



NATIONAL INSTITUTE OF TECHNOLOGY
TIRUCHIRAPPALLI - 620 015, TAMIL NADU
Web site: www.nitt.edu

**NOTICE INVITING TENDER FOR HOUSE KEEPING AND CATERING SERVICES FOR
GUEST HOUSE
(Outsourcing of Guest House Operations)**

BID SYNOPSIS	
Tender Reference Number and date	NITT/Dean (ID)/ Guest House/2016-17 dated 3/2/2016
Brief Description of the Tender	Tender for Operation and Maintenance of Guest House at National Institute of Technology, Tiruchirappalli-15
Type of Tender	Two Bid System
Cost of Tender Document including 5% VAT (Non-refundable)	Rs.525 (Rupees Five hundred and twenty five only) payable through Demand Draft drawn in favour of The Director, NIT, Tiruchirappalli.
Web site address for downloading the tender document	The tender document can be downloaded from our website www.nitt.edu
Earnest Money Deposit (Refundable)	Rs. 50,000/- (Rupees Fifty Thousand only) in the form Demand Draft drawn in favour of The Director, NITT.
Date of Pre bid meeting	Thursday 11th February 2016 at 2.30 P.M. (Venue: A-13 Hall, Administrative Building, NITT)
Last date and time for receipt of tender	Wednesday 17th February 2016 at 3.00 pm
Mode of submission of Tender	By Speed Post/Register Post/Courier or through Hand delivery at the NITT Main Office
Date, time of tender opening	Wednesday 17th February 2016 at 3.30 pm
Date and time of opening of Price bids	After evaluation of technical bids, the date, time and place of opening of the Price bid will be intimated to technically qualified bidders.
Address for submission of Tender	The Director, National Institute of Technology, Tiruchirappalli -15, Tamil Nadu With a kind attention to: Dean (Institute Development), NIT, Tiruchy

Procedure for Sealing and Marking of Bids	Envelope 1: EMD and Cost of Tender Document Envelope 2: Technical Bid Envelope 3: Price Bid Envelope 4: Larger Size Outer Envelope (Wrapper) containing Envelope 1, 2 and 3
Contact Person for Technical queries	Dr.G. Muruganantham, Associate Dean, Office of the Dean (Institute Development), NIT, Tiruchy, Mail ID: murugan@nitt.edu , Mobile: 9486001104
Duration of the Contract	Initially for One year. Based on the satisfactory performance, at the discretion of the NITT, the duration of the contract may be extended.
Performance Security	The Successful Bidder has to furnish Security Deposit equivalent to one month Gross Service Charges in the form of demand draft drawn in favour of the Director, NITT. Alternatively, 50% can be furnished in the form of Demand Draft and remaining 50% will be deducted in five equal installments of 10% each, in 5 monthly payments.
Arbitration	In the event of any dispute under this tender/ contract, the same shall be referred to sole arbitrator appointed by the Director, NITT. The award of the arbitrator shall be final and binding on the parties to the contract.
Jurisdiction of the courts	This contract is subject to the Jurisdiction of the Courts in Tiruchirappalli, Tamil Nadu.

SECTION 1: INTRODUCTION

The National Institute of Technology, Tiruchirappalli (herein after referred to as Institute /NITT) is an Engineering College of National Importance, functioning under the control of Ministry of Human Resource Development (MHRD), Government of India. At present, over 6000 students are pursuing their engineering education in NITT.

With a view to outsource the operation and maintenance of the Guest House at NITT, this tender is floated. The successful bidder has to provide both Housekeeping and Catering Service to our Guest House. **NITT expects that its Guest House to be maintained at very high standards, ensuring state-of-the-art hospitality and housekeeping services at the level of Three Star Hotel.** The bidder shall have proven capabilities of providing total such services, on turnkey basis.

There are two Guest House at our premises. They are situated adjacent to each other. Their occupancy details are as under:

Details of Guest House	Single Occupancy	Double Occupancy	Premium suits	Total
Guest House 1 (NEW)	NIL	35	3	38
Guest House 2 (OLD)	NIL	16	NIL	16
Conference Hall at New Guest House				2
Dining Hall				2+1
Front Office				2

Old guest house is under renovation. Therefore the successful bidder has to commence their operations in New Guest House with effect from 1st March 2016. In respect of old guest house the operations will commence probably in July 2016.

SECTION 2: PREQUALIFICATION CRITERIA

1. The Bidding Firm/Company should have at least three years' experience in providing similar Guest House Operation and Maintenance Services to Government Institutions/Government Departments/Public Sector Undertakings/IIT's/IIM's/NITs/Public Sector Banks/Public Sector Insurance Companies. A complete list of clients serviced during the last three years (year wise) and certificate from the Clients with respect to performance of the bidder shall be enclosed with the Technical bid. Note: Canteen Maintenance and Mess Maintenance experience will not be considered as Catering experience.
2. Preference will be given to the bidding firms having national presence and ISO 9001-2000 certification.
- 3. The successful bidder shall provide Operation and Maintenance Service in the Institute Guest House on par with any three star hotel. Therefore, Preference will be given to the bidding firms who have experience in running a three star or above guest house facility in the last three years.**
4. Preferably, either the registered office or branch office of the bidder should be in Tamil Nadu.
5. During the last seven years ending 31st December 2015,
 - a. The bidder should have successfully completed 3 similar Guest House contracts value of each of the contract not less than Rs.10 lakhs. **OR**
 - b. The bidder should have successfully completed two similar Guest House contracts value of each of the contract not less than Rs.12.50 lakhs **OR**

- c. The bidder should have successfully completed one similar contract value not less than Rs. 20 lakhs.
6. The firms / bidders should be registered with the Government Authorities such as ESI/ EPF/ Service Tax, Labour and Income Tax Authorities and a copy of the registrations shall be attached with the Technical bid.
7. The Agency must undertake to pay Minimum rates of wages to the workers engaged as per the relevant orders of Central Government (applicable to Tiruchy). They shall furnish a notarized affidavit to the effect that the workers going to be employed under contract would be paid minimum wages as per the relevant orders of Central Government and all statutory requirements with respect of ESI, EPF, Gratuity, Bonus and Contract Labour regulations and abolitions Act etc., would be complied.
8. The firm should not have been blacklisted by any Central or State Government organization. The tendering firms/bidders shall have to submit notarized affidavit on a stamp paper of appropriate value to this effect that they have not been blacklisted or their dealings with the Government Department have not been banned.
9. The bidder should have a valid license/registration to run catering and housekeeping services. Any site license, if required from local authorities/bodies will have to be obtained by the contractor at his own cost.

