

Tender for providing Facility Management Services for the Guest House (GH), Convention Centre (CC), and Administrative Building at IITH

NIT No: IITH/MS/FMS of IGH,CC,Admin/2025 (<https://iith.ac.in/tenders/>)



భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad
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

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Tender Notice

1. IITH invites online bids providing Facility Management Services for the Guest House (GH), Convention Centre (CC), and Administrative Building at IITH under a two-bid system from reputed and registered companies with proven expertise in integrated guest house management.
2. The Tender Document can be downloaded from Central Public Procurement(CPP) Portal : <https://eprocure.gov.in/eprocure/app> OR Institute website- <https://iith.ac.in/tenders>
3. No manual bids will be accepted. Bids should be submitted online on CPPP.
❖ 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/CPPP.

4. **Bid Schedule:**

Important Dates:	
Date of Online Publication/Download of Tender	As per CPPP bid document
Prebid Meeting	
Google Meet joining info	
Video call link: https://meet.google.com/sob-zuit-owc	
Or dial: (US) +1 872-256-8736 PIN: 831 164 436#	
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.
6. **Estimated Value of the Contract: Rs. 5.45 Crs**
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.11,00,000/-** (Rupees Eleven Lakhs 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.

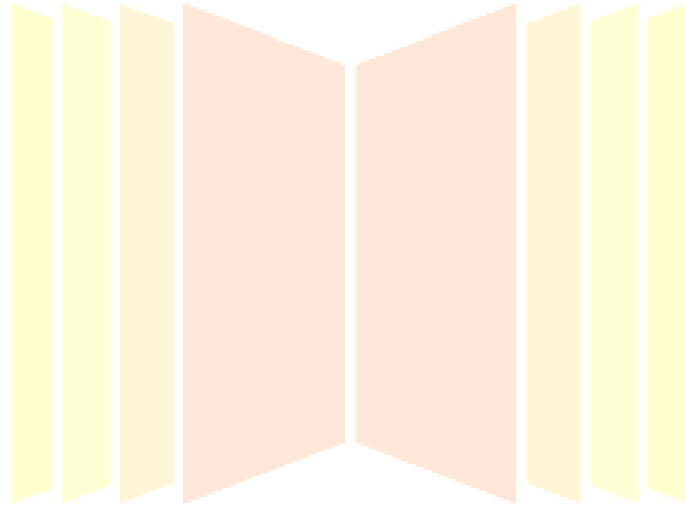
Contact Information:

For any queries related to the tender process, contact: Management Services Section, Admin Building, Room #204, IIT Hyderabad, Phone: 040-2301 6773, Email: office.admin@iith.ac.in

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

Sd/-

Registrar, IITH



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INSTRUCTIONS FOR ONLINE BID SUBMISSION

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

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidders should take into account any corrigendum published on the tender document before submitting their bids.

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

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

SUBMISSION OF BIDS

- 1) Bidders should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidders will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidders should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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

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Bidder Eligibility Criteria

The bidders having followed minimum qualification are eligible to apply:

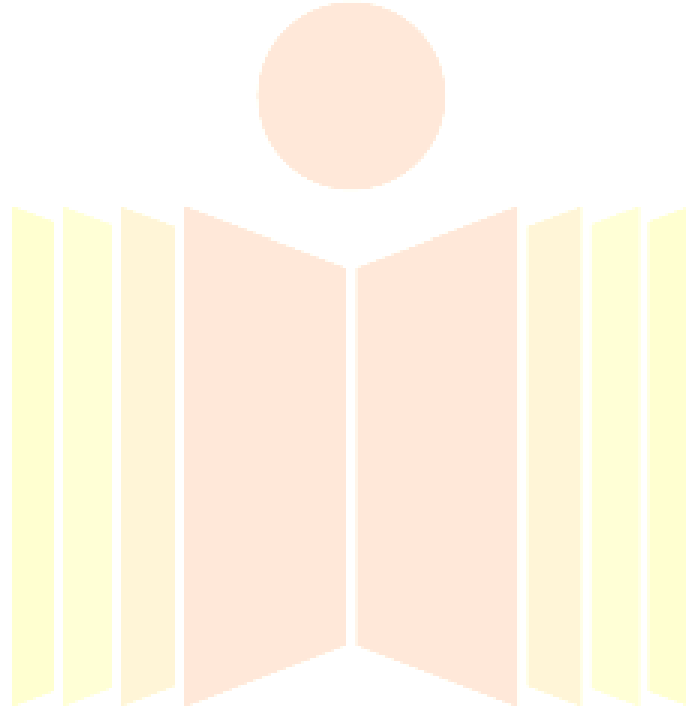
1. The bidder should have minimum four years of experience in managing guest houses having minimum of 75 rooms in a single building in reputed corporate companies having a turnover of 1000Cr/ IITs/IIMs/IISc/ Other CFTI//Navarathna PSUs/ AIIMS, providing Integrated Guest House Management services in those locations, which include front office, guest receiving (reception), room allotment, complete check-in and check-out formalities. Housekeeping services include property upkeep, cleaning of room and public area and timely maintenance, catering services to provide food and beverages as per requirements, general maintenance services and ensuring guest securities etc.
2. The bidder shall have a minimum average annual turnover of Rs.10 Crores (from front office, housekeeping and catering services only) in the last 3 financial years. The bidder should submit the audited balance sheet and P & L accounts for the last 3 financial years. The CA certificate for the annual turnover is required to be submitted along with technical bids.
3. The bidder /Company / Firm / Contractor should have at least 2 successfully completed contracts (at least for one-year duration) of integrated guesthouse management as detailed above for managing a minimum of 75 rooms guest house in a single location with at least one ongoing contract during the last five years.
4. The bidder/ company/ firm/ contractor should have HACCP Certification or ISO 22000:2018 Certification
5. The contractor should have OHSAS 18001:2007 certification or ISO 45001:2018 and FSSAI
6. The bidder/ Company / Firm / Contractor should be registered with the appropriate registration authorities (Labour Registration, ESI, EPF etc.).
7. The bidder /Company / Firm / Contractor should be registered with Income Tax, Goods and Service Tax and all other relevant departments.
8. The bidder /Company / Firm / Contractor should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.
9. Either the Registered Office or one of the Branch Offices of the bidder should be located in Hyderabad.
10. The bidder /Company / Firm / Contractor should have its own Bank Account.
11. Bidder should submit an affidavit, in original, duly certified by a Notary for the following
 - that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed
 - that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
 - That there are no dues towards income tax as on the date of the affidavit.
 - that the contractor is not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIT Hyderabad.
12. Companies must enclose a Compliance List (or checklist) along with the technical bid and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned. Company/firm conferred with latest ISO certification, BVQs, HACCP, Special recognition/awards etc., must mention this in their technical proposal, along with a copy of the said certification.

General Information about the Facilities to be operated at the Guest House, Convention Center, Administrative Building

Name Of Building	Details of the infrastructure
Guest House (GH) 201 Guest Rooms	<ul style="list-style-type: none"> • 30 Suits- Rooms has Living area plus Rooms with King Size beds • 07 Super Suits (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

Convention Centre	<ul style="list-style-type: none"> • 01 Auditorium with 430 seating Capacity • 01 Auditorium with 196 seating Capacity • 01 Seminar Hall with 60 Seating Capacity • 02 Seminar Halls with 96 Seating Capacity • 03 Partitioned Seminar Halls with each 80 Seating Capacity • 03 Conference Rooms with each 30 Seating Capacity • 02 Conference Rooms with each 40 Seating Capacity • 01 Cafeteria with Kitchen (without equipment) with 32 Seating Capacity dining • 02 VIP Lounges • 01 Admin & Back Office. • 02 Passenger Lifts and 02 Service Lifts • 01 Cloakroom in the Auditorium Block • AV Maintenance rooms/Back Offices for Auditoriums • CCE Office including the storage room • Corridors • Open Terrace • Toilets-29 • Urinals-25 • Wash Basins-53 • 02 Parking's- One at the backside of the CCE Office and the other on the side of the Auditorium-1 and IGH roadside • All the stair cases including the emergency exits • Boundaries- Four side roads • Lawn areas on the four sides of the building
Administrative Building	<ul style="list-style-type: none"> • Plot Area – 7293 Sq Meters • Plinth area- 2369 Sq Meters • Built-up Area – Lower Ground, Ground & 5 floors – 6840 Sq Meters • Terrace Area – 1325 Square Meters • Toilets – 26 no.s • Auditorium – 2 no.s • Conference Halls- 5 no.s • Lifts- 4 no.s • Pantry/Cafeteria- 2 no.s • Parking Area, Common Area and green cover areas surrounding the building.

- A pre-bid meeting with the tenderer as indicated in [Tender Notice](#) to appraise them about the Guest House, Convention Centre & Admin Building of the Institute and to familiarize them about the scope of work and obligation in the proposed contract is organized. The prospective tenderers must visit the Guest House, Convention Center & Admin Building and acquaint themselves with the scope and schedule of work, supervision and commitment needed on the dates indicated in Schedule - A.
- IIT Hyderabad expects the Guest House (IGH), Convention Center & Admin Building to be maintained as a high-end facility for our visiting academic community, ensuring state-of-the-art hospitality and service management.



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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 and room service which includes Coffee, tea/creamers/sugar sachets (2 each), toiletries (soap, shampoo, Dental Kit, liquid hand wash, toilet tissue rolls (2 nos.), drinking water in container, (moisturizer, Use and throw Slippers, Shaving Kit, Vanity Kit & comb for VIP's) and professional room service.
2. Cleaning on daily basis of all the 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 including the office/meeting rooms on the ground floor belonging to the Guest House, shall be the duty of Service Provider. A status report on a day-to-day basis will be maintained by the service provider as a permanent record to be sent to the office daily.
3. Cleaning & trimming of lawn area & trees, toilets, wash basins, terrace, open area for facilitating catering IGH cleaning of Dining Halls, Kitchens, Washbasins etc. Cleaning and maintenance of Mini-Conference rooms, the surrounding areas include 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 (GH). 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. (Harmless WHO certified chemicals) and will always be kept clean. It is suggested to use only products/ cleaning chemicals having an Ecolabel from Greenpro/ GreenSeal / EU Ecolable products. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the general guidelines. 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](#)
5. Bathrooms/toilets shall be cleaned thoroughly every day and mopped; 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.
6. 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. 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.
7. Toiletry items from reputed brand(s) to be supplied daily in a 20 ml refill container consisting of

Shampoo, Dental Kit, Conditioners, Moisturizer, along with Soap etc., Daily supply can be based on usage of room. A liquid hand wash from a reputed brand should be kept in each room, outside washrooms, and hand wash areas. Further the contractor shall provide Two newspapers in English and one newspaper in Telugu in the reception of the Guest House.

8. The contractor should provide a Maintenance engineer, electrician, plumber (or a handyman), painter and AC technician to address minor repairs when reported. The charges for providing this service should be inclusive in the financial bid.
9. The kitchen and service staff should have a FOSTAC Training Certificate.
10. 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.
11. Supervisors should be trained and have adequate knowledge about Fire Safety Aspects. The Supervisors should have knowledge about the operation of Fire Extinguishers, Fire Hydrants etc. during fire emergencies and also should give awareness about fire safety to all staff working round the clock. The contractor should arrange periodical awareness (once in three months) on Fire Safety to all staff. The agency should engage a reputed launderer to clean and press all the linen taken from Guest House at his own cost. It is the responsibility of the Contractor to ensure that the laundry delivered should be neat, clean and well pressed to the satisfaction of the Officer in- charge.
12. Replacement of lights in the reservoir, Aerators which are located in the reservoir beside IGH is under the scope of the contractor. However, the cost incurred for the replacement of spares, lights, aerators etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices.

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, Convention center of IITH & Admin Building. 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 will be ceramic for the dining hall buffet and chinaware for the VVIP table service in GH, heavy good quality cutlery (All samples to 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. However, the kitchen utensils, vessels and the food warmers and allied items available in the guest house are to be listed and taken charge in the commencement of the contract.

