Tender for providing Facility Management Services for the Guest House (GH)

NIT No: IITH/MS/FMS of IGH/2026/006 Date: 30.10.2026

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Indian Institute of Technology Hyderabad

#204, Management Services Section, Administrative Building
IIT Hyderabad, Kandi – 502284, Sangareddy, Telangana.
Tel. No. 040-2301 6773, Email: office.admin@iith.ac.in
(https://iith.ac.in/tenders/)

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Tender Notice

1. IITH invites online bids providing Facility Management Services for International Guest House (IGH) at IITH under a two-bid system from reputed and registered companies

2. The Tender Document can be downloaded from the Institute website- https://iith.ac.in/tenders and from the GeM portal https://gem.gov.in/. The bid is to be submitted online on GeM portal up to the last date and time of submission of tender. No manual bids will be accepted.

3. Before filing the bids, the bidders are requested to consider all the amendments/ clarifications, if any, issued by this Institute and placed on its website/GeM.

4. **Bid Schedule:**

Important Dates:	
Date of Online Publication/Download of Tender	As per GEM Bid Document
Prebid Meeting	
Bid Submission Start Date	
Bid Submission Close Date	
Opening of Technical Bids	

5. Interested bidders are advised to visit the IITH Campus on any working day between 10:00Hrs to 17:00Hrs and ascertain the nature and quantum of work before bidding. **The bidders must have to visit the IITH Campus mandatorily on any working day between 10:00Hrs to 17:00Hrs and ascertain the nature and quantum of work before bidding. Details of campus visit to be invariably submitted in Annexure 'VI' before submission of bid. The declaration should be countersigned by the IITH officials (IGH & Management Services Section) designated for this purpose. Bids submitted without the duly filled and signed Annexure-VI shall be liable for rejection.**

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6. **Estimated Value of the Contract: Rs. 4 Crore (**Approx.**).**

7. **Tender Fee:** A non-refundable tender processing fee of **Rs.1180/-** (Rupees One Thousand One Hundred and Eighty Only) including GST to be paid online to institute bank account, and upload scan copy of proof of payment along with their bid. **The tender fee is exempted for MSME/NSIC registered bidders**.

8. **Earnest Money Deposit:** The bidders are required to deposit **Rs. 8,00,000/-** (Rupees Six Lakhs Eighty Thousand Only) towards bid security through online payment to institute bank account, and upload scan copy of proof of payment along with their bid. **The EMD is exempted for MSME/NSIC registered bidders.**

9. IITH bank details are as follows:

Bank Name	SBI	Bank Account No.	30412797764
IFSC Code	SBIN0014182	Account Name	Indian Institute of Technology Hyderabad
Branch	IITH Kandi		

10. **Performance Guarantee:** The successful bidder will have to submit a performance guarantee of 5% of the annual value of the contract in the form of a security deposit or bank guarantee in the name of "The Director, Indian Institute of Technology Hyderabad", within 20 days of commencement of the contract. The Performance Guarantee shall cover the entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If the contract is further extended beyond the initial period, the PBG will have to be renewed for the extended period.

11. The Director, IIT Hyderabad reserves the right to award this contract for all required services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions mentioned in the tender document or to reject any or all the tenders without giving any notice or assigning any reason any time before award of the contract. Further, the Director, IITH is not bound to accept the lowest tender, but has the liberty to close the tender process without awarding the contract to anyone if the lowest quote is found to be unreasonably high. The decision of the Director, IIT Hyderabad in this regard shall be final and binding on all.

12. In case any document produced in support of eligibility criteria turns out to be not genuine before or after award of work, the IITH reserves the right to blacklist or debar the bidder concerned from participating in the future tendering process at the Institute.
13. The details of scope of work, eligibility and other terms and conditions of the contract may be perused in the following pages.

Contact Information:

For any queries related to the tender process, contact: Management Services Section, Admin Building, Room #204, IIT Hyderabad, Phone: 040-2359 6773, Email: office.admin@iith.ac.in

Sd/-

Registrar, IITH

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Bidder Eligibility Criteria

The bidders having followed minimum qualification are eligible to apply:

1. The bidder should have minimum three years of experience in managing guest houses having minimum of 60 rooms in a single location in IITs/IIMs/IISc/ Other CFTI/Navratna PSUs/ AIIMS or reputed corporate companies having a turnover of 400 Cr, 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.
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 60 rooms guest house in a single location
4. Site visit before the bid submission is mandatory.
5. The bidder/ company/ firm/ contractor should have HACCP Certification or ISO 22000:2018 Certification
6. The contractor should have ISO 45001:2018 and FSSAI.
7. The bidder should hold a valid FSSAI licence
8. The bidder/ Company / Firm / Contractor should be registered with the appropriate registration authorities (Labour Registration, ESI, EPF etc.).
9. The bidder /Company / Firm / Contractor should be registered with Income Tax, Goods and Service Tax and all other relevant departments.
10. The bidder /Company / Firm / Contractor registered under the Contract New Labour codes (valid labour licence), EPF and ESI, with valid registration numbers
11. Bidder should have a registered/branch office in Hyderabad, or give an undertaking to establish a local office in Hyderabad within 30 days of award of contract.
12. The bidder /Company / Firm / Contractor shall have an active bank account in the firm's name for e-payment and shall register on the IITH vendor portal
13. 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 no criminal case involving corruption, fraud, moral turpitude or relating to the firm's business is pending against the partners/directors/proprietor, and that none of them has been convicted of such an offence.
    - 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.
14. 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., The service escalation matrix shall be clearly 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.

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General Information about the Facilities to be operated at the Guest House

Name Of Building	Details of the infrastructure
Guest House (GH) 201 Guest Rooms	• 30 Suites- Rooms has Living area plus Rooms with King Size beds • 07 Super Suites (Living area, King size bed & Study room) • 1 Chairman Room (Living room, King size beds & sit out area) • 38 Executive Rooms – Rooms has King Size+ Single beds • 122 Standard Rooms (Room with 2 single beds) • 04 Accessible Rooms with queen size beds • 01 Dining Hall of 110 pax 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 • 02 Passenger Lifts • 02 Service Lift • GH Parking area • GH lawns (green cover areas surrounding the building) • Reservoir beside GH

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Schedule – A: FMS for Guest House

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

A.1: Housekeeping and Facility Management:

1. Receiving and allotting (accommodation) rooms to the guests coming to stay at the 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 .

2. Cleaning on daily basis of all the rooms, including Occupied rooms, Arrival rooms (with toilet cum bath), dusting of unoccupied rooms, kitchen, dining hall, glass window panels, and all fixtures/furniture at the Guest House , the office/meeting rooms on the ground floor belonging to the Guest House, shall be the duty of Contractor. A status report on a day-to-day basis will be maintained by the contractor as a permanent record to be maintained and to be sent to office upon requirement.

3. Cleaning & trimming of lawn area & trees, toilets, terrace, open area facilitating catering at IGH, cleaning of dining halls, kitchens, washbasins etc. Cleaning and maintenance of meeting rooms, the surrounding areas including lawns beside chairman room, lawn in between IGH & CC building, lawn in the courtyard 1, lawn beside IGH parking area & area beside reservoir of the Guest House. The contractor is responsible for maintaining the greenery and health of all lawns and plants in the mentioned areas. The contractor shall supply all required gardening materials at their own cost

4. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/chemicals. It is suggested to use only products/ cleaning chemicals having an Ecolabel from Greenpro/ GreenSeal / EU Ecolable products. Cleaning of sofa sets & covers will also be done on a monthly basis and the curtains to be cleaned on a semi-annual basis or as per instructions from IGH incharge, as per the schedule given in the general guidelines.

5. 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 **General Guidelines**

6. Bathrooms/toilets shall be cleaned and mopped thoroughly every day; The air filters of centralized air conditioners will be thoroughly cleaned as & when required, but at a minimum, once a 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.

7. The contractor should be responsible for quality cleaning of beds and bath linens as per 3 Star Hotel standards. The contractor should maintain the room laundry register daily & send for checking to the Guest House office as per instruction. 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. Towels, bed sheets, Mattress protectors, Mattress, Quilt, Quilt protector, pillow, pillow cover etc are provided by the IITH.

8. 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. An iron box & ironing board shall be kept available at the House keeping desk.

9. The contractor shall provide Two newspapers in English and one newspaper in Telugu in the reception of the Guest House.

10. The contractor should provide a Maintenance engineer, electrician, plumber (or a handyman), painter and AC technician to address minor repairs. Once reported they need to be rectified or repaired after the verification from CMD official and production of estimate for the repair. The cost incurred will be reimbursed on actuals by IITH. IITH reserves the right to verify the rates with market rates and make appropriate deductions as per market rates.

11. The kitchen and service staff shall hold a valid FoSTaC (Food Safety Training and Certification) certificate as per norms, copies to be submitted within 1 month of deployment.

12. Fresh replacement of bed and bath linen should be provided to all check–out and occupied rooms by contractor. Housekeeping during several institute events in GH guest house shall be the sole responsibility of the contractor.

13. 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 six months) on Fire Safety to all staff

A.2: Catering (Food & Beverages) for 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-III.**

1. The agency shall supply additional Breakfast/lunch/dinner/Beverages as requested by the departments/units on a chargeable basis in IGH. Such requests will be placed, as far as possible, a day in advance. The bills for the same will be settled by the respective departments directly.

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. The required CCGT (Cutlery, Crockery, Glassware, Tableware) and buffet ware items will be supplied by the contractor. The crockery that is to be purchased for usage should be approved by the Officer In-Charge, GH. 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. 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.

3. 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 at the end of the tenure.

