds and all fixtures/furniture at the Guest House including the office/meeting rooms on the ground floor/first floor and other rooms belonging to the Guest House, shall be the duty of contractor .A status report on day to day basis will be maintained by the supervisor as a permanent record and may be sent to the office daily.

(g) Bedroom linen and Bathroom towels shall be changed at every day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning
materials be arranged by the contractor. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by IIT from time to time.

(h) Floors of the rooms and corridor/wings – A, B and C will be cleaned daily with ISI mark detergent/phenyl (harmless WHO certified chemicals) and will be kept clean at all the time. Carpets whatever available, shall be cleaned daily by vacuum cleaner and dry cleaning will be done on quarterly basis, as per requirement. Cleaning of sofa set, covers, curtains will also be done on monthly/quarterly basis, as per requirement. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done periodically by the contractor at no extra cost.

(i) Bathroom/toilet shall be cleaned daily and mopped up with ISI marked phenyl. Air filters of Split/Window type air conditioner will be thoroughly cleaned. Deodorant/Colin/Room Spray shall be used for better results. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, odonil, naphtholin balls, room freshener, harpic, duster brooms and the cleaning/sanitary materials etc. will be provided by the contractor at no extra cost (For details see Annexure – V).

(j) IITKGP will hand over to the Service Provider materials like beds, cots, chairs, tables, mixer/grinder etc. and the Service Provider has to agree to keep proper acknowledgement and Service Provider 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 IITKGP 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.

(k) Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, masalchi, cleaners etc., details of which may be indicated as required in the Annexure – III. The detailed scope and important guidelines for Catering Services can be found in Annexure - V.

(l) The contractor should be responsible for quality cleaning of bed and bath linens as per industry norms. The contractor should also provide laundry services to the guest(s) on payment basis at rates approved by IIT Authority. Travel/Help Desk and other institute services (Telephone and E mail /internet services etc.) should be facilitated at actual rate or as per guidelines, to the guests as and when required by them.

(m) Suitable horticulture services, creation and maintenance of lawn and gardens (free from weeds and trimming to stop undesirable growth), hedges, potted plants, flowering plants, seasonal flowers, flower arrangements at reception, rooms and common areas etc. shall be done by the contractor.

(n) The contractor shall ensure overall general maintenance, drainage, cleaning, garbage disposal (dry and wet garbage/plastic and non plastic waste disposal etc., in an eco friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc.), breakdowns, emergency relief and help on urgency basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones.

(o) The contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions with prior approval of Prof – in – Charge Guest House / Designated Officer A proper record and
register should be made and presented as a record and checking purpose of the Prof – in – Charge, Guest House / Designated Officer.

(p) Meals should be provided at rates/menu to be fixed. The details are given in Annexure – IV for which the rate to be mentioned and consolidated daily rates/monthly rates be also mention in Annexure – III. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winters schools etc.) on per head basis for Lunch / Dinner, for vegetarian and non vegetarian dishes.

(q) Cleaning of towels and bed sheet should be done every day in case of usage of room. Curtain to be dry cleaned in every three months and blankets also to be dry cleaned every quarter during winter by the contractor at no extra charge.

(r) 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 on per day occasion. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of disposable slippers, be also kept as general reserved in each room.

(s) Kitchen items and utensils, except available in the Guest House, will be arranged by the contractor as per the requirement at no extra charge. Refilling of gas cylinder and repair maintenance of the items under contractor control like gas chullah, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipments etc., will be done and supplied by the contractor at no extra charge.

(t) Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the contractor.

Note: The contractor needs to maintain records for various departments (as per Annexure – V) which shall be subject to examination by the designated officer of the guest house, IIT Kharagpur. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Minor repair work at the time of urgency will be attended by the contractor at no extra cost, unless and unlike it requires replacement of fittings and fixtures. Adequate monitoring and control system be put in place and best services.

5. OBLIGATION OF IIT KHARAGPUR

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

(a) Furnishing of Rooms

(b) Air Conditioners, Voltage Stabilizers, TVs, Geysers, Invertors with Batteries.

(c) Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, cool water jug, wall hangings etc. as one time support.

(d) Telephone instruments and extensions, computer/ modem/TCPIP connection.

(e) Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure to be provided one time only, thereafter should be replaced / repaired by the contractor at his own cost.
(f) Payment of electric charges, water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT.

(g) Renovation/ addition to the building, solar water heating, fire fighting equipments, emergency power line etc.

(h) Matter related to civil or major electrical works of E&M Department etc.

(i) Racks, Almirah, Room Locking arrangements, shoe/luggage rack etc. as one time support.

(j) IIT will provide a comprehensive computing software and room reservation/ allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software.