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. To ensure high standards of quality, the ingredients to be used for food preparation should be genuine FPO/ AGMARK products and should be of approved brands only.
4. Refilling of gas cylinder, minor repair, 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 Service Provider at no extra charge.
5. 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.
6. The agency shall provide the complementary breakfast for the guests staying in the guest house on all days of guest occupancy with no additional cost to IITH or the guest.
7. The agency shall maintain the account of the number of Beverages/ lunch/dinner provided on a daily basis and submit the bill to the Institute at the end of every month for official guests.
8. The agency is responsible for charging the guests for the number of breakfast/lunch/dinner/coffee/tea they have ordered. The contractor has to arrange himself all the provisions, consumables and all the required items necessary for the completion of the prescribed menu. The Guest house will be available for operation in and as is condition, for maintaining it upright and in good condition.
9. Dining halls/kitchen shall be rendered in hygienic condition by trained chefs, cooks, managers, supervisors/ steward / receptionist etc. details of which may be indicated. Appropriate pest-control treatment in the kitchen/storeroom, in and around areas must be undertaken periodically (once a week).
10. Meals should be provided as per the agreed menu and the rates as fixed. The menu details are given in **Annexure - 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.
11. Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the Service Provider.
12. The agency has to provide a specific and qualified number of staff necessary (Chef, cooks, assistant cooks, waiters and other assistants) as required for the Guest house (GH).
13. The agency should provide Indian (South & North Indian dishes), continental and other cuisines as is in Vogue.
14. Towels, bed sheets, Mattress protectors, Mattress, Quilt, Quilt protector, pillow, pillow cover etc are provided by the IITH.
15. The bidder shall deploy the following minimum manpower in Kitchen and dining at his own cost. 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 (Skilled)	2
	Total	26

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

1. Manage the Reception counter by a professional and experienced person (Diploma in Hospitality management and at least two years of experience in Front office operations in similar organization) who will attend to the guests, with decent and hospitable manner; Attend to and address any guest complaints promptly.
2. Maintain the check-in and check-out in both Registers and in system.
3. Allot the rooms in the Guest house as per the directive received from 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 get them repaired. However, the cost incurred for the replacement of spares, lights, aerators etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices. 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 Service Provider will be solely responsible to replace the same at no extra cost.
12. To ensure the room is fully ready with all facilities before allotment.
13. The agency shall ensure that Water purifier is in working condition all the time and in case of any repairs the same shall be serviced within 24 hours. However, the cost incurred for the

replacement of spares etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices.

14. The agency shall ensure that the Bed sheets are changed once in two days for the guest occupied rooms and further if the guest requests for change in bed sheets even within a day anytime during his stay, the same is required to be adhered to without any scope of rejection.
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.
16. **Financial Evaluation Criteria:** GH has a total of 201 rooms (excluding the Chairman's room). IITH guarantees a payment for 30% occupancy on a yearly basis (i.e. 201 rooms * 30% *365 days * rate quoted by the bidder per room per day). The actual occupancy will be calculated at the end of one year from the commencement of the contract and any shortfall from the Guaranteed occupancy will be reimbursed to the bidder. The shortfall, if any, will be reimbursed at the rate quoted by the L1 bidder for occupied room per day under 30 % occupancy. This will be calculated yearly once.
17. The Service provider should separately quote rates for occupied room per day in a month based on occupancy ratios i.e. up to 30%, 31 to 40%, 41 to 50%, 51 to 60%, 61 to 70%, 71 to 80%, 81 to 90% and 91 to 100% in that month. The actual payment to the bidder will be based on this rate. For example, if occupancy in any month is 45%, the rate quoted by the bidder for 41 to 50% occupancy will be considered. The bidder should reduce the rates quoted as the occupancy rate increases.

18. Clarification on the payment to the vendor:

- a) This is to clarify that the payment to the vendor is based on the percentage (%) room occupancy and is on Monthly Payment Basis as per the slab rates.
- b) Payments to the vendor will be made only for the number of rooms actually occupied in a given month.
- c) In any month, if the occupancy is below 30%, payment will be for the number of rooms occupied during that month at the 30% occupancy slab rate quoted by the vendor
- d) **Minimum Guarantee Terms:**
 - a. IITH will provide a minimum occupancy guarantee of 30% per annum, which is calculated at the end of the year.
 - b. If the actual occupancy in a Year of Service falls below 30%, IITH will compensate the vendor at the 30% occupancy slab rate quoted by the vendor for the shortfall.

19. Monthly Average Occupancy, for the purpose of billing, will be calculated as follows:

$$\text{Monthly Average Occupancy \%} = \frac{\text{Actual number of rooms occupied in a month} \times 100}{201 \times \text{no. of days in the month}}$$

20. The rate for occupied room per day for 30% occupancy in a month should not be more than Rs. 1300/-. Similarly, the rate for occupied room per day for 91 to 100% occupancy in a month should not be more than Rs 600/-.
21. GH Evaluation of L-1, will be based on the rate quoted by the bidders for 30% occupancy. The bidder who quoted the lowest rate per Occupied room per day under 30% occupancy ratio in a month will be declared as L-1.

Further, L-1 bidder, shall agree and match

- a) the least rates per occupied room per day quoted by any eligible bidder under different occupancy ratios i.e. 31 to 40%, 41 to 50%, 51 to 60%, 61 to 70%, 71 to 80%, 81 to 90% and 91 to 100% in a month and
- b) the least rates quoted by any eligible bidder for buffet breakfast, lunch and dinner.

22. If the selected L1-bidder does not agree to the above prices, the bid of the L1 bidder will be rejected and the L2 bidder will be given option to match the lowest prices as above. This process will continue until a bidder accepts the above prices.

23. Price Variation Clause: Rates quoted for occupied room per day under difference occupancy ratio in a month are fixed for one year. The price escalation of 5% per annum on quoted rates for occupied rooms per day on different occupancy ratio will be considered due to increase of Variable Dearness Allowance (VDA) of Minimum Wages of deployed staff.

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

24. Guest House Management Software: The service provider should provide a software for managing reservations, guest communications, front desk operations, managing buffet breakfast/lunch/dinner booking and financial transactions. An auto generated detailed activities report should submit or emailed to Guest House Officer In charge on a daily basis. Any manipulation in the software either by the bidder or his staff intentionally or otherwise will attract a penalty of Rs 1,00,000/- per incident will be levied. If the same is repeated, the contract will be liable for termination along with the forfeiture of the security deposit.

25. Dedicated Bank Account: The service provider shall maintain a separate bank account exclusively for guest house operations. All income and expenses related to the guest house must be transacted through this account to ensure financial transparency and ease of auditing. The bank statements of this bank account shall be submitted to IITH on weekly, monthly, quarterly, annually and as and when required.

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

a. DAILY / WEEKLY / MONTHLY LOGS

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 Guset House

Sl.No.	Manpower Deployment Details	No of Staff (min requirement [#] as Suggested)
1.	Unit Manager	1
2.	Maintenance Engineer	1
3.	Receptionist, Help Desk Supervisors	8
4.	Bellboy	3
5.	Electrical Technician	4
6.	Plumbing Technician (Skilled)	4
7.	Carpenter cum Housekeeper (Skilled)	1
8.	Painter cum Housekeeper (Skilled)	1
9.	AC Technician (Skilled)	2
10.	Gardeners for lawn maintenance around GH (Unskilled)	2
11.	Executive Housekeeper (High skilled)	1
12.	Housekeeping Shift Supervisors (Semi Skilled)	3
13.	Housekeepers (1 per 10 rooms) (Total 10 members for common areas in rotational shifts) (Unskilled)	28
	Total	59

26. In addition to the above manpower, the bidder shall also deploy the following manpower for kitchen and dining area at his own cost. 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 (Skilled)	2
	Total	26

- [#]The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not minimum 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 Central Minimum Wages Act and all relevant labour laws.**

Scope of work of Individuals:

1. Unit Manager:

- Oversee daily operations and staff performance for all 201 rooms, ensuring high service standards.
- Coordinate housekeeping, maintenance, and front office to maintain room readiness and guest satisfaction.
- Manage inventory, budgets, and cost controls for departmental efficiency.
- Handle guest complaints, ensure compliance with GH policies, and report to senior management.

2. Maintenance Engineer:

- Ensure all mechanical, electrical, and plumbing systems across 201 rooms & common areas scope given by CMD are functioning efficiently.
- Conduct routine inspections, preventive maintenance as per scope given by CMD, and timely repairs to minimize downtime.
- Coordinate with vendors and GH to maintain safety and operational standards.

3. Receptionist & Help desk Supervisors:

- Manage check-in/check-out procedures and handle reservations for 201 rooms efficiently.
- Provide courteous assistance to guests, addressing inquiries and resolving issues promptly.
- Coordinate with housekeeping and maintenance to ensure guest satisfaction and smooth operations.
- Oversee help desk staff to ensure prompt and effective guest support for 201 rooms.
- Monitor and resolve guest complaints or service requests by coordinating with relevant departments.
- Maintain service quality standards and provide training to enhance team performance.

4. Bellboy:

- Assist guests with luggage during check-in, check-out, and room transfers for 201 rooms.
- Provide directions, deliver amenities, and support guest needs promptly and courteously.
- Coordinate with front desk and maintain lobby cleanliness and guest readiness.

5. Electrical Technician:

- Perform installation, maintenance, and repair of electrical systems across 201 rooms.
- Conduct routine inspections to ensure safety, functionality, and compliance with electrical codes.
- Respond promptly to electrical issues, minimizing downtime and ensuring guest comfort.

6. Plumbing Technician:

- Install, maintain, and repair plumbing systems, fixtures, and pipelines across 201 rooms.
- Conduct regular inspections to detect leaks, blockages, and ensure water supply efficiency.
- Respond quickly to plumbing issues to maintain guest comfort and safety standards.

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.

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.

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.

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.

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.

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.

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.

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.

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 Executive Chef as needed.

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.

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.

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.

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.

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.

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.

GENERAL GUIDELINES FOR THE SERVICES OF GH

1. The Service Provider 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. Service Provider shall not under any circumstances serve any alcoholic beverages, liquor, or banned substances, goods of a hazardous nature in the IITH. The Service Provider shall serve fresh food, beverages, eatables and shall maintain the highest and stringent hygienic standards for preparation, service and for the quality of food served. The Service Provider shall not serve leftover or stale food items. If at any time, the Service Provider serves any substandard or spoiled food, the IITH shall claim suitable damages from the Service Provider as per law, apart from being entitled to terminate the license. All food items, dry and wet, should be stored as per FSSAI norms. The service provider should be registered with FSSAI.

2. Service Provider shall be provided with one-time machinery items. Any damage to the same shall be borne by the Service Provider only.
3. The Service Provider is permitted to use electrical appliances like microwave ovens, water coolers, fridges, mixers/blenders, electric stove/heater, apart from the Gas burners, steam cooking range, wet grinders etc., for cooking and heating food/eatables/ beverages served in the guest house will be provided by the Institute.
4. The grains and provisions, meat, fish, and poultry etc. will be purchased from reputed suppliers and IITH shall be at liberty to inspect the materials bought by the Service Provider at any time and also to reject any sub-standard items of materials which will be at the cost of the Service Provider.
5. Service Provider shall have to adhere to directions given by the IITH to change the menu/food/food eatables/beverages served in order to ensure/add greater value for the food/eatables/beverages prepared in the guest house. IITH shall also be entitled to give necessary directions to the Service Provider with regard to quantity and quality of the food/eatables/beverages served.
6. The Service Provider shall provide the following to its guests with Morning Tea/Coffee, Breakfast, Lunch, Evening Tea and Snacks and Dinner. **The service provider shall provide 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 service provider and a list of all such items shall be prepared and acknowledged by the service provider. These items must be kept in safe custody and shall be the sole property of IITH exclusively meant for the rooms only.
8. Service providers shall ensure that the personnel deployed by him possess the requisite training in operating the fire extinguishers which shall be supplied by IITH and adequate precautions, safeguards, and preventive measures against fire accidents.
9. IITH shall permit Service provider access to use Service Areas (all storage, kitchen Dining, pantry, preparation, catering area, common areas, immediately surrounding and adjacent to the foregoing and other similar areas of the facility), together with utility system (i.e. all heating,

ventilation, air-conditioning, electrical, water, sewer, general lighting, fans, exhaust, conduit, wiring, panel boxes and connections and mechanicals etc., and all elevators at the Premises), the Service Equipment, Additional Equipment etc. at the Premises.

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

PENALTY

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

- i. In case of shortage of manpower, an amount proportional to the shortage of manpower, considering number of employees as well as duration, shall be deducted from the monthly bill of the Service Provider. Further, each occurrence of absenteeism more than 20% per shift for 3 continuous days, will entail a penalty of 10% of the monthly bill charged by the Agency, subject to a maximum of 20%. Stern disciplinary action and a fine will be levied if manpower shortage continues for more than 3 days and issuing formal notices of termination.
- ii. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs.2500/- per event etc., from the bill of the Service Provider, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- iii. In case of non-performance and poor service by the Agency, IITH may, at its discretion, recover Liquidated Damages upon recommendation of the office in-charge 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 Rs. 1,500/day/room (per day per room)
- (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.100/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 complaint.
- (g) The penalty for unsatisfactory and substandard raw materials Rs.5,000/- per item.