4. To ensure high standards of quality, the ingredients to be used for food preparation should be

genuine FSSAI-compliant, AGMARK-certified wherever applicable, and of the approved brands listed in the General Guidelines.

5. Refilling of gas cylinder, minor repair in the kitchen and maintenance of the items like gas stoves, refrigerator, water cooler, bread toaster, mixer/grinder, kitchen equipment and other housekeeping and electrical equipment etc will be done by the contractor 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 lunch/dinner/Snacks/Beverages provided on a daily basis for official institute guests and submit the bill to the Institute at the end of every month. Meals for guests nominated as official institute guests by IITH shall be billed to IITH monthly with daily signed meal registers; all other guests/departments shall be billed and shall pay the contractor directly at the contracted rates

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 prescribed menu.

9. The Guest House will be handed over on an as-is-where-is basis; the contractor shall maintain it in good condition throughout the contract period, normal wear and tear excepted

10. Dining halls/kitchen shall be rendered in hygienic condition by trained chefs, cooks, managers, supervisors/ steward. The bidder shall indicate the designation, qualification and number of staff in the technical bid. A

11. Appropriate pest-control treatment in the kitchen/storeroom, in and around areas must be undertaken periodically (minimum twice a week or more if instructed).

12. Meals should be provided as per the agreed menu and the rates as fixed. The menu details are given in **Annexure - III** 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.

13. Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the contractor.

14. The agency should provide Indian (South & North), continental and other cuisines. The menu needs to be planned in advance to avoid repetition as much as possible. One non veg item to be served on a daily basis for lunch and dinner which shall be purchased by the guests on additional payment.

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A.3: Detailed Information about the services for Guest House:

1. Manage the Reception counter by a professional and experienced person who will attend to the guests, with decent and hospitable manner and attend 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 Guest House 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. Once reported they need to be rectified or repaired after the verification from CMD official and production of estimate for the repair. The cost incurred for the replacement of spares, lights, aerators etc. will be reimbursed on actuals by IITH. IITH reserves the right to verify the rates with market rates and make appropriate deductions as per market rates.

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 Contractor 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 times. In case of any repairs, same shall be serviced within 48 hours. The cost incurred for the replacement will be reimbursed on actuals by IITH. IITH reserves the right to verify the rates with market rates and make appropriate deductions as per market rates.

14. The agency shall ensure that the Bed linen are changed once in two days for the 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.

15. **Reservoir Maintenance:** The Scope of work of Maintenance of Artificial Reservoir at GH Shall be as specified in the SoP including the supply of the required consumables and the boat for cleaning.

16. Rates of buffet Breakfast/Lunch/Dinner are fixed for total contract. No price escalation will be allowed.

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

a. DAILY / WEEKLY / MONTHLY LOGS

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1. Logbook (Daily / Weekly / Monthly)
2. Check-in and Check-out Reports
3. Attendance Register
4. Key Register
5. Cleaning Checklist

b. VISITOR AND GUEST MANAGEMENT

1. Visitor Register
2. Guest Comment Book
3. Lost and Found Register
4. Complaint Register / Feedback Register

c. FACILITY AND EQUIPMENT MAINTENANCE

1. Machine Maintenance Records
2. Machine Pre-Maintenance Service Report
3. AMC (Annual Maintenance Contract) Register of Equipment
4. Medical Box Checklist

d. FOOD & BEVERAGE

Food Bill Book

e. HUMAN RESOURCES / STAFF MANAGEMENT

1. Staff Personal Data File
2. Staff Orientation File
3. Staff Training File

MAN POWER REQUIREMENT AT GUEST HOUSE

Sl.No.	Manpower Deployment Details	No of Staff (min requirement# as Suggested)
1.	Unit Manager (Highly Skilled)	1
2.	Maintenance Engineer (Highly Skilled)	1
3.	Receptionist (Semi Skilled)	7
4.	Help Desk Executive (Skilled)	1
5.	Bellboy (Unskilled)	3
6.	Electrical Technician (Skilled)	4
7.	Plumbing Technician (Skilled)	4

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8.	Carpenter cum Housekeeper (Semi Skilled)	1
9.	Painter cum Housekeeper (Semi Skilled)	1
10.	AC Technician (Skilled)	2
11.	Gardeners for lawn maintenance around GH (Un Skilled)	2
12.	Executive Housekeeper (High Skilled)	1
13.	Housekeeping Shift Supervisors (Skilled)	3
14.	Housekeeping Staff (1 per 10 rooms) (Total 10 members for common areas in rotational shifts) (Unskilled)	28
	Total	59

17. In addition to the above manpower, the bidder shall also deploy the following manpower for kitchen and dining area and the cost to be recovered from dining revenue. This shall not be included in the calculation of occupied room rate:

1.	Cooks (Skilled)	6
2.	Kitchen Steward (Unskilled)	4
3.	Food & Beverage Manager (High skilled)	1
4.	Food & Beverage Executives (Skilled)	2
5.	Food & Beverage Stewards (Unskilled)	10
6.	Store in charge (Skilled)	1
7.	Cashier cum F&B Executive (Skilled)	2
	Total	**26**

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- #The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not less than the suggested number of manpower.
- The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day (Normal Working Hours)
- In case additional manpower is required for any reason, the agency may do so with prior intimation to IIT HYDERABAD.
- It is mandatory to follow the Minimum Wages Act and all relevant labour laws.

Scope of work of Individuals:

1. Unit Manager:

a. Oversee daily operations and staff performance for all 201 rooms, ensuring high service standards.

b. Coordinate Front Office, Housekeeping, Maintenance, F&B Service and Kitchen operations to maintain room readiness, food and service availability and guest satisfaction.

c. Manage inventory, budgets, and cost controls for departmental efficiency.
d. Handle guest complaints, ensure compliance with GH policies, and report to senior management.
e. Perform any other official work or assignments entrusted by the Guest House management as and when required

2. Maintenance Engineer:

a. Ensure all mechanical, electrical, and plumbing systems across 201 rooms & common areas scope given by CMD are functioning efficiently.
b. Conduct routine inspections, preventive maintenance as per scope, and timely repairs to minimize downtime.
c. Coordinate with vendors and GH to maintain safety and operational standards.
d. Any other official works as assigned by the Unit Manager

3. Receptionist & Help desk Supervisors:

a. Manage check-in/check-out procedures and handle reservations for 201 rooms efficiently.
b. Provide courteous assistance to guests, addressing inquiries and resolving issues promptly.
c. Coordinate with housekeeping and maintenance to ensure guest satisfaction and smooth operations.
d. Oversee help desk staff to ensure prompt and effective guest support for 201 rooms.
e. Monitor and resolve guest complaints or service requests by coordinating with relevant departments.
f. Maintain service quality standards and provide training to enhance team performance.
g. Perform any other official work or assignments entrusted by the Unit Manager as and when required.

4. Bellboy:

a. Assist guests with luggage during check-in, check-out, and room transfers for 201 rooms.
b. Provide directions, deliver amenities, and support guest needs promptly and courteously.
c. Coordinate with front desk and maintain lobby cleanliness and guest readiness.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

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5. Electrical Technician:

a. Perform installation, maintenance, and repair of electrical systems across 201 rooms.
b. Conduct routine inspections to ensure safety, functionality, and compliance with electrical codes.
c. Respond promptly to electrical issues, minimizing downtime and ensuring guest comfort.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

6. Plumbing Technician:

a. Install, maintain, and repair plumbing systems, fixtures, and pipelines across 201 rooms.
b. Conduct regular inspections to detect leaks, blockages, and ensure water supply efficiency.
c. Respond quickly to plumbing issues to maintain guest comfort and safety standards.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

7. Carpenter:

a. Repair and maintain wooden furniture, fixtures, and fittings throughout 201 rooms and common areas.
b. Perform carpentry work for renovations, installations, and custom requests as needed.
c. Ensure all wooden structures meet safety, functionality, and aesthetic standards.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

8. Painter:

a. Perform painting, touch-ups, and surface preparation in 201 rooms and Guesthouse common areas.
b. Maintain aesthetic standards by addressing wear, stains, and damage on walls and surfaces.
c. Ensure safe use of materials and timely completion of painting tasks with minimal guest disruption.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

9. AC Technician:

a. Install, maintain, and repair air conditioning systems across all 201 rooms and GH areas.
b. Conduct regular inspections i.e., minimum 10 rooms per day to ensure optimal cooling performance and energy efficiency.
c. Respond swiftly to AC-related issues to ensure guest comfort and satisfaction.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

10. Gardeners:

a. Maintain GH gardens, landscapes, and green areas to enhance the visual appeal for 201-room property.
b. Perform planting, watering, trimming, and pest control to ensure healthy vegetation.
c. Coordinate seasonal landscaping projects and ensure cleanliness of outdoor areas.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

11. Executive Housekeeper:

a. Oversee housekeeping operations to ensure cleanliness and upkeep of all 201 rooms and public areas.
b. Manage housekeeping staff, schedules, inventory, and quality control standards.
c. Coordinate with other departments to meet guest expectations and maintain high service levels.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

12. Housekeeping Shift Supervisor:

a. Supervise housekeeping staff during assigned shifts to ensure 201 rooms meet cleanliness and service standards.
b. Conduct room inspections, assign tasks, and monitor performance for efficiency and quality.
c. Address guest requests and coordinate with maintenance or front office for timely issue resolution.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

13. Housekeepers:

a. Clean and maintain guest rooms, bathrooms, and public areas to ensure hygiene and presentation standards for 201 rooms.
b. Replenish linens, toiletries, and amenities while reporting maintenance issues promptly.
c. Follow safety protocols and GH procedures to provide a comfortable guest experience.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