The above mentioned basic eligibility conditions are broad guidelines for pre-qualification and the Director, NITT hereby reserves the right to relax/alter/modify/add, any or all the conditions.

SECTION 3: PRE BID MEETING

NITT has scheduled to conduct a Pre-Bid meeting with the prospective bidders on Thursday 11th February 2016 at 2.30 P.M (Venue: A 13 Hall, Administrative Building, NIT, Tiruchirappalli-15).

The purpose of the meeting is to apprise the prospective bidders about the expectations of NITT and to familiarize the prospective bidders about the scope of work and obligations under the contract.

Therefore, the prospective bidders are advised to attend the pre bid meeting and acquaint themselves with the ground realities, working conditions, schedule of work, standard of our requirements, supervision and commitment needed under the contract. Prospective bidders may also submit their doubts/questions/clarifications, if any, through Mail, (Mail ID: murugan@nitt.edu) before the date of Pre-bid meeting.

Any modification of the bidding documents which may become necessary as a result of the Pre bid meeting shall be made known to all the prospective bidders by the Selection Committee through a notification of amendment in the website of the NITT. Corrigendum if any, with respect to this tender will be hosted only in the website <http://www.nitt.edu>. Please visit the website regularly for any updates.

As regards ultimate technical and commercial specifications, the decision of the Director, NITT, shall be final and conclusive. No clarifications will be entertained beyond the date of pre bid meeting. No extension of time will be given for submission of tender on any account, beyond the last date for submission of tender.

SECTION 4 : TENDERING PROCESS

1. The tender document and terms and conditions can be downloaded from our website www.nitt.edu.
2. Through two separate Demand Drafts, the bidder is required to furnish Rupees 50,000 (Rupees fifty thousand only) towards Earnest Money Deposit and Rupees 525 (five hundred and twenty five) towards Cost of Tender Document. Instead of through Demand Draft, the Earnest Money Deposit (EMD) can be submitted in the form of Bank Guarantee also.
3. **Without EMD and Cost of Tender Document, the technical bid will not be opened and the tender will be rejected summarily.**
4. **The sealed tender should be submitted on or before Wednesday 17th February 2016 upto 3.00 P.M., through Registered Post or Speed Post or hand delivery and addressed to the Director, National Institute of Technology, Thuvakkudi, Tiruchirappalli-15, Tamil Nadu, India.**
[Kind Attention: Dean : Institute Development].
5. At the first stage, the envelope containing EMD amount and Cost of Tender document will be opened and at the second stage the envelope containing Technical Bid will be opened on **Wednesday 17th February 2016 at 3.30 P.M** at in the presence of the bidders or their authorized representatives, who choose to be present at the time of opening.
6. At the time of opening of Tender, the name of those who have submitted their offers along with the details of their remittance of EMD and Cost of Tender Document will only be read out and no other information/details whatsoever will be shared at this stage.
7. If in any case, unscheduled holiday occurs on prescribed closing/opening date, the next working day shall be the prescribed date of closing/opening.
8. At the third stage, price bid of the technically acceptable offers will be opened for further evaluation and ranking for award of the contract/purchase order.

9. The bidders are advised to go through the tender documents and understand the terms and conditions specified therein before submitting the tender.

10. The Tender document consisting of Technical Bid (along with enclosures to the technical bid) and Price Bid should be submitted in the Prescribed Format only.

11. The bidders are not allowed to make addition or alteration in the Technical or Price Bid.

12. Each and every page of the submitted bid shall carry the page numbers.

13. All pages of the tender document shall be signed by the person or persons duly authorized to sign, on behalf of the bidder.

14. No paper/page shall be detached and No addition or alternation should be made in the tender document. Conditional tender, late and delayed tender will not be accepted/ considered.

15. Printed condition at the back of the letter or bid from the tenderer will be ignored.

16. The NITT shall not be responsible for any postal delay in receipt of the offer. Tender should be properly sealed.

17. The NITT will not be responsible for pre mature opening of the tenders.

18. The offers submitted by telex/telegram/fax/E-mail etc. shall not be accepted and will be summarily rejected.

19. The Vendor should stamp and sign on each and every page of the technical and price bid.

20. Offers should be clearly written or typed without any cutting or over writing. All cutting/over writing must be initialed and stamped.

21. Bidders must confirm the acceptance of all the terms and conditions of the tender.

22. Making misleading or false representation in the bid document will lead to disqualification of the bidder resulting in forfeiture of EMD amount.

23. Any non-acceptance or deviations from the terms and conditions must be CLEARLY mentioned. However, bidder must note that any conditional offer or any deviation from the terms and conditions of this tender may render the bids liable for rejection.

24. **Earnest Money Deposit (EMD):** The Tenders/Bids must be accompanied by Earnest Money Deposit. The bidders who are registered with National Small Industries Corporation (NSIC) are exempted from EMD and cost of tender document. However, for claiming this exemption, the bidders MUST furnish an attested copy of the exemption certificate indicating Date of registration, validity period of the registration, whether registered for items for which tender has been floated. The EMD of all the unsuccessful bidders will be returned to them at the earliest after issue of purchase order. The EMD of successful bidder shall be returned on receipt of Performance Bank Guarantee. No interest will be payable by the NITT on the EMD amount.

SECTION 5 : SPECIAL INSTRUCTIONS TO THE BIDDERS

Procedure for sealing and marking of bids: The Tender / Bid Cover shall contain the following:

- a) **FIRST** envelope should contain the Earnest Money Deposit and Cost of Tender Document. The envelope should be sealed and super scribed as “EMD COVER”
- b) **SECOND** envelope should contain the Technical Bid along with enclosures desired in the Tender document. This envelope should be sealed and super scribed as “TECHNICAL BID” Cover.
- c) **THIRD** envelope should contain the Price Bid. This envelope should be sealed and super scribed as “PRICE BID” Cover.
- d) All the above mentioned THREE SEPARATE ENVELOPS are to be sealed and kept in one single Larger size outer envelope (**FOURTH** envelope) which should also be sealed and super scribed.
- e) **Each of the FOUR ENVELOPS** shall be super scribed with following details:

Tender reference Numberfor
Due date of tenderand time
Name of the Department inviting this tender.....
Name and Complete address of the Bidder

- f) If all the THREE inner envelopes and the ONE outer envelope (i.e., larger envelope) are not sealed and marked as instructed, NITT will assume no responsibility for the misplacement or premature opening of any of the envelope. An envelope opened prematurely will be rejected.
- g) There shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or, the price bid is enclosed in the envelope super scribed, “Technical Bid”, the bid document will be summarily rejected in the first instance itself. Any offer containing both the Technical bid and Price bids in the same envelope will also be out rightly rejected.