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

- v. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer in charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IITH to the vendor.
11. The Service provider 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 Service Provider shall ensure that the Premises where the work is being undertaken is cleaned in all respects and all debris/waste is cleared as per norms.
13. The timings of provision of meals shall be as follows:

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

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

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

15. No leftover items of 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 Service Provider is unable to adhere to the Menu notified for a day for some reason, it shall be incumbent upon the Service Provider to intimate the guests and prior permission shall be taken by the Service Provider from the designated personnel of IITH.
17. The service provider shall provide the complimentary breakfast to all the guests staying in GH at

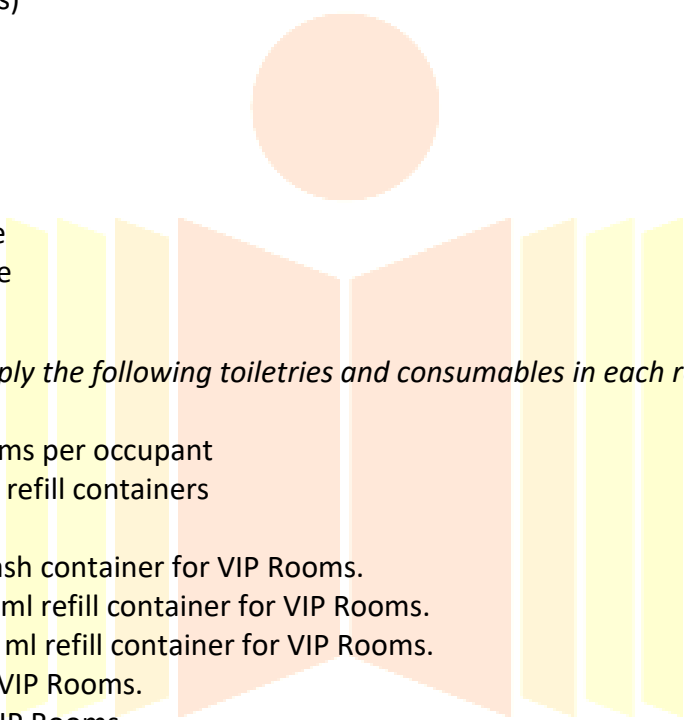
no additional cost to IITH or the guests. This arrangement is in consideration of IITH allowing service provider to use GH Kitchen and Dining area for catering activities, including serving breakfast, lunch, dinner, beverages, and handling bulk bookings for events, conferences, or any other supplies made from the GH Kitchen. All supplies and transactions shall be duly recorded in a software system to be provided and maintained by the Service Provider. No order shall be processed without an entry in the software. The data captured shall be audited and certified by the Officer-in-Charge of the Guest House for verification and record-keeping purposes.

18. Ala-carte menu can be served. The Service Provider must provide/procure the following items for cooking/service items from reputed brands mentioned below:

Sl. No.	ITEM	BRAND
1.	Rice/ Basmati Rice	Sona Mausuri, Old Raw Rice/Kohinoor/Badsha/Dawat, Indian Gate
2.	Atta	Captain cook/Ashirvad/Annapurna/ Pilsburry
3.	Masala	MDH Masala, Catch, Everest, Aashirvad, Priya, telugu, Swastick
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	Maggie/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. Blanket linen
 - f. Bath Towels
 - g. Hand Towels
 - h. Tumblers (Glass)
 - i. Hangers
 - j. Foot Mats
 - k. Dustbins
 - l. Bathmats
 - m. Refrigerators
 - n. Electrical Kettle
 - o. TV with Remote
- iii. *The Agency shall supply the following toiletries and consumables in each room for the new occupant.*
- a. Bath Soap 20 gms per occupant
 - b. Shampoo 20ml refill containers
 - c. Dental kit
 - d. Liquid Hand wash container for VIP Rooms.
 - e. Moisturizer 20 ml refill container for VIP Rooms.
 - f. Conditioner 20 ml refill container for VIP Rooms.
 - g. Shaving kit for VIP Rooms.
 - h. Vanity Kit for VIP Rooms.
- iv. *The Agency shall supply the following consumables for each room per day.*
- a. Coffee, Tea (Green & Black), Milk and Sugar Sachets every day
- v. *The Agency shall ensure the following items are replenished promptly in each room.*
- a. Goodnight/All-out mosquito repellent with refills.
 - b. Toilet Tissue Rolls (2 nos.)
 - c. Room fresheners
 - d. Hand wash liquid dispenser
 - e. Battery Cells (in working condition) for TV.
- vi.** All items mentioned above should be of superior / branded quality. The Agency should provide all these items.

Schedule – B: FMS for Convention Center

Facilities of the Convention Centre:

Name Of Building	Accommodation & Facilities
Convention Centre	<ul style="list-style-type: none"> ● 01 Auditorium with 430 seating Capacity ● 01 Auditorium with 200 seating Capacity ● 01 Seminar Hall with 60 Seating Capacity ● 02 Seminar Halls with 96 Seating Capacity ● 03 Partitioned Seminar Halls with each 100 Seating Capacity ● 03 Conference Rooms with each 30 Seating Capacity ● 02 Conference Rooms with each 40 Seating Capacity ● 01 Cafeteria with Kitchen (without equipment) with 32 Seating Capacity dining ● 02 VIP Lounges ● 01 Admin & Back Office. ● 03 Passenger Lifts and 01 Service Lifts ● 01 Front Office/Cloakroom in the Auditorium Block ● AV Maintenance rooms/Back Offices for Auditoriums ● Corridors ● Open Terrace ● Toilets-29 ● Urinals-25 ● Wash Basins-53 ● Parking/Boundaries ● Surrounding Lawn areas and Service roads

Area Details:

SUMMARY SHEET			
Sl.No.	DESCRIPTION	UNITS	QUANTITY
1	All Rooms Total Area	Sqm	4,243.00
2	Ground floor corridor	Sqm	4,995.00
3	First floor corridors	Sqm	330.00
4	Second floor corridors	Sqm	330.00

5	Third floor corridors	Sqm	330.00
6	Service rooms areas	Sqm	1,600.00
7	Staircases	Nos	11
8	Toilets	Sqm	381.02 (29 Numbers)
9	Lifts	Nos	4
10	Urinals	Nos	25
11	Commodes	Nos	57
12	Wash basins	Nos	53
13	Kitchen & Pantry Cafeteria	Sqm	58.00

SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR FOR THE CONVENTION CENTER:

Maintenance and cleaning on daily basis of all the auditoriums, conference rooms, seminar rooms, CCE office, Cafeteria Lobby, other corridors, Lifts, VIP lounges, NPTEL studio, Multipurpose halls, toilets, urinal, wash basins, terrace, staircases, cafeteria, glass window panels, venation blinds and all fixtures/furniture at the Convention Centre and including the office/meeting rooms on the ground floor/first floor and all other facilities belonging to the Convention Centre, shall be the duty of Service Provider. A status report on a day-to-day basis will be maintained by the service provider as a permanent record to be sent to the office daily.

1. Cleaning & trimming and maintenance including watering of plants of lawn area, trees, lawn in between GH & CC building, lawn beside the Convention Centre parking areas, Lawn between TRP Building and Convention Centre, service roads of the building from all four sides,

Repotting of the plants, the vendor shall make his own arrangements for such garden maintenance equipment's like grass cutting machine, water hoses, pickaxe, shovels and scissors for plant trimming. Operation, maintenance and repairs of the equipment shall be borne by the vendor including the cost of consumables.

2. Cleaning of open areas, Parking areas (one at the entrance towards the guesthouse and another on the backside of the CCE office) for facilitating events organization and Cleaning and maintenance of the surrounding areas of the Convention Centre.
3. Floors of all rooms and corridors/wings will be cleaned daily with ISI mark detergent/chemicals (Harmless WHO certified chemicals), Carpet flooring of the Auditoriums, Conference rooms and VIP Lounges and other areas which are covered with carpet to be cleaned daily by the vacuum cleaner and will be always kept clean. Carpets wherever available shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on a quarterly basis or earlier, as per the requirement. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the general guidelines. 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](#)

4. Bathrooms/toilets shall be cleaned thoroughly every day and mopped and dedicated staff for cleaning all the Urinals/Toilets throughout the day during office hours on the event days to be provided. The air filters of centralized air conditioners will be thoroughly cleaned (twice every month). Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispenser/bath soap, tissue rolls, toilet paper, bathroom fresheners (Odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, hand wash in each bathroom/toilet etc. will be provided by the contractor.
5. A liquid hand wash from a reputed brand should be kept inside washrooms and hand wash areas.
6. The contractor should provide the minor repair works of electrical and plumbing when reported.
7. Any nonfunctional electrical or plumbing gadget in CCE must be immediately brought to the notice of the Designated CCE officer. A register needs to be maintained to record all such complaints. Such maintenance issue should be immediately repaired. The cost incurred for the replacement of the spares, lights, taps, fittings etc will be reimbursed on actuals. Such replacements must be made after taking prior approval from the CCE designated officer. The specifications for use of such spares in maintenance has to be vetted by CMD IIT Hyderabad.
8. The contractor shall ensure overall general maintenance like drainage clean, clear and disposal of garbage (dry and wet /plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), repairs and services of electrical, plumbing, carpentry etc. breakdowns, emergency relief and help on an urgent basis. **To ensure that managers/supervisors are sufficiently trained and equipped with mobile phone/cordless phones. The services and repairs are required to be initiated within an hour of the complaint and there should be separate grievance redressal staff to handle the complaints. There must be an escalation system to ensure the services are ensured and repairs are resolved.** The Grievance redressal matrix has to be placed in the noticeboard of the Convention Centre and further if the Grievance is not attended, the agency will be subjected to a penalty clause as decided by the IITH.
9. The agency has to provide adequate staff for housekeeping and general cleaning etc. as required.
10. Monthly cleaning schedule to be maintained for vanishing blinds in common areas, Meeting rooms, roller curtain etc. by contractor. Open Terrace is to be cleaned once in 2 months and cleaning schedule to be maintained.
11. Housekeeping Management during several events in the Convention Centre shall be the sole responsibility of the contractor.
12. During the events/conferences, the agency should provide excess staff for maintenance and take care of the food arrangements for the participants. Prior intimation shall be given during the events to the agency by the institute.
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 three months) on Fire

Safety to all staff.

14. Manpower shifts allocation can be decided by the Institute based on the requirement during the events/conferences. Prior intimation shall be given during the events to the agency by the institute.
15. The contractor is responsible for cleaning of all the roof areas at CCE building. The cleaning for all outer walls, window glass and panes from either side on all floors is the sole responsibility of the contractor. Maintaining the exterior surfaces of a building, ensuring they are free of dirt, grime, and pollutants. Using specialized equipment, cleaning agents, and techniques to restore the appearance and condition of a building's exterior by taking proper precautions for the activity is also the sole responsibility of the contractor.
16. The Contractor shall provide the following minimum equipment for proper cleaning:
 - Vacuum Cleaners for carpeted area
 - Scrubber driers for floor cleaning
 - Mechanized Grass cutting machine
 - High pressure washer
 - Lawn maintenance / Gardening Tools set
 - 3 HP pump and 20 m long hose for watering plants and Gardening.
 - Trolley for moving soli, pots, other items
 - Gardening hand tools, Scissors, spade, axe or crow bar
 - Aluminium Scaffolding with a minimum length 1.8 Meter, width 0.85 Meter, Height up to 10meters, non-hydraulic to clean high-rise areas with adequate safety features.

17. Records and Reports to be maintained by the contractor for the Convention Centre:

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

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

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

(a) DAILY – Housekeeping:

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

(b) WEEKLY – Housekeeping:

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

(c) FORTNIGHTLY – Housekeeping:

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

(d) MONTHLY – Housekeeping:

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

(e) SUPERVISION:

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

MAN POWER REQUIREMENT FOR THE CONVENTION CENTER:

Sl.No.	Man-power Deployment Details	No of Staff (min requirement# as Suggested)
1.	Housekeeping/Cleaning Staff	12
2.	Housekeeping/Cleaning Staff Supervisor	02
3.	Electrical Technician	01
4.	Plumbing Technician	01
5.	AC Technician	01
6.	Gardeners	2
7.	Any other – Specify	
	Total	19

- #The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not minimum 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 Central Minimum Wages Act and all relevant labour laws.**

Scope of work of Individual:

1. Electrical Technician:

- a) Perform installation, maintenance, and repair of electrical systems across the convention centre.
- b) Conduct routine inspections to ensure safety, functionality, and compliance with electrical codes.
- c) Respond promptly to electrical issues, minimizing downtime and ensuring smooth functioning of the events.

2. Plumbing Technician:

- a) Install, maintain, and repair plumbing systems, fixtures, and pipelines across the convention centre building.
- 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.

3. AC Technician:

- a) Install, maintain, and repair air conditioning systems across the convention centre building.
- b) Conduct regular inspections, duct/filter cleaning to ensure optimal cooling performance and energy efficiency.
- c) Respond swiftly to AC-related issues to ensure guest comfort and satisfaction.

4. Gardeners:

- a) Maintain convention centre gardens, landscapes, and green areas to enhance the visual appeal of the property.
- b) Perform planting, watering, trimming, and pest control to ensure healthy vegetation.
- c) Coordinate seasonal landscaping projects and ensure cleanliness of outdoor areas.

5. Housekeeping Shift Supervisor:

- a) Supervise housekeeping staff during assigned shifts to ensure meeting cleanliness and service standards.
- b) Conduct inspections, assign tasks, and monitor performance for efficiency and quality.
- c) Address organizers requests and coordinate with maintenance or front office for timely issue resolution.