(k) The institute will provide a space for setting up a control room with seating arrangement in the New Technology Guest House for Manager and / or supervisor and equip this with computer, printer UPS etc. The housekeeping staff will first report to the manager / supervisor in the control room and will be subsequently deployed by the contractor for duty after having been checked for standard liveries, upkeep, issue of materials and equipment etc. A store room will also be provided in the premises to keep the essentials and consumables etc.

6. TERMS AND CONDITIONS

(a) IIT being and educational institution, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.

(b) All personnel/employees/workmen employed by the Service Provider shall be adults with good health and sound mind. The personnel/employees/workmen of the Service Provider shall be liable to security search by the Security Staff/Agencies deployed by IITKGP.

The Service Provider shall appoint fully qualified competent and skilful workers in their services, supervisors and employees/workmen at their own cost to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the IITKGP. The Service Provider as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfill their obligations under this agreement with enough reasons for doing so, with approval of the institute authority.

The employees/workmen 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, provided in consultation with In charge Guest House, IITKGP. Adequate and necessary number 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, fulfill 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 and other paraphernalia as may be considered necessary.
(c) Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, IIT Kharagpur or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.

(d) All personnel and their bags and baggage deployed with the contractor shall be liable for physical check both at the time of entry and leaving the Guest House campus. The institute may introduce a system of Bio Metric/RFID attendance/GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Guest House.

(e) 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 regular as well as the contractual employees of the agency should be strictly as per the statutory norms. Any leave availed unauthorisingly would be subject to penalty to the contractor.

(f) No items will be taken out of the Guest House without written permission of the Prof-In-Charge, Guest House or representative nominated by IIT. Normally no inventory be shifted from one room/place to another, without approval of Prof-In-Charge, Guest House and making valid entry in the stock register of the inventory.

(g) The allotment of rooms (accommodation), in the Guest House will be done by a nominated official of IIT Kharagpur. The institute will introduce a web/IT based room reservation system/billing etc. which will be binding and acceptable to the contractor.

(h) Room charges will be collected by the contractor and the same will deposited with the desired bank of the Institute daily between 02.30 PM and 4.30 PM. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited positively on next working day, failing which 24% interest will be charged on the withheld amount from the contractor.

(i) The contractor or his representative will not allow any unauthorized person including company officials to stay in the guest house without written permission of the designated officer of the Guest House. If at any time or during surprise check it is found that persons staying in the guest house without written permission, the contractor will be directly responsible and financial penalty of Rs 20000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.

(j) The IIT will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their payroll and submit a proof to this effect.

(k) Compliance of policy regulation viz., Payment of minimum wages act, employers liability act, control 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 contractor. In this regard the contractor at all time should indemnify IIT Kharagpur 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 state me 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 authority for verification and record.

(l) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the guest house, IIT Kharagpur, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

(m) The Cable Network / Dish TC will be provided by IIT in all rooms.

(n) Expenses on external telephone used by the contractor and his men will be borne by the contractor.

7. EXPERIENCE AND QUALIFICATION OF STAFF

The experience, qualification of the staff being deployed by the Service Provider should be:

a) The Facility Manager should have minimum Five years of Industry experience and Diploma/Degree in Hotel Management and Catering Technology from recognized Institute or Catering College

b) The Chief Cook (Chef) should have at least Five years experience in industrial catering in multi cuisine; head cooks and cooks should have at least 3-5 years of industry / hotel experience and one year diploma in cookery.

c) Other executives/ service personnel being engaged by the service provider should have minimum experience of 3-5 years and at least one year diploma in their respective trades (viz. Housekeeping, Front office, F & B Service, F & B Production, Bakery, Maintenance (ITI diploma) etc.

c) The service personnel being engaged by the Service Provider should be assertive in nature, be polite, smart and physically sound;

d) All the personnel being engaged by the Service Provider should wear the formal dress. Formal dress means white full-sleeves shirt, bow tie, and black trouser and black shoes. They should be provided with hand gloves while serving the food.

8. HANDING / TAKING OVER

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

9. TENDER FEE AND EMD

(a) The tender document, terms and condition and qualification required can be obtained from the office of the Prof-In-Charge, Guest House, on payment of Rs2000/- By demand draft, or by downloading a copy of the same posted at the Institute website (http://www.iitkgp.ac.in) and enclosing a tender fee of Rs2000/- by Demand Draft drawn in favour of ‘Indian Institute of Technology Kharagpur’, payable at SBI, IIT Kharagpur Branch (Branch Code: 0202). The tender fee is non refundable.

(b) The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of Rs50000/-, to be paid by Demand Draft drawn in favour of ‘Indian Institute of Technology Kharagpur’, payable at SBI, IIT Kharagpur Branch (Branch Code : 0202).

(c) The EMD deposit via demand draft should remain valid for at least 90 days (three months) from the last date of submission of tender.

