

TENDER FOR

Providing Guest House Hospitality & Facility Services such as Front Office, Housekeeping, Kitchen, Food & Beverage (Non-Alcoholic) services in dining, Operation and Maintenance for International Guest House, and facility management services for the Convention Center and the administrative Building of IIT Hyderabad, Kandi 502284.

Tender No. IITH/MS/FMS of IGH,CC,Adm/2023, dated 16.11.2023

(<https://iith.ac.in/tenders/>)



INDIAN INSTITUTE OF TECHNOLOGY HYDERABAD

Kandi, Sangareddy, Telangana -502284

SCHEDULE OF EVENTS

Schedule A

Tender No.	IITH/MS/Facility Management Services for IGH, CC and Admin Building/2023
Download the tender Document from	CPP Portal
Tender Release Date	16-11-2023
Site Visit	After publishing of the tender and during Working Days between 10 Am to 5 PM
Pre-bid clarification	22-11-2023
Late date for receipt of bids	07-12-2023
Validity of bid	90 days from bid closing date
Earnest Money Deposit	Rs. 8,00,000/- DD drawn in favour of "The Registrar, IITH, payable at Hyderabad
Date & Time for opening of Technical bid	8-12-2023
Place of opening the bids	Online in CPP portal
Contract Duration	Initially for one year and extendable for a further period of two years on a yearly basis subject to satisfactory performance
Performance Security Deposit	10% of the Annual Contract Value

TENDER NOTICE

1. Indian Institute of Technology Hyderabad invites online bids in a two-bid system from reputed, experienced and financially sound companies/Firms/Agencies for **Providing Guest House Hospitality & Facility Services such as Front Office, Housekeeping, Kitchen, Food & Beverage (Non-Alcoholic) services in dining, Operation and Maintenance for International Guest House, Facility management services of Convention Center & Admin Building of IIT Hyderabad.**
2. The Tender Document can be downloaded from <https://eprocure.gov.in/eprocure/app> OR Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> OR Institute website- <https://iith.ac.in/tenders>.
3. The bid is to be submitted online only through the E-procurement portal of <https://eprocure.gov.in/eprocure/app>. up to the last date and time of submission of tender in the prescribed format (Annexure I to Annexure L & Annexure O). Incomplete or partial responses are liable to be rejected.
4. **Schedule of Dates:**

	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	16-11-2023	15:00 Hrs
2	Bid Submission Start Date	16-11-2023	15:10 Hrs
3	Pre-bid Meeting	22-11-2023	15.00 Hrs
4	Bid Submission Close Date	7-12-2023	15:00 Hrs
5	Opening of Technical Bids	08-12-2023	15:10 Hrs

No manual bids will be accepted. All quotations (both Technical and Financial) should be submitted online through the CPP portal of <https://eprocure.gov.in/eprocure/app>.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact details of the helpdesk are +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and support-eproc@nic.in.

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidders should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents are part of Technical Bid.*

SUBMISSION OF BIDS

- 1) Bidders should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidders will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidders should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the

portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact details of the helpdesk are +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and support-eproc@nic.in .

Table of Contents:

S	Title/Contents	Annexure Name	Page Numbers
1	Details of the Documents to be submitted	Annexure-A	8 to 8
2	General Guidelines for Selection, Minimum Qualification, Tender Instructions and Contract Conditions	Annexure-B	9 to 14
3	General information about the facilities of the International Guest House, Convention Center & Admin Building	Annexure-C	15 to 17
4	Scope of services to be provided by the contractor for the International Guest House	Annexure-D	18 to 22
5	Facilities and Scope of Services for the Convention Centre	Annexure-E	23 to 27
6	Scope of Services to be provided for the Admin Building	Annexure-F	28 to 31
7	General Guidelines for the services of IGH, CNC and Admin Block wherever applicable:	Annexure-G	32 to 41
8	General terms and conditions of the Tender	Annexure-H	42 to 55
9	Technical Bid	Annexure-I	56 to 58
1	Commercial/Financial Bid- International Guest House	Annexure-J	59 to 71
1	Commercial/Financial Bid- Convention Centre	Annexure-K	72 to 73
1	Commercial/Financial Bid- Admin Building	Annexure-L	74 to 75
1	Criteria for Technical and Commercial Evaluation	Annexure-M	76 to 77
1	Checklist	Annexure-N	78
1	Quality Assessment Certificate Template	Annexure-O	79
1	Integrity Agreement	Annexure-P	80 to 83

Annexure-A

DOCUMENTS TO BE SUBMITTED

1. Technical Bid : Annexure - I
(Attach all documents, declarations, details, etc.)

2. Commercial Bid (IGH) : Annexure – J
(Attach documents, details/bills of quantities, etc.)

3. Commercial Bid (CNC) : Annexure K
(Attach documents, details/bills of quantities, etc.)

4. Commercial Bid (Admin Building) : Annexure- L
(Attach documents, details/bills of quantities, etc.)

5. Check List : Annexure - N
(Attach documents, details/bills of quantities, etc.)

6. Quality Assessment Certificate : Annexure - O
(Attach documents etc.)

7. Integrity Agreement : Annexure - P

8. Notarized Affidavit as per clause 11 of Section-B2

Annexure-B

General Guidelines for Selection, Minimum Qualification, and Tender Instructions and Contract Conditions:

B.1: PROCESS OF SELECTION OF AGENCY:

1. IIT HYDERABAD invites proposals from reputed & registered companies engaged in providing Integrated Guest House Management services to reputed Corporate companies having a turnover of 1000Cr/ IITs/IIMs/IISc/ Other CFTI/Navarathna PSUs. The bidder should have minimum four years of experience in managing guesthouse having a minimum of 75 rooms in a single building in reputed Corporate companies having a turnover of 1000Cr/ IITs/IIMs/IISc/ Other CFTI/Navarathna PSUs, providing Integrated Guest House Management services in those locations, which include front office, guest receiving (reception), room allotment, complete check-in and check-out formalities. Housekeeping services include property upkeep, cleaning of rooms and public areas, and timely maintenance, catering services to provide food and beverages as per requirements, general maintenance services and ensuring guest securities etc.
2. Bidders are required to submit the complete proposal online (in two-cover format) along with the supporting documents on or before the deadline given in Schedule A.
3. The eligibility documents and technical bids (Cover-1) will be opened on the day and time indicated in Schedule -A. Representatives of the bidding firms qualified in Stage -1 of the selection process may be asked to give presentations on their strengths and suitability to meet our standards before the Committee of the IITH, Hyderabad.
4. The Committee may enquire or obtain feedback with the clients of the bidders for obtaining confirmation on service quality of the contractor for those who have technically cleared Stage-I with the minimum required marks.
5. The process of Technical and Commercial evaluation is as detailed in Annexure M. The evaluation committee of IIT Hyderabad will evaluate the proposals on various parameters (as defined in Annexure M); Agencies meeting the bidder's eligibility criteria and scoring a minimum of 30 marks (out of 60) will be technically qualified. The evaluation of the Committee is final and binding.
6. The Financial bid of technically qualified bidders will be opened online on a date and time to be communicated through the cpp portal later.

B.2: MINIMUM QUALIFICATION REQUIRED FOR BIDDING

Eligibility Criteria for Bidder:

The bidders having followed minimum qualification are eligible to apply:

1. The bidder should have minimum four years of experience in managing guest houses having minimum of 75 rooms in a single building in reputed Corporate companies having a turnover of 1000Cr/ IITs/IIMs/IISc/ Other CFTI/Navarathna PSUs, providing Integrated Guest House Management services in those locations, which include front office, guest receiving (reception), room allotment, complete check-in and check-out formalities. Housekeeping services include property upkeep, cleaning of room and public area and timely maintenance, catering services to provide food and beverages as per requirements, general maintenance services and ensuring guest securities etc.
2. The bidder shall have a minimum average annual turnover of Rs.10 Crores (from front office, housekeeping and catering services only) in the last 3 financial years. The bidder should submit the audited balance sheet and P & L accounts for the last 3 financial years. The CA certificate for the annual turnover is required to be submitted along with technical bids.
3. The bidder /Company / Firm / Contractor should have at least 2 successfully completed contracts (at least for one-year duration) of integrated guesthouse management as detailed above for managing a minimum of 75 rooms guest house in a single location with at least one ongoing contract during the last five years.
4. The bidder/ company/ firm/ contractor should have HACCP Certification or ISO 22000:2005 Certification
5. The contractor should have OHSAS 18001:2007 certification or ISO 45001:2021
6. The bidder/ Company / Firm / Contractor should be registered with the appropriate registration authorities (Labour commissioner etc.).
7. The bidder /Company / Firm / Contractor should be registered with Income Tax, Goods and Service Tax and all other relevant departments.
8. The bidder /Company / Firm / Contractor should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.
9. Either the Registered Office or one of the Branch Offices of the bidder should be located in Hyderabad.
10. The bidder /Company / Firm / Contractor should have its own Bank Account.
11. Bidder should submit an affidavit, in original, duly certified by a Notary for the following
 - that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed

- that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
- That there are no dues towards income tax as on the date of the affidavit.
- that the contractor is not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIT Hyderabad.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice to the purpose. All documentary proof must be listed on the letterhead of the company and shall be submitted along with the Technical bid of the bid document duly stamped and signed by the authorized person of the agency.

B.3: INSTRUCTIONS TO THE TENDERERS

1. The Director, IIT Hyderabad 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 shall be final and binding on the bidders.
2. The Director IIT Hyderabad reserves the right to withdraw/relax/interpret any of the terms and conditions mentioned herein.
3. Notwithstanding the sub-division of the documents into separate sections or otherwise, every part 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.
4. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and conditions laid down by the institute and shall be uploaded as part of Technical Bid.
5. 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.
6. The person/officer signing the tender/bid documents on behalf of the Agency/contractor should be delegated with an appropriate power of attorney (Duly endorsed by a Notary public) by the Chief Executive Officer / Managing Director of the company to sign such documents. An appropriate declaration must be attached with technical bid.
7. Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
8. No tenderer 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 declines the offer of contract (or refuses to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his/her EMD will be forfeited.
9. The Service provider should not sublet work to any other contractor. No child labor 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. All staff should undergo regular medical examinations every year.

10. Bids shall remain valid for acceptance for a period of 180 days from the date of opening of the commercial bid. Any benefit for downward revision of prices, should be extended to IITH. The Price bid should not be exposed along with technical bid else this will lead to rejection of the bid.
11. Companies must enclose a Compliance List (or checklist) along with the technical bid 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. Company/firm 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.
12. The engagement of the personnel by the contractor /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 Hyderabad.
13. Dean (admin) OR the Registrar will be the contact point (Nodal Officer), on and behalf of the Director, IIT Hyderabad for any queries related to the tender, and can be contacted at his phone no. _____, e-mail:_____
14. **Earnest Money Deposit:** EMD of **Rs. 8,00,000/- (Rupees Eight Lakhs only)** in the form of Demand Draft/Banker's Cheque/ Bank guarantee or payment online from any commercial Banks of a scheduled bank in the name of Director, IIT Hyderabad, valid for 180 days. The Scan Copy of the Bank Guarantee /Proof of Payment made online to CPP Portal should be submitted along with technical bid.

Alternatively, bidder may also deposit the EMD amount to the Institute account mentioned below and upload scan copy of proof of payment along with their bid.

Bank Name: SBI

Bank Account No.: 30412797764

Account Name: Indian Institute of Technology Hyderabad

IFSC Code: SBIN0014182

Branch: IITH Kandi.

The original document (other than online payment) should be posted/couriered/given in person to the **Management Services Section of IIT Hyderabad (A-222B, Academic Block-A, IIT Hyderabad, Kandi, Sangareddy-502284)** on or before the opening of Technical Bid. In case of non-receipt of the original document before the due date of opening of technical bid, IITH reserves the right to summarily reject the uploaded bid.

The firm registered with NSIC/MSME must furnish proof of registration along with their quotation failing which the bid will not be considered.

Exemption from submission of Bid Securing Declaration against valid and relevant NSIC /MSME Certification is permitted, however it shall be subject to scrutiny by the IITH and if during scrutiny, it is found that the NSIC Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as "not-accompanying EMD". Therefore, Bidders claiming exemption

from EMD/Bid Securing Declaration against NSIC certificate, should ensure the same carefully, while submission of their bids.

Note: If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/Guidelines/ Directives with a copy of such notification. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of their claim. The relevant and valid certificates in support of claim of exemption must be submitted along with the Technical Bid.

- The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit Performance invoice of their principals for this tender.
 - The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, **within 7 days** of award of contract.
 - Bids submitted without Bid Securing Declaration / relevant MSME/NSIC Certificates will be rejected & no correspondence in this regard shall be entertained.
15. EMD in respect of the agencies which do not qualify in the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. However, the EMD in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the contractor fails to deploy manpower and deliver services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited, without giving any further notice and the contract will be terminated.
16. **Performance Security Deposit:** The successful bidder will have to provide a Performance Security Deposit amount of equivalent to **10% of Annual contract value** subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security deposit shall be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favor of “The Registrar, Indian Institute of Technology Hyderabad” payable at Hyderabad. The performance security deposit should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider.
17. Govt. of India MSME guidelines will be followed in case of Earnest Money deposit waiver.