14. Executive Chef:

a. Oversee all kitchen operations, menu planning, and food preparation to serve guests in a 201-room property.
b. Manage kitchen staff, maintain quality and hygiene standards, and control food costs.
c. Coordinate with other departments to ensure timely and exceptional dining experiences..
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

15. Cooks:

a. Prepare and cook meals according to the menu and guest preferences for a 201-room property.
b. Ensure food quality, presentation, and hygiene standards are consistently met.
c. Assist in kitchen cleaning, inventory management, and support the F&B manager as needed.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

16. Kitchen Steward:

a. Maintain cleanliness and sanitation of kitchen equipment, utensils, and work areas in a 201-room property.
b. Assist in dishwashing, waste disposal, and basic food prep as directed by kitchen staff.
c. Ensure compliance with hygiene standards and support smooth kitchen operations.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

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17. Food & Beverages Manager:

a. Oversee all food and beverage operations, ensuring quality service for guests in a 201-room property.
b. Manage staff, budgets, inventory, and vendor relations to optimize efficiency and guest satisfaction.
c. Coordinate with kitchen and service teams to maintain high standards in dining experiences.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

18. Food & Beverages Executive:

a. Assist the F&B Manager in overseeing daily food and beverage operations for a 201-room property.
b. Ensure smooth service, staff coordination, and adherence to quality and hygiene standards.
c. Handle guest interactions, resolve service issues, and support event or banquet setups.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

19. Food & Beverages Steward:

a. Assist in serving food and non-alcoholic beverages to guests, ensuring prompt and courteous service in a 201-room property.
b. Maintain cleanliness of dining areas, service stations, and equipment.
c. Support banquet setups, restock supplies, and follow hygiene and safety protocols.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

20. Store In charge:

a. Manage inventory, storage, and distribution of supplies for all departments in a 201-room property.
b. Monitor stock levels, maintain records, and ensure timely procurement and issue of items.
c. Coordinate with vendors and departments to ensure smooth and efficient store operations.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

21. Cashier:

a. Handle billing, payments, and financial transactions for guests and departments in a 201-room property.
b. Maintain accurate cash records, reconcile daily collections, and prepare financial reports.
c. Ensure smooth check-out processes and assist with guest billing inquiries.
d. Perform any other official work or assignments entrusted by the Unit Manager as and when required

GENERAL GUIDELINES FOR THE SERVICES OF GH

1. The Contractor shall provide catering and other ancillary services to the Guest House (GH) consisting of 201 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 and food services for participants of various events being organized in the Convention Centre. Contractor shall not under any circumstances serve any alcoholic beverages, liquor, or banned substances, goods of a hazardous nature in the IITH. The Contractor 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 Contractor serves any substandard or spoiled food, the IITH shall claim suitable damages from the Contractor as per law, apart from being entitled to terminate the contract. All food items, dry and wet, should be stored as per FSSAI norms. The contractor should be registered with FSSAI.

2. Contractor shall be provided with one-time machinery items. Any damage to the same shall be borne by the Contractor only. Damage due to negligence or misuse to any equipment's shall be borne by the Contractor; normal wear and tear and manufacturing defects excluded. Items shall be handed over against a signed inventory

3. The Contractor 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 etc., for cooking and heating food/eatables/ beverages served in the guest house

will be provided by the Institute. Any additional equipment's required for the operation shall be installed by the service provided after the approval from IITH management.

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 Contractor at any time and also to reject any sub-standard items of materials which will be at the cost of the Contractor.

5. Contractor 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 Contractor with regard to quantity and quality of the food/eatables/beverages served.

6. The Contractor shall provide the following to its guests with Morning Tea/Coffee, Breakfast, Lunch, Evening Tea and Snacks and Dinner. The contractor shall provide freshly prepared 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 glassware, Dustbins, trays, mugs & sachet holder for rooms will be handed over to the contractor and a list of all such items shall be prepared and acknowledged by the contractor. These items must be kept in safe custody and shall be the sole property of IITH exclusively meant for the rooms only.

8. Contractors 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 Contractor 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.

10. For any violation in any of the statutory compliances as applicable including Food Safety and Standards Act, 2006 and the rules and regulations made thereunder, it shall be the sole responsibility of the Contractor 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 Contractor will be subject to FSSAI audit by empanelled agencies of IITH.

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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 Contractor. 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.

ii. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs.2500/- per event etc., from the bill of the Contractor, 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 of GH buildings. In the event of appeal, the decision of the Director, IIT Hyderabad, shall be final and binding upon the Agency.

iv. At any moment of time the unavailability of rooms for issuing should be minimized because of any maintenance issue. Any disruption should be intimated to the officiating officer of IGH immediately. Failing of the intimation will attract a penalty for each instance at 1000/per day of unavailability especially during full occupancy seasons.

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

(a) Any room including Reception Lobby found uncleaned Rs. 1,500/day

(b) Non-compliance with laundry requirements Rs.500/day/room.

(c) Non-compliance of environmentally friendly waste disposal methods Rs.1000/day.

(d) Not wearing uniforms by Agency's employees/untidy uniform Rs.250/day/person.

(e) Supply of food not as per approved Menu and/or insufficient quantity Rs.1,000/meal

(f) The penalty for unsatisfactory and substandard catering service Rs.1000/- per valid complaint. Final decision by FIC Guest House

(g) The penalty for unsatisfactory and substandard raw materials Rs.5,000/- per item.

(h) Supply of uncleaned linen – Rs. 500 for the first such occasion in the month. Rs. 1000 per occasion for the subsequent defaults in the same month.

(i) For any other violation apart from the above mention, FIC Guest House will recommend penalties on a case-by-case basis

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11. The Contractor to ensure that the entrance of GH is maintained as per 3 star hotel 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 Contractor 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:

Breakfast	7.30 am to 9.30 am
Lunch	12.30 pm to 02.30 pm
Evening tea and snacks	04.30 pm to 06.00 pm
Dinner	7.30 pm to 09.30pm
Tea and Coffee	Throughout the day

However, the contractor 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 Contractor 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 Contractor 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 leftover items of Breakfast/Lunch/ Dinner shall be served for the next meal. 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 Contractor is unable to adhere to the Menu notified for a day for some reason, it shall be incumbent upon the Contractor to intimate the guests and prior permission shall be taken by the Contractor from the designated personnel of IITH.

17. The contractor shall provide the complimentary breakfast to all the guests. The payment for the breakfast for the in-house guests will be paid to the contractor as per the laid down rates. This arrangement is in consideration of IITH allowing contractor to use GH Kitchen and Dining area for catering activities, including serving breakfast, lunch, dinner, beverages, and handling bulk bookings for events, conferences, or any other supplies made from the GH Kitchen. The buffet breakfast rates are applicable as per Annexure III for non resident guest.

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18. The contractor shall provide a GST-compliant billing/POS system at its own cost if required. Room reservation/allotment shall be recorded in IITH's system. All data belongs to IITH and shall be handed over at the end of the contract in a readable format.
19. Ala-carte menu can be served. The Contractor must provide/procure the following items for cooking/service items from reputed brands mentioned below:

Sl. No.	ITEM	BRAND
1.	Rice/ Basmati Rice	Sona Masuri,Old Raw Rice/Kohinoor/Badsha/Dawat, Indian Gate

2.	Atta	Captain cook/Aashirvad/Annapurna/ Pillsbury
3.	Masala	MDH Masala, Catch, Everest, Aashirvad, Priya, telugu, Swastik
4.	Oil	Refined sunflower Oil/ Gold drop,/ Sun drop/ Saffola/Vijaya/Freedom. Brand approved by IITH.,
5.	Ghee	Amul/ Vijaya/Heritage /brand approved by IITH.
6.	Butter & Cheese	Amul/Heritage/ Vijaya or brand approved by IITH.
7.	Pickles	Priya/ Mother's Recipe/Telugu
8.	Jam	Kissan/Sil/Del monte or brand approved by IITH.
9.	Sauces	Maggi/Kisan/Sil
10.	Ketchup	Maggi, Kissan, Del monte, Heinz
11.	Chicken	Vencob, Suguna, Sneha
12.	salt	Tata, Annapurna, Aashirvaad, Nature Fresh
13.	Cornflakes Kellogg's	Wakefield/Kelloggs
14.	Milk	Vishaka/ Amul Dairy/Heritage/Vijaya/Tirumala/ Approved by IITH

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. Bath Towels
   f. Hand Towels
   g. Tumblers (Glass)
   h. Hangers

i. Foot Mats
j. Dustbins
k. Refrigerators
l. Electrical Kettle
m. TV with Remote

iii. The Agency shall supply the following toiletries and consumables in each room for the new occupant.

	Standard Room	Accessible Room	Executive Room	Suite Room	Super Suite Room
Bath Soap (20 gms per occupant)	Yes	Yes	Yes	Yes	Yes
Shampoo (20 gms per occupant)	Yes	Yes	Yes	Yes	Yes
Dental Kit (1 per occupant)	Yes	Yes	Yes	Yes	Yes
Moisturiser (20 ml recyclable bottle)				Yes	Yes
Liquid Hand Wash				Yes	Yes
Conditioner (20 ml recyclable bottle)				Yes	Yes
Shaving Kit				Yes	Yes
Vanity Kit				Yes	Yes

iv. The Agency shall supply the following consumables for each room per day.

a. Coffee sachets, Tea (Green & Black) sachets, Milk sachets 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/Soap
e. Battery Cells (in working condition) for TV.

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

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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 rooms, Banquet areas, Dining areas, 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.

1. 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.

2. :

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.