(d) The EMD shall be refunded to the unsuccessful tenderers soon after finalization of the contract. It shall be refunded to the successful tenderer on receipt of performance security deposit.

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

10. TERMS OF PAYMENT

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

(b) The computer generated attendance sheet, with signature/attendance status of persons deployed and verified shall be enclosed with the bill. Copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills. A certificate that previous month claims of the employees under the contract and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is mandatory that all such disbursements be done by cheque/pay order or bank-e –transfer.

(c) Monthly payment will be made within 15 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty etc.). The Sale Tax/VAT and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.

(d) The contractor need to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code etc., to facilitate payment though bank (e-payment process).
(e) If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of 1 year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on manual terms and condition.

(f) The rate/price quoted will be firm during the period of the contract. In the event, the contract is extended, beyond the original period, on year-to-year basis; the escalation/de escalation of rate/price of various items of the work shall be considered via applicable methods, on the basis of index number of All India Consumer Price Index.

(g) IIT Authority will have the right to inspect the books of accounts of the firm/service provider.

11. PERFORMANCE SECURITY DEPOSIT

The contractor shall submit a Bank Guarantee Bond or cash equivalent in rupees by Demand Draft [@ 10 % of the total contract value] in favour of “Indian Institute of Technology, Kharagpur” towards Performance Security Deposit. The security deposit shall not carry any interest and shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely. The security money so deposited with the Institute will be released after three months of expiry of agreement period [viz. 63 months] if not extended otherwise.

12. TERMINATION OF CONTRACT

(a) If the services of the contractor are not found satisfactory they will be issued three months notice for improvement by the IIT Authority. If satisfactory improvement is not found even after this notice, a final one months notice will be issued to the contractor by the IIT authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.

(b) In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least three months notice to IIT and shall remain essentially working for the said period of notice, till alternate arrangements are made.

(c) In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving one month notice.

(d) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.

(e) In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.

(f) The contractor shall give vacant premises to the IIT Kharagpur and return all the equipments/fixtures and other items, facilities etc., once the contract period is over or terminated.
13. DAMAGES AND LOSSES

All the equipments and the items at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by the IIT. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock taking. If the contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, the IIT will replenish the same, as per obligation mentioned at Sl.No: 04 above.

14 COMPLAINTS

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

15 MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, IIT has the right to terminate the contract. It will be mandatory for the conducting agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents the IIT to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fact disposal. Any personnel deployed by the Service Provider, refuses work or creates indiscipline would have to be immediately replaced with the consent of the Prof – in – Charge (Guest House). IITKGP reserves the right, to ask the Service Provider to terminate the services of any of the Service Provider's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. IITKGP will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Service Provider.

16 BREAKAGE

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

17 REPLACEMENT

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

Deduction on account of unsatisfactory catering services and improper maintenance of the guest house, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the Prof – In – Charge of Guest Houses. The methodology for deduction will be as under:

(I) In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor.

(II) In case of non maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs 1500/- per room/ per day or per event/ per location etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.

(III) In case on non-performance and poor service by the Service Provider, IITKGP may, at its discretion, recover Liquidated Damages upon recommendation of In-charge Guest House. In the event of appeal, the decision of Director, IITKGP, Kharagpur shall be final and binding upon the Service Provider. The quantum of penalty shall be as follows:

(a) Rooms including Reception, Lobby Rs.1,500.00/day
(b) Non compliance with laundry requirements Rs.500.00/day
(c) Non supply of Newspaper and Magazines Rs.500.00/day
(d) Negligence in reporting of non functioning of Telephone and other amenities Rs.200.00/day
(e) Non compliance of environment friendly waste disposal methods. Rs.100.00/day
(f) Non wearing of uniforms by Service Provider's employees / untidy uniform Rs.100.00/day/Person
(g) Supply of food not as per approved Menu and insufficient quantity Rs.1,000.00/meal / day
(ii) The penalty for unsatisfactory and substandard catering service: Rs.500/- per complain

(IV) In case of unforeseen or peculiar circumstances, the decision of the Prof-in-Charge Guest Houses, so far as imposition of penalty is concerned, shall be final.
If the work is found unsatisfactory and below the expected standard in a particular area, including horticulture operation, electrical or plumbing/maintenance etc., the Prof – In – Charge – Guest Houses will have the right to get the same done by another agency. The charges on account of this shall be deducted from the contractor’s bill. Decision of the Prof – In – Charge – Guest Houses shall be final in this regard.

18. SCOPE OF EXTENSION OF WORK

In the event of IIT Kharagpur is satisfied with the working and the performance of the contracting firm/agency and its professional outlook in maintaining the 124 rooms New Technology Guest House, it may consider and seek their consent/option to extend the services in other operational guest house in the campus etc., as deemed fit and considered compatible for purpose of unification of services or reasons, considered therein fit by the management.