B.4: CONDITIONS OF CONTRACT

1. INTRODUCTION:

Indian Institute of Technology, Hyderabad is a public technical research institute. IIT Hyderabad was established by the Ministry of Education, Government of India under the Institutes of Technology (Amendment) Act, 2011.

2. DEFINITIONS:

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning here under respectively assigned to them:

1. The expression "Owner" and /or "Institute" occurring in the tender documents shall mean IIT Hyderabad.

2. The expression "Bidder" shall mean the tenderer who submits the tender for providing service and shall include the successor and permitted assignees of the tenderer.
3. The expression "Contractor/ agency/ Service Provider " shall mean the successful tenderer selected by the Institute for carrying out the subject work and shall include the successor and permitted assignees of the contractor.
4. "The FIC " shall mean any representative of the Institute authorized to act as the Faculty in-charge of the work or any specified part thereof. "Designated officer" shall mean any representative of the Institute authorized to act as the Designated officer of the work or any specified part thereof.
5. "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, laundry services and staffing required for commencement, performance, provisions, or completion thereof.
6. "IITH" shall mean Indian Institute of Technology, Hyderabad. CMD shall mean Construction and Maintenance department of IITH.
7. "Contract" shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IITH, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
8. "Course" shall mean regular academic program and short-term management/executive development program, including academic training program or events, seminars, workshops, conferences, summer or winter internships etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis.
9. "Meals" shall include all input from the dining hall/kitchen, including bed tea, breakfast, lunch, evening tea, snacks and dinner including those served by the Service Provider under special arrangements on various occasions.
10. "IGH" shall mean in present tender, the International Guest House IIT Hyderabad.
11. "CNC" shall mean in present tender, the Convention Center IIT Hyderabad.
12. "Competent Authority" shall mean the Director, IIT Hyderabad or any other officer designated by the Director for the purpose of this work/tender pertaining to the International Guest House (IGH), Convention Center (CNC) & Admin Building maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the International Guest House (IGH) Convention Center (CNC) & Admin Building.

Annexure-C

GENERAL INFORMATION ABOUT THE FACILITIES OF THE INTERNATIONAL GUEST HOUSE, CONVENTION CENTER & ADMIN BUILDING

Name Of Building	International Guest house
<p>International Guest House (IGH)- 202 Guest Rooms</p>	<ul style="list-style-type: none"> ● 30 Suits-. Out of 30 suits (18 rooms has Living area plus Rooms with King Size + Single beds & 12 rooms have Living area plus Rooms with King Size beds) ● 07 Super Suits (Living area, King size cot & Study room) ● 1 Chairman Room (Living room, King size beds & sit out area) ● 38 Executive Rooms – Out of 38 rooms (20 rooms has King Size + Single Cots & remaining 18 with King Size Beds) ● 122 Standard Rooms (Room with 2 single beds) ● 04 Accessible Rooms with queen size beds ● 02 Dining Hall of 110 pax each sitting Capacity. ● 01 Main Kitchen with equipment and Ventilation System ● 01 Pantry along with dining area (4th floor) ● 01 Administration Area ● 01 VIP Lounge ● 10 conference rooms ● 01 Guest Lobby. ● Front Office. ● Admin & Back Offices. ● 01 Kitchen storeroom ● 01 Linen Storeroom ● 01 Gymnasium ● 03 Passenger Lifts ● 01 Service Lift

Convention Centre	<ul style="list-style-type: none"> ● 01 Auditorium with 500 seating Capacity ● 01 Auditorium with 200 seating Capacity ● 01 Seminar Hall with 60 Seating Capacity ● 02 Seminar Halls with each 96 Seating Capacity ● 03 Partitioned Seminar Halls with each 100 Seating Capacity ● 03 Conference Rooms with each 30 Seating Capacity ● 02 Conference Rooms with each 40 Seating Capacity ● 01 Cafeteria with Kitchen (without equipment) with 32 Seating Capacity dining ● 02 VIP Lounges ● 01 Admin & Back Office. ● 02 Passenger Lifts and 02 Service Lifts ● 01 Front Office/Cloakroom in the Auditorium Block ● AV Maintenance rooms/Back Offices for Auditoriums ● Corridors ● Open Terrace ● Toilets-29 ● Urinals-25 ● Wash Basins-53 Parking/Boundaries
--------------------------	---

Administrative Building:

Name of the Building	Administrative Building
	Plot Area - 7293 Sq Meters Plinth area- 2369 Sq Meters Built-up Area - Lower Ground, Ground & 5 floors - 6840 Sq Meters Terrace Area - 1325 Square Meters Toilets - 26 No.s Auditorium - 2 no.s Conference Halls- 5 no.s Lifts- 2 no.s Pantry/Cafeteria- 2 no.s Parking Area & Common Area

A pre-bid meeting with the tenderer as indicated in scheduled A to appraise them about the Guest House operations, Convention Center & Admin Building expectations of the Institute and to familiarize them about the scope of work and obligation in the proposed contract is organized. The prospective tenderers must visit the International Guest House, Convention Center & Admin Building and acquaint themselves with the scope and schedule of work, supervision and commitment needed on the dates indicated in Schedule - A.

IIT Hyderabad expects the International Guest House (IGH), Convention Center & Admin Building to be maintained as a high-end facility for our visiting academic community, ensuring state-of-the-art hospitality and service management.

Annexure-D

SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR FOR THE INTERNATIONAL GUEST HOUSE:

D.1: Housekeeping and Facility Management:

1. Receiving and allotting (accommodation) rooms to the guests coming to stay at the International Guest House (IGH) as per booking details (direction from the Institute) Services include manning the reception and office, round the clock, on all days of the year, maintenance of allotment register, billing, perfect upkeep of rooms by good housekeeping and room service which includes Coffee, tea/creamer/sugar sachets (2 each), toiletries (soap, shampoo, Dental Kit, liquid hand wash, toilet tissue rolls (2 nos.), drinking water in container, (moisturizer, Use and throw Slippers, Shaving Kit, Vanity Kit & comb for VIP's) and professional room service.
2. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window panels, venetian 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 Service Provider. A status report on a day-to-day basis will be maintained by the service provider as a permanent record to be sent to the office daily.
3. Cleaning of lawn area, toilets, wash basins, terrace, open area for facilitating catering IGH cleaning of Dining Halls, Kitchens, Washbasins etc. Cleaning and maintenance of Mini-Conference rooms, the surrounding areas of the International Guest House (IGH).
4. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/chemicals. (Harmless WHO certified chemicals) and will always be kept clean. Carpets wherever available, shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on quarterly basis or earlier, as per the requirement. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the Annexure-G. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, Sterilization, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as per the schedule given in **Annexure-G**.
5. Bathrooms/toilets shall be cleaned thoroughly every day and mopped; Air filters of centralized air conditioners will be thoroughly cleaned (every month). Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispenser/bath soap, tissue rolls, toilet paper, bathroom fresheners (Odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, hand wash in each bathroom/toilet etc. will be provided by the contractor.
6. The contractor should be responsible for quality cleaning of beds and bath linens as well as Dining cloth napkins as per Star Hotel standards. The contractor should maintain the room and Dining laundry register daily & send for checking to the Guest House office. The contractor should also provide laundry services to the guest(s) on a payment basis at rates approved by IITH. Reception / Help Desk should assist the guests' requirement.
7. Toiletry items from reputed brand(s) to be supplied daily in a 20 ml refill container consisting of Shampoo, Dental Kit, Conditioners, Moisturizer, along with Soap etc., Daily supply can be based on usage of room. A liquid hand wash from a reputed brand should be kept in each room, outside washrooms, and hand wash areas. Further the contractor shall provide Two newspapers in English and one newspaper in Telugu in the reception of the Guest House.
8. The contractor should provide an electrician, plumber (or a handyman), painter and AC technician to address minor repairs when reported. The charges for providing this service should be inclusive in the financial bid.

9. The contractor shall ensure overall general maintenance like drainage clean, clear and disposal of garbage (dry and wet /plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), repairs and services of electrical, plumbing, carpentry etc. breakdowns, emergency relief and help on an urgent basis. **To ensure that managers/supervisors are sufficiently trained and equipped with mobile phone/cordless phones. The services and repairs are required to be initiated within an hour of the complaint and there should be a separate grievance redressal staff to handle the complaints. There has to be an escalation system to ensure the services are ensured and repairs are resolved.** The Grievance redressal matrix has to be placed on the notice board of the IGH and further if the Grievance is not attended, the agency will be subjected to penalty clause as decided by the IITH.
10. The agency has to provide adequate staff for housekeeping, kitchen, dining hall, reception, general cleaning etc. as required for the International Guest Houses (IGH).
11. The agency shall commit to making the employees undergo a refresher course at least every 3 months in order to ensure that the quality of service consistently remains at the level of a 3 Star hotel or above.
12. The kitchen and service staff should have a FOSTAC Training Certificate.
13. Fresh replacement of bed and bath linen should be provided to all check-out and occupied rooms. Monthly cleaning schedule to be maintained for vanishing blinds in common areas, Meeting rooms, roller curtain in dining hall etc. by contractor.
14. Housekeeping Management during several institute events in IGH guest house shall be the sole responsibility of the contractor.
15. Supervisors should be trained and have adequate knowledge about Fire Safety Aspects. The Supervisors should have knowledge about the operation of Fire Extinguishers, Fire Hydrants etc. during fire emergencies and also should give awareness about fire safety to all staff working round the clock. The contractor should arrange periodical awareness (once in three months) on Fire Safety to all staff. The agency should engage a reputed launderer to clean and press all the linen taken from Guest House at his own cost. It is the responsibility of the Contractor to ensure that the laundry delivered should be neat, clean and well pressed to the satisfaction of the Officer in- charge.

D.2: Catering (Food & Beverages) for International Guest House:

The agency shall take up the responsibility of cooking delicious hygienic food and serving breakfast/lunch/dinner as well as morning/evening tea/coffee/Snacks/ for the guests. The menu for breakfast/lunch/dinner is as per commercial bid in **Annexure-J**.

1. The agency shall supply additional Breakfast/lunch/dinner/Beverages as requested by the departments/units on a chargeable basis in IGH, Convention center of IITH & Admin Building. Such requests will be placed, as far as possible, a day in advance.
2. The agency shall also be asked to supply and serve special lunch/dinner for departments/units and served in the Guest House premises, as requested on mutually agreed rates and approved upon.
3. The required CCGT (Cutlery, Crockery, Glassware, Tableware) and buffet ware items will be supplied by the contractor. The crockery will be ceramic for the dining hall buffet and chinaware for the VVIP table service in IGH, heavy good quality cutlery (All samples to be

approved by the Officer In-Charge, IGH. The contractor shall be responsible for proper cleaning, washing and maintaining of the cutleries, crockery, glassware, tableware and other kitchen utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner. The agency shall ensure high standards in the preparation and food service. Broken/chipped and stained plates/bowls/cutleries/crockeries must not be used. However, an inventory of the existing cutlery crockery tableware etc. will be handed over to the contractor on the commencement date and it will be responsibility of the contractor to maintain the same and to handover in good condition after the expiry/termination of the contract bearing basic minimum wear and tear will be absolved by IITH. However, the kitchen utensils, vessels and the food warmers and allied items available in the guest house are to be listed and taken charge in the commencement of the contract.

4. The contractor will arrange for any other things that may be required at no extra charge. The Agency is responsible for returning the CCGT/utensils and vessels of the Institute in good condition. To ensure high standards of quality, the ingredients to be used for food preparation should be genuine FPO/ AGMARK products and should be of approved brands only.

5. Refilling of gas cylinder, minor repair, and maintenance of the items, like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder, kitchen equipment, and other housekeeping and electrical equipments etc. will be done by the Service Provider at no extra charge.

6. The agency is permitted to utilize the kitchen and store available in the guest houses for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the Guest House Kitchens. The agency shall keep the store-room, kitchen and dining area clean and free of any pests as per **FSSAI** norms/requirements.

7. The agency shall maintain the account of the number of Beverages/breakfast/lunch/dinner provided on a daily basis and submit the bill to the Institute at the end of every month for official guests.

8. The agency is responsible for charging the guests for the number of breakfast/lunch/dinner/coffee/tea they have ordered. The contractor has to arrange himself all the provisions, consumables and all the required items necessary for the completion of the prescribed menu. The Guest house will be available for operation in and as is condition, for maintaining it upright and in good condition.

9. Dining halls/kitchen shall be rendered in hygienic condition by trained chefs, cooks, managers, supervisors/ steward / receptionist etc. details of which may be indicated. Appropriate pest-control treatment in the kitchen/storeroom, in and around areas must be undertaken periodically (once a week).

10. Meals should be provided as per the agreed menu and the rates as fixed. The menu details are given in **Annexure J** for which the rate is to be mentioned. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winter Internships etc.) on a per head basis for lunch/dinner for vegetarian and non-vegetarian dishes.

11. Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the Service Provider.

12. The agency has to provide a specific and qualified number of staff necessary (Chef,

cooks, assistant cooks, waiters and other assistants) as required for the International Guest houses (IGH).

13. The agency should provide Indian (South & North Indian dishes), continental and other cuisines as is in Vogue.
14. DTH/OTT recharge will be under the scope of the Service Provider.
15. Towels, bed sheets, Mattress protectors, Mattress, Quilt, Quilt protector, pillow, pillow cover etc are provided by the IITH. However, if required excess Linen should be provided by the contractor at no extra cost.