SECTION 6: SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

6.1 General: Housekeeping and Facility Management

The contractor is required to provide **House Keeping, Maintenance and Catering of Guest House** which include the rooms, dining halls, corridors, common area and surrounding areas on turnkey basis. It is expected that the contractor shall provide all necessary services during the stay of the guests in the guest house from the time of arrival till their departure.

The contractor will take over the premises of the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material as may be provided by the Institute.

Receiving and allotting (accommodation) rooms to the guests coming to stay at Guest House 1 and 2, as per the direction from the institute; services include manning the reception and office, round the clock, on all the days of the year, allotment and opening of rooms for bonafide occupants, maintenance of allotment register, billing, and perfect upkeep of rooms by good housekeeping and room service (which includes provision of bottled drinking water and waiter service).

The application forms, for request of rooms to the guests will be forwarded through the Associate Dean for Guest House/Dean-ID to the service provider. Room allotment should be based on first come first serve basis, reserving few rooms for the Director guests.

The service provider shall maintain the Guest House register, collect room rent as fixed by the institute. When the guests check-out, separate bills for lodging are to be prepared to be signed by the guests. At the time of guest checking out, the keys should be collected. The checkout time is 24 Hours.

Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, veranda, glass window pane, and all fixtures/furniture at the Guest House including the office/meeting rooms, shall be the duty of contractor/service provider.

Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/phenyl and will be kept clean at all times. Carpets wherever available, shall be cleaned daily by vacuum cleaner. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, and pest control, fly/ultrasonic repugnant, etc., shall be done in once in fifteen days.

The contractor will ensure proper maintenance of all linen items in the Guest Houses and Office as follows: Bed sheets, bed cover, pillow covers, towel and blanket covers to be changed once in two-days during occupation of guest. Bath towels and hand towels to be changed daily during occupation of guest. Fresh linen and towels to be provided when a new occupant occupies the room. The contractor will bear the cost of washing, pressing and dry cleaning of bed linen, towels and woolen blankets etc. Washing, pressing and dry cleaning should be of a standard quality.

The contractor shall ensure overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins).

Bathroom/toilet shall be cleaned thoroughly every day and mopped up with ISI marked phenyl.

Bedroom linen and Bathroom towels shall be changed, whenever the rooms are in use. Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc. daily supply can be on the basis of usage of rooms i.e., one sachet per person on per day occupancy. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of sleeper, be also kept as general reserve in each room.

The contractor is responsible for cleaning the entire areas of Guest House inside and outside areas on daily basis. Bushes surrounding to the guest house also should be cleaned weekly basis. Car parking area, approached road to guest house also should be cleaned by the contractor every day.

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 is condition**',.

Services will be provided by presentable, neatly attired and well-mannered trained attendants/personnel (preferred age group: 21 - 40 years) of certified character. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.

Daily cleaning and dusting, cleaning all rooms, corridors, lounges, etc. with detergent two times in a week. Cleaning of all open spaces and roads inside the Guest House area should be carried out daily.

Beds to be made daily. Bed sheets, bed cover, pillow covers and blanket covers to be changed once in two-days during occupation of participant/guest. Washing of mosquito nets, dry cleaning of blanket once in a month should be carried out.

Bath towels and hand towels to be changed daily during occupation of guest. Fresh linen and towels to be provided when a new occupant occupies the room.

Keeping the floors, toilets (including the common toilets), etc., in a neat and tidy condition at all times of the day. Removing of cobwebs, cleaning of interior and exterior walls, roof top, cleaning of doors and windows, vacuum cleaning of carpets and mopping of floors as and when required but not less than once in a week for interior items and roof tops and once in two months for exterior walls.

Cleaning including scrubbing, sweeping, mopping and dusting in all rooms, all interior portions including toilets, bathrooms using standard chemicals/detergents/sanitary items/phenyl etc., using equipment like vacuum cleaners, scrubbing machines, etc., shall be carried out.

The contractor shall bear the cost of detergents/chemicals/sanitary items/cleaning powders and bring the equipment like vacuum cleaners and scrubbing machines on his own. The contractor shall ensure that pest control in all rooms, dining hall, stores, kitchen of the guest house, office etc., is done once in a week at his own cost.

The contractor should keep a small inventory (25 units each) of (good quality) toothbrush, toothpaste, razor, shaving cream, combs, sewing kits, ear buds, facial tissues (small packs) which may be provided to guests, if needed, at MRP in both guest houses.

The contractor shall ensure that pest control in all rooms, dining hall, stores, kitchen of the guest house, office etc., is done once in a week at his own cost. The contractor shall ensure that toilet papers, bath soap, odonil packets, naphthalene balls, homecol, candle and matchbox are available in every room at all times.

The contractor should sent one supervisor to visit the all departments on everyday basis to collect the room charges and dining amount for their official guest stayed at guest house. For personal guest the room and food charges should be collected at the time of check out. Room charges should be collected during check in from the outside participants who will be attending the conference or workshop. The collected amount should be deposited in Guest account in State Bank of India, located inside NITT Trichy.

Bills for services should be presented to the guest staying at the Guest House. A proper record and register should have to be prepared for record keeping and checking purpose of the Associate Dean/NITT, Guest House Manager. One Housekeeping person/Room boy should be always available at the lobby area or at the reception to receive the guest.

Institute will appoint a manager for guest house. Institute Guest house manager will serve as a liaison officer between the contractor and Associate Dean/Office of the Dean (ID). Receptionist and manager (appointed by the contractor) should assist the Institute guest house manager in terms of receiving the room booking form, room allotment and collecting the cash from the guest. He will supervise all the activities related to proper housekeeping and catering. He will forward all civil and electrical complaints related to the guest houses to Estate maintenance office. In his absence, his services should be carried out by manager / supervisor of the Contractor.

SECTION 6.2 CATERING

The Contractor shall strictly comply with the recommended menu (Please Refer Annexure 1). The contractor shall ensure high standards in the food service. The contractor shall arrange for cooking & services of food on daily basis for any number of guest staying and participants for any programme.