19. OTHER CONDITIONS

(a) Director may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.

(b) The Director IIT Kharagpur reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation the tenderer shall be given sufficient time to take the change into account.

(c) Notwithstanding the sub-division of the documents into separate sections or otherwise, every party of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.

(d) Tenders received after the closing date and time shall not be considered.

(e) Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.

(f) While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.

(g) Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening of EOI / RFP (Technical and Price Bids).

(h) The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with an appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Office / Managing Director of the company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.

(i) Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
(j) No tenders will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer decline the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.

(k) The contractor should not sublet the work to any other agency/contractor. No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.

(l) Period of Contract: Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to the IIT.

(m) Companies conferred with latest ISO certification, BVQs, HACCP, special recognition/ awards etc., must mention this in their technical proposal, along with a copy of the said certification.

(n) Companies must enclose a Compliance List (or check list) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned, for 36 degree better services.

(o) Tender fees should be enclosed separately in an envelope and attached with the Technical Bid document. E.M.D should be kept in an envelope and enclosed with the technical bid document. It is mandatory to enclosed the said fees, unless otherwise the agency/organization is entitled for an exemption while submitting bids to government Institutions/ Offices etc., as evidence from the authorization letter/ certificate issued by appropriate State/ Central Government Authority granting such exemptions.

(p) The engagement of personnel by the contracting agency/firm/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIT Kharagpur.

(q) The Prof-In-Charge Guest House will be the contact point (Nodal Officer), on and behalf of the Director, IIT Kharagpur for any queries related to the tender, and can be contacted at his phone numbers03222 – 283376 / 282840 / 282834 email : mkp@gg.iitkgp.ernet.in, bibhuti@adm.iitkgp.ernet.in, tgh@hijli.iitkgp.ernet.in

Registrar
IIT Kharagpur
## TECHNICAL BID

Format to be filled up by the Agency tendering for Housekeeping, Reception, Room Services, Dining Hall and other jobs, Maintenance Services etc., In the New Technology Guest House, IIT Kharagpur

1. Name of the Tenderer : 

2. Status of the Tender :  
   (Attach documents, if registered company Partnership/propriety ship)

3. Whether Registered with Deptt. Of Labour :  
   (attach copy of certificate)

4. Company Profile :  
   (attach Details)

5. Details of Tie-ups, if any :  
   (attach details/agreements)

6. Income Tax/ Service Tax returns/ clearance :  
   Of the last three assessment year (attach copy)

7. Financial Status of bidder and /or his associates :  
   Including Annual Reports and Balance Sheet/Statement  
   Of Accounts of past 3 years with Registration of  
   Companies (ROC) receipt duly authenticated by Chartered Accountant

8. Current List/address of clients where 100 or more personnel of the contractor are working : 

9. Name of the Contractors three largest Clients, to whom similar services are extended and average amount of Monthly bills to such clients : 

10. Name and address of contractors banker and attach a Solvency Certificate from the Bank for a minimum of Rs 25.00 Lakh. : 

11. ESI Reg.No. (attach copy of registration certificate/letter) : 

12. PF Reg No. (attach copy of registration certificate/letter) : 

13. Income Tax Permanent A/c No. (attach Copy) :
14. Details of EMD/Bank Draft No. & date : 

Certified that all above information’s are correct to the best of my/our information, knowledge and belief.

Dated Signature & Seal of the Contractor

Note: This is to be submitted in a separate sealed envelope super scribing “Technical Bid”, Notice Inviting Tender No:…………………………….. and name of the bidder. All technical documents like literature, catalogues etc., are to be put in the same envelope. Price bid of that agency/firm only will be opened which do technically qualify, for further consideration. Attached all relevant documents duly signed and sealed.
DECLARATION

1. I, …………………………………………Son/Daughter of Shri…………………………………
   Proprietor/ Partner/ Director/ Authorized Signatory of M/s…………………………………….. am
   competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all terms and conditions of the tender and hereby convey my
   acceptance of the same.

3. The information/documents furnished along with the above application are true and authentic to the
   best of my knowledge and belief.

4. I/We/Am are well aware of the fact that furnishing of any false information/fabricated documents
   would lead to rejection of my tender at any stage besides liabilities towards prosecution under
   appropriate law.

Signature of the Authorised Person

Date:………………………………..                                                        Full Name………………………..

Place……………………………….                                                         Company Seal……………………

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

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Name and address of the Organisations/ institutes</th>
<th>Details regarding the contract including manpower deployed</th>
<th>Value of contract (in Rs.)</th>
<th><strong>Duration of contract</strong></th>
<th>Additional information/ remarks if any</th>
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<tbody>
<tr>
<td></td>
<td>Name, designation and contact phone/ fax number of the Officer Concerned</td>
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<td>From</td>
<td>To</td>
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</table>

Signature of the Authorised Person

Date:………………………………..  Full Name………………………..