6. Housekeepers:

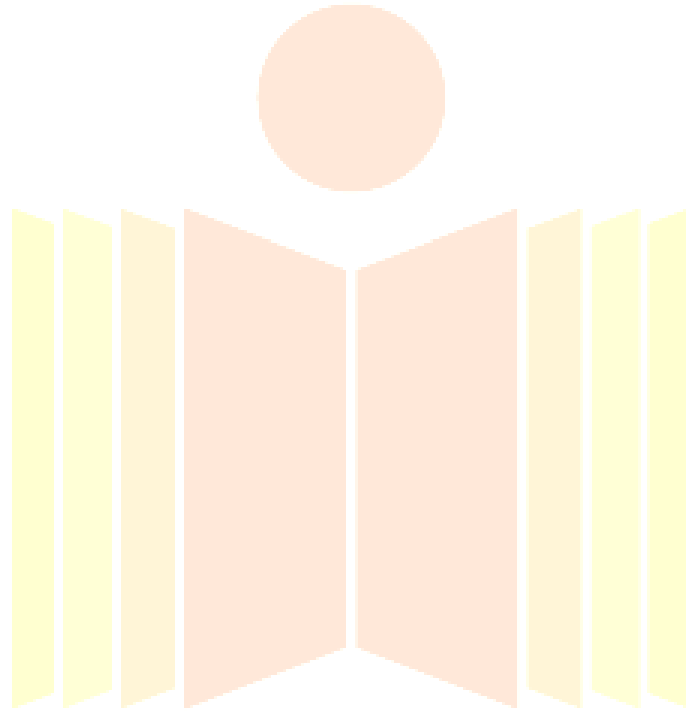
- a) Clean and maintain all the rooms, bathrooms, and public areas to ensure hygiene and presentation standards.
- b) Replenish toiletries, and amenities while reporting maintenance issues promptly.
- c) Follow safety protocols and procedures to provide a comfortable guest experience.

The above-mentioned individuals are supposed to attend any additional work within their capacity as and when assigned by the CCE office.

PENALTY FOR INADEQUATE PERFORMANCE:

Sl. No.	Type of lapse	Penalty in Rupees
1	Worker not in Uniform (per person)	100 per person per day
2	Improper cleaning of the facility per Seminar/ Conference Room	1500 per day
3	Improper cleaning of the facility per Auditorium	3000 per day
4	Wrong attendance record	500 per day
5	Lapses in maintaining washrooms, lawn areas, common areas, lifts, plants, CCE office etc. per instance	500 per day

6	Shortfall in staff by more than 10% in a day	200 per person per day
7	Rude and unpleasant behavior of contractor's personnel with Faculty/Staff/Visitor	200 per person per incident
8	Rowdiness and/or rioting in campus	500 per person
9	Theft and/or carrying of items unauthorized	500 per person
10	Inaction of supervisor to complaint	100 per complaint
11	Damage to the Institute property due to negligence	Book value
12	Non refilling of handwash liquid, hand tissues, toilet roll papers, air freshener, garbage covers and other consumables	500 per observation
13	Delay in payment of wages to workers within the prescribed period	100 per person per



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 Indian Institute of Technology Hyderabad

Schedule – C: FMS for Administration Building

SCOPE OF SERVICES TO BE PROVIDED FOR THE ADMIN BUILDING:

1. To maintain the aesthetic looks in the Administrative Building and its surrounding areas by maintaining pleasant Odor and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day, keeping them in hygienic & sanitary conditions of high standard, which includes:
 - a) Dusting, sweeping, washing, and mopping floors, staircases, and toilets
 - b) Cleaning glass, including windows, glass table tops, and glass accessories
 - c) Cleaning sanitary fittings, including toilet bowls, urinals, sinks, and toilet seats
 - d) Cleaning electrical switchboards, light fixtures, fans, air conditioner vents
 - e) Cleaning open areas between the building and boundary, including sweeping roads, lawns, and paths
 - f) Removal of weeds and shrubs in the surroundings of the building
 - g) Removal of cobwebs from ceilings, staircases, passages and cleaning of pipes/conduits, windows and railings in the staircases.
 - h) Cleaning of Terraces including removing of the deposits near rainwater pipe entry.
 - i) Cleaning of lifts with cleaning solution/liquid, removal of dust etc. from the floor, walls and bottom channel of lift gates at each floor with brush, etc.
 - j) Cleaning of building surroundings, including parking area and removal of stones, waste papers, garbage etc.
 - k) Keep all the open/storm water drain clean, such that water flow is free without any blockage or stagnation.
 - l) Maintaining potted plants ensuring proper watering, providing suitable light and temperature, using appropriate potting mix, and addressing any pests or diseases. Additionally, regular feeding and pruning, along with cleaning the leaves and pot to ensure healthy plant growth.
 - m) Repotting of the plants, the vendor shall make his own arrangements for such garden maintenance equipment's like grass cutting machine, water hoses, pickaxe, shovels and scissors for plant trimming. Operation, maintenance and repairs of the equipment shall be borne by the vendor including the cost of consumables.
 - n) Any other work related to the maintenance including sweeping, washing and cleaning etc. as IITH may specify from time to time.
 - o) Cleaning of mat floors using vacuum cleaners
 - p) Maintenance and upkeeping of Gardening and landscape of building surroundings.
2. Maintenance, Repair and Replacement of Plumbing fixtures
3. Maintenance, Repair and Replacement of Electrical fixtures
4. Maintenance, Repairs of HVAC Systems.
5. To Report non-functional electrical gadgets (Fans, lights, A/c. etc.), plumbing fixtures and other maintenance issues of the rooms as well as common areas to the Designated officer, Admin. building through their Facility Manager. A register to be maintained for this purpose, room/utility area wise and the same to be brought to the notice of the In-charge Admin. building daily through Facility Manager. Once reported, these shall be repaired or replaced by the service provider at his own cost and the bill for the consumables will be reimbursed as per actuals. However, to get these things repaired necessary approvals need to be taken from the CMD team
6. Effective cleaning of rooms and bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned every day.
7. The contractor's workers will be present in the premises and carry out duty for the entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.

8. The Contractor shall provide the following minimum equipment for proper cleaning:

Vacuum Cleaners for carpeted area

Scrubber driers for floor cleaning

Mechanized Grass cutting machine

High pressure washer

Lawn maintenance / Gardening Tools set

Aluminium Scaffolding with a minimum length 1.8 Meter, width 0.85 Meter, Height upto 10meters, non-hydraulic to clean high-rise areas with adequate safety features.

9. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/chemicals. (Harmless WHO certified chemicals) and will always be kept clean. It is suggested to use only products/ cleaning chemicals having an Ecolabel from Greenpro/ GreenSeal / EU Ecolable products. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the general guidelines. 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](#)

10. The contractor shall maintain area-wise maintenance registers. The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Officer-In-charge for perusal and signature on a daily basis.

11. The contractor's staffs are not allowed to eat in the hostel mess at any point of time.

12. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all times. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours).

13. The workers should maintain personal hygiene and wear prescribed uniform while on duty. They should maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.

14. If in the opinion of the IITH authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately within 24 hours of receipt of intimation from the Institute.

15. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.

16. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.

17. The contractor or his representative should approach the Management Services Section, if he needs any instructions/help or has any difficulties.

18. The contractor's workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.

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

MAN POWER REQUIREMENT FOR THE ADMINISTRATIVE BUILDING:

Sl.No.	Man-power Deployment Details	No of Staff (min requirement# as Suggested)
1.	HK Supervisors (skilled)	2
2.	HK worker (unskilled)	15
3.	Electrical Technician (skilled)	The technicians deployed at IGH/ CC shall attend the work at Admin Building also. No separate manpower is required for Admin Building.
4.	AC Technician (skilled)	
5.	Plumbing Technician (skilled)	
6.	Carpenter / Painter	
7.	Any other (please specify)	
	Total	17

- #The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not minimum 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 Central Minimum Wages Act and all relevant labour laws.**

Scope of work of Individual:

1. Electrical Technician:

- a) Perform installation, maintenance, and repair of electrical systems across the convention centre.
- b) Conduct routine inspections to ensure safety, functionality, and compliance with electrical codes.
- c) Respond promptly to electrical issues, minimizing downtime and ensuring smooth functioning of the events.

2. Plumbing Technician:

- a) Install, maintain, and repair plumbing systems, fixtures, and pipelines across the convention centre building.
- 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.

3. AC Technician:

- a) Install, maintain, and repair air conditioning systems across the convention centre building.
- b) Conduct regular inspections, duct/filter cleaning to ensure optimal cooling performance and energy efficiency.
- c) Respond swiftly to AC-related issues to ensure guest comfort and satisfaction.

4. Housekeeping Supervisor:

- Supervise housekeeping staff during assigned shifts to ensure meeting cleanliness and service standards.
- Conduct inspections, assign tasks, and monitor performance for efficiency and quality.
- Address organizers requests and coordinate with maintenance or front office for timely issue resolution.

5. Housekeepers:

- Clean and maintain all the rooms, bathrooms, and public areas to ensure hygiene and presentation standards.
- Replenish toiletries, and amenities while reporting maintenance issues promptly.
- Follow safety protocols and procedures to provide a comfortable guest experience.

The above-mentioned individuals are supposed to attend any additional work within their capacity as and when assigned by the M S Section.

PENALTY FOR INADEQUATE PERFORMANCE:

Sl. No.	Type of lapse	Penalty in Rupees
1	Worker not in Uniform (per person)	100 per person per day
2	Wrong attendance record	500 per day
3	Lapse in maintaining wash room (per wash room)	200 per day
4	Shortfall in staff by more than 10% in a day	200 per person per day
5	Rude and unpleasant behavior of contractor's personnel with Faculty/Staff/Visitor	200 per person per incident
6	Rowdiness and/or rioting in campus	500 per person
7	Theft and/or carrying of items unauthorized	500 per person
8	Inaction of supervisor to complaint	100 per complaint
9	Damage to the Institute property due to negligence	Book value
10	Delay in payment of wages to workers within the prescribed period	100 per person per day
11	Failure to address the complaints raised	500/- for 1 st instance 1000/- for next instances
12	If deployed employee is found disclosing any confidential information/ document to the service provider/any third parties	10% of the SD value along with recovery of losses caused (if any) and legal action against the service

		provider depending on the gravity of the act.
13	Absenteeism of manpower for more than 2 days	500/- per day up to 15 days 1000/- per day beyond 15 days
14	If the employee is found responsible for adopting illegal methods or exercising any corrupt practices in collusion with any third party or officials at the workplace	Immediate replacement within 2 days and 10% of the SD value as penalty

Note:

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

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

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

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

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

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GENERAL GUIDELINES FOR THE SERVICES OF GH, CC AND ADMIN BUILDINGS

1. 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.

2. 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.

3. Zoning:

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

- i. **Green Zone** - Cleaning -mechanically / manually. Frequency – Once a day.
- ii. **Red Zone**- Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon request / instructions.
- iii. **Yellow Zone** - Cleaning - once at commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages, washrooms etc.

4. 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.

5. 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. The services of the housekeeping, AV Technicians and other technicians at CC/Admin. building are required during office hours on normal days in general. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

a. Daily cleaning:

- i. Sweeping of the entire premises; and cleaning of all 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 & Spittoon set & 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 norms.

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:

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; on a weekly basis.

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.

6. Pest control schedule:

Type of Pest/Service	Methodology	Frequency
1) Cockroaches Treatment	<p>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.</p> <p>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,</p>	Twice weekly in all the locations

2) RED ANTS AND BLACK ANTS	<p>It may occur inside the building & outside the building both. Its control depends on types of infestation and types of ants.</p> <p>METHODOLOGY BY SPRAY Intensive/extensive spray with m.t.o/water-based chemicals.</p>	Twice weekly in all the locations
3) LIZARDS	<p>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.</p> <p>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. And we will used lizard traps in production area.</p>	Twice weekly in all the locations
4) FLY TREATMENT	<p>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 breeding, 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.</p> <p>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.</p> <p>3. By using fly strip, fly glue board.</p> <p>4. By using fly catcher machine.</p> <p>5. By use centronila candle and other repellants. Identifying the source of entry and accordingly shall treat the premises.</p>	Twice weekly in all the locations
5) SPIDER CONTROL	<p>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</p>	Twice weekly in all the locations

	<p>floor air-vents. Spiders prefer to hide in dark areas and in cracks as a retreat in order to construct material for their webs.</p> <p>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.</p> <p>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.</p>	
6) RODENT CONTROL	<p>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.</p> <p>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</p> <p>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.</p> <p>5. Cages shall also use inside the premises.</p>	Twice weekly in all the locations and as may be necessary.
3. FUMIGATION (Outer Area)	<p>1) Mosquito Larva: Larva treatment shall control larvae in the breeding habitat before they can mature into adult mosquitoes and disperse. This treatment 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</p>	Twice weekly during the season and as per the requirement to control the Mosquito problem.