Table given below for reference purpose

Guest rooms and attached bathrooms	**Green**	Once daily and as required
Balconies and meeting rooms	**Green**	Once daily and after use, as required
Office rooms, stores and housekeeping rooms	**Green**	Once daily
Terrace and rooftop areas	**Green**	Once daily
Parking areas, driveways and external pathways	**Green**	Once daily and as required
Lobby and reception	**Yellow**	At commencement of shift and repeated throughout the shift

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Corridors, passages, staircases and lift lobbies	**Yellow**	At commencement of shift and repeated throughout the shift
Dining hall and common sitting areas	**Yellow**	At commencement of shift and after use / meal service
Kitchen and food preparation areas	**Yellow**	At commencement of shift and continuously as required
Pantry and serving counters	**Yellow**	At commencement of shift and repeated throughout the shift
Common toilets and washrooms	**Yellow**	At commencement of shift and at regular intervals throughout the shift
Garbage collection and storage areas	**Red**	Minimum once daily and additionally as required
Spillages, bodily fluids and contaminated areas	**Red**	Immediately upon identification
Areas requiring urgent cleaning upon complaint or instruction	**Red**	Immediately upon request / instruction

3. 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.

4. The service of the house-keeping is round-the-clock operation and includes the following 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:

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a. Daily cleaning:

i. Sweeping of the entire premises; and cleaning of all facilities daily (all the rooms, halls, auditoriums, lounges, lifts etc.)

- **Twice daily:** proper sweeping and mopping of all floors in the building premises, cleaning of walls, railings, corridors, entry roads etc. covering the entire constructed areas. No betel stains or cobwebs etc. should be visible anywhere.
- **Thrice daily:** Cleaning of main staircases, entrance lobby area. Cleaning of Wastepaper Baskets, Sanitation Bin & disposing of garbage/refuse as directed

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 aluminium 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, garbage bins/dustbins in all three buildings 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 in sealed covers and the SWM contractor will dispose off the waste as approved by IITH. The required garbage covers have to be provided by the contractor. The 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 rates as per time to time

b. Weekly Cleaning:

i. Glass tabletops, doors partitions and glass accessories would be cleaned using solvent.

ii. Cleaning of bath fittings with silvo.

iii. 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.

iv. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.

v. 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

d. Monthly Cleaning:

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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. To remove cobwebs from the entire guest house premises wherever they exist.

v. Scrubbing of all floor areas

vi. Carpets in all Rooms if any to be cleaned with shampoo by experienced personnel on a monthly basis.

vii. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition as and when required.

viii. Washing/dry cleaning, ironing, and refitting curtains monthly.

ix. Cleaning of glass windows, dirty areas of all the floors- ground, first, second and third floors till their actual height with all the necessary safety measurements.

5. Pest control schedule:

Pest control shall be done by a licensed pest-control operator

Type of Pest/Service	Methodology	Frequency
1) Cockroaches Treatment	German cockroaches - It observed in Kitchen, pantry, Room, electric box Cabinets, Draws etc. American cockroaches - It observed in toilets, shaft, sewer, gutter, basement store area etc. METHODOLOGY BY SPRAY: - Intensive/extensive spray with m.t.o/water-based chemicals with IPM (Integrated Pest Management) Method. Kitchen, pantry, toilets, sewer, gutter entire store, Computer, Lawn area, service area, etc. to be treated with specially formulated chemicals By Pneumatic High-Pressure Pump. Using GEL: This is also an effective technology in cockroach's control. One cockroach eat gel then they contaminate the other cockroaches thus ensuring complete eradication of existing cockroaches Uses - electrical area, Kitchen, Draws, Computer Table,	Twice weekly in all the locations
2) RED ANTS AND BLACK ANTS	It may occur inside the building & outside the building both. Its control depends on types of infestation and types of ants. METHODOLOGY BY SPRAY Intensive/extensive spray with m.t.o/water-based chemicals.	Twice weekly in all the locations

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3) LIZARDS	Lizards are the unsolicited guest that are capable of creating hassle in house or office. Lizards usually seen in shaded plant dance area behind curtain or sofa also surrounding the light. They may contaminate products. There are several different types that naturally occur around houses and other buildings, they may be a pest according to the season or geographic region. METHODOLOGY BY SPRAY Lizard is active during day and night, lizard eat spider, Ants and other insects. spray with m.t.o/water-based chemicals towards the lives lizard in none production area. Kitchen, pantry, Rooms, Balcony and Inner & Outer side building. The contractor shall use lizard traps in the kitchen and store areas	Twice weekly in all the locations
4)FLY TREATMENT	Flies are usually seen in kitchen, Lobby, Entrance area Dumping places, garbage landfills and anywhere organic matter or food stuffs. Two types of flies a) House Flies b) Drain Flies The Bidder shall treat ceiling, windows, frame Kitchen/pantry dining walls and other insects contact areas. Treatment the area with a space spray to kill the foraging adults. Safe insecticide can be used in kitchen/pentry area, cafeteria areas to break the cycle of breading, shall apply insecticide around base boards counter taps, sinks and other area close to the flood sources. Treatment has to be decided as per the infestation of flies at each premises. Methodology 1. By surface spray (spray should be done early on morning when the fly are at ground level and have not gain sufficient hit from the sun to disperse.) 2. By batting treatment. 3. By using fly strip, fly glue board. 4. By using fly catcher machine. 5. By use centronila candle and other repellants. Identifying the source of entry and accordingly shall treat the premises.	Twice weekly in all the locations
5) SPIDER CONTROL	Spiders populations are found in humid and moist locations like basements and crawl spaces. Other Spiders prefer dry and warm places. They can be found in upper corners of rooms and attics as well as sub	Twice weekly in all the locations

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	floor air-vents. Spiders prefer to hide in dark areas and in cracks as a retreat in order to construct material for their webs. Methodology by Spray: - 1. Perimeter Spray Treatment: - If spiders are present, spray a residual insecticide treatment around all entry points and the perimeter of your premises. Spray anywhere they are webbing. 2. Indoor Spray Treatment - Spray along baseboards, in corners and under furniture. Crack and crevice tip to spray along baseboards, window and door frames, corners, pipes and other areas where spiders may crawl.	
6) RODENT CONTROL	Rats are very fast and agile animals and therefore, careful manipulation and constant vigilance is necessary to keep a place free of rats. Rats are found in kitchen area, store area, office area & outer side area. Rat cause damage packaging materials, gnaw wood, pipes, electrical cable, books, carpets. The operator shall maintain a constant watch on the any signs of rodent infestation. He shall check all premises as per requirements throughout the year to replenish the baits and to be rearranged the traps strategically so as to achieve the best possible result and eliminate the rodent infestation. 1. Control of Rodent/Rats by apply Baiting, Trapping, Rat-sticleesi & burrow fumigation methods. 2. The control services shall consist of baiting with anti-coagulant baits and trapping. The baits and traps shall be laid at selected points on the runway of rats and mice. The operator shall maintain a constant watch on the progress 3. For rodent control, a special bait station and traps shall be kept according to movements of Rats. 4. Roda Box: A systematic trapping measure shall be taken using rodabox which will be kept at strategic point where there is rodent path way. 5. Cages shall also use inside the premises.	Twice weekly in all the locations and as may be necessary.
3. FUMIGATION (Outer Area)	1) Mosquito Larva: Larva treatment shall control larvae in the breeding habitat before they can mature into adult mosquitoes and disperse. This treatment	Twice weekly during the season and as per the requirement to

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	control breeding habitats shall help reduce the adult mosquito population in the premises. Larva seen in the open area and may also be seen in other areas during the season. Although stagnant water is the main breeding place, there are many other places around the premises as like drainage streams, sewers, swimming pools, ponds, etc. Methodology Larvacide is applied to standing water, shallow ponds, pools, tidal waters, slow moving bodies of water and other areas where mosquitoes can breed in the Inner area and the premises of the Guest House including lawns, drains and the reservoir surroundings 2) Adult Mosquito Fogging treatment to be carried out mainly to control mosquito (Dengue) and flying insects. This treatment shall give relief by destroying adult mosquitoes. Treatment will be providing inside the building and outside the building by Fogging machine. Anti-larva pesticides shall be also sprayed in the drainage, main holes and outside the building. Methodology a. For mosquito control the spraying should coincide with the peak activities / biting times of the species, for most species this is at night. b. For fly control, spraying should be done early in the morning when the flies are at ground level and have not gained sufficient heat from the sun to disperse. c. For mosquito of fly control program, treatment should begin at the onset of the breeding season. Spraying should be done daily or at least on alternate days to prevent the breeding of the newly emerged adult insects. d. More frequent applications may be necessary where there is a continuing insect challenge. 1. For Anti Larva Application Method Mixing 20g chemical in 10 liters water for polluted surface water. Once in a week @ 400gm / per hector Special features of chemicals 1. For Anti Larva Chemical should be low toxicity to mammals, birds and fish. Chemical should be nonirritant to the skin and the eye. Chemical should be approved by WHO pesticide evaluation scheme (WHOPES). Product should be tested by (National	control the Mosquito problem. Season will be based on the Monsoon timing but generally will be considered from June to October. The service shall also be required during the period of intermittent rains in any month and whenever required.

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	institute of Malaria Research) National institute of communicable diseases, vector control research Centre and national chemical laboratory, Pune, etc. Chemical shall be effective in controlling mosquitoes belonging to the genera Aides, Anopheles and Culex.	
SNAKE TREATMENT	Snake sighting: the contractor shall engage a trained snake rescuer (or inform the Forest Department/campus helpline) for safe capture and release; no chemicals shall be used.	Based on requirement. However, weekly once during the seasons when snake sighting is high.
REMOVAL OF BEEHIVES	Removal of Beehives shall be carried out by using appropriate safety methods.	Based on requirement. must be available after working hours on call basis.

6. 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 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

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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	

7. 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 as per FSSAI standard 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).

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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.