Place……………………………….  Company Seal……………………

<table>
<thead>
<tr>
<th>Name</th>
<th>Temporary address</th>
<th>Date of Birth</th>
<th>Gender (M/F)</th>
<th>Educational Qualification</th>
<th>Employee Code</th>
<th>Designation</th>
<th>Experience in housekeeping and other areas or services</th>
<th>Training</th>
<th>Character and antecedent verification</th>
<th>Health check up last done on</th>
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<tbody>
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</tbody>
</table>

Signature of the Authorized Person

Date:………………………………..  Full Name………………………..

Place……………………………….  Company Seal……………………

Note: The above format to be used to provide employee details and be enclosed with the Technical Bid Document.
**PRICE BID** and other jobs, Maintenance Services etc., In the New Technology Guest House, IIT, Kharagpur.

Format to be filled up by the Agency tendering for Housekeeping, Reception, Room Services, Dining Hall

1. Tender No…………………………………………………….. Dated……………………………

2. Name of work: Housekeeping & Maintenance Operation of the New Technology Guest House

3. Name of Firm/Bidder:……………………………………………………………………………

4. Address:……………………………………………………………………………………………

5. Phone/ Fax/ Mobile/ Email:………………………………………………………………………

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Description of Work</th>
<th>Manpower proposed by the contractor</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Providing of manpower</td>
<td></td>
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<tr>
<td></td>
<td>1.Manager / Supervisor</td>
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<td></td>
<td>2.Reception/ Front Office</td>
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<td></td>
<td>3.Housekeeping</td>
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<td></td>
<td>4.Public area – corridor/lobby</td>
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<tr>
<td></td>
<td>5.Waiters – Room services/DH</td>
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<tr>
<td></td>
<td>6.Kitchen Staff – Dinning Hall</td>
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<td></td>
<td>7.Maintenance – electrical / plumbing / HVAC</td>
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<td></td>
<td>8.Sweepers – Sanitation</td>
<td></td>
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<tr>
<td></td>
<td>9.Gardener</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td>Providing of Stores (i.e. toiletries,washing/cleaning materials and anti mosquito, pest control on the basis of requirement)</td>
<td></td>
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<tr>
<td>3.</td>
<td>Provision of Washing Items / Dry Cleaning (i.e. washing of bed covers, bed sheets, pillow cover, towels, Blanket, curtain, sofa covers etc., as and when required)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Providing of newspaper and magazine (In occupied rooms and lobby/reception (Hindustan times, time of India, navbharat times, India today, times, sports star, business world etc).)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Providing of food materials/ items as per menu chart (consolidated amount to be indicated, please give full details in annexure – IV)</td>
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<td></td>
<td></td>
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</tbody>
</table>

Seal of Firm……………………………..

Place / Date…………………………….. Signature of the Authorized Signatory

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **This must be submitted in a separate sealed envelope.**
ANNEXURE – IV

DINING HALL / FOOD ARRANGEMENT

TYPE OF SERVICE: Silver service in dining table for all meals.

BREAKFAST : (7 a.m – 10 a.m) : Rates to be quoted

125 ml fresh juice seasonal fruits/ 125 ml canned fruit juice
Selection of cereals (cornflakes or oat meal with milk/sugar/honey)
Baked Beans / Continental Veg
Fresh Fruit (1 number banana/ seasonable fruit)
Eggs to order (2 nos. eggs boiled/ scrambled/ omelette)
Vegetable cutlet and potato chips (in lieu of egg)
4 nos. slices of bread plain (Brown/White)
Butter and Preserves of Brand as specified (in pouch/sachet)
Milk - 200 Ml (Hot / Cold) or Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

Or
Medium sized puri/ paratha/ bhatura/kulcha/kachori with aloo tomato bhaj / seasonal veg
Fresh Fruit (1 number banana/ seasonable fruit)
Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

Or
Masala Dosa/ Upma/ Uthapam/ Iddlies/ Vadas
(All south Indian Dishes will be served along with its components)
Fresh Fruit (1 number banana/ seasonable fruit)
Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

LUNCH / DINNER : (Lunch : 12.30 p.m. – 2.30 p.m.) : Rates to be quoted
(Dinner : 08.30 p.m. – 10.30 p.m.) : Rates to be quoted

Rice – Plain rice (good quality raw/ parboiled)
Chapati – Tawa/ Tandori (any one)
Dal (different preparation), Green Salad, Plain Curd, Pickle Papad
Chicken / Fish – 150 gms – non veg / Paneer preparation with gravy – vegetarian
Two seasonal vegetables
One sweet dish