	<p>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 1 km outer side the area.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>1. For Anti Larva Application Method • Mixing 20g chemical in 10 liters water for polluted surface water. • Once in a week @ 400gm / per hector</p> <p>Special features of chemicals</p> <p>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 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 Aedes, Anopheles and Culex.</p>	<p>Season will be based on the Monsoon timing but generally will be considered from June to October.</p> <p>The service shall also be required during the period of intermittent rains in any month and whenever required.</p>
SNAKE TREATMENT	<p>Snake Treatment shall be carried out by using chemical Against Snake. Chemical will be used by Sprinkling / scattered through machine. Chemical effect bottom side of the snake. Snake gets wounds and run away from the premises. The operator shall use safe,</p>	<p>Based on requirement. However, weekly once during the seasons when snake sighting is high.</p>

	effective pesticides to take care of that nagging snake problem	
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.

7. List of Cleaning Agents to be used:

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

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

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

8. The Agency shall also provide:

- i. Official lunch/dinner at the specified location whenever required on order of the In Charge Guest House/Designated person for which payments will be made by concerned departments/sections of IITH.
- ii. The Agency has to ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served the next day. If at any stage, any complaint is received or it comes to the notice of In Charge Guest House or to his designated officials/persons that Agency is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and fines as per contract terms.
- iii. Vegetables and non-vegetarian items (meat) used for cooking should be fresh and good quality. Proper care should be taken for perishable items which will be procured daily on a need basis.
- iv. The Agency has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
- v. The Agency shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, leftovers etc. (Same can be checked by the institute authority as and when required).
- vi. Any of the dishes served in lunch should not be repeated in dinner. The items should be rotated in such a manner so that the repeating of the menu does not occur. The overall quantity of the menu shall remain sufficient to the satisfaction of the IITH Guests. Surplus food should be disposed of and should not be used in the next meal.
- vii. The menu shall be displayed in the morning. In case the menu cannot be followed due to any genuine reason, the agency will have to intimate the same to the Guest and prior permission shall be obtained before changing the fixed menu from Faculty In-charge Guest House or the designated officer.

9. Obligations of IIT Hyderabad and Service Provider

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. HVAC, TVs, fridge, Electric kettle, Water Purifier will be provided by the Institute as a one-time measure at the beginning of contract. For the repairs/ replacement of spares etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices.

- iii. Required no. of water purifiers and water dispensers are provided by the Institute. For the repairs/ replacement of spares etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices.
- iv. In addition to the above-mentioned inventory, Audio/Video equipment are provided in the convention center building.
- v. Provision of curtains, wall clocks in suits & super suits as per requirements will be provided by the IITH.
- vi. Computer/modem/WiFi connection provided by IITH.
- vii. 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. However, the charges for the replacement & repairs for the same will be paid by IITH.
- viii. Payment of electric charges, water charges, shall be taken care of by IITH.
- ix. 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.
- x. Any matter related to civil or electrical works to be executed by the service provider.
- xi. Racks, almirahs, room locking arrangements, shoe /luggage rack etc. as one-time support.
- xii. IITH will hand over to the agency materials like cots, beds, chairs, tables in the rooms and the agency has to keep proper acknowledgement and maintain these items properly. The malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract/termination thereof, the agency is liable to return the same to IITH in good working condition barring normal wear and tear. For shortage/misplacement/theft replacement cost of the items will be recovered from the final bill or security deposit.

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

भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

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 quote the Technical and Financial bids as per the format enclosed as Annexure II and III – V respectively. The Earnest Money will be forfeited if the bidder rescinds from the offer. The bidder should include the list of firms where they have provided similar services at least in the last 4 years, along with name, phone and contact person/persons so that references for their services can be obtained, if required.
2. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Cuttings, if any, in the Technical Bid must be initiated by the person authorized to sign the bid.
3. IITH being an Educational Institution, the contractor will not allow or permit their employees to participate in any trade union activities or agitation in the premises of IITH.
4. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IITH.
5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IITH.
6. The contractor shall appoint fully qualified and competent associates; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of three stars and above hotel standards and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IITH. The contractor as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to 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 Service Provider to ensure that their employees/workmen, deployed by him to fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment 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.

9. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to IITH before the commencement of work:
 - a. List of Manpower short listed by contractor for deployment at IITH. containing full details
i.e. Educational background, Work experience, date of birth, marital status, address etc.
 - b. Bio-data of the persons with passport size photographs.
 - c. Reference check and self-conduct declaration.
 - d. Certificate of verification of antecedents of persons by local police authority.
 - e. Their deployment will be only after the clearance from the security unit of IITH, Hyderabad.
 - f. Complete Medical check-up certificate, is to be submitted mandatorily.
 - g. ID proof and Address proof of each of the staff.
10. The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the GH, CCE and Admin buildings and it to be endorsed by the Security Office of IITH.
11. All the workers engaged by the contractor should give their attendance through the designated biometric machines installed in the campus. Apart from this the contractor must maintain daily attendance registers to keep record of the personnel on duty and a record of the work done at IITH.
12. The Contractor shall follow all security rules as may be framed by the Institute from time to time regarding movement of materials and equipment to Site, issue of identity cards, control of entry of personnel and all similar matters. The Contractor and his personnel shall abide by all Security measures imposed by the Maintenance Engineer or his duly authorized representative from time to time. Contractor shall also follow all rules and regulations applicable in the event of subject area being declared/proclaimed under emergency from time to time by any other statutory order, nothing extra will be payable on account of stoppage / hindrance of work on this account. The contractor has to arrange for police verification to obtain a temporary pass for himself and his work force as governed by the rules.
13. Services shall be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed preferred age group: 21-55 years of certified character and antecedents be Indian nationals and must display name badges and identity cards signed by the contractor and be conversant in speaking Hindi, English, and Telugu.
14. The contractor should provide uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staff working without uniform are liable to be turned down from being engaged in work in the GH, CCE and Admin buildings. The specified uniforms are as follows:
 - i. F&B Personnel - Appropriate uniform along with head caps, gloves and masks as per 3-star hotel standard for gents and ladies.

- ii. Chefs / Commis/ Utility workers - Appropriate uniform as per 3 star hotel standard with Apron, Chef Caps, gloves and masks.
 - iii. Housekeeping staff – Appropriate uniform as per 3-star hotel standard for gents and ladies.
 - iv. Front Office / Reception staff - Appropriate uniform as per 3-star hotel standard for gents or ladies.
 - v. Maintenance team: Appropriate uniform as per 3-star hotel standard for gents.
 - vi. Other Personnel: Appropriate uniform as per 3-star hotel standard for gents and ladies
- 27.** The contractor should ensure to maintain adequate manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
 - 28.** 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.
 - 29.** 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.
 - 30.** 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.
 - 31.** o items shall be taken out of the Institute without written permission of the FIC Guest House/CC 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.
 - 32.** 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 service provider the information regarding the guests' details with room numbers.

Room charges shall be paid into IITH Bank Account and catering charges will be collected by the contractor directly from the guests. Room charges, if collected in cash, the same shall be remitted to the guesthouse office on a daily basis. However, during Saturdays, Sundays and notified holidays it should be deposited on the next working day, failing which 24% interest will be charged on the withheld amount from the contractor. The contractor has to submit an account of Catering charges collected on a Monthly basis to IITH without fail.
 - 33.** 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.
 - 34.** 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.
 - 35.** 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.

- 36.** Compliance of policy regulation viz., payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be the sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IITH against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner as and when required. Failure to comply with such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IITH. for verification and record purposes. They should also have a license under all the relevant Acts/ Statutes.
- 37.** 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 service provider at IITH. The cost of the policy shall be included in the price quoted and no separate reimbursement will be made for this.
- 38.** 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.
- 39.** 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 provision of the Prevention of Food Adulteration Act, FSSAI License, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the IITH indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
- 40.** It shall be the responsibility of the contractor to keep the guest house, convention center and admin building 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.
- 41.** The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer-In-charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be Charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IITH to the vendor.
- 42.** Bids not following the two-cover format, or including commercial information in the technical bid shall be rejected.
- 43.** 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.

- 44. 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.
- 45.** The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.
- 46.** Agency should have experience in handling quarantine guests and positive cases during Covid period for their stay and meals by maintaining safety at place. Agencies should maintain and use proper PPE with regards to safety code and COVID. Any additional requirement during pandemic will be fully under scope of the vendor.
- 47.** For housekeeping equipment or accessories brought by the service provider, any spares, consumables, replacement- parts etc. will be in the service provider's scope.
- 48.** AMC to be taken by the service provider for all the kitchen & equipment provided by the IITH.

49. SOLID WASTE MANAGEMENT

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

50. LEGAL:

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

- i. The selected agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. IITH shall in no way, be responsible for settlement of such issues whatsoever. IITH shall not be responsible for any damages, losses, financial or other injury claims to any person deployed by service providing agency in the course of their performing the functions/ duties, or for payment towards any compensation.
- ii. The manpower deployed by the Service Provider shall not have any claims of Master and Servant relationship vis-à-vis. IITH nor have any principal and agent relationship with or against IITH.
- iii. The manpower deployed by the Service Provider for the service shall not be entitled for claim, pay, perks, and other facilities which may be admissible to casual, ad-hoc regular/ confirmed employees of IITH, during the contract or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and all have

any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IITH. The Service provider should communicate this information to all their manpower deployed in IITH by the Contractor.

- iv. The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of the appropriate Government. The bidder will maintain proper record as required under the Law/Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of the Institute and officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance with all statutory provisions of the relevant laws applicable from time to time for carrying out the service. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and /or from the security deposit of the contractor.
- v. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IITH.
- vi. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IITH to concerned tax collection authorities from time to time as per existing rules and regulations and submission of a copy of the receipts/returns to IITH, if required.
- vii. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IITH or any other authority under Law.
- viii. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provision of the Tax Department, as amended from time to time, and a certificate to this effect shall be provided to the agency by IITH.
- ix. In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof IITH is put to any loss/ obligation, monetary or otherwise, IITH will be entitled to get itself reimbursed out of the outstanding bills or from the Performance Security Deposit of the agency to the extent of the loss or obligation in monetary terms.
- x. The selected agency will indemnify IITH from all legal, financial, statutory, taxation and associated other liabilities.
- xi. To resolve any dispute/legal issue matter will be referred to the sole arbitrator i.e., Director, IITH. or a person nominated by him. If any dispute/ legal issues are not settled through arbitration, then legal jurisdiction would be Hyderabad only.
- xii. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.
- xiii. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties' consent to his effect, failing which the arbitrator shall be entitled to precede-novo.

- xiv. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of an arbitration shall be borne by the parties themselves. The venue of arbitration, if any, shall be at Hyderabad.
- xv. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

51. PUBLICITY

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

52. SCOPE AND AMBIT

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

53. 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 05% of the Annual Contract value, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of the 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 service provider.
- iv. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
- v. The agency shall raise the bill, in Triplicate, along with the following documents in respect of the persons deployed and submit the same to The designated officer, IITH, in the third week of the subsequent month or earlier, but after disbursement of wages to its employees. As far as possible the payment will be released within four weeks from the date of submission of bills in all respects.

- a. Current month invoice copy.
- b. Proof of payment of wages.
- c. Current month Attendance Register.
- d. GST challan
- e. A certificate that all statutory obligations as per applicable Labour laws have been complied with
- vi. In addition, Quarterly returns submitted to EPFO & ESIC are also to be submitted whenever due.
- vii. The claims in bills regarding GST if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till such proof is furnished, at the discretion of IITH.
- viii. The rate/price quoted for catering (Annexure - J) are subject to a nominal escalation each year (up to a maximum of 5%); the exact increase will be negotiated by the contract management cell/FIC Guest House on the basis of All India Consumer Price Index.
- ix. All other charges (other than statutory levies) will remain fixed during the duration of the contract.

54. EXPERIENCE AND QUALIFICATION OF STAFF

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

- i. The Facility Manager should have a minimum 5 years of industry experience and a diploma/degree in Hotel Management and Catering Technology from a recognized Institute or Catering College will be desirable. Fluency in English, Hindi and at least one local language is essential.
- ii. Facility Supervisor should have 3 to 5 years of experience in a reputed hotel, large industrial canteens, establishment or Institution. One-year craft course in F&B service is desirable. Fluency in English, Hindi and at least one local language is essential.
- iii. The chief Cook (Chef) should have at least 3-5 years-experience in a reputed-hotels, large industrial catering in multi-cuisine preparation. One-year craft course in cookery is desirable. Fluency in English, Hindi and at least one local language is essential.
- iv. Cooks and Assistant Cooks should have 2-3 years in reputed hotel and large institutional cooking experience. Fluency in English, Hindi and at least one local language is essential.
- v. Catering Manager - should have 3-5 years-experience in Hotel Industry of reputed to the level of 3 Star, Catering Diploma/Degree or 3 years training in Hotel Industry under apprenticeship category is desirable.
- vi. Steward - 2 -3 years of experience in a 3 Star Hotel level with one-year Craft course in F & B service is desirable. Fluency in English, Hindi and at least one local language is essential.
- vii. other contract personnel for house-keeping, room-boy, and waiters for the dining area, being engaged by the agency should have minimum experience of 2-3 years-experience in their respective fields.
- viii. The service personnel being engaged by the Agency should be polite, smart and physically sound.
- ix. The service personnel being engaged by the Agency should wear formal dress. Formal dress means white full-sleeves shirt, bow tie, and black trousers and black shoes. They should be provided with appropriate safety gears like head caps, hand gloves, face masks etc. The reception

staff should have preferably a degree or a course in reception and book keeping is preferable. They should be fluent in English/Hindi/and the local language. They should have a pleasing personality, well dressed, presentable and lively. They should be knowledgeable in computer operations.