D.3: Detailed Information about the services for International Guest House:

1. Manage the Reception counter by a professional and experienced person (minimum 1 years of Diploma and at least two years of experience in Front office operations in similar organization) who will attend to the guests, with decent and hospitable manner; Attend to and address any guest complaints promptly.
2. Maintain the check-in and check-out in both Registers and in system.
3. Allot the rooms in the Guest house as per the directive received from International Guest House (IGH) office.
4. Arrange safe handling of baggage of the guest.
5. Maintain the Complaint Register (standard Format) which should be available on demand.
6. To arrange emergency transport as and when required by the guest.
7. To provide information with regard to rail/air/ timings and information related to campus to the guests on request.
8. To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby etc.
9. To Report the Room-wise Occupancy status every morning to the In-charge Guest house through Facility Manager of the firm / company;
10. To Report non-functional electrical gadgets (Geysers, Fans, lights, A/c. etc.) and other maintenance issues of the rooms as well as common areas to the Designated officer, 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;
11. At the time of check-out, to ensure that all the items provided in the rooms are available in the room in case of any missing items the Service Provider will be solely responsible to replace the same at no extra cost.
12. To ensure the room is fully ready with all facilities before allotment.
13. The agency shall ensure that Water purifier is in working condition all the time and in case of any repairs the same shall be serviced within 24 hours at its own cost.
14. The agency shall ensure that DTH / OTT platforms subscription to be provided for the

minimum package of Rs 300/- is in force all the time such that the services to the guest are ensured.

15. The agency shall ensure that the Bed sheets are changed once in two days for the guest occupied rooms and further if the guest requests for change in bed sheets even within a day anytime during his stay, the same is required to be adhered to without any scope of rejection.

D.4: RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

Logbook	Daily / Weekly/ Monthly
Visitor Register	Cleaning Checklist
Guest Comment Book	Machine maintenance records
Check in and Out Reports	Key Register
Attendance Register, Medical Box Checklist	AMC Register of Equipment's
Lost and Found Register, Menu Card Booklet, Grooming Register	
Food Bill book, Staff Training File	
Staff personal data file, Staff Orientation File	
Machine Pre-Maintenance service report	

Annexure-E

Facilities and the Scope of Services for the Convention Centre:

E.1: Facilities/Area details of the Convention Centre:

Name Of Building	Accommodation & Facilities
Convention Centre	<ul style="list-style-type: none"> ● 01 Auditorium with 500 seating Capacity ● 01 Auditorium with 200 seating Capacity ● 01 Seminar Hall with 60 Seating Capacity ● 02 Seminar Halls with each 96 Seating Capacity ● 03 Partitioned Seminar Halls with each 100 Seating Capacity ● 03 Conference Rooms with each 30 Seating Capacity ● 02 Conference Rooms with each 40 Seating Capacity ● 01 Cafeteria with Kitchen (without equipment) with 32 Seating Capacity dining ● 02 VIP Lounges ● 01 Admin & Back Office. ● 02 Passenger Lifts and 02 Service Lifts ● 01 Front Office/Cloakroom in the Auditorium Block ● AV Maintenance rooms/Back Offices for Auditoriums ● Corridors ● Open Terrace ● Toilets-29 ● Urinals-25 ● Wash Basins-53 ● Parking/Boundaries

Area Details:

SUMMARY SHEET			
Sr o.	DESCRIPTION	UNITS	QUANTITY
1	All Rooms Total Area	Sqm	4,243.00
2	Ground floor corridor	Sqm	4,995.00
3	First floor corridors	Sqm	330.00
4	Second floor corridors	Sqm	330.00
5	Third floor corridors	Sqm	330.00
6	Service rooms areas	Sqm	1,600.00

7	Staircases	Nos	11
8	Toilets	Sqm	381.02 (29 Numbers)
9	Lifts	Nos	4
10	Urinals	Nos	25
10	Commodes	Nos	57
11	Wash basins	Nos	53
12	Kitchen & Pantry Cafeteria	Sqm	58.00

E.2: SCOPE OF SERVICES TO BE PROVIDED:

1. Maintenance and cleaning on daily basis of all the auditoriums, rooms, toilets, urinal, wash basins, corridors, terrace, staircases, cafeteria, glass window panels, venation blinds and all fixtures/furniture at the Convention Centre and including the office/meeting rooms on the ground floor/first floor and all other facilities belonging to the Convention Centre, shall be the duty of Service Provider. A status report on a day-to-day basis will be maintained by the service provider as a permanent record to be sent to the office daily.
2. Cleaning of open areas, Parking for facilitating events organization and Cleaning and maintenance of the surrounding areas of the Convention Centre.
3. Floors of all rooms and corridors/wings will be cleaned daily with ISI mark detergent/chemicals (Harmless WHO certified chemicals), Carpet flooring of the Auditoriums, Conference rooms and VIP Lounges to be cleaned daily by the vacuum cleaner and will be kept clean at all times. Carpets wherever available, shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on quarterly basis or earlier, as per the requirement. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the Annexure-G. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, Sterilization, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as per the schedule given in **Annexure G.**

4. Bathrooms/toilets shall be cleaned thoroughly every day and mopped and dedicated staff for cleaning all the Urinals/Toilets throughout the day during office hours on the event days to be provided. The air filters of centralized air conditioners will be thoroughly cleaned (every month). Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispenser/bath soap, tissue rolls, toilet paper, bathroom fresheners (Odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, hand wash in each bathroom/toilet etc. will be provided by the contractor.
5. A liquid hand wash from a reputed brand should be kept outside washrooms and hand wash areas.
6. The contractor should provide the minor repair works of electrical and plumbing when reported. The charges for providing this service should be inclusive in the financial bid.
7. The contractor shall ensure overall general maintenance like drainage clean, clear and disposal of garbage (dry and wet /plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), repairs and services of electrical, plumbing, carpentry etc. breakdowns, emergency relief and help on an urgent basis. **To ensure that managers/supervisors are sufficiently trained and equipped with mobile phone/cordless phones. The services and repairs are required to be initiated within an hour of the complaint and there should be a separate grievance redressal staff to handle the complaints. There has to be an escalation system to ensure the services are ensured and repairs are resolved.** The Grievance redressal matrix has to be placed in the notice board of the Convention Centre and further if the Grievance is not attended, the agency will be subjected to a penalty clause as decided by the IITH.
8. The agency has to provide adequate staff for housekeeping and general cleaning etc. as required.
9. Monthly cleaning schedule to be maintained for vanishing blinds in common areas, Meeting rooms, roller curtain etc. by contractor. Open Terrace are to be cleaned once in 2 months and cleaning schedule to be maintained.
10. Housekeeping Management during several events in the Convention Centre shall be the sole responsibility of the contractor.
11. During the events/conferences, the agency should provide excess staff for maintenance and take care of the food arrangements for the participants. Prior intimation shall be given during the events to the agency by the institute.
12. Supervisors should be trained and have adequate knowledge about Fire Safety Aspects. The Supervisors should have knowledge about the operation of Fire Extinguishers, Fire Hydrants etc. during fire emergencies and also should give awareness about fire safety to all staff working round the clock. The contractor should arrange periodical awareness (once in three months) on Fire Safety to all staff.
13. Exclusive staff who can maintain/connect the Audio/Video devices like Display units, Projectors, Speakers, Amplifiers etc is to be provided exclusively throughout the office hours on general days and for total time of the event during the events. Prior intimation shall be given during the events to the agency by the institute. Shift-wise mechanism can be planned.
14. Manpower shifts allocation can be decided by the Institute based on the requirement during the events/conferences. Prior intimation shall be given during the events to the agency by the institute.
15. To report non-functional electrical gadgets (Audio/Video, lights, A/c. etc.) and other maintenance issues of the rooms as well as common areas to the concerned staff of the CCE Office through their Facility Manager. A register to be maintained for this purpose, facility-wise and the same to be brought to the notice of the In-charge, CCE daily/weekly through Facility Manager.
16. Cafeteria to be managed as a live counter for providing snacks and beverages. Rules and Regulations mentioned for the Guest house are applicable for the cafeteria maintenance.
17. Records and Reports to be maintained by the contractor for the Convention Centre:

Logbook	Daily / Weekly/ Monthly
Guest Comment Book	Cleaning Checklist
Attendance Register, Medical Box Checklist	Machine maintenance records
Lost and Found Register	Key Register
Staff Training File	
Staff personal data file, Staff Orientation File	
Machine Pre-Maintenance service report	

Note: The contractor needs to maintain records for various departments (as per **Annexure – G**) which shall be subject to examination by the designated officer of the Convention Centre, IIT Hyderabad. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Adequate monitoring and control systems should be put in place for best services.

18. The guidelines of cleaning process are as under: -

(a) DAILY – Housekeeping:

- i. **Twice daily:** proper sweeping and mopping of all floors in the convention center, cleaning of walls, railings, corridors, entry roads etc. covering the entire constructed areas. No betel stains or cobwebs etc. should be visible anywhere.
- ii. **Thrice daily:** Cleaning of main staircases, entrance lobby area. Cleaning of Wastepaper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
- iii. Dusting of the convention center, furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the IITH.
- iv. Cleaning glasses of windows, doors, partitions etc and removal of cobwebs.
- v. Toilets & urinals including gender neutral toilets of all floors/blocks to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies' toilets and ladies' rooms. Only male workers should be deployed to clean the Gents toilets in the premises and only female workers to clean ladies' toilets. The toilets should be cleaned every day with utmost care.
- vi. Porcelain fixtures to be cleaned with vim.
- vii. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
- viii. To spray room fresheners/ perfume to maintain pleasant odor as and when required at important locations.
- ix. To attend, clean and remove choking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
- x. Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
- xi. Through cleaning of dirty passages, approaching roads, and entrances of buildings.

- xii. Daily collection of waste from the IITH and proper dumping in specified places as per instruction of the Supervisor/Officer-in-Charge.

(b) WEEKLY – Housekeeping:

- i. Cleaning of carpets, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
- ii. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
- iii. Polishing of steel and other metal surfaces.

(c) FORTNIGHTLY – Housekeeping:

- i. Cleaning of ceiling with electrical fitting & roofs.
- ii. Washing and scrubbing of floor with automatic machines with required cleaning material.
- iii. Cleaning stormwater drains, water pipes, and overhead tanks.

(d) MONTHLY – Housekeeping:

- i. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
- ii. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
- iii. Washing of buildings from outside with prior permission from Supervisor/Officer –in-charge.

(e) SUPERVISION:

The Supervisor employed by the Contractor shall be responsible to extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the campus. He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers. The Supervisor shall be a graduate level person having qualified in cosmetic maintenance course, fluent in English and regional language, both writing and spoken. Knowledge of Hindi is preferred.

Annexure-F

SCOPE OF SERVICES TO BE PROVIDED FOR THE ADMIN BUILDING:

1. In brief the job function is to maintain the aesthetic looks in the Administrative Building and its surrounding areas of IITH by maintaining pleasant odor and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract.
2. Effective cleaning of rooms and bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned every day.
3. The contractor's workers will be present in the premises and carry out duty for the entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.
4. The contractor shall maintain area-wise maintenance registers. The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Officer-In-charge for perusal and signature on a daily basis.
5. The contractor's staffs are not allowed to eat in the hostel mess at any point of time.
6. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all times. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours).
7. The workers should maintain personal hygiene and wear prescribed uniform while on duty. They should maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
8. If in the opinion of the IITH authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behavior is not conducive to retain them for the work, he/she should be replaced immediately within 24 hours of receipt of intimation from the Institute.
9. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
10. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.
11. The contractor or his representative should approach the Management Services Section, if he needs any instructions/help or has any difficulties.
12. The contractor's workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.

13. The Contractor shall also operate a Pantry situated in Admin Building and should also operate a cafeteria serving Tea/Coffee/Snacks during the office hours. Cafeteria / Pantry to be managed as a live counter for providing snacks and beverages. Rules and Regulations mentioned for the Guest house are applicable for the cafeteria maintenance.

14. The guidelines of cleaning process are as under: -

(a) DAILY – Housekeeping:

1. **Twice daily:** proper sweeping and mopping of all floors in the administrative building, cleaning of walls, railings, corridors, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cob webs etc. should be visible anywhere.
2. **Thrice daily:** Cleaning of main staircases, entrance lobby area. Cleaning of Waste Paper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
3. Dusting Administrative building, furniture, Almira's, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the IITH.
4. Cleaning glasses of windows, doors, partitions etc and removal of cob-webs.
5. Toilets & urinals including gender neutral toilets of all floors/blocks to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies' toilets and ladies rooms. Only male workers should be deployed to clean the Gents toilets in the premises and only female workers to clean ladies' toilets. The toilets should be cleaned every day with utmost care.
6. Porcelain fixtures to be cleaned with vim.
7. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
8. To spray room fresheners/ perfume to maintain pleasant odor as and when required at important locations.
9. To attend, clean and remove choking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
10. Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
11. Thorough cleaning of dirty passages, approaching roads, and entrances of buildings.
12. Daily collection of waste from the IITH and proper dumping in specified places as per instruction of the Supervisor/Officer-in-Charge.

(b) WEEKLY – Housekeeping:

1. Cleaning of carpets, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
2. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
3. Polishing of steel and other metal surfaces.