** Rice. Dal, vegetables are to be served in sufficient quantity, for full diet.

Special Breakfast/ Lunch / Dinner (For details refer Annexure – V) : Rates to be quoted
(Sitting and Buffet)

MISCELLANEOUS : Rates to be quoted

Tea (with tea/ sugar/ creamer sachet – to be served in tea pot)
Coffee (with coffee/ sugar/ creamer sachet – to be served in pot)
Sandwiches (Cheese/ Chicken/ Egg/ Vegetables)
Pastry
Biscuits
Soft Drinks and Mineral Water
HOUSE KEEPING SERVICES JANITORIAL SERVICES

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipments, eco friendly cleaning products and proven processes. The results should be of a superior quality performance levels. For standard and procedures please refer Annexure - V

Annexure – V

DETAILED SCOPE OF WORK FOR GUEST HOUSE MANAGEMENT

1 RECEPTION SERVICES

(A) Manage the Reception counter by a professional and experienced person (minimum 1 years of Diploma and at least one years of experience in Front office operations in similar organisation) who will attend the guest with decent and hospitable manner;

(B) Maintain the check-in and check-out in both Registers and in system

(C) Allot the rooms in the Guest house as per the directive received from Technology Guest House office

(D) Arrange safe handling of baggage of the guest;

(E) To attend the telephones, and maintain a call traffic register

(F) Maintain the Complaint Register (standard Format) which should be available on demand;

(G) To arrange emergency transport as and when required by the guest;

(H) To provide information with regard to rail/air/ timings and information related to campus to the guests on request;

(I) To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby;

(J) To Report the Room-wise Occupancy status every morning to the In charge Guest house through Facility Manager of the firm / company;

(K) To Report non functional electrical gadgets (Geyser, Fan, lights, AC etc) and other maintenance issues of the rooms as well as common areas to the In charge, Guest house through their Facility Manager. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the In charge, Guest house daily through Facility Manager;

(L) At the time of check-out, to ensure that all the items provided in the room (like Remote of TV etc) are available in the room in case of any missing items the contractor will be solely responsible to replace the same at no extra cost.
2 HOUSE KEEPING & JANITORIAL SERVICES

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipments, eco friendly cleaning products and proven processes. The results should be of a superior quality performance levels.

(A) To ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).

(B) To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification):

1. Bed Sheet
2. Bed Cover
3. Pillow Covers
4. Blanket
5. Blanket linen
6. Bath Towel
7. Hand Towel
8. Tumblers (Glass)
9. Coasters
11. Hangers
12. Bucket
13. Mosquito repellants
14. Foot Mat
15. Bath Soap 100 gm at the time of check in
16. Flower Pot
17. Astray
18. Toilet Tissue paper (Roll)
19. Mug
20. Dustbin
21. Naptholine Balls

Note:

- All items mentioned above should be of superior / branded quality
- The Service provided should maintain at least 3 complete sets of additional linen (par stock) item per room in reserve.
Service Standards:

- **Basic Standard**: Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, car parking and external areas.

- **Prestige Standard**: High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels – VIP Suites, Conference room, Banquet area, Dining area, Pantries, Reception areas, Lobbies and VIP floors etc.

- **Hygiene Standard**: Areas where a high hygiene standard is mandatory – Toilets, kitchens, cafeteria, pantry, vending areas, Waste bins, hidden surfaces, hinges, underside of workstations etc to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

Types of Cleaning:

- **Routine Cleaning**: Cleaning tasks to ensure that offices, toilets, meeting areas, public areas & all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

14. **Reactive Cleaning**: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.

- **Periodic Cleaning**: Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

Zoning:

The Frequency of daily cleaning should be divided into 3 zones:

- **Green Zone**: Cleaning - mechanically / manually. Frequency – Once a day.

- **Red Zone**: Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon requests / instructions.

- **Yellow Zone**: Cleaning - once at commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages etc.
  * Colour coded cleaning tools for different areas.
  * Colour coding of each type of waste with specific colour bins for easy identification by users.
  * Go-green initiatives should be a part of service provider’s mission with the usage of eco-friendly branded cleaning chemicals.

The service of the House-keeping is round-the-clock operation. It includes the followings:

3 CLEANING SERVICES

It is necessary to maintain the environment of the guest house in a healthy and hygienic condition round-the-clock. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:
**Daily Cleaning:**

a) Sweeping of the entire premises;

b) Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;

c) Dusting of desk, table, chair and furniture located in the rooms occupied;

d) Special attention will be paid to the cleaning of wash basins.

e) Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non abrasive cleaners and disinfectants;

f) All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc;

g) All surfaces shall be free of germs, soap and mud at the wash rooms/WCs;

h) Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;

i) Cleaning of Door mats; aluminium doors, aluminium Fish plates etc.

j) Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;

k) Emptying all waste paper baskets, ashtrays from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;

l) All waste wet and dry from waste paper baskets, kitchen, dining halls etc will be collected and disposed off as per the guidelines every day.

m) Cleaning of bath fittings with silvo.

n) All Indoor Plants should be watered regularly and maintained properly.