Contractor should be ready to serve extra lunch ordered by the institute/departments for various occasions like Board meeting/senate meeting/Ph.D viva/Department functions, etc. Caterer can fix rate for the special lunch/dinner and can directly collect money from the event organisers. He should use extra work force/cooks/servers for carrying out the speicl lunch/dinner without disturbing regular work force.

Guest House Catering will not be closed or the contractor will not suspend service for any reason, whatsoever. The services should be as per menu.

The Contractor shall be responsible to keep room ready in all respect within 30 minutes of the vacation of the room by the guest.

The details of daily schedule of the Dining Hall timing will be normally as follows, however they may be changed as per requirement:

Breakfast : Between 7.30 am to 9.30 am

Lunch : Between 12.30 pm to 2.00 pm

Dinner : Between 7.30 pm to 9.30 pm

Normally the service is sit-down service at Dining Hall. The service of all food items/beverages should be "**UNLIMITED**" as per the requirement of the participants/guests from the spread available. **NO PRE-PORTIONING** of any food/beverages including sweet, ice-cream etc., is permitted.

The ingredients used for cooking should be branded i.e. ISI marked, Agmark. The expiry date of the products used should be checked before usage. Similarly, the rice, dal etc., should be good quality and insect free. All food grains should be kept inside air tight buckets. Atta should be of good quality i.e. Shakti Bhog, Ashirvad. Cooking oil should be Sun Flower, Gold Drop, Fortune, Nature Fresh, reputed company only. Similarly vegetable should be of good quality and fresh. The food preparation has to be done in a strict hygienic environment and matching process without any compromise.

Morning complimentary coffee and tea should be served to guest at each room at 6-6.30 am every day. 20 liter Mineral water can should be placed in the restaurants and each floor for guest usage, at the expenses of the contractor.

Meals, breakfast, tea, etc., to VIP's/Senior officials, sick persons, etc., shall be served in the rooms on request. Hot drinking water should be provided, whenever asked by the guest(s).

There shall be no re-chauffing i.e. **left over food of one meal shall not be served at the next meal.**

The contractor has to keep one tea bag of standard make i.e. Tajmahal etc., (dip-dip tea powder packet), coffee powder sachet, sugar cubes, milk powder sachets of standard make i.e. Amul etc., daily in all rooms of the guest houses. Service of special lunch/dinner, high tea, tea or coffee with snacks etc., is to be organized in the lawns or any other place specified in the campus or as directed from time to time.

Sometimes, departments /institute will use the dining hall at First floor facility/car parking area for supply and service of food with outside caterer or from student mess.

All items such as cooking gas, provisions and other consumables consumed in the guesthouses shall be arranged by the caretaker himself. **All cooking fuel costs will be borne by the contractor. The contractor shall coordinate booking and procurement of cylinders in time.**

Tea/Breakfast/Lunch/Dinner etc. to be provided and served to the guest in a decent and dignified manner.

Sometimes the guests/participants visiting the Guest house are from abroad, the menu for international participants shall consist of /Continental/Chinese/or any other cuisine as may be prescribed by the

competent authority from time to time. The chief cook should have expertise to prepare international food also.

The agency shall be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner. The contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen. The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed thereon.

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

Refilling of gas cylinder, repair and maintenance of the items under contractor control like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipment's etc., will be done by the contractor at no extra charge to the institute.

Electricity and power for non-cooking purposes and water will be provided by NITT at the premises. However, contractor/agency shall be responsible to ensure that there is no undue wastage of power & water by his staff or even by others.

Associate Dean for Guest House/Dean-ID/authorized officer has the right to inspect the guest house any point in time to check the quality of housekeeping, availability of workers and quality of the food, etc.

Associate Dean for Guest house/Dean ID reserves the right to oversee the quality of food and maintenance services being provided by the contractor. He also reserves the right to ask the contractor to remove and replace any of the workers engaged by him to ensure quality service and the contractor shall have to replace workers concerned within a week from the date of such communication.

The contractor shall be provided a suitable place during the validity of the contract period to maintain his office as well as to store the material received to provide the catering, housekeeping and maintenance services to the Institute. The contractor shall, however, not use the allotted place for any other purpose than the purpose indicated above.

The contractor shall ensure that the dining hall, kitchen, stores, service area shall be kept neat orderly and free from malodor at all times. The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.

The contractor shall be solely & wholly responsible for the procurement of all articles of raw material, food products, etc. at his own expense. It shall be entirely the responsibility of the contractor to store the material purchased by him in a neat, tidy and hygienic manner in the space provided by the institute at his own risk.

Raw materials used for cooking purposes should be fresh and of good quality. Edible oil will be of sunflower/ Ground Nut or any other branded oil.

SINCE, NECESSARY APPLIANCES, ELECTRICITY AND CROCKERY ARE PROVIDED BY THE DEPARTMENT, THE CONTRACTOR HAS TO PROVIDE THE CATERING SERVICES ON COST TO COST BASIS AND THE RATE SHALL BE DECIDED BY THE NITT.

SECTION 6.3 OTHER TERMS AND CONDITIONS

The contractor shall be responsible for the safety & security of all the items of furniture and fixtures, equipment, locks, buckets, mugs etc. The contractor shall have to hand over all the items provided to him, as indicated elsewhere, to the Institute at the time of termination of the contract.

The contractor should ensure safety of the belongings of the inmates in the Guest House, however, in case of any untoward incidents like theft or loss of any belongings / cash that takes place from the occupant's room due to negligence on the part of the workers employed by the contractor, the contractor would be liable for compensating the loss.

The contractor shall ensure that the rooms are cleaned and freshened usually in the absence of the guests, under the supervision of the housekeeping supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity.

The contractor shall arrange to spread brown papers in the cupboards, drawer of the writing table and bedside table at his own cost.

The contractor shall ensure that there is a good ventilation by keeping the doors and windows of the rooms open every day for 30-60 minutes (whether the room is occupied or not) to prevent accumulation of bad odor and suffocation.

The guest houses has to be kept neat and tidy by dusting and wiping of all the furniture's and fixtures, TV sets, Sofa, Table, electrical appliances, exhausts fans and other electronic gadgets, Ceiling fans, household articles, pantry, washing of utensils, wiping and storing them properly.

Sweeping and cleaning of all floors and open area around the **Guest House, twice a day** or whenever required by the officer in charge.