(c) FORTNIGHTLY – Housekeeping:

1. Cleaning of ceiling with electrical fitting & roofs.
2. Washing and scrubbing of floor with automatic machines with required cleaning material.
3. Cleaning storm water drains, water pipes, and overhead tanks.

(d) MONTHLY – Housekeeping:

1. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
2. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
3. Washing of buildings from outside with prior permission from Supervisor/Officer –in-charge.

(e) SUPERVISION:

1. The Supervisor employed by the Contractor shall be responsible to extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the campus. He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers. The Supervisor shall be of a graduate level person having qualified in cosmetic maintenance course, fluent in English and regional language, both writing and spoken. Knowledge of Hindi is preferred.

(f) PENALTY FOR INADEQUATE PERFORMANCE:

Sl. No.	Type of lapse	Penalty in Rupees
1	Worker not in Uniform (per person)	100 per person per day
2	Wrong attendance record	500 per day
3	Lapse in maintaining wash room (per wash room)	200 per day
4	Shortfall in staff by more than 10% in a day	200 per person per day
5	Rude and unpleasant behavior of contractor's personnel with Faculty/Staff/Visitor	200 per person per incident
6	Rowdiness and/or rioting in campus	500 per person
7	Theft and/or carrying of items unauthorized	500 per person
8	Inaction of supervisor to complaint	100 per complaint
9	Damage to the Institute property due to negligence	Book value
10	Delay in payment of wages to workers within the	100 per person per

	prescribed period	day
--	-------------------	-----

Note:

The penalty shall be deducted from the monthly Bills or from the Security Deposit.

For any act of inadequate performance of contract not specifically stated herein, the person authorized by the Institute will determine the penalty based on the merits of each act after providing an opportunity to the contractor.

In case of Sl.No.5 the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.

In case of Sl.No.6, the person(s) involved should be adequately warned by the contractor and in case of a second occurrence, the person should be discontinued from the workforce of the Institute.

In case of Sl.No.7, the person involved in theft and/or carrying items unauthorized should be discontinued from the workforce of the Institute.

Annexure-G

GENERAL GUIDELINES FOR THE SERVICES OF IGH, CNC AND ADMIN BLOCK WHEREVER APPLICABLE:

1. The Service Provider shall provide catering and other ancillary services to the International Guest House (IGH) consisting of 202 Rooms at the IITH campus for occupants, guests and Bonafide visitors of the said Guest House which shall include breakfast, lunch, evening snacks and dinner along with the Convention Centre Cafeteria (has 32 pax dining capacity) maintenance and food services for participants of various events being organized in the Convention Centre. Service Provider shall not under any circumstances serve any alcoholic beverages, liquor, or banned substances, goods of a hazardous nature in the Guest House and the cafeteria. The Service Provider shall serve fresh food, beverages, eatables and shall maintain the highest and stringent hygienic standards for preparation, service and for the quality of food served. The Service Provider shall not serve leftover or stale food items. If at any time, the Service Provider serves any substandard or spoiled food, the IITH shall claim suitable damages from the Service Provider as per law, apart from being entitled to terminate the license. All food items, dry and wet, should be stored as per FSSAI norms. The service provider should be registered with FSSAI.

2. Service Provider shall be provided with one-time crockery, cutlery, utensils, vessels, and other machinery items. Any damage to the same shall be borne by the Service Provider only. Service providers shall ensure telephones are working in rooms and report non functionality of telephones to the guest house office. All essential telephone no's of various services should be with the reception for use by the guests.

3. The Service Provider is permitted to use electrical appliances like microwave ovens, water coolers, fridges, mixers/blenders, electric stove/heater, apart from the Gas burners, steam cooking range, wet grinders, vegetable cutting machines, dough kneader etc., for cooking and heating food/eatables/beverages served in the guest houses will be provided by the Institute.

4. The grains and provisions, meat, fish, and poultry etc. will be purchased from reputed suppliers and IITH shall be at liberty to inspect the materials bought by the Service Provider at any time and also to reject any sub-standard items of materials which will be at the cost of the Service Provider.

5. Service Provider shall have to adhere to directions given by the IITH to change the menu/food/food eatables/beverages served in order to ensure/add greater value for the food/eatables/beverages prepared in the guest house. IITH shall also be entitled to give necessary directions to the Service Provider with regard to quantity and quality of the food/eatables/beverages served.

6. The Service Provider shall provide the following to its guests with Morning Tea/Coffee, Breakfast, Lunch, Evening Tea and Snacks and Dinner. **The service provider shall provide tea and coffee all the time.**

7. IITH shall provide a suitable kitchen with a cooking area, Storeroom, dish washroom, grocery store room, utensils store room, etc. The requisite utensils, crockery and cutlery items will be handed over to the service provider and a list of all such items shall be prepared and acknowledged by the service provider. These items must be kept in safe custody and shall be the sole property of IITH exclusively meant for the catering service.

8. Service providers shall ensure that the personnel deployed by him possess the requisite training in operating the fire extinguishers which shall be supplied by IITH and adequate precautions, safeguards, and preventive measures against fire accidents.

9. IITH shall permit Service provider access to use Service Areas (all storage, kitchen Dining, pantry, preparation, catering area, common areas, immediately surrounding and adjacent to the foregoing and other similar areas of the facility), together with utility system (i.e. all heating, ventilation, air-conditioning, electrical, water, sewer, general lighting, fans, exhaust, conduit, wiring, panel boxes and connections and mechanicals etc., and all elevators at the Premises), the Service Equipment, Additional Equipment etc. at the Premises.

For any violation in any of the statutory compliances as applicable including the Prevention of Food Adulteration Act and Food Safety and Standards Act, it shall be the sole responsibility of the Service Provider and shall have to bear the consequences arising thereof and IITH shall be at liberty to claim damages caused as a result of the same. The catering provided by the Service provider will be subject to FSSAI audit by empanelled agencies of IITH.

10. The Service provider ensures that the Water purifier is in working condition all-round the year and any cost required for repairs has to be ensured by the Service provider. The service provider may also avail the AMC facility offered by the Manufacturers to ensure to provide the best services to the guest of IGH.

11. The Service provider to ensure that the entrance of IGH is maintained as per international standards. The beautification of entrance along the space in and around the entrance stairs is done by planting seasonal flowers and using flowerpots all-round the year

12. At the end of the working hours, each day the Service Provider shall ensure that the Premises where the work is being undertaken is cleaned in all respects and all debris/waste is cleared as per norms.

13. The timings of provision of meals shall be as follows:

Morning Tea	6.00 am to 8.00 am
Breakfast	7.30 am to 9.30 am
Lunch or as required in exceptional circumstances	12.30 pm to 02.00 pm
Evening tea and snacks as required in exceptional circumstances	04.30 pm to 06.00 pm
Dinner or as required in exceptional circumstances	7.30 pm to 09.30pm
Tea and Coffee	Throughout the day

However, the service provider shall ordinarily provide Tea/ Coffee/snacks (sandwich, Omelette etc.) throughout the day as and when requested by the guests on a chargeable basis. Further the above timings can be modified as per the requirement from time to time by the office in charge of the Guest House.

14. The Service Provider shall serve lunch or dinner for official meetings/conference/departmental meetings etc. Subject to prior orders placed by designated/authorized members of IITH for which payments shall be made by the said department/authorized official of IITH.

The Service Provider shall arrange for extra manpower for cleaning and maintenance during the official meetings/conference/departmental meetings etc. Subject to prior orders placed by designated/authorized members of IITH for which payments shall be made by the said department/authorized official of IITH.

15. No items served for Lunch shall be served for dinner. The quantity and quality served must be to the satisfaction of the guests.

16. The menu of the day must be displayed in the morning. In the event the Service Provider is unable to adhere to the Menu notified for a day for some reason, it shall be incumbent upon the Service Provider to intimate the guests and prior permission shall be taken by the Service Provider from the designated personnel of IITH.

17. Ala-carte menu and rates to be specified in the commercial bid. The Service Provider must provide/procure the following items for cooking/service items from reputed brands mentioned below:

Sl. No.	ITEM	BRAND
1.	Rice/ Basmati Rice	Sona Rice/Kohinoor/Badsha/Dawat Mausuri, Old Raw
2.	Atta	Captain cook/Ashirvad/Annapurna/ Pilsburry/Fresh chakki Atta
3.	Masala	All Masala powders must be from a reputed brand as approved.
4.	Oil	Refined sunflower Oil/ Sun drop/Vijaya/Freedom. Brand approved by IITH.,
5.	Ghee	Amul/ Vijaya/Heritage approved by IITH.

6.	Butter & Cheese	Amul/Heritage
7.	Pickles	Priya/Maggie/Mother's Recipe/Telugu
8.	Jam	Kissan/Sil or brand approved by IITH.
9.	Sauces	Maggie/Kissan/Sil

10.	Cornflakes Kellogg's	Wakefield/Kelloggs
11.	Milk	Fresh Milk Amul Dairy/Heritage/Vijaya/Tirumala Approved by IITH
12.	Tea	Taj mahal/ Society/ Tata, Twinning's, Tetley Brooke bond (both tea bags+ packet tea)
13.	Coffee	Nescafe/ Bru/ Filter/Coffee day/Continental/coffee Board
14.	Sweets	Haldiram/MTR
15.	Biscuits	5-6 varieties of Britannia/Parle
16.	Pulses & Grains	Brands approved by IITH.
17.	Bread	Modern Bread/Britania/Spences
18.	Ice Creams	Amul/Heritage/Arun

18.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, eco-friendly cleaning products and proven processes. The results should be of superior quality performance levels.

- i. To ensure that all the rooms, fixtures and fittings attached to the rooms are kept well cleaned regularly as specified in the cleaning service (manual record to be maintained for verification).
- ii. To ensure that all guest rooms are provided with the following items at any point of time (Record to be maintained for verification). These items will be provided by the Institute.
 - a. Bed Sheets
 - b. Bed Covers
 - c. Pillows with Covers
 - d. Blankets
 - e. Blanket linen
 - f. Bath Towels
 - g. Hand Towels

- h. Tumblers (Glass)
 - i. Hangers
 - j. Foot Mats
 - k. Dustbins
 - l. Bathmats
 - m. Dustbins
 - n. Refrigerators
 - o. Electrical Kettle
 - p. TV with Remote/cable connections
 - q. Telephones
- iii. The Agency shall supply the following toiletries and consumables in each room for the new occupant.
- a. Bath Soap 20 gms per occupant
 - b. Shampoo 20ml refill containers
 - c. Dental kit
 - d. Liquid Hand wash
 - e. Moisturizer 20 ml refill container for VIP Rooms.
 - f. Conditioner 20 ml refill container for VIP Rooms.
 - g. Shaving kit for VIP Rooms.
- iv. The Agency shall supply the following consumables for each room per day.
- a. Coffee, Tea (Green & Black), Milk and Sugar Sachets every day
- v. The Agency shall ensure the following items are replenished promptly in each room.
- a. Goodnight/All-out mosquito repellent with refills.
 - b. Toilet Tissue Rolls (2 nos.)
 - c. Room fresheners
 - d. Hand wash liquid dispenser
 - e. Battery Cells (in working condition) for TV, Wall Clock for Suits and Super Suits.

- f. All items mentioned above should be of superior / branded quality. The Agency should provide all these items.

19. Service Standards:

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

20. Types of Cleaning:

- i. **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. Cleaning on daily basis for the guest occupied rooms.
- ii. **Reactive Cleaning:** Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- iii. **Periodic Cleaning:** Activity includes all deep cleaning and periodic cleaning activities of the common & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and dining area.

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

- i. **Green Zone** - Cleaning -mechanically / manually. Frequency – Once a day.
- ii. **Red Zone**- Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon request / instructions.
- iii. **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, washrooms etc.

22. Color coded cleaning tools for different areas.

- i. Color coding of each type of waste with specific color bins for easy identification by users.
- ii. Go-green initiatives should be a part of the agency's mission with the usage of eco - friendly branded cleaning chemicals.

23. The service of the house-keeping is round-the-clock operation and includes the followings the Cleaning services:

It is necessary to maintain the environment of the guest house in a healthy and hygienic condition round-the-clock at the level of a 3-Star Hotel or above. 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:

a. Daily cleaning:

- i. Sweeping of the entire premises; and cleaning of all rooms daily
- ii. Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
- iii. Dusting of desk, table, chair, and furniture located in the rooms occupied.
- iv. Special attention will be paid to the cleaning of wash basins.
- v. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants.
- vi. All the wash basins, toilet pans should be kept stain free using Harpic, Domex etc.
- vii. All surfaces shall be free of germs, soap, and mud at the washrooms/WCs.
- viii. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area.
- ix. Cleaning of aluminum doors, glass doors and partitions etc.
- x. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.
- xi. Emptying all wastepaper baskets 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;
- xii. All wet and dry waste from waste baskets, kitchen, dining halls etc. will be collected and disposed-off as per the guidelines every day. All Dry and wet waste has to be handed over to the SWM contractor s in sealed covers selected by IITH and the SWM contractor will dispose off the waste as approved by IITH. IGH contractor shall pay the applicable charges on weight basis to the SWM contractor at the rates approved by IITH. Currently the rate is Rs 4956 per ton including GST. It may vary as per institute norms.

b. Weekly Cleaning:

- i. Glass tabletops, doors partitions and glass accessories would be cleaned using solvent.
- ii. Cleaning of bath fittings with silvo.

c. Monthly Cleaning:

- i. All glass doors and windows of the premises would be cleaned using a damp and dry method.