- x. The reception staff should have preferably a degree or a course in reception and book keeping is preferable. They should be fluent in English/Hindi/and the local language. They should have a pleasing personality, well dressed, presentable and lively. They should be knowledgeable in computer operations.
- xi. One office attendant to assist the Reception and the Guest House office for correspondence, delivery, handling guest's luggage and any other work assigned from time to time.

55. HANDING/ TAKING OVER:

The fittings, fixtures, furniture's furnishings, linen, gadgets and all other items will be properly handed over after making separate kit inventory/bar coding and details of each item giving specification, duly signed by FIC Guest House and the Chair, CCE for the Convention Centre and the selected Agency. Each room shall display the inventory list and be reconciled on a quarterly basis with compulsory annual inventory verification of the complete Guest House items by the agency and the institute authorized official.

56. 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/CC/Admin Block 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 Service Provider will be paid as per approved rate (award of contract/work order) on a monthly basis by IITH. for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that satisfactory services have been rendered during the month.
- 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 Service Provider with the monthly bills. A certificate that previous month payments of the

employees under the Service Provider and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement.

- 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 Service Provider needs to provide details of his Bank Account Number, name and address of the bank, branch, branch code & IFSC code etc., to facilitate payment through bank (e-payment process) and also register with the vendor payment portal of IITH.
- 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.

57. 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 (within 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.

58. DAMAGES AND LOSSES

All the equipment and the item at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by IITH. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the Service Provider. The Service Provider or his representative shall be present during the stocktaking. If the contractor or his representative does not make themselves available, the stocktaking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of God, beyond the control of either party, IITH will replenish the same, as per obligation mentioned above.

59. COMPLAINTS:

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

60. MISBEHAVIOUR OF EMPLOYEES:

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

- 61.** 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.
- 62.** 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.
- 63.** 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.

64. BREAKAGE

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

65. REPLACEMENT

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

- i. In case of unforeseen or peculiar circumstances, the decision of the designated officer, so far as imposition of penalty is concerned, shall be final.
- ii. If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., The designated officer will have the right to get the same done by another agency. The charges on the account of this shall be deducted from the Service Provider bill. The decision of the Faculty In-charge or the designated officer shall be final in this regard.

66. PAYMENT

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

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

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

67. PAYMENT OF STAMP DUTY CHARGES:

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

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

69. ANNEXURES:

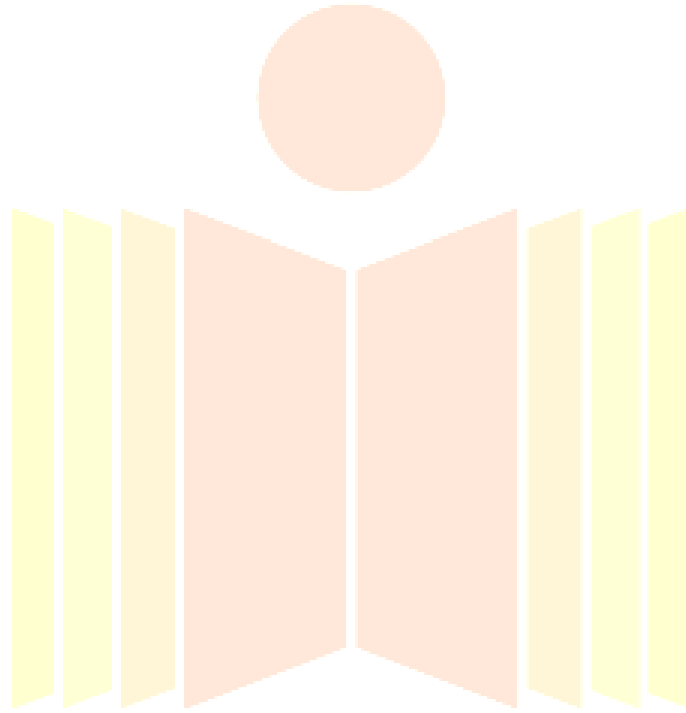
All Annexure to this document, annexed presently or which may be annexed in future, shall form an integral part of and treated as a part and parcel of this contract.

ADDRESSES FOR CORRESPONDENCE, ETC:

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

If to IITH at: **The Registrar,**

Indian Institute of Technology Hyderabad,
Kandi, Sangareddy, Telangana - 502284
Phone Nos. 040 2301 6773
Email: office.registrar@iith.ac.in, office.admin@iith.ac.in



భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

ANNEXURE I : TECHNICAL BID
(To be signed and submitted online)

1. Name of Tendering Company/ Firm / Agency: (Attach certificate of Registration)	
2. Name of Proprietor / Director of Company/Firm/agency	
3. Full Address of Reg. Office with Regn. No.	
4. Telephone No. :	
5. Fax. No.	
6. E-Mail Address	
7. PAN / GIR /TIN No. (Attach Attested Copy)	
8. Labour Regn. No. (Attach Attested Copy)	
9. GST Regn. No. (Attach Attested Copy)	
10. E.P.F. Regn. No. (Attach Attested Copy) —	
11. E.S.I. Regn. No. (Attach Attested Copy)	
12. Financial turnover of the tendering Company / Firm / Agency for the last 3 financial Years: (Attach separate sheet if space provided is insufficient)	

Financial Year	Amount (Rs. In Lakhs)	Remarks, if any
2021-22		
2022-23		
2023-24		

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

16. CERTIFICATE OF ETHICAL PRACTICES

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

भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

Signature & Seal of the Service Provider with date

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

DECLARATION

1. I, Son/Daughter of Shri..... Proprietor/Partner/Director/Authorized signatory of M/s. I am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/We are well aware of the fact that furnishing any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Authorized Person

Date: Full Name:

Place: Company Seal:

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

భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
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Indian Institute of Technology Hyderabad

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. Please provide this assessment on your organization's letterhead.

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 a Centrally Funded Institute (CFI)?	
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	There have been no removals or replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record, driving mishap, etc.						
5	Room maintenance						
6	Common area maintenance						
7	Safety of operations.						
8	Health and hygiene and proper cleanliness and any service disruption.						
9	Collective feedback from the guests about noncompliance with service.						
10	Guest friendliness.						

Date:

Signature and Seal of the Assessor

ANNEXURE – 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.

Part – I : Guest House

COMMERCIAL BID SCHEDULE OF PRICES FOR HOUSEKEEPING:

Particulars	Rate per Occupied Room per day (including GST):																		
1. Rate per Occupied Rooms in GH/ Expected arrival room in GH: (per day basis) Cleaning of occupied rooms, expected arrivals including attached toilets, Sweeping, mopping, dusting, scrubbing, disinfecting, cleaning of glass panes (all Occupied & Expected arrival rooms to be ready by 12.30 p.m. daily) once a day - cleaning of tea/coffee cups and glass tumblers, as per requirement. Change soiled bed linen (every day) and towels and napkins (daily) with washed and pressed ones Bed making: once in 2 days (if required once in a day) Provision of toiletries Provision of tea/coffee/sugar/creamer sachets in the rooms. Arranging for laundry service to room occupants (charges payable by occupants) charges to be approved by the officer In-charge (Guest House) which shall not be more than the charges approved for the Laundromat service available on campus. Providing a laundry bag in the room will be under the Vendor's scope of work. If the vendor is not providing the laundry service, the officer in-charge may assign this task to one of the other Laundromat facilities available on campus. The service provider should extend all possible support for this arrangement and payment. <u>COMMON AREAS cleaning:</u> Cleaning, Sweeping, mopping, dusting, scrubbing, cleaning of glass panes, removal of cobwebs etc & maintaining the greenery and health of all lawns and plants in the mentioned areas of GH Corridors, lobbies, staircase (rear and front), dust shaft area, Laundromat area, terrace, storeroom, courtyard etc. Minimum twice a day or as per requirement. Corridors, lobbies, common toilets/bathrooms, staircase, Admin offices, storerooms, electrical panel rooms etc.	<table border="1"> <thead> <tr> <th>Occupancy Ratio</th><th>Rate (including GST)</th></tr> </thead> <tbody> <tr> <td>0% - 30%</td><td></td></tr> <tr> <td>31% - 40%</td><td></td></tr> <tr> <td>41% - 50%</td><td></td></tr> <tr> <td>51% - 60%</td><td></td></tr> <tr> <td>61% - 70%</td><td></td></tr> <tr> <td>71% - 80%</td><td></td></tr> <tr> <td>81% - 90%</td><td></td></tr> <tr> <td>91% - 100%</td><td></td></tr> </tbody> </table>	Occupancy Ratio	Rate (including GST)	0% - 30%		31% - 40%		41% - 50%		51% - 60%		61% - 70%		71% - 80%		81% - 90%		91% - 100%	
Occupancy Ratio	Rate (including GST)																		
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41% - 50%																			
51% - 60%																			
61% - 70%																			
71% - 80%																			
81% - 90%																			
91% - 100%																			

Cleaning and maintenance of the lawn area and the surrounding areas of GH and reservoir maintenance.

This includes the scope and works included in Schedule-A of this document.

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

Note:

- 1) The Service provider should separately quote rates for occupied room per day in a month based on occupancy ratios i.e. up to 30%, 31 to 40%, 41 to 50%, 51 to 60%, 61 to 70%, 71 to 80%, 81 to 90% and 91 to 100% in that month. The actual payment to the bidder will be based on this rate. For example, if occupancy in any month is 45%, the rate quoted by the bidder for 41 to 50% occupancy will be considered. The bidder should reduce the rates quoted as the occupancy rate increases.
- 2) The rate for occupied room per day for 30% occupancy in a month should not be more than Rs. 1300/-. Similarly, the rate for occupied room per day for 91 to 100% occupancy in a month should not be more than Rs 600/-.
- 3) GH Evaluation of L-1, will be based on the rate quoted by the bidders for 30% occupancy. The bidder who quoted the lowest rate per Occupied room per day under 30% occupancy ratio in a month will be declared as L-1.
- 4) Further, L-1 bidder, shall agree and match
 - a) the least rates per occupied room per day quoted by any eligible bidder under different occupancy ratios i.e. 31 to 40%, 41 to 50%, 51 to 60%, 61 to 70%, 71 to 80%, 81 to 90% and 91 to 100% in a month, and
 - b) the least rates quoted by any eligible bidder for buffet breakfast, lunch and dinner.
- 5) Quoted prices are inclusive of GST.