**Weekly Cleaning:**

a) All glass doors, windows of the premises would be cleaned using damp and dry method;

b) Glass tabletops, doors partitions and glass accessories would be cleaned using solvent;

c) Cleaning of photos, sculptures, panels, glass/board partitions etc;

d) Wipe/clean/polish of all staircases/ metal railings , passages, corridors with detergents/ brasso/ silvo etc.

e) Dusting /cleaning of Venetian blinds

**Monthly Cleaning:**

a) To remove cobwebs from the entire guest house premises wherever they exist;

b) Scrubbing of all floor areas;

c) Carpets in Guest Rooms if any to be cleaned with shampoo by an experienced personnel ;

d) All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
e) Washing/dry cleaning, ironing and refitting of curtains.

**List of Cleaning Agents to be used:**

All the below listed items should be available with the housekeeping dept of the contractor.

1. Dusting Cloth  
2. Scrubbers with handle  
3. All Purpose Cleaner  
4. Dust pan  
5. Window Glass Cleaner  
6. Dust brushes  
7. Window Applicator  
8. SS Scorch pads/steel wool  
9. Window Squeeze  
10. Nylon brooms with sticks  
11. Garbage bags large  
12. Floor dust mops with holder  
13. Garbage bags medium  
14. Feather duster  
15. Garbage bags small  
16. Spray bottles  
17. Air Freshener  
18. Toilet brush  
19. Insect Killer  
20. Hand brush  
21. Naphthalene Ball  
22. Plastic buckets  
23. Dettol  
24. Extension pole for glass cleaning  
25. Deodorant/freshners  
26. Garbage bins of different colours of 100 ltrs.  
27. Toilet paper rolls  
28. Harpic/Flush Clean  
29. Single Disk Scrubber

**4 GUIDELINES RELATED TO CATERING SERVICES**

It is prime responsibility of the Service Provider to provide excellent catering services as follows:

a) Morning tea/coffee  
b) Breakfast  
c) Lunch  
d) Evening Tea & Snacks  
e) Dinner  
f) A La Carte fixed items as per request  
g) Official Special breakfast, lunch, dinner and packed food on prior order.

The Service Provider has to provide best quality food in hygienic conditions, to the in house guests and other Institute officials, as required from time to time on chargeable basis.
It is the responsibility of the Service Provider to recover the charges of foods from the Official/ private occupants and IIT officials and staffs as per the prevailing price list if there is no order from In charge Guest House. When there is a written order from In charge Guest House for not to raise any bill against any visitor, the food charges for the said visitor to be billed as per the orders of In charge Guest House.

All the food bills of institute guests for which bills to be submitted to different departments of IIT the Service Provider need to maintain a separate register for such bills sent to departments / individuals and has to submit the same in the following month with supporting vouchers and certificates. The Service Provider has to suggest about all modern kitchen utensils in sufficient quantity so as to keep provision to keep cooked foods in hygienic condition.

All crockery’s and cutleries etc will be initially provided by IIT kharagpur for smooth operations. Thereafter the sufficient quantity of the same should be maintained by the contractor at their own cost.

The timing for serving food, beverages etc. will be as follows:

Session Timings
Morning Tea to be supplied to rooms 0600-0700
Breakfast 0730-1000
Lunch 1230-1430 (or as required in exceptional cases)
Evening tea 1730-1800 (Or as required)
Dinner 2000-2200 (or as required in exceptional cases)

**The Service Provider shall also provide:**

a) Official lunch/dinner at the specified location whenever required on order of the In Charge Guest House/Designated person for which payments will be made by concerned department /sections / schools of IITKGP.

b) Packed lunch, properly and hygienically packed in boxes at the instructions of the In Charge Guest House/Designated persons as and when required. The Service Provider has to ensure that only fresh prepared food is supplied and the left over are disposed off every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In Charge Guest House or to his designated officials/persons that Service Provider is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and all outstanding of the Service Provider to IITKGP will be seized as penalty.

Fresh vegetables/non-veg items from near markets located only to be prepared in the guest house and served to guests. Proper care should be taken for perishable items which will be procured daily on need basis.

The Service Provider has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas. The Service Provider shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left over’s etc (Same can be checked by the institute authority as and when required).

Soup and Dishes served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the IITKGP Guests. Surplus food should be disposed off and should not be used in the next meal.
The menu shall be displayed in the morning. In case menu cannot be followed due to any genuine reason, the service provider will have to intimate same to the Guest and prior permission shall be obtained before changing the fixed menu from Guest House incharge or designated officials.