The contractor shall not transfer his rights under the contract to anyone else. The contractor shall not have tenancy rights on the place so provided to him in the Institute. He shall have to vacate the place allotted immediately on expiry/termination of the contract or when requisitioned by the Institute.

The contractor shall be responsible for allotting duties and timings to the workers engaged in the catering and Housekeeping and maintenance of guest houses.

The contractor shall provide mosquito repellent machines with liquid (preferably ALLOUT/Goodnight/) at his own expenses in all the rooms of guest house daily. The contractor shall use room fresheners in all occupied rooms of the guest houses, television lounge, recreation room, office rooms as per requirements.

The Contractor/Manager shall attend the monthly meetings, called by the NITT authorities and implementation of decisions thereof.

The contractor shall arrange for reservation of air/railway/bus tickets as per the requisitions of participants/guests/authorized representative of the Institute from time to time. For this purpose, he has to collect the charges fixed by the Institute, directly from the guest.

All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.

Room service will also be provided to guests who are either unwell or who stay with families in case where specifically ordered.

NITT will hand over the list of Kitchen Equipment to new contractor. The contractor will do projections for stock requirements and arrange & provide the material which is required for actual usage during the month.

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, NITT or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.

The dustbins kept inside rooms and other areas should be cleared on day-to-day basis and the area should always be kept clean, dry and hygienic. The contractor shall make his own arrangements to ensure that the leftover food and garbage is taken out of the Institute and dumped at a distant place at the end of each day

The contractor shall provide flower arrangements and big fruit bowls in the VIP rooms during the visit of VIPs to the Institute. The bowls will be that of the contractor and the cost of providing the fruits will be paid along with the bill of the contractor.

It is to be noted that used soap water/chemicals should not be thrown in the nearby green areas as it is harmful for growth of trees/bushes etc. The disposal of the waste so generated would have to be done, by the contractor, outside the Institute campus.

Liquid soap dispensers, bath soaps, tissue rolls, toilet paper, odonil, naphthalene balls, room freshener, harpic, dusters, brooms and the cleaning/sanitary materials will be provided by the contractor at no extra cost.

Electric points (lights, fans, AC's, geysers, etc.) should be switched off when the room is not in use to conserve energy and avoid fire mishaps.

Where a doubt arises as regards the applicability of the contractual terms and conditions or as to the interpretation or application of any of the provisions of this agreement during the validity of the contract period, the decision of the Director and Dean ID, NIT Trichy thereon shall be final and binding on the contractor.

Independently, NITT reserves the right to terminate the contract by giving a one month's notice to the agency.

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

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

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

Case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, besides annulment of the contract or other lawful action that may be taken against the contractor.

All the equipment's 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 NITT. 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 shall keep a suggestion box to be provided by NITT to record any suggestion/complaints on performance of services, by the guest and produce to NITT 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 re-occurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of NITT. The contractor will provide guest feedback forms in each room and collect it to tabulate the observations/feedback, and sit for monthly meetings with Guest House authorities.

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 NITT.

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.

When an occupant of the room desires to check out, the contractor will have to do a discrete room inventory to ensure that no items are missing and in case any item is missing, he has to report to the Guest house Manager/Associate Dean, immediately. The contractor shall ensure that the keys are collected back when an occupant leaves the room.

The contractor shall at all times during the existence of contract abide by all directions and instructions which may be given by the institute concerning any aspect of the catering, House-keeping and maintenance services.

Any theft or damages caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, NIT-T or an Officer nominated by him on his behalf, and the same will be deducted from the monthly bills of the contractor.

The service provider will not put hindrance to the Associate Dean for Guest House/Dean (ID) in any point of time and the service provider shall undertake to implement their direction within the ambit of the Tender Document and this agreement.

The SERVICE CHARGES for all the services of housekeeping, providing catering and maintenance of guest house which include washing of linen etc., shall be on monthly basis.

The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NITT. He shall have to hand over the premises of the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material provided by the Institute, on expiry/termination of the contract.

SECTION 6.4 Manpower Requirements

The agency shall appoint fully qualified and competent workers; appropriate operations-in-charge personnel should be deployed by the agency, at their own cost, to ensure that the services rendered by them are at the level of a **three star hotel** and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the NITT.

The contractor should ensure to maintain adequate number of manpower to meet the contractual obligations and also arrange a pool of standby housekeeping staff/supervisor. The services will be provided round the clock on all days of the year (24 x 7 x 365).

The contractor would ensure that all its personnel deployed behave courteously and decently with the employees/officers of the NITT and also with the visiting guests at the guest houses.

Number of workers required.

Guest House 1 (New)

S.No	Name of the Post	Number of workers required
1	Receptionist (Male)	2
2	Manager / Supervisor	2
3	Housekeeping person/ Room Boys	3
4	Sweeper/cleaner (Inside and outside/surroundings cleaning)	6

	(For kitchen and dining hall)	
6	Head Cook	1
7	Assistant Cook	1
8	Dining hall assistant / helper	3
9	Pot washer and Cleaner	2
	Total	20

Guest House 2 (Old)

S.No	Name of the Post	Number of workers required
1	Receptionist (Male)	2
2	Supervisor	1
3	Housekeeping person/ Room Boys	2
4	Sweeper/cleaner (Inside and outside/surroundings cleaning)	2
5	Dining hall assistant / helper	3
	Total	10

The Manager/supervisor should have minimum 5 years of Industry experience and Diploma/Degree in Hotel Management and Catering Technology from recognized Institute or Catering College. Fluency in Tamil and English is necessary.

The contactor shall employ an educated, well-behaved, trained and experienced Receptionist for manning the Reception in the guest house round the clock, who will attend to all incoming and outgoing calls. The Receptionist should be proficient in Tamil, English and Hindi besides being proficient in computer operation.

The Chief Cook (Chef) should have at least 10 years' experience in a reputed hotels, large industrial catering in multi-cuisine preparation. He should be specialised in both south and north Indian food preparation. Preferably, he should be from Tamilnadu.

Assistant cooks should have at least 2-3 years in reputed hotel and large institutional cooking experience. Other contract personnel for house-keeping, room-boy, and waiters for dining area, being engaged by the agency should have minimum experience of 2-3 years' experience in their respective fields.

The service personnel being engaged by the agency should be polite, smart and physically sound. All the personnel being engaged by the agency should wear uniform. The Contractor should provide uniform at his own cost.

The Manager/supervisor, Housekeeping and maintenance personnel of the contractor should be available round the clock in the guest house premises for ensuring proper supervision of maintenance and housekeeping services.