Manpower Deployment Details for the month:

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, Help Desk Supervisors – 8 No's	
4.	Bellboy – 3 No's	
5.	Electrical Technician – 4 No's	
6.	Plumbing Technician (Skilled) – 4 No's	
7.	Carpenter cum Housekeeper (Skilled) – 1 No.	
8.	Painter cum Housekeeper (Skilled) – 1 No.	
9.	AC Technician (Skilled) – 2 No's	

10.	Gardeners for lawn maintenance around GH (Unskilled) – 2 No's	
11.	Executive Housekeeper (High skilled) – 1 No.	
12.	Housekeeping Shift Supervisors (Semi Skilled) – 3 No's	
13.	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.	
14.	Cooks (Skilled) – 6 No's	
15.	Kitchen Steward (Unskilled) – 4 No's	
16.	Food & Beverage Manager (High skilled) – 1 No.	
17.	Food & Beverage Executives (Skilled) – 2 No's	
18.	Food & Beverage Stewards (Unskilled) – 10 No's	
19.	Store in charge (Skilled) – 1 No.	
20.	Cashier (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 minimum the suggested number of manpower.
- The bidder shall deploy the minimum manpower in Kitchen and dining areas (Sl. No. 14 to 20) at his own cost. This shall not be included in the calculation of occupied room rate.
- 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 Central Minimum Wages Act and all relevant labour laws
- Quoted prices are inclusive of GST.
- Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

COMMERCIAL BID SCHEDULE OF PRICES FOR CATERING:

Sl.No.	Particulars	Qty	Price per Meal
1	BUFFET BREAKFAST	Unlimited	a) Base Price:
	Bread (White / Brown/ Croissant) (Any two types)		
	Butter Chip lets		
	Jam / Marmalade sachets		b) GST %:
	Corn Flakes / Wheat Flakes/ Oats/ Muesli/ Choco flakes		
	Honey		
	Milk		c) GST Amount:
	Sugar		

	Coffee / Tea with Milk		d) Total Price per breakfast (including GST):
	Eggs / Boiled / Fried / Omelette		
	Cheese		
	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		
	Fruits (seasonal)		
	2 Types of Fruit Juice Seasonal		
	*Etc		
2	Buffet Lunch/Dinner	Unlimited	a) Base Price:
	1 Veg Soup or Welcome drink		b) GST %:
	Roti one variety		c) GST Amount:
	1 Chicken dish		d) Total Price per Buffet Lunch/Dinner (including GST):
	1 Paneer dish		
	1 Veg starter		
	1 Vegetarian dish		
	2 Salads		
	1 Flavoured Rice		
	White rice		
	Dal		
	Sambar /Rasam		
	Curd or Raita		
	1 variety Sweet		
	1 Ice cream/ Cut Fruits		

1. *Etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.
3. Apart from the above menu you 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 directory

COMMERCIAL BID SCHEDULE OF PRICES FOR Ala-Carte for Hi-Tea/Lunch/ Dinner @ GH, 4th floor & Outside GH

Sl.No	Ala-Carte for HiTea/Lunch/ Dinner @ GH, 4th floor & Out side GH	Qty	Price per plate incl. GST
1	Tea/ Coffee/ milk		
2	Mention the items that will be made available with quantity and price separately like Bonda/Chutney Samosa/chutney Veg Puff/Sauce Maddur vada/ chutney Veg Sandwich/Fruit Sandwich/ Dhokla / Pakoda/Mint Sandwich etc.		<i>Details of price, weight for each item should be provided in a separate sheet along with financial bid.</i>
3	2 varieties of Cookies		
4	Veg Starter/ Veg Curry		
5	Paneer Starter		
6	Chicken Starter (Boneless)		
7	Chicken Biryani/ Curry (With bone)		
8	Mutton Curry/ Biryani (with bone)		
9	Prawns Starter/ Curry		
10	Fish Starter (Boneless)		
11	Fish Curry/ Fish fry (With Bone)		
12	Any other items which you would like to offer in GH (ala-carte items) proposed to be specified Vegetarian and Non vegetarian dishes with quantity and price. (* please provided Sl.No. 12 with list of items with charges per plate incl. GST)		<i>Details of price, weight for each item should be provided in a separate sheet along with financial bid.</i>

- Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.
- Apart from the above menu you 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 directory.

Criteria for Commercial Evaluation:

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

- Cost of maintaining the occupied rooms at 30% occupancy in GH for a month of 30 days.
- The agency is expected to carry out all activities of the maintenance of guest house by engaging sufficient manpower for running the operations from within the price quoted by them. No additional establishment cost will be paid.

Though the quotation is for 30 days for evaluation purposes, the payment will be made based on the actual number of days in the month

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

S. No	Description	Base Amount in INR	GST Percentage	GST Amount	Total Value incl. GST (Quoted) [A]
1	Cost of maintaining the occupied rooms at 30% occupancy in GH for a month of 30 days. (30 days*30% of 201 rooms* rate quoted per day for occupied rooms @ 30% occupancy ratio)				
	Overall Total (Rs)- Designated as A				

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Part – II : Convention Centre

Manpower Deployment Details for the month:

Sl.No.	Manpower Deployment Details (with minimum# suggested Number)	Number of staff provided by the bidder (as per assessment)
1.	Housekeeping/Cleaning Staff - 12 No's	
2.	Housekeeping/Cleaning Staff Supervisor – 2 No's	
3.	Electrical Technician - 1 No	
4.	Plumbing Technician - 1 No	
5.	AC Technician - 1 No	
6.	Gardeners - 2 No's	
7.	Any other – Specify	
	Total – 19 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 minimum 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 Central Minimum Wages Act and all relevant labour laws
- Quoted prices are inclusive of GST.
- Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

COMMERCIAL BID SCHEDULE OF PRICES FOR CONVENTION CENTER:

S. No	Description	Base Amount (per month)	GST Percentage	GST Amount	Total Value incl GST [B]
1.	Housekeeping/Cleaning Staff				
2.	Housekeeping/Cleaning Staff Supervisor				
3.	Electrical Technician				
4.	Plumbing Technician				
5.	AC Technician				
6.	Gardeners				

7.	Any other – Specify				
8.	Charges for Cleaning Equipment + Materials				
9.	Overall Total (Rs)- Designated as B				

Signature of the Authorized Person

Date:.....

Place:.....

Part – III : Administrative Building

Manpower Deployment Details for the month:

Sl.No.	Manpower Deployment Details (with minimum# suggested Number)	Number of staff provided by the bidder (as per assessment)
1.	HK Supervisors (skilled) – 2 No's	
2.	HK worker (unskilled) – 15 No's	
3.	Any other – Specify	
	Total – 17 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 minimum 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 Central Minimum Wages Act and all relevant labour laws
- Quoted prices are inclusive of GST.
- Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

COMMERCIAL BID SCHEDULE OF PRICES FOR ADMINISTRATIVE BUILDING:

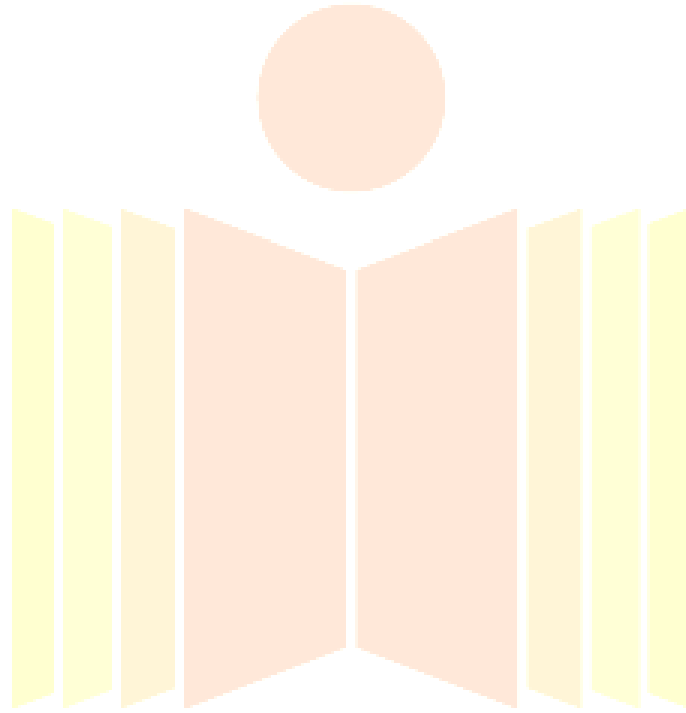
S. No	Description	Base Amount (per month)	GST Percentage	GST Amount	Total Value incl GST [B]
1.	HK Supervisors (skilled)				
2.	HK worker (unskilled)				
3.	Any other – Specify				

4.	Charges for Cleaning Equipment + Materials				
5.	Overall Total (Rs)- Designated as C				

Signature of the Authorized Person

Date:.....

Place:.....



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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.

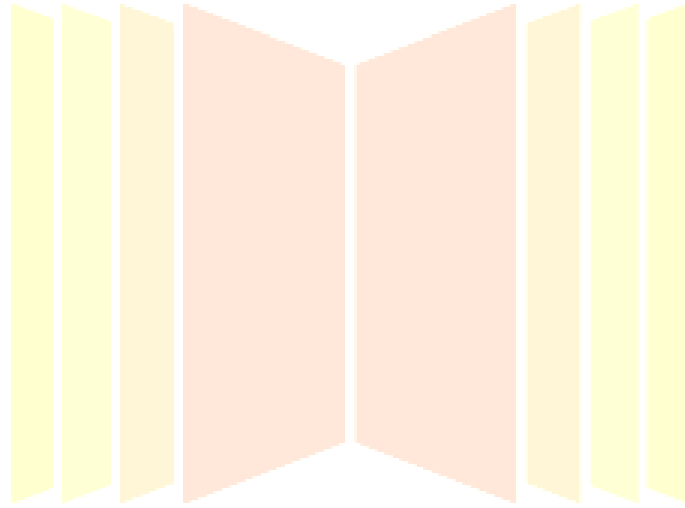
Description	Marking Scheme	Max. Marks	Min. Marks to be secured by the bidder
No. of years of experience in providing Integrated guest house management services with 75 guest rooms as mentioned in clause 1 of the eligibility criteria	6 marks for 4 years of experience, and 1 mark each for an additional year subject to a maximum of 12 marks.	12	06
Experience in providing Integrated guest house management Services with 75 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	05
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 3 clients) for Integrated Guest House Management services	Feedback obtained directly by the IITH Committee	08	04
	Total	60	30

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

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

Total Value = Financial Bid value for the Guest House (Designated as "A" in the part- I of Annx-III) + Financial Bid value for the Convention Centre (Designated as "B" in the part- II of Annx-III) + Financial Bid value for the Admin Building (Designated as "C" in the part- III of Annx-III)

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



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ANNEXURE – V: INTEGRITY AGREEMENT

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

INTEGRITY AGREEMENT

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

BETWEEN

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

AND

..... Represented

through

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

Preamble

WHEREAS the Principal / Owner has floated the Tender No.....

..... (hereinafter referred to as Tender/Bid) and intends to award, under laid down
organizational procedure, contract for.....

..... hereinafter referred to as the contract.

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

Article 1: Commitment of the Principal/Owner

1. The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

- (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
- (c) The Principal/Owner shall 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 the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

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

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
2. The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
- (a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owners employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
- (b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
- (c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/ PC Act. Further the Bidder(s)/ Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/ Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- (d) The Bidder(s)/ Contractor(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/ Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/ representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/ parallel tender for the same item.

- (e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
 4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a 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 Bidder(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.

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 Bldg., CC Bldg. and Administration 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 (GH) Bldg., Convention Centre (CC) Bldg. and Administration (Admin) Building and 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) shall inspect shift wise all the Cabins/Office rooms/Conference Halls/Lecturer halls/Auditoriums etc. and ensure that all the Lights and Fans are working properly.
- 2) Technicians shall inspect all the Cabins/Office rooms/Conference Halls/Lecturer halls for any tripping issue in the power and light circuits.
- 3) Technician shall ensure that no trip of power in the Cabins/Office rooms/Conference Halls/Lecturer halls 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.

- 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 GH, CC and Administration Building, 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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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/sticking 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.

CMD (Scope):

- 1) Preventive Maintenance of LT Electrical Panels, UPS System, Fire Fighting Electrical Panels, etc., in the Electrical Panel Room of GH, CC and Administration Building will be look after by CMD Office
- 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.
- 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.

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 is 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 as per the Transmittal Annexure-B 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.**

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

- 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) All repair works should be taken up through Original Equipment Manufacturer (OEM)/ specialised agency of the domain.

2.2 – Convention Centre (CC)

2.2.1 Process Description:

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

Note: The High Side of the HVAC System is 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 IGH from the AC Plant-5.

2.2.2 Brief & Scope:

- 2.2.2.1) Central Airconditioning system in CC building works through District Cooling System connected from AC Plant-5 in campus.
- 2.2.2.2) Air conditioning system is designed to operate at 25+/-2°C DB in GH.
- 2.2.2.3) 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.
- 2.2.2.4) Low Side AC system has AHUs & CAHUs. Refer below for Equipment details with make & capacities, basic details with quantities tabulated as follows.

S.No.	Equipment	Unit	Quantity
1.	AHU	Each	10
2.	CAHU	Each	20
3.	Fans	Each	26

AHU: Air Handling Unit; **CAHU:** Ceiling Suspended AHU/ Ceiling Suspended Unit

- 2.3.2.5) Inline Fans/fans provided for exhaust system & fresh air.
- 2.3.2.6) BMS is provided for HVAC system which can control only AHUs & CAHUs. Switching & control operation for AHUs & CAHUs rest all other equipment switching & control operation is manual.
- 2.3.2.7) CAHUs are installed for Admin Office, Seminar rooms & cafeteria.
- 2.3.2.8) AHUs installed for 500 pax & 300 pax halls.
- 2.3.2.9) Check the HVAC drawings floor wise as per the Transmittal Annexure-D for details of the units installed room/location/floor wise.
- 2.3.2.10) Chilled water supply to all the central AC units is fed from AC Plant-5 only.
- 2.3.2.11) Split ACs are provided for main Network room in E block.
- 2.3.2.12) 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.

2.2.3 Basic Troubleshooting:

- 2.2.3.1) 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).
- 2.2.3.2) Check for any issues with Filter/Actuator/Strainer/Motor/belts/Pully for AHUs/CAHUs and Filter/Actuator/Strainer/Motor for FCUs.
- 2.2.3.3) 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.
- 2.2.3.4) 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.
- 2.2.3.5) If still the problem is not resolved approach the IITH CMD Electrical Engineering team, In charge for HVAC operations.

2.2.4 Maintenance:

- 2.2.4.1) 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

- 2.2.4.2) The agency shall strictly maintain the electromechanical systems in accordance with the attached drawings and no alteration, amendment and tampering is strictly prohibited.
- 2.2.4.3) The agency has to maintain all the existing installed electromechanical equipment in good condition.