- ii. Cleaning of photos, panels, glass/board partitions etc.
- iii. Wipe/clean/polish all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
- iv. Dusting /cleaning of Venetian blinds.
- v. To remove cobwebs from the entire guest house premises wherever they exist.
- vi. Scrubbing of all floor areas; on a weekly basis.
- vii. Carpets in all Rooms if any to be cleaned with shampoo by experienced personnel on a monthly basis.
- viii. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition as and when required.
- ix. Washing/dry cleaning, ironing, and refitting curtains monthly.

24.List of Cleaning Agents to be used:

The Contractor shall supply/arrange cleaning consumables / Housekeeping consumables of approved brand/ make in adequate quantities at all times for all areas i.e. IGH, CNC and Admin Building including common areas and parking areas.

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

1. Dusting Cloth	2. Scrubbers with handle
3. All Purpose Cleaner	4. Dustpan
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 Balls	22. Plastic buckets

23. Dettol / other antiseptic liquid	24. Extension pole for glass cleaning
25. Deodorant / fresheners	26. Harpic/Flush Clean
27. Toilet paper rolls	28. Single Disk Scrubber
29. Any other latest mechanized/manual equipment	

25. The Agency shall also provide:

- i. 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 departments/sections of IITH.
- ii. The Agency has to ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served the 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 Agency 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 fines as per contract terms.
- iii. Vegetables and non-vegetarian items (meat) used for cooking should be fresh and good quality. Proper care should be taken for perishable items which will be procured daily on a need basis.
- iv. The Agency 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.
- v. The Agency 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, leftovers etc. (Same can be checked by the institute authority as and when required).
- vi. Any of the dishes served in lunch should not be repeated in dinner. The items should be rotated in such a manner so that the repeating of the menu does not occur. The overall quantity of the menu shall remain sufficient to the satisfaction of the IITH Guests. Surplus food should be disposed of and should not be used in the next meal.
- vii. The menu shall be displayed in the morning. In case the menu cannot be followed due to any genuine reason, the agency will have to intimate the same to the Guest and prior permission shall be obtained before changing the fixed menu from Faculty In-charge Guest House or the designated officer.

26. Obligations of IIT Hyderabad and Service Provider

The Institute shall provide following inventory during the commencement of Contract:

- i. Furnishing of Rooms.
- ii. Air conditioners, TVs, fridge, Electric kettle, cable network, set top box, Water Purifier will be provided by the Institute as a one-time measure at the beginning of contract, however all

major and minor repairs after taking over of these items will be borne by the service provider only.

- iii. In addition to the above mentioned inventory, Audio/Video equipments are provided in the convention center building.
- iv. Provision of curtains, wall clocks in suits & super suits as per requirements will be provided by the IITH.
- v. Computer/modem/WiFi connection provided by IITH.
- vi. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided at the time of handing over of the facilities. It is the responsibility of the agency to maintain the same and replace whenever required.
- vii. Payment of electric charges, water charges, shall be taken care of by IITH.
- viii. Renovation/addition to the building, solar water heating, firefighting equipment's emergency power line etc. shall be taken care of by the CMD of IITH.
- ix. Matter related to civil or major electrical works of CMD etc. shall be taken care of by the Institute.
- x. Racks, almirahs, room locking arrangements, shoe /luggage rack etc. as one-time support.
- xi. IITH will hand over to the agency materials like cots, beds, chairs, tables in the rooms and the agency has to keep proper acknowledgement and maintain these items properly. The malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract/termination thereof, the agency is liable to return the same to IITH 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.
- xii. The contractor shall be able to manage ERP for room reservation/ allotment and complaint redressal mechanism.

Annexure-H

General terms and conditions of the Tender:

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever. Any conditional bid shall not be considered and will be outrightly rejected in the very first instance. The bidder shall quote the Technical and Financial bids as per the format enclosed as Annexure II and III – V respectively. The Earnest Money will be forfeited if the bidder rescinds from the offer. The bidder should include the list of firms where they have provided similar services at least in the last 4 years, along with name, phone and contact person/persons so that references for their services can be obtained, if required.
2. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Cuttings, if any, in the Technical Bid must be initiated by the person authorized to sign the bid.
3. IITH being an Educational Institution, the contractor will not allow or permit their employees to participate in any trade union activities or agitation in the premises of IITH.
4. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IITH.
5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IITH.
6. The contractor shall appoint fully qualified and competent associates; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of three stars and above hotel standards and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IITH. The contractor 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.
7. The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may transfer its employees / workmen and in accordance with their needs, in consultation with the Officer In-Charge, Guest House /the officer designated by the Director, IITH. Adequate and necessary numbers of employees / workmen are deployed by the contractor for fulfillment of their contractual obligations under this agreement, shall be the sole responsibility of the Service Provider to ensure that their employees/workmen, deployed by him to 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.
8. The number and composition of staff required for IGH should be given in prescribed forms. The tenderer should have a sufficient number of permanent employees on roll, specifically qualified and trained in F & B service, housekeeping, reception and maintenance work as per tender requirements.
9. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to IITH before the commencement of work:
 - a. List of Manpower short listed by contractor for deployment at IITH. containing full details

- i.e. Educational background, Work experience, date of birth, marital status, address etc.
- b. Bio-data of the persons with passport size photographs.
- c. Reference check and self-conduct declaration.
- d. Certificate of verification of antecedents of persons by local police authority.
- e. Their deployment will be only after the clearance from the security unit of IITH, Hyderabad.
- f. Complete Medical check-up certificate, certification for two doses of COVID vaccination taken is to be submitted mandatorily.
- g. ID proof and Address proof of each of the staff.

10. The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the IGH and it to be endorsed by the Security Office of IITH.

11. All the workers engaged by the contractor should give their attendance through the designated biometric machines installed in the campus. Apart from this the contractor must maintain daily attendance registers to keep record of the personnel on duty and a record of the work done at IITH.

12. The Contractor shall follow all security rules as may be framed by the Institute from time to time regarding movement of materials and equipment to Site, issue of identity cards, control of entry of personnel and all similar matters. The Contractor and his personnel shall abide by all Security measures imposed by the Maintenance Engineer or his duly authorized representative from time to time. Contractor shall also follow all rules and regulations applicable in the event of subject area being declared/proclaimed under emergency from time to time by any other statutory order, nothing extra will be payable on account of stoppage / hindrance of work on this account. The contractor has to arrange for police verification to obtain a temporary pass for himself and his work force as governed by the rules.

13. Services shall be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed preferred age group: 21-55 years of certified character and antecedents be Indian nationals and must display name badges and identity cards signed by the contractor and be conversant in speaking Hindi, English, and Telugu.

14. The contractor should provide uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staff working without uniform are liable to be turned down from being engaged in work in the Guest Houses. The specified uniforms are as follows:

- i. F&B Personnel - Appropriate uniform along with head caps, gloves and masks as per 3-star hotel standard for gents and ladies.
- ii. Chefs / Commis/ Utility workers - Appropriate uniform as per 3 star hotel standard with Apron, Chef Caps, gloves and masks.
- iii. Housekeeping staff – Appropriate uniform as per 3-star hotel standard for gents and ladies.
- iv. Front Office / Reception staff - Appropriate uniform as per 3-star hotel standard for gents or ladies.
- v. Maintenance team: Appropriate uniform as per 3-star hotel standard for gents.
- vi. Other Personnel: Appropriate uniform as per 3-star hotel standard for gents and ladies

14. The contractor should ensure to maintain adequate manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.

14. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. An appropriate amount of penalty after due consideration and hearing will be imposed by the Director, IIT Hyderabad or Dean, Admin/Registrar and the same will be deducted from the monthly bill of the contractor.

15. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security checks both at the time of entry and leaving the Institute.

16. The services shall be provided round the clock on all days of the year (24 hrs. x 7 days x 365 days) with sufficient manpower required to run the operation. Leave of the employees of the contractor as per the statutory norms and followed strictly.

17. No items shall be taken out of the Institute without written permission of the FIC Guest Houses/CNC or the designated officer nominated by the Director, IITH. Normally no inventory is shifted from one room/ place to another, without approval of FIC, Guest Houses /designated officer and making valid entry in the stock register of the inventory.

18. The allotment of rooms (accommodation), in IGH Guest Houses will be done by a nominated official of the institute and it will be directed to the service provider the information regarding the guests' details with room numbers.

Room charges shall be paid into IITH Bank Account and catering charges will be collected by the contractor directly from the guests. Room charges, if collected in cash, the same shall be remitted to the guesthouse office on a daily basis. However, during Saturdays, Sundays and notified holidays it should be deposited on the next working day, failing which 24% interest will be charged on the withheld amount from the contractor. The contractor has to submit an account of Catering charges collected on a Monthly basis to IITH without fail.

19. No Accommodation for workforce, Supervisors and proprietor shall be provided by the institute; the Contractor shall have to make his own arrangements for the lodging and boarding of their workforce.

20. The contractor or his representative will not allow any unauthorized person including company officials to stay in the Guest Houses. If at any time or during surprise check it is found that any unauthorized person is staying in the Guest House, the contractor will be directly responsible and a financial penalty of Rs. 10,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaint's precedence register.

21. IITH will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personnel 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 personnel engaged by them under their payroll and submit proof to this effect. The Contractor shall indemnify IITH from any liability that may arise due to such incidents.

22. Compliance of policy regulation viz., payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act,

miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be the sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IITH against all claims and will maintain necessary books, logs, registers, 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 with 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 may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IITH. for verification and record purposes. They should also have a license under all the relevant Acts/ Statutes.

23. The contract is for a period of 12 months, extendable for a further period of 24 months' subject to a satisfactory performance of the services by the contractor which shall be reviewed every 12 months.

24. The Contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served by him to both International Guest House.(IGH) 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, FSSAI License, 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 IITH 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.

25. The Contractor/agency shall provide cable network connection/ DTH connection/OTT in all rooms with the recharge package of minimum Rs. 300/-. The recharge pack should include important news channels in English/Hindi/ and regional languages, entertainment channels in English/Hindi and Regional Languages, Sports channels, Discovery, and other free channels. For this purpose, the agency/contractor may use the existing facilities/network available in IGH.

26. It shall be the responsibility of the contractor to keep the guest house premises free from the menace of rats, ants and other pests. It shall be the responsibility of the Contractor to ensure maintenance of the lawns and surrounding places including the parking area in the IGH.

27. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer-In-charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be Charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IITH to the vendor.

28. Bids not following the two-cover format, or including commercial information in the technical bid shall be rejected.

29. Bidder shall sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIT Hyderabad.

30. **MODIFICATION OF TERMS AND CONDITIONS:** The IITH with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.

31. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.

32. Agency should have experience in handling quarantine guests and positive cases during Covid period for their stay and meals by maintaining safety at place. Agencies should maintain and use proper PPE with regards to safety code and COVID. Any additional requirement during pandemic will be fully under scope of the vendor.

33. Agency will be responsible to provide Man, Material, Consumable and minor equipment. IITH will provide only major equipment. Further excluding Major equipment, providing all other equipment will be under the scope of the vendor.

34. For housekeeping equipment or accessories brought by the service provider, any spares, consumables, replacement- parts etc. will be in the service provider's scope.

35. **SOLID WASTE MANAGEMENT**

- i. Responsibility of segregations of waste lies with the Agency/service provider. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 notified by the Union Ministry of Environment, Forests and Climate Change (MoEF&CC) and as amended from time to time.
- ii. Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost. All Dry and wet waste has to be handed over to the SWM contractors in sealed covers selected by IITH and the SWM contractor will dispose of the waste as approved by IITH. IGH contractor shall pay the applicable charges on weight basis to the SWM contractor at the rates approved by IITH. Currently the rate is Rs 4956 per ton including GST.
- iii. The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time.
- iv. Penalty will be imposed for violation and disposing of the waste not as per Institute norms. Penalties will be charged as per norms available in force and the decision of the Institute will be final and binding on the Agency/Service provider.

36. **LEGAL:**

For all intents and purposes, the bidder shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IITH.

- i. The selected agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. IITH shall in no way, be responsible for settlement of such issues whatsoever. IITH shall not be responsible for any damages, losses, financial or other injury claims to any person deployed by service providing agency in the course of their performing the functions/ duties,

or for payment towards any compensation.

- ii. The manpower deployed by the Service Provider shall not have any claims of Master and Servant relationship vis-à-vis. IITH nor have any principal and agent relationship with or against IITH.
- iii. The manpower deployed by the Service Provider for the service shall not be entitled for claim, pay, perks, and other facilities which may be admissible to casual, ad-hoc regular/ confirmed employees of IITH, during the contract or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and all have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IITH. The Service provider should communicate this information to all their manpower deployed in IITH by the Contractor.
- iv. The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of the appropriate Government. The bidder will maintain proper record as required under the Law/Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of the Institute and officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance with all statutory provisions of the relevant laws applicable from time to time for carrying out the service. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and /or from the security deposit of the contractor.
- v. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IITH.
- vi. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IITH to concerned tax collection authorities from time to time as per existing rules and regulations and submission of a copy of the receipts/returns to IITH, if required.
- vii. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IITH or any other authority under Law.
- viii. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provision of the Tax Department, as amended from time to time, and a certificate to this effect shall be provided to the agency by IITH.
- ix. In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof IITH is put to any loss/ obligation, monetary or otherwise, IITH will be entitled to get itself reimbursed out of the outstanding bills or from the Performance Security Deposit of the agency to the extent of the loss or obligation in monetary terms.
- x. The selected agency will indemnify IITH from all legal, financial, statutory, taxation and associated other liabilities.
- xi. To resolve any dispute/legal issue matter will be referred to the sole arbitrator i.e., Director, IITH. or a person nominated by him. If any dispute/ legal issues are not settled through arbitration, then legal jurisdiction would be Hyderabad only.
- xii. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.