Service Provider has to provide various items as per following makes or of its equivalent quality as specified below:-

- Rice-Basmati of Kohinoor/Lal quila/Heritage
- Atta-Captain cook/Kisan/Annapurna/Shaktibog/Fresh chakki Atta
- Masala-All Masala powder should be Agmark
- Oil-Refined Sunflower oil of postman / Sundrop /Godrej/Sweekar
- Ghee-Britania/Vijaya/Amul
- Butter & Cheese-Amul/Britania/Vijaya
- Papad-Lilijat/Bikaji
- Pickles-Priya/Bedkar/Mother Kabul/Kisan/Maggie
- Jams-Kissan/Moga/Sil
- Sauces-Magie/Kisan • Cornflakes-kellogs
- Fresh Milk-in Polypack from Local Diary Co./Amul Diary
- Tea-Tajmahal/Society/Tata, twining, tettley (both tea bags + packet tea)
- Coffee-Nescafe/Bru
- Rasgula-Haldiram/KC Das (For special orders)
- Gulab Jamun-Gits
- Biscuits-5-6 verities of Britannia
- Water - Aquafina/ bisleri/ kinley

Note: The Service Provider will be provided with one time crockery / cutlery / frillings etc. by IITKGP. The Service Provider will raise separate bills for supply of hot lunch / packed lunch ordered by different departments of IITKGP which will be paid by them on receipt of the bills on the approved given rates plus service taxes as applicable.

5. BROAD OUTLINES OF SPECIAL BREAKFAST / LUNCH / DINNER:

The contractor needs to provide Special Breakfast / Lunch and Dinner as per Official Requests from different departments of this Institute.
The menu for the same as under shall comprise of Continental / Chinese / different Indian Cuisines.

- Vegetable Soup
- Veg Starter and Non Veg Starter or as required
- Salad
- Dal (Different Preparation)
- Seasonal Veg. (3 Types including 1 Paneer Dish)
- 2 Non Veg. (Chicken / Mutton / Fish) – Curry / Dry / Tandoor / Baked
- Basmati Rice or equivalent (Different Preparation)
- Indian Breads (Chapati/Tandoori/Nan/Paratha/Poori etc.)
- Dahi/Raita, Papad, Pickle
- Chutney
- Special Deserts / Sweets or Special Seasonal Fruits

Note: The contractor also needs to serve Super Special Menus (as required by the competent authority) occasionally during several Institutional Events.

6. RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

| Log Book                                    | (o) Daily / Weekly/ Monthly |
| Visitor Register                           | Cleaning Checklist          |
| Guest Comment Book                         | (p) Machine Checklist       |
| Check in and Out Reports                   | (q) Key Register            |
| Attendance Register                        | (r) Medical Box Checklist   |
| Laundry Book                                | (s) Inter Office Gate-Pass Book |
| Lost and Found Register                    | (t) KOT                     |
| Floor wise Occupancy Register              | (u) Petty Cash Register     |
| Maintenance Register                       | (v) Menu Card Booklet       |
| Grooming Register                          | (w) Weekly consumption register |
| Inventory File / Record                    | (x) Food Bill book          |
| Staff Training File                        | (y) Staff personal data file|
| Staff Orientation File                     | (z) Daily sales report      |
| Machine Pre Maintenance service report   |
FORMAT FOR EXPRESSION OF INTEREST

I ……………………………………………….. Authorised representative of
M/s……………………………. do hereby express our interest to provide all services as published in the
specifications as per the requirement published by IIT Kharagpur, I do hereby declare the company eligible
as per the details given below.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Details</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
<td>Minimum 5 (five) years of experience in providing housekeeping services, reception and room allotment, general maintenance services, catering, horticulture, hospitality of guests etc., for a minimum of 120 or more rooms guest house.</td>
<td>N</td>
<td>Y /</td>
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<td>An annual group turnover of minimum 10 crores.</td>
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<td>Y / N</td>
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<td>ISO certification (latest applicable)</td>
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<td>Y / N</td>
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<td>Statutory compliance</td>
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<td>PF / N</td>
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<td>ESI / N</td>
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<tr>
<td>Labour License / N</td>
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<td>PAN / TAN / N</td>
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<td>IT and ST Clearance / N</td>
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Notes:

1. Documents in support of above may be submitted alongwith.

2. A certificate (Affidavit) to be signed by MD / CEO of the company in the Court of a First Class Magistrate that they haven’t been debarred or blacklisted for any services, supplies or products dealing in, by any organizations or educational institute/ university or state/ central government and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.

3. Name, Address/contact details of the present and past satisfactory Services of minimum three clients of whom such services are being/have have been extended of comparable value.

4. Summary of the average turnover and net worth (copy of audited statement of accounts/balance sheet for the last three financial years) to be submitted.

5. Joint ventures or single proprietary company are not allowed.