The Associate Dean for Guest House NIT/Dean (ID) reserves the right to ask the contractor to remove and replace any of the workers for their failure to give quality service and the contractor shall be bound to replace the staff members concerned within a week from the date of such communication.

NIT Trichy reserves the right to award contracts for catering, housekeeping and other services separately or collectively. The decision of the Dean-ID/Director, NIT Trichy in this regard will be final.

The Manager/Housekeeping supervisor appointed by the contractor should be present during any repair/maintenance job carried out in the guest house rooms.

The Associate Dean for Guest House NIT/Dean (ID) shall have the right to ask the Agency to remove any person from the services who is found unsuitable for the job or may have become a nuisance or annoyance which may adversely affect the institute.

The contractor should ensure that workers engaged by him shall bear good conduct, character, and integrity and their antecedents are to be checked up thoroughly before engaging them. A list of workers engaged by the contractor should be provide their names, passport size photo, addresses proof and bio data within two weeks from the date of acceptance of the offer. Any changes from time to time should be informed to the Office of the Dean-Institute Development, immediately. The workers will be issued identity cards by the contractor and only those workers for whom identity cards are issued will be allowed into the premises of the Institute.

The Institute shall not be responsible for injuries, death etc. to the persons engaged by the Agency, which may arise out of and in the course of their duties in the guest house. The institute shall also not be liable to pay any damages or compensation to such person and in case the department is made or required to pay any damages or compensation to such person, the Agency is liable to make the necessary payments.

The contractor should take all precautionary measures to ensure the safety of the workers Employed by him and NITT will not be responsible in case of any eventuality.

On request 2 rooms will be provided in Guest House for manager/Supervisor/workers monthly rental of Rs. 1500 per room will be collected form the contractor.

The Contractor or his representative/Manager shall daily report to Associate Dean for Guest House NIT-T and take instructions from him for the assignments. He should all the time be available at work site during the course of work.

All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the Guest House campus. 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 agency should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the contractor.

No items will be taken out of the Guest House without written permission of the Associate Dean for Guest House. The contractor shall not transfer his rights under the contract to anyone else.

The contractor or his workers shall not use the premises allotted to him for any purpose other than the purpose for which the contract is awarded. The contractor shall devote his attention in the work of purchases, preparation and service and discharge his obligations under the contract most diligently and honestly.

The contractor shall be responsible for allotting duties and timings to the workers engaged in the catering and Housekeeping and maintenance of guesthouses.

The engagement of personnel by the contracting agency/firm/organisation will be solely their discretion, as per usual norms and qualification and in no way make them entitle for any job or employment or permanency or any incumbency status in NIT Trichy. Further, there is no employer- employee relationship between the Institute and the workers engaged by the contractor under this contract.

SECTION 7 PENALTY

If at any time or during surprise check, it is found that persons staying in the Guest House without room allotment form/written permission, the contractor will be directly responsible and financial penalty of Rs. 2,000/- per day will be imposed by the Associate Dean for guest house/ Dean ID on the contractor for damages, and same will be deducted in monthly bill.

In case it is found that the kitchen/dining halls/rooms/public areas/stores/surrounding areas are not kept in clean and hygienic condition, of Rs. 2000/- penalty per occasion as deemed fit by NITT will be levied while settling the monthly bill.

Financial penalty of Rs. 2,000/- per day will be imposed on the contractor for unsatisfactory catering services per occasion. In the failure in maintaining the housekeeping services on any day up to the desired standards part or full, the contractor is liable to penalty at the rate of Rs.2000/- per day per person which shall be recovered from the monthly bills.

Non availability if the allotted work force will result in penalty for lack of service. Penalty of Rs 1000/- per day per employee will be levied and the amount will be deducted in the monthly bill.

It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without the uniform, a penalty of Rs. 250/- per worker, per day will be imposed.

The contractor will not provide food/catering services to any private person without approval of the Associate Dean. In case of such incidents were found penalty of Rs 1,000/- will be levied per occasion.

Failure to supply food in terms of quality, quantity and as per the menu indicated in Annexure will attract penalty of Rs.1000/- per occasion.

If vegetables kept for use is found to be of poor quality or rotten/ stale/ spoiled/ infected, then a penalty of Rs. 1,000/- for each occasion will be imposed per occasion.

Insects found in any of the prepared food will invite a penalty of Rs.1000/- If food for any meal, gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 15 minutes for breakfast then a fine of Rs.2,000/- would be imposed on the caterer for every occasion.

If the caterer found to have used unbranded/bad/duplicate quality of any commodities, a fine of Rs.5,000/- will be imposed for every occasion of such happening.

If the leftover food and other disposable items are not disposed outside the NITT within the same day then a penalty of Rs.2,000/ will be imposed per occasion.

All damages/breakages to the equipment/inventory in the charge of the contractor, if caused due to negligence of the contractor's employees, the cost of 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 the sole discretion of the NIT Trichy.

In case of non-reporting of personnel, the contractor should arrange for substitute within reasonable time of the day. Otherwise payment will be deducted at pro-rate basis. In case of unforeseen or peculiar circumstances, the decision of the Associate Dean for Guest House/Dean -Institute Development, so far as imposition of penalty is concerned, shall be final.

PAYMENT TERMS:

The Monthly bills for entire operation of the Guest house shall have to be submitted within 10 days in the succeeding month. In the total amount 75% will be released on scrutiny of the bills and 25% will be based on the Feedback collected from the Guests for room service and dining.

Any points missing in the tender document will be discussed and incorporated during the course of pre bid meeting.