- xiii. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to his effect, failing which the arbitrator shall be entitled to precede-novo.
- xiv. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of an arbitration shall be borne by the parties themselves. The venue of arbitration, if any, shall be at Hyderabad.
- xv. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

37. PUBLICITY

This Agreement does not permit either party to use the Logo/Trademark of the other party or issue any press releases or make any public announcements regarding the services undertaken by the Service Provider for IITH. In the event, either of the parties is required to make any public announcements vis-à-vis the services rendered by the Service Provider for IITH, the requestor party must take prior written consent of the other at every instance.

38. SCOPE AND AMBIT

It is hereby made clear that the scope and ambit of this Agreement is only to provide Facility management to IGH, CNC & Admin Building-, Integrated Guest House Management services, Hospitality Services, maintenance, housekeeping and catering services to IITH at the premises as mentioned in the schedule. Under no circumstances shall this Agreement be construed as any demise of right title or interest by IITH in favor of the Service Provider. This Tender is strictly a Service Contract and shall not be either construed as a License or a Lease in favor of the Service Provider. Therefore, the Service Provider shall not make any claim of tenancy or license in the said property.

39. FINANCIAL RULES:

- i. The EMD in respect of the agencies who do not qualify the Technical Bid (First Stage)/ Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the EMD. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to commence services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
- ii. The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at IITH, must be provided by the selected agency to IITH every month along with the claim bill, failing which the claim bill shall not be settled.
- iii. The successful bidder will have to deposit a Performance Security Deposit of 10% of the Annual Contract value, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form

of an account payee Demand Draft or Bank Guarantee drawn in favour of the Registrar, IITH, Hyderabad, payable at Hyderabad. The performance security should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider.

- iv. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
- v. The agency shall raise the bill, in Triplicate, along with the following documents in respect of the persons deployed and submit the same to The designated officer, IITH, in the third week of the subsequent month or earlier, but after disbursement of wages to its employees. As far as possible the payment will be released within four weeks from the date of submission of bills in all respects.
 - a. Current month invoice copy.
 - b. Proof of payment of wages.
 - c. Current month Attendance Register.
 - d. GST challan
 - e. A certificate that all statutory obligations as per applicable Labour laws have been complied with
- vi. In addition, Quarterly returns submitted to EPFO & ESIC are also to be submitted whenever due.
- vii. The claims in bills regarding GST if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till such proof is furnished, at the discretion of IITH.
- viii. The rate/price quoted for catering (**Annexure - J**) are subject to a nominal escalation each year (up to a maximum of 5%); the exact increase will be negotiated by the contract management cell/FIC Guest House on the basis of All India Consumer Price Index.
- ix. All other charges (other than statutory levies) will remain fixed during the duration of the contract.

40. EXPERIENCE AND QUALIFICATION OF STAFF

The experience, qualifications of the staff being deployed by the Agency should be:

- i. The Facility Manager should have a minimum 5 years of industry experience and a diploma/degree in Hotel Management and Catering Technology from a recognized Institute or Catering College will be desirable. Fluency in English, Hindi and at least one local language is essential.
- ii. Facility Supervisor should have 3 to 5 years of experience in a reputed hotel, large industrial canteens, establishment or Institution. One-year craft course in F&B service is desirable. Fluency in English, Hindi and at least one local language is essential.
- iii. The chief Cook (Chef) should have at least 3-5 years-experience in a reputed-hotels, large industrial catering in multi-cuisine preparation. One-year craft course in cookery is desirable. Fluency in English, Hindi and at least one local language is essential.

- iv. Cooks and Assistant Cooks should have 2-3 years in reputed hotel and large institutional cooking experience. Fluency in English, Hindi and at least one local language is essential.
- v. Catering Manager - should have 3-5 years experience in Hotel Industry of reputed to the level of 3 Star, Catering Diploma/Degree or 3 years training in Hotel Industry under apprenticeship category is desirable.
- vi. Steward - 2-3 years of experience in a 3 Star Hotel level with one-year Craft course in F & B service is desirable. Fluency in English, Hindi and at least one local language is essential.
- vii. Other contract personnel for house-keeping, room-boy, and waiters for the dining area, being engaged by the agency should have minimum experience of 2-3 years experience in their respective fields.
- viii. The service personnel being engaged by the Agency should be polite, smart and physically sound.
- ix. The service personnel being engaged by the Agency should wear formal dress. Formal dress means white full-sleeved shirt, bow tie, and black trousers and black shoes. They should be provided with appropriate safety gears like head caps, hand gloves, face masks etc. The reception staff should have preferably a degree or a course in reception and book keeping is preferable. They should be fluent in English/Hindi/and the local language. They should have a pleasing personality, well dressed, presentable and lively. They should be knowledgeable in computer operations.
- x. The reception staff should have preferably a degree or a course in reception and book keeping is preferable. They should be fluent in English/Hindi/and the local language. They should have a pleasing personality, well dressed, presentable and lively. They should be knowledgeable in computer operations.

12. One office attendant to assist the Reception and the Guest House office for correspondence, delivery, handling guest's luggage and any other work assigned from time to time.

41. 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 item giving specification, duly signed by FIC Guest House and the Chair, CCE for the Convention Centre and the selected Agency. Each room shall display the inventory list and be reconciled on a quarterly basis with compulsory annual inventory verification of the complete Guest House items by the agency and the institute authorized official.

42. TERMS OF PAYMENT

- i. The Service Provider will be paid as per approved rate (award of contract/work order) on a monthly basis by IITH. for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that satisfactory services have been rendered during the month.
- ii. Attendance sheet, with signature/attendance status of person deployed and verified by the identified person of the Institute shall be enclosed with the bill. A 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 Service Provider with the monthly bills. A certificate that previous month payments of the employees under the Service Provider 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.

- iii. Monthly payment will be made within 30 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/GST surcharge, other statutory taxes, losses, penalty etc). The tax component (if applicable, as per the rules) shall be paid on submission of documentary proof.
- iv. The Service Provider needs to provide details of his Bank Account Number, name and address of the bank, branch, branch code & IFSC code etc., to facilitate payment through bank (e-payment process) and also register with the vendor payment portal of IITH.
- v. If the scope of service increases (as per written communication and record) and or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, the same will be extended on mutually agreed terms and conditions.
- vi. The authorities of IITH will have the right to inspect the books of accounts of the firm/agency.

43. TERMINATION OF CONTRACT

- i. If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the IITH authority. If satisfactory improvement is not found (with 2 weeks) after this notice, a final notice will be issued to the contractor by the IITH 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.
- ii. Independently, IITH reserves the right to terminate the contract by giving two months' notice to the agency.
- iii. In case the contractor is required to (or decide otherwise) to discontinue the contract, the Agency should give at least three months' notice to IITH and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- iv. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving a month's notice.
- v. 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.
- vi. 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.
- vii. The contractor shall give vacant premises to IIT Hyderabad and return all the equipment/fixtures and other items, facilities etc. once the contract period is over or terminated.
- viii. **The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously. Any serious violation leading to health hazards will lead to termination of contract without any notice.**

44. DAMAGES AND LOSSES

All the equipment and the item 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 IITH. 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 Service Provider. The Service Provider or his representative shall be present during the stocktaking. If the contractor or his representative does not make themselves available, the stocktaking 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, IITH will replenish the same, as per obligation mentioned above.

45.COMPLAINTS:

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

46.MISBEHAVIOUR OF EMPLOYEES:

The employees of the Service Provider shall maintain strict discipline, use any violent, abusive offensive languages while inside the premises is strictly prohibited. In case of misbehaviour, IITH has the right to terminate the contract. It will be mandatory for the Service Provider to brief their personnel in advance and apprise them of the conduct expected of them, while working in an institution of national importance. Nothing prevents IITH to advise the Service Provider about any such issue, or any erring personnel engaged by the Service Provider, which warrant urgent action / replacement of the erring staff in the interest of work and its fast disposal.

47.The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously.

48.The selected agency shall not be involved in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs.10,000/- for the first incident. The subsequent occurrence of such incidents will entail termination of the contract without any notice.

49.Any personnel deployed by the Agency, refuses work, or creates indiscipline would have to be immediately replaced with the consent of the designated officer. IITH reserves the right to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of non-compliance of duties or if found guilty of misconduct. IITH 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 Agency.

50.In case, the person employed by the successful bidder commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence/security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from

work immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

51.BREAKAGE

All damages/breakage to the equipment/inventory in the charge of the Service Provider, 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 the sole discretion of IITH.

52.REPLACEMENT

Replacement of articles (viz. linens, crockery, cutlery, consumables items/inventory etc.), which have been lost will have to be borne by the supplier as per the decision taken by the Director IITH.

53.PENALTY

A deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the guest house, common places/ facilities etc., will be made from the monthly bill. The recovery will be decided by the designated officer. The methodology for deduction will be as below.

- i. In case of shortage of manpower, an amount proportional to the shortage of manpower, considering number of employees as well as duration, shall be deducted from the monthly bill of the Service Provider. Further, each occurrence of absenteeism more than 20% per shift for 3 continuous days, will entail a penalty of 10% of the monthly bill charged by the Agency, subject to a maximum of 20%. Stern disciplinary action and a fine will be levied if manpower shortage continues for more than 3 days and issuing formal notices of termination.
- ii. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs.1500/- per event etc., from the bill of the Service Provider, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- iii. In case of non-performance and poor service by the Agency, IITH may, at its discretion, recover Liquidated Damages upon recommendation of the office in-charge Guest House. In the event of appeal, the decision of the Director, IIT Hyderabad, shall be final and binding upon the Agency.

The quantum of penalty shall be as follows for non-compliance or poor service.

- (a) Auditoriums, all rooms including Reception, Lobby Rs. 1,500/day
- (b) Non-compliance with laundry requirements Rs.500/day.
- (c) Negligence in reporting of non-functioning of DTH and other amenities Rs.200/day.
- (d) Non-compliance of environmentally friendly waste disposal methods Rs.100/day.
- (e) Not wearing uniforms by Agency's employees/untidy uniform Rs.100/day/person.
- (f) Supply of food not as per approved Menu and/or insufficient quantity Rs.1,000/meal
- (g) The penalty for unsatisfactory and substandard catering service Rs.1000/- per complaint.

- (h) Un serviceability of TV, Refrigerator, Geyser and all other major electrical items more than 24 hrs is Rs 500/-per day.
 - (i) Un serviceability of Water Purifier, DTH/OTT including not recharging with minimum package more than 24 hrs. are Rs. 500 per day
 - (j) The penalty for not following the COVID appropriate behavior will be Rs 250 per violation. Any employee of the agency violates the COVID appropriate behavior and penalized on more than one occasion should be replaced by the agency/Contractor on the same day.
 - (k) Supply of poor quality of linen – Rs. 250 for the first such occasion in the month. Rs. 500 per occasion for the subsequent defaults in the same month.
- iv. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer in charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IITH to the vendor.
- v. In case of unforeseen or peculiar circumstances, the decision of the designated officer, so far as imposition of penalty is concerned, shall be final.
- vi. If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., The designated officer will have the right to get the same done by another agency. The charges on the account of this shall be deducted from the Service Provider bill. The decision of the Faculty In-charge or the designated officer shall be final in this regard.

54.PAYMENT

The IITH shall make payments to the Service Provider in consideration for the Services to be rendered under this Agreement in accordance with rates approved within Twenty-One (21) days of the receipt and acceptance of each invoice as submitted in complete form by IITH from the Service Provider.

All monthly services' invoices must be raised and submitted by the Service Provider to IITH within the first fifteen days of the succeeding month else the same will not be entertained by IITH. All payment shall be made within the due date. Any dispute on the invoice has to be raised/notified within a period of two (2) days, otherwise it will be deemed accepted.

For Services rendered by the Service Provider for catering, housekeeping and maintenance shall be paid as per approved rates calculated in total.

55.PAYMENT OF STAMP DUTY CHARGES:

The Cost of stamp duty, if any, payable on this contract shall be borne and paid by the Service Provider only.

56. Force Majeure: Any delay due to Force Majeure will not be attributable to the Service

provider. Force Majeure events shall mean one or more of the following acts or events: Acts of God or events beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, exceptionally adverse weather conditions, lightning, earthquake, cyclone, flood, volcanic eruption or fire or landslide; Radioactive contamination or ionizing radiation; Strikes or boycotts (other than those involving the Vendor or its employees/representatives or attributable to any act or omission of any of them) interrupting supplies and services of the Contract for a period exceeding a continuous Page 27 of 28 period of 7 (seven) days; An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion or politically motivated sabotage which prevents rendering of supplies or specified services by the service provider for a period exceeding a continuous period of 7 (seven) days.