8. Obligations of IIT Hyderabad and Contractor

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

i. Furnishing of Rooms. Furniture is in all Rooms, Auditoriums, Seminar rooms, conference rooms and lounges. Audio/ Video equipment is provided in all these rooms. Any other additional items purchased will be handed over on the need basis to the agency.

ii. Required no. of HVAC, TVs, fridge, Electric kettle, Water Purifier and water dispenser are provided by the Institute. Any items not working should be reported to the guest house in-charge through the unit manager. Once reported they need to be rectified or repaired after the verification from CMD official and production of estimate for the repair. The cost incurred for the replacement will be reimbursed on actuals by IITH. IITH reserves the right to verify the rates with market rates and make appropriate deductions as per market rates.

iii. Provision of curtains, wall clocks in suits & super suits as per requirements will be provided by the IITH.

iv. Computer/modem/WiFi connection provided by IITH. Any additional computer or printer required to be provided by the contractor.

v. 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 report & replace them. Once reported they need to be rectified or repaired after the verification from CMD official and production of estimate for the repair. The cost incurred for the replacement will be reimbursed on actuals by IITH. IITH reserves the right to verify the rates with market rates and make appropriate deductions as per market rates.

vi. Payment of electric charges, water charges, shall be taken care of by IITH.

vii. Renovation/addition to the building, solar water heating, High-end AC, firefighting equipment's emergency power line etc. shall be taken care of by the CMD of IITH.

viii. Racks, almirahs, room locking arrangements, shoe /luggage rack etc. as one-time support.

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ix. 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. Failure of IITH-owned equipment that is reported by the contractor and pending IITH/CMD action shall not be treated as a contractor default for penalty purposes; the contractor shall provide alternative arrangements wherever possible. 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.

x. The contractor shall be able to manage ERP for room reservation/ allotment and complaint redressal mechanism.

xi. The proper usage and maintenance of any new additions to the guest house like telephones, RFID lock system or other equipment's will be the responsibility of the contractor.

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 out rightly rejected in the very first instance. The bidder shall submit the Technical Bid in the format of Annexure I with Annexure II (QAC) and Annexure V (Integrity Pact), and the Financial Bid in the BoQ format (Annexure III) on the GeM portal. 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 3 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. The Financial Bid shall be filled only in the BoQ provided on the portal; the BoQ format must not be altered. Bids with altered BoQ will be rejected

3. IITH being an Educational Institution, The contractor shall ensure that its employees do not engage in strikes, demonstrations or any form of agitation inside the IITH campus.

4. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–55 and are medically fit for the assigned duties, as certified by a registered medical practitioner. 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 fulfil 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 fulfilment of their contractual obligations under this agreement, shall be the sole responsibility of the Contractor to ensure that their employees/workmen, deployed by him to fulfil the obligations undertaken by the Contractor under this agreement and the Contractor 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 GH 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.

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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

   Position appointed at the IGH, Educational background, Work experience, date of birth,

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

c. 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. Medical check-up certificate

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 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 IITH Security Office or the Officer In-charge of the Guest House 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.

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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. 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/cooks - 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 formal 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 or as suggested by the IGH management.

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

19. 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.

20. 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.

21. 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.

22. No items shall be taken out of the Institute without written permission of the FIC Guest House 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 House /designated officer and making valid entry in the stock register of the inventory.

23. The allotment of rooms (accommodation), in GH Guest House will be done by a nominated official of the institute and it will be directed to the contractor 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.

24. 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.

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25. The contractor or his representative will not allow any unauthorized person including company officials to stay in the Guest House. 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.

26. 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.

27. Compliance of policy regulation all applicable labour, social-security, wage, safety, food-safety and tax laws as in force from time to time, including the Minimum Wages/Code on Wages, EPF and ESI provisions, Contract Labour/OSH provisions, Employees' Compensation, Maternity

Benefit and Payment of Bonus, 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.

28. The contractor shall obtain an insurance policy to cover the liability under the Workmen Compensation Act and submit a copy to IITH within one month of commencement of operations. The policy shall cover all staff employed by the contractor at IITH. The cost of the policy shall be included in the price quoted and no separate reimbursement will be made for this.

29. 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.

30. 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 Guest House.(GH) 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 Food Safety and Standards Act, 2006 and Rules/Regulations, FSSAI licence conditions and the Legal Metrology Act, 2009 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.

31. 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 GH.

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

33. 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.

34. **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.

35. The contractor shall fully comply with all applicable laws, and regulations relating to uniform labour code (P.F. Act ESI Act, Bonus Act, 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).

36. In case of any epidemic/pandemic, the contractor shall follow guidelines issued by the Government/IITH. Additional costs shall be as agreed in writing for their stay and meals by maintaining safety at place. Agencies should maintain and use proper PPE with regards to safety

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code and COVID. Any additional requirement during pandemic will be fully under scope of the contractor.

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

38. AMC to be taken for equipment's like Combi Oven by the vendor.

39. Deep cleaning of the kitchen exhaust system at least once a year to be done by the contractor

40. SOLID WASTE MANAGEMENT

i. Responsibility of segregations of waste lies with the Agency/contractor. 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. GH 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 subject to change as per the institute norms.

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/Contractor.

41. 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 Contractor 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 Contractor 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 Contractor 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 uniform labour codes (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 contractor 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. Any dispute, difference, claim or disagreement arising out of or in connection with this Contract, including its interpretation, performance, breach, termination or validity, whether arising before, during or after completion or abandonment of the work, shall first be resolved amicably through mutual consultation between the parties. If the dispute remains unresolved within 30 days of written notice of the dispute, it shall be referred to a Sole Arbitrator mutually appointed by the Director IITH. If the parties fail to agree on the appointment of the Sole Arbitrator within 30 days, the appointment shall be made in accordance with Section 11 of the Arbitration and Conciliation Act, 1996, as amended from time to time. The arbitration shall be conducted in accordance with the said Act and the rules applicable thereunder. The seat and venue of arbitration shall be Hyderabad, Telangana, and the proceedings shall be conducted in English. The arbitral award shall be final and binding on the parties, subject to applicable law. The courts of competent jurisdiction at Hyderabad, Telangana, shall have jurisdiction over matters arising out of or in connection with this Contract, subject to applicable law.

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.

42. 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 Contractor for IITH. In the event, either of the parties is required to make any public announcements vis-à-vis the services rendered by the Contractor for IITH, the requestor party must take prior written consent of the other at every instance.

43. SCOPE AND AMBIT

It is hereby made clear that the scope and ambit of this Agreement is only to provide Facility management to GH 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 favour of the Contractor. This Tender is strictly a Service Contract and shall not be either construed as a License or a Lease in favour of the Contractor. Therefore, the Contractor shall not make any claim of tenancy or license in the said property.

44. 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 Performance Security of 5% of the annual contract value as per the work order, in the form of DD/BG/e-payment/FDR, valid for the contract period plus 60 days. The value shall not be revised after 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 Director, 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 contractor.

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

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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.

45. EXPERIENCE AND QUALIFICATION OF STAFF

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

i. The Unit Manager (Facility Manager) shall have minimum 5 years of experience in guest-house/hotel operations and a degree/diploma in Hotel Management and a diploma/degree in Hotel Management and Catering Technology from a recognized Institute or Catering College will be desirable.Fluency in English & Hindi with working knowledge in local language

ii. Facility Supervisor/Executive should have more than 3 years of experience in a reputed hotel, large industrial canteens, establishment or Institution. One-year diploma/craft course in F&B service is desirable. Fluency in English & Hindi with working knowledge in local language

iii. Cooks and Assistant Cooks should have 2 years in reputed hotel and large institutional cooking experience. Basic English & Hindi with working knowledge in local language

iv. F & B Manager - should have 5 years-experience in Hotel Industry of repute to the level of 3 Star. Catering Diploma/Degree is preferred. Fluency in English & Hindi with working knowledge in local language

v. Steward - 2 years of experience in a 3 Star Hotel level with one-year Craft course in F & B service is desirable. Basic English & Hindi with working knowledge in local language

vi. Other contract personnel for house-keeping, room-boy, and waiters for the dining area, being engaged by the agency should have basic work knowledge and should work as per the instructions from the supervisory staff.

vii. The service personnel being engaged by the Agency should be polite, smart and physically sound.

viii. The reception staff should have preferably a degree or diploma. 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. One front office staff to assist the guest house office for correspondence and delivery as per requirement by the office

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46. HANDING/ TAKING OVER:

The incoming contractor awarded the contract shall ensure that a proper handover and takeover of all inventories, assets, equipment, and other items is carried out in coordination with the outgoing contractor. The handover shall be duly documented and verified by the authorized official(s) of IITH

47. TERMS OF PAYMENT

i. The Contractor will be responsible for making the payment of wages directly to its workers by 7th of each month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification. The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the Institute for certification for pro-rata payment. The officers of the respective areas on the receipt of the bill will check the work record and there after accordingly certify the bill for payment.

ii. All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate.

iii. Based on the requirement bidder has to raise multiple invoices based on the location of services/source of funds.

iv. Payment will be made by the Institute to the contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the GH of IITH. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed has to be furnished with proof along with the bill for payment.

v. The Contractor 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.

vi. 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 Contractor with the monthly bills. A certificate that previous month payments of the employees under the Contractor 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.

vii. 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.

viii. The Contractor 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.

ix. 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.

x. The authorities of IITH will have the right to inspect the books of accounts of the firm/agency.

48. 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.

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49. 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 Contractor. The Contractor 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.

50. COMPLAINTS:

The Contractor 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 Contractor shall attend to all the complaints and address them as early as possible to the satisfaction of IITH. The Contractor 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.

51. MISBEHAVIOUR OF EMPLOYEES:

The employees of the Contractor 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 Contractor 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 Contractor about any such issue, or any erring personnel engaged by the Contractor, which warrant urgent action / replacement of the erring staff in the interest of work and its fast disposal.

52. 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.

53. 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.

54. 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.

55. BREAKAGE

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

56. REPLACEMENT

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

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i. 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 Contractor bill. The decision of the Faculty In-charge or the designated officer shall be final in this regard.

ii. In case of unforeseen or peculiar circumstances, the decision of the designated officer, so far as imposition of penalty is concerned, shall be final.

57. PAYMENT

The IITH shall make payments to the Contractor 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 Contractor.

All monthly services' invoices must be raised and submitted by the Contractor 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 Contractor for catering, housekeeping and maintenance shall be paid as per approved rates calculated in total.

58. PAYMENT OF STAMP DUTY CHARGES:

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

59. Force Majeure: Any delay due to Force Majeure will not be attributable to the Contractor. 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 contractor 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 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 contractor for a period exceeding a continuous period of 7 (seven) days.

60. 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.

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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. 040 2301 6773
Email: office.registrar@iith.ac.in, office.admin@iith.ac.in,office.gh@iith.ac.in

ANNEXURE I : TECHNICAL BID

(Self-attested scanned copies to be uploaded on portal)

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 No / GSTIN No/ Udyam Registration No. (if MSE) (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
2023-24		
2024-25		
2025-26		

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13. Give the details along with the quality assessment certificate as per the Annexure-II 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/ AIIMS 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/ AIIMS /Corporates
			From	To		
1						
2						
3						
4						

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

16. CERTIFICATE OF ETHICAL PRACTICES

a. 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.
b. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities/practices in my / our dealing with the Institute.
c. I / We will have no conflict of interest in any of our works / contracts at the Institute.

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Signature & Seal of the Contractor 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.

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ANNEXURE – II : Quality Assessment Certificate Template

(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. <u>Please provide this assessment on your organization's letterhead.</u>

Sl.No.	Particulars	Details
1	Name, Designation, Email address, and Phone number of the assessor:	
2	Name of the assessor's organization:	
3	Is your organization an IIT/IIM/IISc/CFTI/Navratna PSU/AIIMS or a corporate with turnover above Rs 400 Cr	
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 √ numerical assessment – 5 being the maximum score)

Sl.No.	Description	1	2	3	4	5	Remarks/ Justification
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	The agency's managers have maintained discipline; no removals/replacements were needed for indiscipline, negligence or misconduct						
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.						

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Date: **Signature and Seal of the Assessor**

ANNEXURE – III : FINANCIAL BID

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 CPP portal.

Financial Bid			
Particulars	**Rate Per Day/room (base amount)**	**GST**	**Total Amount**
Occupied Rooms			

Criteria for Commercial Evaluation:

- Cost of maintaining the occupied rooms per day/room in IGH.
- Cost of maintaining the unoccupied rooms is fixed at Rs 320/day/room not to be included in the financial bid.
- The cost incurred for the staff expenses, common area cleaning with equipment's and materials, the reservoir cleaning and any other expenses to be included in the occupied room rate.

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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.

Manpower Deployment Details:

Sl.No.	Manpower Deployment Details (with minimum# suggested Number)	Number of staff provided by the bidder (as per assessment)
1.	Unit Manager – 1 No.	
2.	Maintenance Engineer 1 No.	
3.	Receptionist – 7 No's	
4.	Help Desk Executive 1 No	
5.	Bellboy – 3 No's	
6.	Electrical Technician – 4 No's	
7.	Plumbing Technician (Skilled) – 4 No's	
8.	Carpenter cum Housekeeper (Semi Skilled) – 1 No.	
9.	Painter cum Housekeeper (Semi Skilled) – 1 No.	
10.	AC Technician (Skilled) – 2 No's	
11.	Gardeners for lawn maintenance around GH (Unskilled) – 2 No's	
12.	Executive Housekeeper (High skilled) – 1 No.	
13.	Housekeeping Shift Supervisors (Skilled) – 3 No's	
14.	Housekeepers (1 per 10 rooms) (Total 10 members for common areas in rotational shifts) (Unskilled) – 28 No's	
	Kitchen & Dining staff to be deployed by the bidder at his own cost.	
15.	Cooks (Skilled) – 6 No's	
16.	Kitchen Steward (Unskilled) – 4 No's	
17.	Food & Beverage Manager (High skilled) – 1 No.	
18.	Food & Beverage Executives (Skilled) – 2 No's	
19.	Food & Beverage Stewards (Unskilled) – 10 No's	
20.	Store in charge (Skilled) – 1 No.	
21.	Cashier cum F&B Executive (Skilled)– 2 No's	
	Total – 85 No's	**Total: _____**

- #The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not less than the minimum manpower specified
- The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day
- In case additional manpower is required for any reason, the agency may do so with prior intimation to IIT HYDERABAD.

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- It is mandatory to follow the Minimum Wages Act and all relevant labour laws

Meal Menu & Charges

	Price per Meal
BUFFET BREAKFAST	Fixed by IITH @ 150 + 5% GST (will be paid by IITH to the service provider only for in-house guests) - not to be quoted in the financial bid
Bread (White / Brown/ Croissant/Breakfast rolls) (Any two types)	
Butter Chiplets	
Jam / Marmalade sachets	
Corn Flakes / Wheat Flakes/ Oats/ Muesli/ Choco flakes	
Hot or Cold Milk	
Sugar	
Coffee / Tea with Milk	
Egg preparation like Boiled / Fried / Omelette/ Scrambled	
Daily any two items from the below list	
1. Puri with Aloo masala & Chutney	
2. Idly with Coconut chutney, Ginger chutney & Sambar	
3. Vada with Coconut chutney, Ginger chutney & Sambar	
4. Upma/ Semiya bath/ Uggani with Coconut chutney, Ginger chutney & Sambar	
5. Uthappam with Coconut chutney, Ginger chutney & Sambar	
6. Masala Dosa/ onion dosa/ Plain dosa/ Rawa dosa with Chutney Coconut chutney, Ginger chutney & Sambar	
7. Pongal Vada with Coconut Chutney & Sambar	
8. Aloo Parata with Raitha & Chutney	
9. Chapati with korma	
Fresh Fruits (seasonal)	
2 Types of Fruit Juice Seasonal	
Buffet Lunch/Dinner	
1 Veg Soup or Welcome drink	Fixed Rs 200 + 5% GST (to be charged to the guests by the service provider) - not to be quoted in the financial bid
1 Roti variety	
1 Paneer dish	
1 Dry Veg starter	
1 Vegetarian dish	
1 Salad	

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1 Flavoured Rice
1 White rice
1 Dal Variety
1 Sambar or Rasam
1 Curd or Raita
1 variety papad or fryums
1 variety Sweet

1. Any additional items to be introduced in consultation with Guest House In-charge.
2. One Non-Veg option should be available during lunch and dinner for the guests to purchase on a payment basis
3. The list of items to be provided for Breakfast, Lunch and Dinner along with the charges are mentioned above.
4. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.
5. Apart from the above menu the contractor may have to provide live counters like chat/ Dosa/ mocktails/ paratha etc during special lunch/Dinner at various locations of IITH and the price & menu can be negotiated with the event organisers directly

Prices for Ala-Carte orders for Hi-Tea/Lunch/ Dinner @ various dining areas at the Guest House & Outside GH to be as per the rates mentioned below

Sl No	Item	Unit	Standard Serving Quantity (~)	Price
1	Tea	Cup	150 ml	25
2	Coffee	Cup	150 ml	30
3	Milk	Cup	200 ml	25
4	Green Tea	Cup	150 ml	25
5	Lemon Tea	Cup	150 ml	30
6	Badam Milk	Glass	200 ml	60
7	Fresh Lime Soda	Glass	250 ml	50
8	Sweet Lassi	Glass	250 ml	60
9	Salted Lassi	Glass	250 ml	50
10	Buttermilk	Glass	250 ml	40
11	Fresh Fruit Juice	Glass	250 ml	80
12	Samosa	Per Piece	60 gms	25
13	Vada	Per Piece	60 gms	40
14	Veg Sandwich	Per Piece	100 gms	80

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15	Egg Sandwich	Per Piece	120 gms	100
16	Veg Soup	Portion	200 ml	80
17	Non Veg Soup	Portion	200 ml	100
18	Paneer Tikka	Portion	150 gms	225
19	Veg Starter	Portion	100 gms	100
20	Paneer main course	Portion	300 gms	200
21	Veg Main course	Portion	250 gms	150
22	Dal Variety	Portion	250 gms	60
23	Chicken Starter	Portion	150 gms	150
24	Chicken Main Course	Portion	300 gms	180
25	Egg Starter	Portion	150 gms	120
26	Egg Main Course	Portion	200 gms	100
27	Veg Biryani/Pulao	Portion	350 gms	150
28	Paneer Biryani/Pulao	Portion	400 gms	180
29	Chicken Biryani/Pulao	Portion	400 gms	180
30	Egg Biryani/Pulao	Portion	400 gms	150
31	Indian Dessert	Portion	80 gms	40
32	Fruit Custard	Portion	150 gms	100
33	Ice Cream	Portion	100 ml	80
34	Pastry	Portion	80 gms	60
35	Salad	Portion	100 gms	50
36	Raita/Curd	Portion	100 ml	20
37	Chutney	Portion	30 gms	15
38	Indian Bread Roti, Butter Roti, Naan, Butter Naan, Kulcha, Paratha (for larger orders)	Portion	per piece	40

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ANNEXURE – IV: BID EVALUATION PROCESS

EVALUATION OF TECHNICAL BID (Annexure-I)

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

Description	**Marking Scheme**	**Max. Marks**	**Min. Marks to be secured by the bidder in each category**
No. of years of experience in providing Integrated guest house management services with 60 guest rooms as mentioned in clause 1 of the eligibility criteria	5 marks for 3 years of experience, and 1 mark each for an additional year subject to a maximum of 10 marks.	10	5
Experience in providing Integrated guest house management Services with 60 guest rooms as per clause I of the eligibility criteria. (Only Completed contracts with a minimum one year duration)	5 marks for each contract subject to a maximum of 15 marks	15	10
Minimum average annual turnover of Ten crore in Integrated guest house management providing housekeeping, catering and front office management during the last 3 financial years	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 office management subject to a maximum of 15marks	15	10
Marks obtained in QAC scores	Average of all QAC Scores will be considered for marks	10	05
Feedback from Present Clients (from 2 clients) for Integrated Guest House Management services	Feedback obtained directly by the IITH Committee	10	05

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	Total	60	35

EVALUATION OF COMMERCIAL/FINANCIAL BID (Annexure-III):

1. Technically qualified Bids are only eligible for financial bid opening.

2. 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.
3. Institute reserves the right to seek justification for the quoted rates to assess the viability of the execution of the contract.

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ANNEXURE – V: INTEGRITY AGREEMENT

(To be signed by the bidder's authorised signatory and by the authorised signatory 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 endeavour 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 Bharatiya Nyaya Sanhita,2023 (BNS)/Prevention of Corruption Act, 1988)/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.

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(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 ad- dresses of agents/ representatives in India, if any. Similarly, Bidder(s)/ Con- tractor(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 com- mitted 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 out- lined 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 wilful 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 dis- charged/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 Head- quarters 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.

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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:

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Standard Operating Procedures (SOPs) of Electrical Systems & HVAC Systems at GH Building

1) Standard Operating Procedures (SOPs) of Electrical Systems

Purpose:

The purpose of this SOP document is to describe the broad guidelines for the Day-to-Day Operation & Maintenance of all Electrical equipments in Guest House to ensure safe, efficient and effective day-to-day electrical operations and Routine Maintenance and ensure the zero occurrence of Electrical hazards associated with Power, lighting, Distribution Boards, etc., in the above mentioned buildings and it's Electrical systems.

Day-to-Day Electrical Operating Procedures:

1) Facility Management agency Personals (Technicians) guest rooms, corridors, lobby, dining hall, conference rooms and common areas of the Guest House and ensure that all the Lights and Fans are working properly.
2) Technicians shall inspect all the Cabins/Office rooms/ for any tripping issue in the power and light circuits.
3) Technician shall ensure that no trip of power in the Cabins/Office rooms and in case trip issue occurrence power circuit/system to be examined carefully and rectified and brought to the attention of IITH Electrical Engineer.
4) Emergency situations may require mandatory shut off the power of the respective Cabins/Office rooms/Conference Halls/Lecturer halls and technician should inform the IITH Electrical Engineer in advance on occurrence of such events.
5) Technician inspect all the Cabins/Office rooms/Conference Halls/Lecturer halls and check the health and safety of the Power Extension boards.
6) Technician shall follow the electrical safety practices while operating the electrical apparatus/equipment/panels/distribution boards/switch boards
7) As per the Electrical Single Line Diagrams/ Electrical Drawings provided by IITH, the Duty Technician shall operate the electrical power system switch on and off on regular basis during office hours and ensure that the Electrical panel rooms/ electrical shafts shall be not operated by any unauthorized persons.
8) The Technicians shall look for any exposed wires / temporary connections and take necessary corrective action. In case of such events, technician should immediately brought to the notice of IITH Electrical Engineer.
9) Only trained and certified workers shall be allowed to install, maintain, or repair electrical equipment.
10) Technician shall follow the safety protocols and use personal protective equipment while operate electrical equipment under damped conditions.
11) Technician shall be trained on the emergency response procedures in the event of an electrical accident or malfunction or shock.
12) Technician should use proper tools and equipment and in proper manner only.
13) During Rainy season, technician should check for water leakages in the electrical shafts/ Electrical panels and Building Electrical Engineer and IITH Engineer will take corrective action in such cases.
14) Technician shall be informed the Building Electrical Engineer before the operation and maintenance of UPS System and emergency power systems.
15) Technician shall switch-on and switch off the common corridor lighting on daily basis in the mentioned buildings as per the timelines directed by the IITH Electrical Engineer.

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16) Technician did not allow any unauthorized power connections by the outside vendors in the building without the prior approval from the IITH Electrical Engineer and in such event it should be brought to the attention of the IITH Electrical Engineer.
17) Daily Surveillance in Auto-operation of External lighting like Bollard lights, Post top lights, Garden lights and Fountain lights.
18) Daily Surveillance of Lighting system around the premises of Guest House, If any found faulty light fixtures, loose connections of wires and faulty cables shall be replaced on immediate basis for smooth functioning of the system.
19) Hanging and cleaning of Light fixtures in the common areas like Building premises, pathways, floor wise, Staircase and inside the rooms.
20) If any wires/cables have found in hanging position shall be fixed properly with a cable tags/ saddle clamps/PVC clamp.
21) All Geysers/AC issues shall be monitored regularly for smooth operation of the system.
22) Please ensure that all duty Electricians must be having relevant experience and shall be skilled only for handling of these Highly Important Buildings and their Electrical systems.
23) The Technicians must maintain the records of Day-to-Day electrical complaints data along with the rectification timelines. Complaints data should be submitted to the Electrical in-charge of the building for review in the Table format.
24) Time to Time replacement of faulty light fixtures/Ceiling Fans/ Switches/ Sockets/ Door Bells shall be provided of the same make and model as per the directions of CMD Engineers.
25) Day to Day Inspection and Acknowledgement of any Fire Alarm, Fire Fighting systems triggering inside the above buildings and resetting/addressing the same immediately with parallel intimation to Fire Safety team of IITH.
26) In case of any Major breakdowns of installed Electrical systems inside the above buildings, the duty technicians shall inform to the concerned IITH Engineering team/CMD office immediately for further action.

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TABLE -A									
Sl. No	Date & time of complaint raised	Location of complaint	Nature of Complaint	Date & time of Complaint rectification	Name of the technician attended the complaint	Details of materials used	Quantity of materials used	Sign of the IITH Engineer	Remarks

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Regular Inspection & Functional Testing:

1) Conduct visual inspections of Normal/Emergency lighting system units on a regular basis to check for physical damage, signs of deterioration, or obstructions that may affect performance.
2) Ensure that Normal and Emergency lighting units are mounted securely and free from dust that could block or obscure light output.
3) To Perform functional tests of Normal/Emergency lighting system according to established schedules, typically time to time or weekly, to verify proper operation and better illumination.
4) Activate emergency lighting units manually or simulate power failure conditions to ensure that lights illuminate promptly and provide adequate illumination for designated areas.
5) Monitor Emergency lighting units during testing to verify that they remain illuminated for the required duration and that battery backup systems function as intended.
6) To monitor the functional status of all LIFTS installed inside the said buildings and to carry out the Emergency rescue operations by the Duty technicians in case of any abrupt breakdown/stuck up of LIFT and to immediately log the complaint to the LIFT Helpline/Customer care no. with parallel intimation to CMD office.
7) To monitor the functional status of Solar Hot Water system installed inside the said buildings and to immediately log the complaint to the CMD office in case of any breakdown of these systems.

Don'ts:

01. No Smoking/Chewing inside the Floor Electrical Distribution Board rooms.
02. No Alterations/Modifications of lighting system shall be done at Floor distribution boards without notice of CMD Department.
03. No operation of LT Electrical Panels (Normal/Emergency/UPS) without the notice of CMD Department.
04. No Additional Electrical Connections shall be provided to any Visitors/Events conducted in the above said areas without the approval of IITH Electrical Engineers.
05. No work permit shall be issued for small capital works like modifications / Alterations of the original scope of work without any notice of CMD Department.

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IITH Scope:

1) Preventive Maintenance of LT Electrical Panels, UPS System, Fire Fighting Electrical Panels, etc., in the Electrical Panel Room of GH will be look after by CMD Office,IITH
2) All UPS battery banks, LT Distribution feeders and electrical connections in LT Electrical Panels shall be inspected regularly.
3) Solar Hot Water System Operation & Maintenance (O&M) will be look after by CMD Office IITH.
4) Fire Alarm System (FAS) Fire Fighting System O&M will be look after by CMD office however routine day to day Inspection of the installed systems and acknowledgement/resetting of any alarms shall be done by the Facility management contractor with parallel intimation to the CMD Office IITH.

2) Standard Operating Procedure (SOP) of HVAC Systems Low side:

2.1 - GH Building

2.1.1 Process Description:

Operation and Troubleshooting procedure of HVAC low side system in GH building.

Note: The High Side of the HVAC System in located in the AC Plant-5 and the AC Plant-5 Operation & Maintenance will be under scope of CMD. FM should intimate the CMD Electrical Engineer of the building in they found any problem/issue in Chilled water lines to GH from the AC Plant-5.

2.1.2 Brief & Scope:

2.1.2.1) Central Air-conditioning system in GH building through District Cooling System
2.1.2.2) connected from AC Plant-5 in campus.
2.1.2.3) Air conditioning system is designed to operate at 25+/-2°C DB in GH.
2.1.2.4) Chilled water circulation from AC Plant-5 (secondary circuit) is common for Guest House (GH), Convention Center (CC) & Technology Incubation Park (TRP). Three buildings are in same circuit.
2.1.2.5) Low Side AC system has FCU's, AHU, CAHU & TFA. Refer below for Equipment details with make & capacities, basic details with quantities tabulated as follows.

S. No.	Equipment	Unit	Quantity
1.	FCU	Each	244
2.	AHU	Each	3
3.	CAHU	Each	20
4.	TFA	Each	21
5.	Fans	Each	108
6.	Scrubbers	Each	3

FCU: Fan Coil Unit, **AHU**: Air Handling Unit, **CAHU**: Ceiling Suspended AHU/ Ceiling Suspended Unit, **TFA**: Treated Fresh Air

2.1.2.6) Inline Fans/fans provided for exhaust system & Scrubbers provided for Kitchen Exhaust system.
2.1.2.7) BMS is provided for HVAC system which can control only AHU, CAHU, TFA & Scrubbers. Switching & control operation for AHUs & CAHUs, only switching operating for TFAs & Scrubbers rest all other equipment switching & control operation is manual.
2.1.2.8) CAHUs are installed for Suite rooms & Super suit rooms and also for 4th floor Dining hall.
2.1.2.9) AHUs installed for Ground floor Reception area & Cafeteria connected.
2.1.2.10) FCUs are connected for single occupancy rooms with thermostat for FCU control & room temperature monitoring.
2.1.2.11) Check the HVAC drawings floor wise for details of the units installed room/location/floor wise.
2.1.2.12) DG power backup provided for essential loads in IITH Campus, hence during EB power failure AC will not be in operation in building as all AC plants will be OFF and the same will be resumed once the EB power is restored.

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2.1.3 Basic Troubleshooting:

2.1.3.1) In case of any AC issue in any location: Check input power supply if ok, check for Chilled water circulation to the AC unit (AHU/CAHU/FCU).

2.1.3.2) Check for any issues with Filter/Actuator/Strainer/Motor/belts/Pully for AHUs/CAHUs and Filter/Actuator/Strainer/Motor for FCUs.

2.1.3.3) If the chilled water temperature is high i.e, above 16°C at the AC units inlet level, immediately check with IITH CMD AC Plant in charge/AC Plant operator for any chilled water supply issue, if there is no issue from AC plant.

2.1.3.4) Check for the air in the Chilled water line in the building and purge the chilled water pipeline if required but make sure it should be executed in coordination with AC Plant-5 operation team, if major quantum of water is blowdown immediate makeup is required to maintain required pressure in chilled water circulation.

2.1.3.5) If still the problem is not resolved approach the IITH CMD Electrical Engineering team, In charge for HVAC operations.

2.1.4 Maintenance:

2.1.4.1) Basic preventive maintenance includes filters cleaning once in week/ as and when required, Strainer cleaning once in every 2 months, AHU/CAHU Motor terminals checking every week, check for any abnormal noise daily, check for any belt loose weekly once.

Nature of Service	**Frequency**
FCU/AHU/CAHU filters cleaning	Once in week/ as and when required
Abnormal noise of FCU/AHU/CAHU	Weekly
Check the VAV/Thermostat	Weekly
Check the Actuators	Weekly
Purging of chilled water	As & when required
Check & release the airlock	As & when required
FCU/AHU/CAHU Motor Terminals checking	Monthly
Drain tray check and clean	Monthly
Lubrication of pillow block bearing	Monthly
Check for AHU/CAHU belt	Monthly
Y Strainer cleaning	Once in 2 months/ as and when observed water circulation issue due to block in strainer.
Check the AHU/CAHU starter panel terminations	Quarterly

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2.1.4.2) The agency shall strictly maintain the electro-mechanical systems in accordance with the attached drawings and no alteration, amendment and tampering is strictly prohibited.

2.1.4.3) The agency has to maintain all the existing installed electro-mechanical equipment in good condition.

2.1.4.4) In case if any major breakdown of any major equipment the FM agency should inform CMD immediately under intimation of IGH office.

2.1.5 - Safety & Security:

2.1.5.1) All service rooms should be kept lock and one set of key should be kept at building security desk for security access in case of any emergency.

2.1.5.2) All the technicians should use Personal Protective Equipment (PPE) during operation & Maintenance of the HVAC system.

2.1.5.3) HVAC operations should be handled by qualified and trained Technician only.

2.1.5.4) Repairs and maintenance should not be carried out without isolating the power.

2.1.5.5) Major repairs of HVAC equipment shall be done by OEM/specialised agency under CMD; routine maintenance and minor repairs by contractor's AC technicians of the domain.

Standard Operating Procedures (SOPs) for Plumbers to look after day-to-day Maintenance of GH

The successful bidder has to provide Min. 4 No. of Skilled plumbers (1 no. at each shift and 2 no's. for general shift- to look after day-to-day maintenance of IGH, Convention Centre and Admin Building) and additional plumbers may also be deployed at site based on the actual requirement upon physical assessment.

Essential Qualification and Experience for Plumbers:

- Matriculation or equivalent qualification with ITI in Plumber/Fitter/pump operator cum mechanic Trade (02 years full-time regular course) including apprenticeship.

- Having 05 years of experience in Plumbing works such as laying and fixing of GI/ CPVC /PPR/HDPE water supply lines including building interior water supply fittings & fixtures and External water supply lines with fittings including maintaining water levels in UG sumps / overhead tanks/ Building service tanks etc.

Scope of work:

1. Addressing of day to day Plumbing related maintenance/repairing works and replacement of damaged plumbing fixtures if any based on the requirement.
2. Pumping of domestic and flush water to the underground / Overhead water storage tanks and should ensure adequate amount of water in the storage tanks always.
3. Addressing of water/sewage blockages if any in the building level/Quad.
4. Addressing of leakages in the water supply lines with in the building/Quad.

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Scope of Maintenance of Artificial Reservoir at GH:

1. **Surface Cleaning and Debris Removal (*Frequency: Once in every week*)**
   Regular physical skimming and cleaning to remove floating plant matter, fallen leaves, plastic, and other surface debris.

2. **Control of Invasive and Overgrown Vegetation (*Frequency: Once in every week*)**
   Identification and removal of invasive aquatic species.

   Trimming or removal of overgrown vegetation that may disrupt the ecological balance of the reservoir.

3. **Surroundings Maintenance**
   Regular cleaning and maintenance of reservoir surroundings to ensure hygiene and aesthetic appeal.

   Removal of litter, overgrown vegetation, and other obstructions along the reservoir perimeter.

The required consumable materials, manpower, equipment and tools for maintenance of Artificial Reservoir at IGH will be under the scope of the Agency only.

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भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

CHECK LIST FOR BID SUBMISSION

(The Bidders are requested to upload the below-mentioned documents mandatorily **[in a Single PDF]** to ease the evaluation process. The bidder, who failed to upload the below required documents, their bid will summarily to be disqualified.)

S.No.	Name of the Document	Submitted (Yes / No)
1.	BOQ which can be downloaded from the GeM Bid document. The same must be uploaded on the GeMs (should be filled in all respects)	
2.	Firm Registration Certificate	
3.	Proof of Tender Fee and EMD. (In case of Exempted firms, please upload the certificate issued by the concerned authority.)	
4.	Valid Labour license under Contract Labour (R&A) Act.	
5.	EPF Registration certificate	
6.	ESI Registration certificate	
7.	Annual Turnover Certificate for the last 3 years issued by Chartered Accountant	
8.	Income Tax Returns Acknowledgement for the years AY 23-24,24-25, 25-26	
9.	Copy of PAN Card	
10.	Copy of GST Registration	
11.	Copy of HACCP certification or ISO 22000:2018 Certification	
12.	Copy of ISO 45001:2018	
13.	Copy of FSSAI certificate	
14.	Signed and Stamped Tender document	
15.	*Quality Assessment Certificate (Annexure – II) – on client letter head (Minimum 2 QAC from different clients in Guest Houses - as per the Bidder Eligibility Criteria) *[Note: Only QACs on client letterhead showing contract duration and value will be considered as proof of experience. GeM contract order, work order, Agreements will not be considered as experience]*	
16.	Work Experience of Similar work during the previous years (List of firms where they have provided services and details of contact person(s).	
17.	Annexures-I, II, V (should be filled in all respects)	
18.	Declarations:1. No blacklist history, 2. No pending legal/police cases, 3. No dues on income tax, 4. No conflict of interest (e.g. related to IITH employees).	
19.	Declaration of Registered office/Branch at Hyderabad	

I/We certify that all the required documents as mentioned above (sl.no. 1 to 19) are submitted on CPPP portal.

Bidders are advised not to upload GeM Contract Orders, Work Orders Agreements, as they are not considered as Experience certificates.
Only QAC certificates issued by the clients on their letterhead with contract duration and contract value will be considered for evaluation purpose.

Signature of Bidder(s) with Date, Stamp and Address

Note:

- The Director, IIT Hyderabad, reserves the right to reject any or all bids at any time before or after opening of the bids without assigning any reason, therefore.
- The terms and conditions of contract & instructions to bidders contained herein shall form part and parcel of and shall be taken as if they were included in the contract agreement to be entered into by the successful Bidder
- Violation of any terms and conditions by the successful bidder will lead to termination of the contract agreement and will result in forfeiture of Security Deposit to the extent as would be decided by the Director, IIT Hyderabad.

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Campus/Site Visit Declaration

(To be given on firm/agency Letter Head)

Date:

To,

The Director,

IIT Hyderabad -502284

Sub: Certificate for site visit.

Tender Reference No : _____

Tender ID:_____

Name of Tender / Work: -

"I/We have read the clause regarding Site Visit and hereby confirm that we have visited the site on Date:_____Time:_____at IIT Hyderabad before submitting the tender document.

We met Shri _____of IIT Hyderabad in this regard during the site visit.

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Yours Faithfully,

Verified by Shri _____

IIT Hyderabad.

(Signature of the Bidder, with Official Seal)

Guest House Area