SECTION 8: FORMAT FOR SUBMITTING TECHNICAL BID
(To be submitted in a separate sealed envelope)

Sl. No.	Description	Information/ Compliance
1.	Do you unconditionally agree with all Terms and Conditions stipulated in the Tender Document?	
2.	Have you satisfy the pre-qualification criteria set out in SECTION 2 of this tender document	
3.	Details of Tender Fees remittance	Amount: Rs.: DD Number : Date : Name of Bank : Payable at :
4.	Details of EMD remittance	Amount: Rs.: DD Number : Date : Name of Bank : Payable at :
5.	Name and Address of the Applicant/ bidder with Telephone/ Fax/ Mobile and Mail ID	
6.	Year of Establishment / Incorporation / commencement of Business	
7.	Legal Status of the bidder (In the case of Partnership Firm, authenticated copy of Partnership Deed, in the case of Private or Public Limited Company authenticated copy of Memorandum and Articles of Association and in the case of Proprietary concern, Proprietary Firm Registration Certificate should be enclosed as documentary proof)	
8.	Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor / Partners/ Directors/ Managing Director/ Chairman and Managing Director (please use separate sheet if found necessary)	
9.	Name, designation and Phone number of persons authorized to sign the documents on behalf of the Proprietary concern/ Partnership Firm/ Private or Public Limited company (Please attach Power of Attorney / authorization for signing the document. In the case of Proprietary concern bidder may submit attested copy of the PAN card / Election Commission Card / Passport of the Proprietor and authorized signatory in case of proprietor is not signing the	

	tender document)		
10.	Name and Designation of the Contact Person/ Representative/ Manager of the Agency/ firm/ company with mobile number & email ID		
12.	ANNUAL TURNOVER FROM GUEST HOUSE OPERATION AND MAINTENANCE SERVICES DURING THE LAST THREE YEARS. (Copy of the <u>Annual Accounts duly certified by the Chartered Accountant to be enclosed</u>)	Year	Annual Turnover of the bidder from Guest House Operation and Maintenance Services (Rupees in Lakhs)
		2012-13	
		2013-14	
		2014-15	
13	Average Annual Turnover in last three years from Guest House Operation and Maintenance Services	Rs. _____ in lakhs	
14	Are your firm/ company carrying out any other trade/ business in addition to Operation and Maintenance of Guest House? Furnish particulars of other trade/ business carried out.		
15	Total experience (years/ months) in Guest House Operation Services Field		
16	Have your concern/ firm/ company ever changed its name any time? If yes, provide the previous name and the reasons there for?		
17	Were the company /firm ever required to suspend Operation and Maintenance of Guest House for a period of more than six months continuously after you commenced the Guest House Operation Services? If yes, state the reasons.		
18	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.		
19	Income Tax Permanent Account Number (Self attested Copy of PAN Card to be enclosed)		
20	Income Tax Assessment Completion Certificates/ Assessment Orders for the financial years 2012-13, 2013-14 and 2014-15 (In the event of assessment of the years indicated having not been completed the certificate of the latest assessment completed may be enclosed and the reasons for non-completion of the assessment for the required years may be indicated)		
21	Have you registered under Employees State Insurance Corporation Act (ESI) Act? If so, enclose copy of the registration certificate. Also provide a copy of latest remittance made by your agency/ firm/ company		
22	Have you registered Under Employees Provident		

	Fund (EPF) and Miscellaneous Provisions Act? If so, enclose copy of the registration certificate. Also provide a copy of the latest remittance, if any, made by your firm towards EPF.							
23	Service Tax Registration Number (Self attested Proof to be attached).							
24	Copy of Service Tax Returns, if any, filed, for the last three years i.e., 2012-13, 2013-14 and 2014-15 along with proof of payment of service tax during the said three years.							
25	VAT TIN (Proof to be attached) (if applicable)							
	Whether the bidder registered with Contract Labour (Regulation and Abolition) Act, 1970. Please attach a copy.							
26	Name and address of your banker							
27	Bidders Solvency (Original certificate for an amount of Rs.25 lakhs from the banker to be enclosed)							
28	Number of MANPOWER presently with the firm							
29	Brief details of Litigations, if any, connected with Guest House Operation Services work, Current or during the last three years, the opposite party and the disputed amount.							
30	Specify whether there are any issues / disputes against your agency/ firm/ company before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc.,							
31	Give details of Termination of previous contract, if any							
32	Give information, if any, regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved							
33	Details of ONGOING CONTRACTS OF GUEST HOUSE OPERATION AND MAINTENANCE SERVICES: The following should be enclosed: (a) Work Orders and Contract/ Agreement copies (b) Attach separate sheet for each job/ work							
	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Period of contract		Type of Contract undertaken (Please specify whether catering, housekeeping or both)	No. of rooms maintained	Average number of persons catered	Annual billed amount Rs.	
		From	To				Catering	House Keeping

33	Details of COMPLETED GUEST HOUSE OPERATION CONTRACTS during the last three Years: (a) Order Copy, Contract/ Agreement copy should be enclosed. If required, please attach extra sheets. (b) Attach separate sheet for each job/ work							
	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Period of contract	Type of Contract undertaken (Please specify whether catering, housekeeping or both)	No. of rooms maintained	Average number of persons catered	Annual billed amount Rs.		
Catering						House Keeping		
34	Any other information, document which may help NITT in assessing your capabilities, may be enclosed .The bidder may add any further information that he considers relevant for the evaluation of their bid.							
35	Details of quality certifications, if any, obtained viz (ISO Certification etc.,)							
36	Details of Awards, if any received or Reviews in the Media, if any							

DECLARATION BY THE BIDDER

- ✓ I/ we hereby certify that the information furnished in this tender document is complete and correct to the best of my knowledge. I/ we understand that furnishing of false information could result in disqualifying for the award of the contract.
- ✓ I/ We have submitted the requisite solvency certificate and authorize the NITT to approach the Bank issuing the solvency certificate to confirm the correctness thereof.
- ✓ I/ We also authorize the NITT or its authorized representative to approach individuals, employers, firms and corporation to visit the works completed by us in the past or are in progress at present, to verify the competence and general reputation.
- ✓ I/ We do hereby offer to perform and execute the Guest House Services contract in conformity with terms and conditions of the contract.
- ✓ I / We agree that the acceptance of any tender shall be at the sole and absolute discretion of the NIT, Trichirappalli and they do not bind themselves to accept the lowest tender or any tender and may reject any or all tenders received.
- ✓ In the event of selection my/ our selection on L1 basis, by the NITT, I/ We agree to execute the deed of agreement with the terms and conditions set in Chapter 10 of the Tender Document.