57.ANNEXURES:

All Annexure to this document, annexed presently or which may be annexed in future, shall form an integral part of and treated as a part and parcel of this contract.

ADDRESSES FOR CORRESPONDENCE, ETC:

Any notice and/or communications between the Parties shall be deemed sufficient, if delivered by hand under acknowledgement or sent by registered post acknowledgement due to the:

If to IITH at: **The Registrar,**
Indian Institute of Technology Hyderabad,
Kandi, Sangareddy, Telangana - 502284
Phone Nos.
Email:

Annexure I

TECHNICAL BID

(To be signed and submitted online)

1. Name of Tendering Company/ Firm / Agency: _____
(Attach certificate of Registration)
2. Name of Proprietor / Director: _____
of Company/Firm/agency
3. Full Address of Reg. Office with Regn. No. _____
4. Telephone No. : _____
5. Fax. No. _____
6. E-Mail Address _____
7. PAN / GIR /TIN No. (Attach Attested Copy) _____
8. Labour Regn. No. (Attach Attested Copy) _____
9. GST Regn. No. (Attach Attested Copy) _____
10. E.P.F. Regn. No. (Attach Attested Copy) _____
11. E.S.I. Regn. No. (Attach Attested Copy) _____

12. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 financial Years:
(Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. In Lakhs)	Remarks, if any
2020-21		
2021-22		
2022-23		

13. Give the details **along with the quality assessment certificate as per the Annexure-O** of the major contracts handled by the tendering Company/ Firm / Agency on behalf of in IITs/IIMs, centrally funded technical institute (CFTI), Corporates/Navarathna PSUs in the following format. Attested copies of work orders may also be attached.

S.No	Details of client along with address, telephone no, Email ID	Amount Contract (Rs. in Lakhs)	Duration of Contract		No of Rooms served	IIT/IIM/ /CFTI/ Navarathna PSU /Corporates
			From	To		
1						
2						
3						

(if the space provided is insufficient, a separate sheet may be attached)

14. Details of Earnest Money Deposit:
D.D. / P.O. No. & Date & Bank

15. Additional information, if any
(Attach separate sheet, if required)

16. Manpower Deployment Details

Man-power Deployment Details	No of Staff
Unit Manager	
Receptionist, Help Desk Supervisors	
Electrical/Plumbing Technician (Handyman)	
Executive Housekeeper	
Housekeeping Shift Supervisors	
Housekeepers	
Executive Chef	

Cooks	
Kitchen & F&B Executive	
Food Preparation Staff, Distribution/Serving Staff, Cashier and Kitchen Utility Workers	
Total	

17.CERTIFICATE OF ETHICAL PRACTICES

- I. I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.
- II. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities /practices in my / our dealing with the Institute.
- III. I / We will have no conflict of interest in any of our works / contracts at the Institute.

Signature & Seal of the Service Provider with date

Note:. Attach all relevant documents duly signed. The Price bid should not be exposed along with technical bid else this will lead to rejection of the bid.

DECLARATION

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

Proprietor/Partner/Director/Authorized signatory of M/s.

I 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 are well aware of the fact that furnishing 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 Authorized Person

Date:

Full Name:

Place:

Company Seal:

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

Note: The BoQ (Excel sheet) containing following formats of Price bids have been uploaded in the CPP Portal. The bidders have to fill all the details in the BoQ (Excel sheet) and upload the same in CPPP portal.

ANNEXURE – J

Commercial/Financial Bid- International Guest House:

A. COMMERCIAL BID SCHEDULE OF PRICES FOR CATERING:

Sl #	Particulars	Qty	Price per Meal
1	BUFFET BREAKFAST	Unlimited	a) Base Price:
	Bread (White / Brown/ Croissant)		b) GST %:
	Butter		c) GST Amount:
	Jam / Marmalade		d) Total Price per breakfast (including GST):
	Corn Flakes / Wheat Flakes		
	Honey		
	Milk		
	Sugar		
	Coffee / Tea with Milk		
	Eggs / Boiled / Fried / Omlette		
	Cheese		
	Daily one variety out of each item		
	Puri / Aloo Masala / Chutney		
	Idly / Vada / Upma / Uthapam / Chole Bhatura / Coconut chutney / Ginger Chutney		
	Masala / Plain / RawaDosa /Chutney / Sambar / Ginger chuiney		
	Pongal Vada / coconut Chutney / Sambar		
	Aloo parata / Raitha / Chutney		
	Chapati with a compliment (Whole wheat Atta)		

	Fruits (seasonal)		
	Fruit Juice (Fresh fruit juice) Seasonal		
	*Etc		

1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge

Sl #	Particulars	Items	Qty	Price per Meal
2	Buffet Lunch	(one variety out of each item)	Unlimited	a) Base Price:
				b) GST %:
	Soup	Cream of Almond, Tomato Shorba, cream of broccoli, sweet corn, cream of leeks, mushrooms, beet root etc.		c) GST Amount:
	Roti	Tandoori / Kulcha / nan / parata / bathura / romali / chapathi / Pulka etc.		d) Total Price per meal (including GST):
	Non Veg (any one item to be served from this list)	Fish fry / tawa fry / curry / fish mint / steamed fish / fish finger / goan fish curry / prawns fry / manchuri / mutton chettinad gravy / roganjosh / kalmi / chicken manchuri / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / chicken drums of heaven / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken / nilgiri chicken / tiger prawns (chilli / fry) etc.		
	Veg. Curry	Paneer butter masala / Paneer shahi khurma / Paneer green peas / Paneer kadai masala / palak Paneer / veg. makhanwala / veg Kadai / Veg kofta / malai kofta / navatnakurma / gobi mutter / aloo posta / avial / green peas masala etc.		
	Veg Dry	Chilly Paneer / Paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry / aloo gobi dry / Taiwan gobi / baby corn / veg golden fry / gobi Manchurian / rajasthan bhindi fry / stuffed mushroom / mushroom corn dry / arvi masala / arvi roast etc.		
	Curd	Vijaya/Homemade/Amul/Milky Mist/Heritage etc.		

Flavoured Rice	Veg pulav / north - south / veg biryani / veg. hyderabadi biryani / jeera rice / peas pulav / Ghee rice / veg. fried rice / bisibele bath / tomato bath / Kashmiri pulav / aloo biryani / Paneer biryani / mushroom biryani / pasta / spaghetti etc.		
Dal / Sambar	Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu etc.		
Rasam	Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic		
Salad / Curd	Kimchi / waldrof / pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc.		
Sweet	Ice cream / gajjar ka halwa / beetroot halwa / gulabjamoon / cashew burfi / badam burfi / ghee Mysore Pak, etc.		

1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

Sl #	Particulars	Item	Qty	Price per Meal
3	Buffet Dinner	(one variety out of each item)	Unlimited	a) Base Price:
	Soup	Cream of Almond, Tomato shorba, Cream of Broccoli, Sweet corn, cream of leeks, mushroom, beetroot, tomato etc.		b) GST %:
	Roti	Tandori / kulcha / butter naan / coin paratha / bathura / pallak / romali / ghee chapathi / kashmiri naan / paneer and mushroom roll etc.		c) GST Amount:
	Non Veg (any two item to be served from this list)	Fish fry / tawa fry / curry / fish mint / steamed fish / fish finger / goan fish curry / prawns fry / manchurian / mutton chettinad gravy / roganjosh / kalmi / chicken Manchurian / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / chicken drums of heaven / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken / nilgiri chicken / tiger prawns (chilli fry) etc.		d) Total Price per meal (including GST):
	Veg Curry	Paneer butter masala / paneer shahikhurma / paneer green peas / paneer kadai masala / palak paneer / veg makhanwala / veg kadai / veg kofta / malai kofta / navratnakurma / gobi mutter / aloo posta / avail / green peas masala etc.		
	Veg Dry	Chilly paneer / paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry / aloo gobi dry / taiwangobi / baby corn / golden fry / gobi Manchurian / Rajasthan bhindi fry / stuffed mushroom / mushroom corn dry etc.		
	Curd	Vijaya/Homemade/Amul/Milky Mist/Heritage etc.		

	Flavored Rice	Veg Pulao / north-south / veg biryani / veg. hyderabadi Biryani / jeera rice / peas pulao / ghee rice / veg fried rice / bisibele bath / tomato bath / fruits pulao / aloo biryani / paneer biryani / mushroom biryani / pasta / spaghetti etc.		
	Dal / Sambar	Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu etc		
	Rasam	Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic etc.		
	Salad / Curd	Kimchi / waldrof / pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc.		
	Sweet	Gajjar ka halwa / Beetroot halwa / gulabjamoon / cashew burfi badam burfi / ghee mysorepak / ice cream etc.		

1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

Sl #	Particulars	Item	Qty	Price per Meal
4	Spl. Buffet Non Veg. / Veg (one variety out of each item)		Unlimited	a) Base Price:
	Soup	Cream of Almond, Tomato shorba, Cream of Broccoli, Sweet corn, cream of leeks, mushroom, beetroot		b) GST %:
	Roti	Tandori / kulcha / butter naan / coin paratha / bathura / pallak / romali / ghee chapathi / kashmiri naan / paneer and mushroom roll		c) GST Amount:
	Non Veg (any two item to be served from this list)	Fish fry / tawa fry / curry / fish mint / steamed fish / fish finger / goan fish curry / prawns fry / manchurian / mutton chettinad gravy / roganjosh / kalmi / chicken Manchurian / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / chicken drums of heaven / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken / nilgiri/ chicken / tiger prawns (chilli fry)		d) Total Price per meal (including GST):
	Veg Curry	Paneer butter masala / paneer shahi khurma / paneer green peas / paneer kadai masala / palak paneer / veg makhanwala / veg kadai / veg kofta / malai kofta / navratnakurma / gobi mutter / aloo posta / avail / green peas masala		
	Veg Dry	Chilly paneer / paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry/ aloo gobi dry / taiwangobi / baby corn / golden fry / gobi Manchurian / Rajasthan bhindi fry / stuffed mushroom / mushroom corn dry / arvi masala / arvy roast		
	Curd	Vijaya/Homemade/Amul/Milky Mist/ Heritage etc.		
	Flavored Rice	Veg Pulao / north-south / veg biryani / veg. hyderabadi Biryani / jeera rice / peas pulao / ghee rice / veg fried rice / bisibele bath / tomato bath / fruits pulao / aloo biryani / paneer biryani / mushroom biryani / pasta / spaghetti.		

	Dal / Sambar	Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu		
	Rasam	Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic		
	Salad / Curd	Kimchi / waldrof / pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc.		
	Sweet	Bengali sweet / ice cream / gajjar ka halwa / dum root halwa / gulabjamoon / cashew burfi/ badam burfi / ghee mysore pak etc.		
	Pan	Sweet / saada etc		
	Fruits	Bannana / apple / fruit custard / orange / fruit salad etc.		

1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

Sl #	Particulars	Ala -Carte	Qty	Price per plate
5	Beverages	Coffee/Tea/Milk	1	
	Mention the items that will be made available with quantity and price separately like Bonda/Chutney Samosa/chutney Veg Puf/Sauce maddur vada/ chutney Veg Sandwich/Fruit Sandwich/ Dhokla / Pakoda/Mint Sandwich etc. All ala-carte items proposed to be specified Vegetarian and Non vegetarian dishes with quantity and price.			

** Quoted price should be inclusive of GST. GST as applicable shall be shown separately **

B. SCHEDULED PRICES FOR HOUSEKEEPING:

Housekeeping Service at IGH Total No. of Rooms: Room Type:	
Particulars	Rate per day (base amount)
<p>Occupied Rooms (IGH): Cleaning of rooms including attached toilets, Sweeping, mopping, dusting, scrubbing, disinfecting, cleaning of glass panes (all rooms to be ready by 12.30 p.m. daily) once a day - cleaning of tea/coffee cups and glass tumblers, as per requirement.</p> <p>Change soiled bed linen (every day) and towels and napkins (daily) with washed and pressed ones</p> <p>Bed making: once in 2 days (if required once in a day)</p> <p>Provision of toiletries</p> <p>-Provision of tea/coffee/sugar/creamer sachets in the rooms.</p> <p>-Arranging for laundry service to room occupants (charges payable by occupants) charges to be approved by the officer In-charge (Guest House) which shall not be more than the charges approved for the Laundromat service available on campus. Providing a laundry bag in the room will be under the Vendor's scope of work. If the vendor is not providing the laundry service, the officer in-charge may assign this task to one of the other Laundromat facilities available on campus. The service provider should extend all possible support for this arrangement and payment.</p>	
<p>Unoccupied Rooms (IGH) Cleaning of rooms including attached toilets, cleaning, and sweeping, mopping, dusting, scrubbing, disinfecting, cleaning of glass panes at least once in two days.</p>	
<p>COMMON AREAS cleaning:</p> <p>Cleaning, Sweeping, mopping, dusting, scrubbing, cleaning of glass panes, removal of cobwebs etc of IGH Corridors, lobbies, staircase (rear and front), dust shaft area, Laundromat area, terrace, storeroom, courtyard etc. Minimum twice a day or as per requirement. Corridors, lobbies, common toilets/bathrooms, staircase, Admin offices, storerooms, electrical panel rooms etc. Cleaning and maintenance of the lawn area and the surrounding areas of IGH.</p>	

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

** Quoted price should be inclusive of GST.

ABSTRACT OF FINANCIAL BID (SUMMARY SHEET)- FOR OFFICE USE

Criteria for Commercial Evaluation:

The commercial/financial bid will be evaluated based on the sum of the following to arrive at L-1 for IGH provided with the justification on the number of personnel provided during the presentation by the bidder.