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

2.2.5 Safety & Security:

- 2.2.5.1) All service rooms should be kept lock and one set of key should be kept at building
- 2.2.5.2) security desk for security access in case of any emergency.
- 2.2.5.3) All the technicians should use Personal Protective Equipment (PPE) during operation & Maintenance of the HVAC system.
- 2.2.5.4) HVAC operations should be handled by qualified and trained Technician only.
- 2.2.5.5) Repairs and maintenance should not be carried out without isolating the power.
- 2.2.5.6) All repair works should be taken up through Original Equipment Manufacturer (OEM)/ specialised agency of the domain.

2.3 – Administrative Building:

2.3.1 Process Description:

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

Note: The High Side of the HVAC System is located in the AC Plant-1 and the AC Plant-1 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-1.

2.3.2 Brief & Scope:

- 2.3.2.1) Central Airconditioning system in Admin building works through District Cooling System connected from AC Plant-1 in campus.
- 2.3.2.2) Air conditioning system is designed to operate at 24+/-1°C DB in GH.
- 2.3.2.3) Chilled water circulation from AC Plant-1 (secondary circuit) is common for Research Center Complex (RCC), Knowledge Resource Center (KRC) & Administrative Building (Admin.). Three buildings are in same circuit.
- 2.3.2.4) Low Side AC system has AHUs & FCUs. Refer to Annexure-E for Equipment details with make & capacities, basic details with quantities tabulated as follows.

S.No.	Equipment	Unit	Quantity
1.	AHUs	Each	01
2.	FCUs	Each	144
3.	Fans	Each	24

AHU: Air Handling Unit ; **FCU:** Fan Coil Unit

- 2.3.2.5) Inline Fans/fans provided for exhaust system & fresh air.
- 2.3.2.6) Axial Flow fan is provided for staircase Pressurization.
- 2.3.2.7) Propeller exhaust fans provided for basement room ventilation and also Electrical rooms.
- 2.3.2.8) BMS is provided for HVAC system which can control only AHU. Switching & control operation for AHUs rest all other equipment switching & control operation is manual through starter/thermostat.
- 2.3.2.9) AHUs is installed for Senate Hall in LGF.
- 2.3.2.10) FCUs installed for all Office rooms & Conference rooms.
- 2.3.2.11) Check the HVAC drawings floor wise as per the Transmittal Annexure-E for details of the units installed room/location/floor wise.

- 2.3.2.12) Chilled water supply to all the central AC units is fed from AC Plant-1 only.
- 2.3.2.13) FCUs are provided for main Network room in LGF.
- 2.3.2.14) 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.

2.3.3 Basic Troubleshooting:

- 2.3.3.1) In case of any AC issue in any location: Check input power supply if ok, check for Chilled water circulation to the AC unit (FCU/AHU).
- 2.3.3.2) Check for any issues with Filter/Actuator/Strainer/Motor/belts/Pully for AHUs/CAHUs and Filter/Actuator/Strainer/Motor for FCUs.
- 2.3.3.3) 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.
- 2.3.3.4) 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.
- 2.3.3.5) If still the problem is not resolved approach the IITH CMD Electrical Engineering team, In charge for HVAC operations.

2.3.4 Maintenance:

- 2.3.4.1) 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

- 2.3.4.2) The agency shall strictly maintain the electromechanical systems in accordance with the attached drawings and no alteration, amendment and tampering is strictly prohibited.
- 2.3.4.3) The agency has to maintain all the existing installed electromechanical equipment in good condition.

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

2.3.5 Safety & Security:

- 2.3.5.1) 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.
- 2.3.5.2) All the technicians should use Personal Protective Equipment (PPE) during operation & Maintenance of the HVAC system.
- 2.3.5.3) HVAC operations should be handled by qualified and trained Technician only.
- 2.3.5.4) Repairs and maintenance should not be carried out without isolating the power.
- 2.3.5.5) All repair works should be taken up through Original Equipment Manufacturer (OEM)/ specialised agency of the domain.

Related Documents: The following documents will be shared by the CMD Office, IITH to the successful bidder on award of work.

S.No.	Description	Name of the Building
1)	Electro-Mechanical Equipment Details	GH, CC, Admin Building
2)	HVAC Drawings/Floor plans	GH, CC, Admin Building
3)	Electrical SLD	GH, CC, Admin Building
4)	Electrical Floor level plans	GH, CC, Admin Building

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Standard Operating Procedures (SOPs) for Plumbers to look after day-to-day Maintenance of GH, CC, and Admin. Buildings

The successful bidder has to provide Min. 5 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.

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. **Qualitative Pond Management**
The Pond shall be maintained through comprehensive pond management practices including of
 - a. Biological augmentation to support and enhance water quality (*Frequency: Once in a month*)
 - b. Restoration of water quality and remediation of excess nutrients (*Frequency: As suggested by Biologist*)
 - c. Turbidity control to maintain water clarity (*Frequency: as and when need by assessed through quarterly water quality monitoring.*)

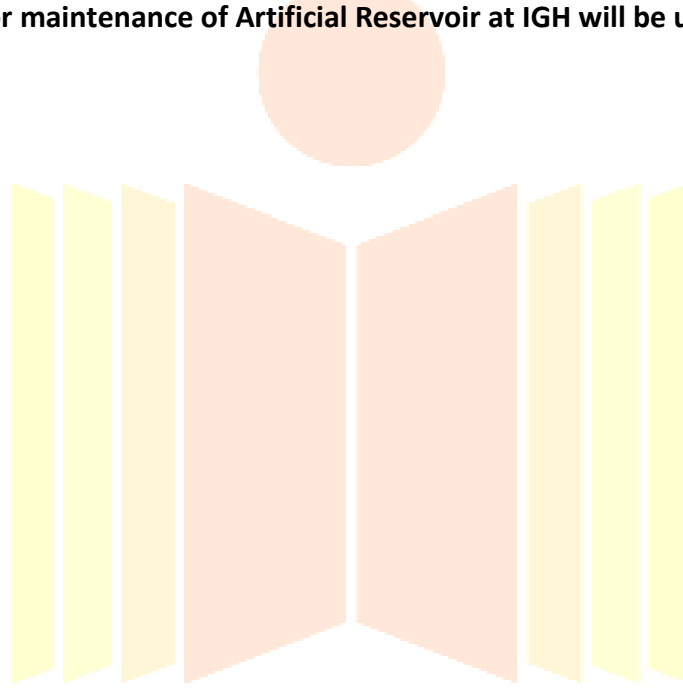
- d. Management of algae proliferation (**Frequency: Once in a month**)
- e. Periodic testing and monitoring of water quality parameters (**Frequency: Once in 3 months**)
- f. Scheduling biologist visits for ecological monitoring and submission of detailed inspection reports. (**Frequency: Once in 3 months**)

4. 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 including operational working boat etc. for maintenance of Artificial Reservoir at IGH will be under the scope of the Agency only.



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Suggested scope of the Software to be deployed by the Contractor

Cloud-Based Guest House Management System (GHMS)

Objective:

To design, develop, and deploy a secure, scalable, and user-friendly cloud-hosted software solution with a robust database backend for managing the operations of a guest house comprising 201 rooms with dining facilities, administrative workflows, and staff attendance.

The software is intended to support the operations of a guest house with a capacity of 201 rooms and an additional buffer to accommodate up to 100 covers restaurant. The system should streamline guest management, room bookings, check-ins and check-outs, billing, and reporting. Additionally, it should handle dining or event reservations corresponding to the buffer capacity, ensuring efficient service coordination.

The software must be scalable, user-friendly, and capable of integrating with future upgrades or modules as needed.

The software should be licensed to IITH and will be with IIT Hyderabad after the contract period is over.

Scope of the Software:

1. Room Management:

- Room Booking Request Form: Online form for internal or external users to request room bookings.
- Reservation Module: Ability to reserve rooms up to one year in advance.
- Room Booking: Finalization of booking based on availability and approval.
- Check-in (Occupation): Assigning a room upon guest arrival.
- Check-out (Vacating): Room status updated upon guest departure.
- Room Availability Status Report: Real-time dashboard showing room availability by date.
- Calendar View: Graphical calendar for intuitive booking and availability tracking.

2. Dining Management:

- **Meal Request Module:** Guests or staff can request breakfast, lunch, and dinner based on date and number of guests.
- **Meal Completion Confirmation:** Confirmation system from the dining team for served meals.

3. Communication & Notification:

- **Email Notifications:**
 - Booking confirmation
 - Check-in and check-out confirmations
 - Meal confirmation
 - Cancellation and refund alerts

4. Billing & Financial Management:

- GST-Compliant Invoicing: Auto-generation of GST invoices.
- Payment Receipt Module: Captures guest payments via cash, UPI, or online gateways.
- Advance Settlement & Refunds:
 - Tracking of advances paid

- Adjustment during final billing
- Refund processing for cancellations or overpayments
- **Cancellation Handling:** Policy-based room or meal booking cancellations with financial impact.

5. Reporting & Analytics:

- **Occupancy Reports:**
 - Daily, weekly, monthly, and annual occupancy reports
 - Average occupancy rate calculations
- **Financial Reports:**
 - Revenue generated from room bookings
 - Revenue from dining
 - GST collected and payable
 - Refunds and adjustments summary
- **Custom Export: Reports exportable in Excel, PDF.**

6. Staff Attendance Module:

- **Daily Attendance Capture:**
 - In/out time logging for guest house staff
- **Monthly Attendance Reports:**
 - Present, absent, and leave tracking
 - Summary reports for HR and payroll

Technical Architecture:

Front-End:

- Web-based interface using ReactJS or Vue.js for responsiveness
- Mobile-friendly UI for ease of use on tablets or smartphones

Back-End:

- Laravel or Django (based on developer preference) for business logic
- RESTful APIs for communication between front-end and back-end

Database:

- PostgreSQL or MySQL hosted on the cloud for structured data storage

Cloud Hosting:

- **Hosted on AWS, Azure, or Google Cloud Platform**
 - Auto-scaling
 - Daily database backups
 - Secure SSL access

Security and Compliance:

- User authentication with role-based access (Admin, Reception, Kitchen, Finance, etc.)
- HTTPS encryption for all communications
- Compliance with Indian GST regulations for invoicing

Users and Roles:

- Administrator: Full system access
- Reception Staff: Manage bookings, check-ins, check-outs
- Dining Manager: Handle meal requests and confirmations
- Finance Officer: Handle invoicing, payments, reports
- HR/Manager: Access staff attendance data
- Access to GH staff, CCE Staff and MS Section.

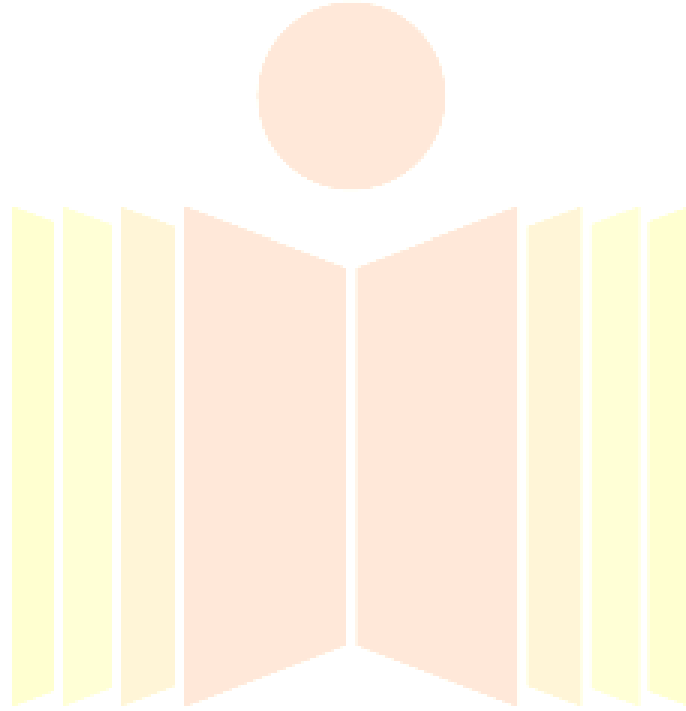
Future Enhancements (Optional):

- Mobile App for guests
- QR Code check-in
- Integration with Aadhaar/ID scanning
- SMS notifications

- Payment Gateway integration (Razorpay, Paytm, etc.)

Conclusion:

This cloud-based Guest House Management Software will streamline the end-to-end operations of a 202-room facility. With a strong emphasis on automation, visibility, communication, and compliance, the solution will ensure efficient resource utilization, guest satisfaction, and operational transparency.



భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
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 CPPP Bid document. The same must be uploaded on the CPPP (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 22-23,23-24, 24-25	
9.	Copy of PAN Card	
10.	Copy of GST Registration	
11.	Copy of HACCP certification or ISO 22000:2018 Certification	
12.	Copy of OHSAS 18001:2007 certification or 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: 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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