Place:

**Signature of the bidder with Name
and seal**

Date:

Name

Designation

SECTION 9: CHECK LIST AND IMPORTANT DATES FOR BIDDERS
(To be enclosed with the Technical Bid)

No	Particulars	Compliance – Wherever applicable indicate page number
1	Whether a Demand Draft for EMD (Rupees 50,000/-) and another Demand Draft towards Cost of Tender Document (Rs. 525/-) has been submitted in a SEPARATE ENVELOPE ?	
2	In respect of Bidders who are seeking exemption from EMD amount and Cost of Tender Document, whether a registration certificate with NSIC has been furnished? What is the validity period for the certificate? Does the certificate hold good for job tendered in our notice inviting tender?	
3	Whether Technical Bid along with enclosures are kept inside a SEPARATE ENVELOPE and the said envelope is super scribed as per the instructions given in the tender document?	
4	Whether Price Bid has been submitted in the format prescribed in the tender document?	
5	Whether the Price bid has been submitted under the Letter Head of the bidding firm/ company/ agency?	
6	Whether the Price Bid has been kept inside a SEPARATE ENVELOPE & the said envelope is super scribed as per the instructions given in the tender document?	
7	Whether all the pages of the tender document (technical bid, its enclosures and Price bid) duly signed and stamped by the Authorized signatory?	
8	Whether the THREE SEPARATE ENVELOPES containing (a) Cost of Tender Document + EMD (b) Technical Bid and (c) Price Bid are placed and wrapped in a Larger Size Outer Envelope AND ALL THE FOUR ENVELOPS are sealed and super scribed as instructed?	
	Important dates	
	Tender Notification date	3/2/2016
	Pre bid meeting date and time:	11/2/2016
	Last date for submission of tender.	17/2/2016
	Date of opening of Technical Bid.	17/2/2016

Signature, Seal of the bidder with date

SECTION 10: FORMAT FOR SUBMISSION OF PRICE BID (TO BE SUBMITTED IN SEPARATE ENVELOPE)

Description of the Service			Monthly service charge for NEW Guest House	Monthly service charge for Old Guest House
	Proposed Manpower		Minimum Wages as per Minimum Wages Act including statutory remittance towards ESI, EPF, Bonus, Uniform etc.,	
	NEW	OLD		
(I) Providing of Manpower				
(a) Manager/Supervisor	2	1		
(b) Receptionist for Front Office	2	2		
(c) Housekeeping/Room boys	3	2		
(d) Head cook	1	NIL		
(e) Assistant Cook	1	NIL		
(f) Dining Hall Assistant/helper	3	3		
(g) Sweepers/Cleaners	6	2		
(h) Vessel Cleaners	2	NIL		
Total	20	10		
(II) Providing stores (i.e., toiletries, washing/ cleaning material and anti-mosquito, pest control on the basis of requirement)				
(III) Provision of washing items (i.e., washing of bed covers, bed sheets, pillow cover, towel etc., as and when required)				
(IV) Provision for dry cleaning items (i.e., dry cleaning of sofa set, covers, curtains, blankets, carpets etc as and when required)				
(VI) Any other item (Please specify)				
Taxes if any, including service tax				
Grand Total				

1. Our Old Guest House is under renovation. Operation and Maintenance Contract in respect of Old Guest House will commence only after completion of the said renovation. In respect of New Guest House the successful bidder has to commence their operations and maintenance **with effect from 1st March 2016, itself.**
2. Price for food materials/items will be decided by NITT.

Signature, Seal of the bidder with date

Annexure 1

Recommended Daily Menu

Days	Breakfast	Lunch	Dinner
Monday	Idli,(4),Vadai(2), Coconut Chutney, sambar. Pongal, Toasted Bread, Hot milk, butter and jam. Tea /Coffee/Milk(150ml)	Chappathi, Dhal,One Vegetable Curry, one Vegetable fry,Rice,Sambar, Rasam, Curd, Pappad, Pickles One cup fresh lemon juice	Poori with masala, Chappathi,Vegetable curry, TomatoRice, One, vegetable fry, Pappad, Pickles, Curd rice
Tuesday	Rava Kitchadi, Dosa, Keasri, Coconut Chutney, Sambar, Toasted Bread, Hot milk, butter and jam. Tea /Coffee/Milk(150ml)	Chappathi, ChannaMasala, One Vegetable Curry,one vegetable fry, Rice, Morekulambu, Rasam,Curd,Pappad, Pickles, One cup butter milk	Chappathi, Dosa, Dhal, Vegetable curry,Special Rice, One vegetable fry,Pappad, Pickles, Curd rice
Wednesday	Pongal, Vadai(2), Idli, Coconut Chutney, Sambar, Toasted Bread, Hot milk, butter and jam. Tea /Coffee/Milk(150ml)	Chappathi,Veg kurma, One Vegetable Curry, one vegetable fry, Rice, Sambar, Rasam, Curd, Pappad, Pickles, One cup fresh lemon juice	Chappathi, Oothapam, Sambar, Dhal,Vegetable curry, Pappad, Pickles, Curd rice
Thursday	Idli,(4),Vadai(2), Pongal, Coconut Chutney, sambar. Toasted Bread, Hot milk, butter and jam. Tea /Coffee/Milk(150ml)	Chappathi, Dhal,One Vegetable Curry, one Vegetable fry,Rice,Sambar, Rasam, Curd, Pappad, Pickles, One cup butter milk	Rava Kitchadi, Dosa, Sambar Rice, One vegetable fry, Pappad, Pickles, Curd rice
Friday	Oothapam(3), Coconut Chutney, and Sambar, Toasted Bread, Hot milk, butter and jam. Tea /Coffee/Milk(150ml)	Chappathi, Green Peas masala,OneVegetable Curry, one vegetablefry, Rice, Sambar,Rasam, Curd,Pappad, Pickles, One cup fresh lemon juice	Chappathi/Poori/Dosa,Dhal,Vegetabl e curry, Special Rice, One vegetable fry ,Pappad, Pickles, Curd rice
Saturday	Idiyappam, Upma,Vadai(2), Poori,Coconut Chutney, and Sambar, Toasted Bread, Hot milk, butter and jam.Tea /Coffee/Milk(150ml)	Roti/Chappathi,Dhal, One Vegetable Curry, one vegetable fry, Rice, Sambar, Rasam, Curd, Pappad, Pickles, One cup butter milk	Chappathi/Poori/Dosa,Dhal,Vegetabl e curry,Tomato Rice,One vegetable fry, Pappad,Pickles, Curd rice
Sunday	Idli,(4),Vadai(2), Pongal, Coconut Chutney, sambar. Toasted Bread, Hot milk, butter and jam. Tea /Coffee/Milk(150ml)	Roti/Chappathi,VegPulav /Biryani, Chips, veg gravy, Raitha, Lime Juice, veg salad. Curd rice, pickle. One cup fresh lemon juice	Chappathi/Poori/Dosa,Dhal, Vegetable curry, Sambar Rice, One vegetablefry, Pappad, Pickles, Curd rice

The menu will be changed/updated for every three months. Rate will be decided by NITT.