- a Cost of maintaining the occupied rooms at 50% occupancy in IGH for a month of 30 days.
- b Cost of maintaining the unoccupied rooms at 50% occupancy in IGH for a month of 30 days.
- c Price quoted for housekeeping of common areas for a month of 30 days.
- d Cost of Food served for 100 no. of visitors at a given point of time during breakfast, lunch and dinner and special buffet Veg/Non veg. The cost will be calculated for the month of 30 days.
- e The agency is expected to carry out all activities of the maintenance of guest houses by engaging sufficient manpower for running the operations from within the price quoted by them. No additional establishment cost will be paid.
- f Minimum occupancy guarantee for rooms in IGH would be overall 40% per financial year. If there is any shortfall, the same will be reimbursed at the rate of difference between the rates of maintenance for occupied rooms and unoccupied rooms. This will be calculated yearly once.
- g Though the quotation is for 30 days for evaluation purposes, the payment will be made based on the actual number of days in the month.

Part-A: Financial Bid:

S. No	Description	Base Amount in INR	GST Percentage		Total Value incl. GST (Quoted)
1	Cost of maintaining the occupied rooms at 50% occupancy in IGH for a month of 30 days (30 days*101 rooms* rate per day for occupied rooms)				
2	Cost of maintaining the un-occupied rooms at 50% occupancy in IGH for a month of 30 days (30 days* 101 rooms* rate for per day for un-Occupied rooms)				
3	Price quoted for housekeeping of common areas for a month of 30 days (30 days* Price quoted per day for housekeeping of common areas)				
4	Cost of Food served for 100 no. of visitor at any given point of time during breakfast, lunch and dinner and special buffet Veg/Non veg. The cost will be calculated for the month of 30 days (100 * 30 days *((Price per meal of breakfast plus buffet lunch plus buffet dinner plus special buffet Veg/Nonveg))				
	Overall Total (Rs)- Designated as A				A

Note: Quoted prices are inclusive of GST.

Manpower Deployment Details for the month of 30 days:

Manpower Deployment Details	No of Staff
Unit Manager	
Receptionist, Help Desk Supervisors	
Electrical/Plumbing Technician (Handyman)	
Executive Housekeeper	
Housekeeping Shift Supervisors	
Housekeepers	
Executive Chef	
Cooks	
Kitchen & F&B Executive	
Food Preparation Staff, Distribution/Serving Staff, Cashier and Kitchen Utility Workers	
Total	

*One personnel for each of the category are mandatory

Note:

1. The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day (Normal Working Hours)
2. In case additional manpower is required for any reason, the agency will seek prior approval of IIT HYDERABAD.
3. **It is mandatory to follow the Central Minimum Wages Act and all relevant labor laws.**
4. Quoted prices are inclusive of GST.
5. Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

Annexure K

Commercial/Financial Bid- Convention Centre

Format to be filled up by the Contractor tendering for Manpower requirement and administrative charges.

1. Name of Firm/Bidder: _____

2. Address: _____

3. Phone/Fax/Mobile/Email: _____

4. Manpower Deployment Details: For the month of 30 Days

Man-power Deployment Details	No of Staff
Housekeeping/Cleaning Staff	
Audio/Video Maintenance Person-02*	
Any other - Specify	
Total	

*Two numbers of Audio/Video Maintenance persons are mandatory

5. Financial Bid: For the month of 30 Days

S. No	Description	Base Amount	GST Percentage	GST Amount	Total Value incl GST
1	Cost of Housekeeping/Cleaning staff				
2	Cost of Audio/Video Maintenance Person				
3	Any other - Specify				
4	Charges for Cleaning equipment + materials				
	Overall Total (Rs)- Designated as B				B

Note:

- i. The manpower indicated in the bid should be strictly adhered to A Man-Day is for 8 hours a day (Normal Working Hours)
- ii. In case additional manpower is required for any reason, the agency will seek prior approval of IIT HYDERABAD.
- iii. **It is mandatory to follow the Central Minimum Wages Act and all relevant labor laws.**
- iv. Quoted prices are inclusive of GST.
- v. Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

Abstract of Financial Bid (Summary Sheet)

Sl. No.	Description	Total Amount for the Month of 30 Days
1.	Total Amount for Providing all categories of manpower including the Charges for Cleaning equipment & materials for a month of 30 days from Annexure -K	
	Total Amount of All categories: (Designated as 'B')	

Abstract of Personnel Involved (Summary Sheet)

Sl. N	Description	Total Number of Personnel for the month of 30 Days
1	Total Number of personnel involved including House Keeping/cleaning staff, AV maintenance person and any other personnel	

Signature of the Authorized Person

Date:.....

Place.....

Full Name.....

Company Seal.....

Annexure L

Commercial/Financial Bid- Admin Building:

Format to be filled up by the Contractor tendering for Manpower requirement and administrative charges.

1. Name of Firm/Bidder: _____
2. Address: _____
3. Phone/Fax/Mobile/Email: _____

4. Manpower Deployment Details: For the month of 30 Days

Man-power Deployment Details	No of Staff
Housekeeping/Cleaning Staff (Unskilled) Male: Female:	
Supervisor	
Pantry and Cafeteria Operator	
Any other	
<u>Total Number of Employees -Y</u>	

5. Financial Bid: For the month of 30 Days

Sr. No.	Department/ Designation	Base Amount for each Category	GST Rate (%)	GST Amount	Total Amount inclusive of GST
1	Cost of Housekeeping/Cleaning Staff (Unskilled), (Male and Female)				
2	Cost of Providing Supervisors				
3	Cost of Staff for Pantry and Cafeteria Operations				
4	Charges for Cleaning equipment + materials				
		<u>Total Amount</u>			C

Note:

6. The manpower indicated in the bid should be strictly adhered to A Man-Day is for 8 hours a day (Normal Working Hours)
7. In case additional manpower is required for any reason, the agency will seek prior approval of IIT HYDERABAD.
8. **It is mandatory to follow the Central Minimum Wages Act and all relevant labor laws.**
9. Quoted prices are inclusive of GST.
10. Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

Abstract of Financial Bid (Summary Sheet)

Sl. No.	Description	Total Amount for 30 Calendar Days
1.	Total Amount for Providing all categories of manpower including the Charges for Cleaning equipment & materials for one month (Calendar Month) from Annexure -L	
	Total Amount of All categories: (designated as "C")	

Abstract of Personnel Involved (Summary Sheet)

Sl. No.	Description	Total Number of Personnel for 30 Calendar Days
1	Total Number of personnel involved including House Keeping/cleaning staff, AV maintenance person and any other personnel (designated as "Y")	

Signature of the Authorized Person

Date:.....

Place.....

Full Name.....

Company Seal.....

ANNEXURE M

CRITERIA FOR TECHNICAL AND COMMERCIAL EVALUATION:

EVALUATION OF TECHNICAL BID (Annexure-I)

- Need to submit a minimum of 2 QAC Certificates from different clients as per the annexure - O format.
- The Technical evaluation will be for 60 marks and based on the following scheme.

Description	Marking Scheme	Ma x. Mar ks	Min. Marks to be secured by the bidder
No. of years of experience in providing Integrated guest house management services with 75 guest rooms as mentioned in clause 1 of the eligibility criteria	6 marks for 4 years of experience, and 1 mark each for an additional year subject to a maximum of 12 marks	12	06
Experience in Integrated guest house management for the contracts covered as per clause I of the eligibility criteria. (Only Completed contracts with a minimum one year duration)	4 marks for 2 such contracts, and 2 marks each for an additional contract) subject to a maximum of 10 marks	10	04
No of ongoing contracts in providing integrated guest house management (at least for one year duration)	2 marks for one such contract and additional 1 mark for each additional contract subject to maximum of 5 marks	5	2
Minimum average annual turnover of Ten crore in Integrated guest house management providing housekeeping, catering and front office management during the last	10 marks for minimum average turnover of Ten crore during the last 3 years and one mark each for additional one crore of average turnover facility management providing housekeeping and front	15	10

3 financial years	office management subject to a maximum of 15marks		
Marks obtained in QAC scores	Average of all QAC Scores will be considered for marks	10	5
Feedback from Present Clients (from 3 clients) for Integrated Guest House Management services	Feedback obtained directly by the IITH Committee	08	03
	Total	60	30

EVALUATION OF COMMERCIAL/FINANCIAL BID (Annexures-J,K and L):

1. Technically qualified Bids are only eligible for financial bid opening.
2. The final score from the financial bid will be based on the sum of financial quotations of IGH, CNC & Admin Building.
3. The commercial/Financial bid will be evaluated based on the financial value obtained from the following formula.

Total Value = Financial Bid value for the Guest House (Designated as “A” in the Annexure- J) + Financial Bid value for the Convention Centre (Designated as “B” in the Annexure-K) + Financial Bid value for the Admin Building (Designated as “C” in the Annexure-L)

4. The lowest total value quoted bidder will be declared as L1 for the entire bid process. If the same lowest price is quoted by more than one bidder, the L1 will be decided based on the highest score in the technical evaluation.

ANNEXURE N

Checklist

1	Technical bid, sealed in a separate envelope super-scribed as “Technical Bid”- Annexure-I	
2.	Commercial bid for International Guest House (IGH),Convention Centre and Admin Building (Annexures-J,K &L) sealed in a separate envelope super-scribed as “COMMERCIAL Bid”	
3	Earnest Money Deposit	
4	Proof of FINANCIAL Turn-over for previous years (CA Certificate to be attached)	
5	Copy of Registration certificate with Statutory Govt. Authority/Labour Department	
6	Copy of PAN Card	
7	Copy of the IT return filed for the last FINANCIAL year	
8	Copies of EPF and ESI certificates	
9	Copy of GST Registration	
10	Copy of HACCP certification or ISO 22000:2005 Certification	
11	Copy of OHSAS 18001:2007 certification	
12	Quality Assessment Certificate (Annexure -O) , Minimum 2 QAC from different clients	
13	Work Experience of Similar work during the previous years (List of firms where they have provided services and details of contact person(s)).	

(on the official letterhead of the client's organization)

Dear Assessor, please provide your honest assessment of the quality of the Facilities services provided by the following agency. Please provide this assessment on your organization's letterhead.

1. Name, Designation, Email address, and Phone number of the assessor: _____
2. Name of the assessor's organization: _____
3. Is your organization a Centrally Funded Institute (CFI)? Yes/No. _____
4. Name of the Agency: _____
5. Period of service availed from the agency: From _____ to _____
6. Number of rooms: _____
7. Value of work completed in contract: _____

(Please tick \checkmark numerical assessment – 5 being the maximum score)

Sl.	Description	1	2	3	4	5	Remarks/ Justificati on
1	The agency response has been prompt and as required by the administration.						
2	All the managers/ Supervisors were professionally trained having valid degrees/diplomas in hotel management.						
3	All the managers/workers have been punctual and performed their duties with complete responsibility.						
4	There have been no removals or replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record, driving mishap, etc.						
5	Room maintenance						
6	Common area maintenance						
7	Safety of operations.						
8	Health and hygiene and proper cleanliness and any service disruption.						
9	Collective feedback from the guests about noncompliance with service.						
10	Guest friendliness.						

Date:

Signature and Seal of the Assessor

ANNEXURE – P

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of IIT Hyderabad.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day
Of 20.....

BETWEEN

Director, Indian Institute of Technology Hyderabad represented through the Designation of the Officer, IITH, (Hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

..... Represented through
.....
(Hereinafter referred to as the (Details of duly authorized signatory) Bidder/Contractor and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender No.....
..... *(hereinafter referred to as Tender/Bid)* and intends to award, under laid
down organizational procedure, contract for.....
..... hereinafter referred to as the contract.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relation with its Bidder(s) and Contractor(s). AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as Integrity Pact or Pact), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties. NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

1. The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2. The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owners employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/ PC Act. Further the Bidder(s)/ Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/ Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s)/ Contractor(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/ Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/ representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/ parallel tender for the same item.

(e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.

5. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through

intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/ Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/ Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owners absolute right:

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bid- der(s)/Contractor(s) from the Tender process or terminate/ determine the Contract, if already executed or exclude the Bidder/ Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

2. Forfeiture of EMD/ Performance Guarantee/ Security Deposit: If the Principal/ Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/ determined the Contract or has accrued the right to terminate/ determine the Contract according to Article 3(1), the Principal/ Owner apart from exercising any legal rights that may have accrued to the Principal/ Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/ Contractor.

3. Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anti-corruption approach or with Central Government or State Government or any other Central /State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

3. If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/ Pact by any of its Sub- contractors/sub-vendors.

2. The Principal/ Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IIT HYDERABAD.

Article 7- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the IITH of the Principal/Owner, who has floated the Tender.

2. Changes and supplements need to be made in writing. Side agreements have not been made.

3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

..... (For and on behalf of Principal/Owner)

..... (For and on behalf of Bidder/Contractor)

WITNESSES:

1 (signature, name and address)

2 (signature, name and address)

Place:

Date: