

# TENDER DOCUMENT

(Tender Notice No. 21/2009-10 dated 29.10.2009)

HOUSEKEEPING, RECEPTION & ROOM SERVICES  
CATERING, SECURITY, HORTICULTURE, GENERAL  
MAINTENANCE & FACILITY MANAGEMENT  
SERVICES ETC.

## 124 ROOMS NEW TECHNOLOGY GUEST HOUSE

**Two-Cover  
EOI and RFP/Techno-Commercial Bid Document System**

Pre bid conference with the tenderers	: 17.11.2009; 3.00 pm
Submission of EOI - cum - RFP	: 24.11.2009; 1.00 pm
Opening of EOI proposals	: 24.11.2009; 3.00 pm
Opening of Techno-commercial proposal	: 26.11.2009; 3.30 pm



INDIAN INSTITUTE OF TECHNOLOGY  
KHARAGPUR – 721 302



# INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR – 721 302

No. IIT/GH/ENQ/NWP/NGH/2009-10

Date : 29.10.2009

**SUB : EOI-CUM-RFP FOR HOUSE KEEPING AND MAINTENANCE  
OPERATION OF 124 ROOMS NEW TECHNOLOGY GUEST HOUSE  
TENDER NOTICE NO : 21 / 2009-10, Dated : 29.10.2009**

Sealed tenders are invited by Indian Institute of Technology Kharagpur, from firms with proven track record, for provision of house keeping, reception, catering and comprehensive maintenance services of its 124 rooms New Technology Guest House, located in the main campus at Kharagpur, West Bengal.

The tender document, terms and conditions and qualifications required can be obtained from the Office of the undersigned, on payment of Rs. 2,000/- by Demand Draft, or by downloading a copy of the same posted at the Institute website ([www.iitkgp.ac.in](http://www.iitkgp.ac.in)) and enclosing a tender fee of Rs. 2,000/- by Demand Draft drawn in favour of 'Indian Institute of Technology Kharagpur', payable at SBI, IIT Kharagpur (Branch Code : 0202). The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of Rs 25,000/-, to be paid by a Demand Draft drawn in favour of 'Indian Institute of Technology Kharagpur', payable at SBI, IIT Kharagpur Branch.

The Institute will examine the credentials of the contracting firms, based on the documents submitted and verification, experience, turnover, list of satisfied clients; financial soundness and certifications etc., and scrutinize the **Expression of Interest (EOI)** submitted by them. A **pre-bid conference** will be organised on **17.11.2009 at 3.00 p.m.**, before submission of EOI and the contracting firms will also be encouraged to submit their **RFPs (techno-commercial offers)** as per the details of activities and schedule of work enclosed in this document, to enter into a **five-year contract**, renewable further on yearly basis, to responsibly execute the housekeeping, catering and other maintenance services and functions of the proposed state-of-the-art New Technology Guest House.

Interested firms, service providers and organisations, are requested to send their sealed quotation as per technical specifications and general terms & conditions as mentioned in the annexure under a **Two-Cover System**. The two sealed envelopes (**EOI document and RFP/Techno-Commercial Bid document**) be submitted separate, duly superscribed with "Tender Notice No. 21/2009-10" and "Tender for Maintenance & Housekeeping of 124 Rooms New Technology Guest House" by post or handed over to the Office of the undersigned **on or before 24.11.2009 by 1.00 p.m.**

The EOI proposal will be opened first, on **24.11.2009 by 3.00 p.m.** in the presence of the authorised representative of the contracting firms. The commercial bids will be opened only of those firms, who will be found technically qualified after evaluation of their technical bids. **The Technical Bids will be opened on 26.11.2009 at 3.30 p.m.**, and price bids thereafter, in the Office of the undersigned, in the presence of the authorised representatives of the firms/organisations.

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

Phone : 9434022739, 03222-282246, 282840  
E-mail : [bksq@arp.iitkgp.ernet.in](mailto:bksq@arp.iitkgp.ernet.in); [gh@hijli.iitkgp.ernet.in](mailto:gh@hijli.iitkgp.ernet.in)

**(B. K. Sengupta)**  
Professor-in-Charge, Guest House  
for Director, IIT Kharagpur

## **SCHEDULE OF EVENTS**

Issue of Tender document	: 29.10.2009 to 23.11.2009 (9.00 a.m – 5.00 p.m) (by hand/post or download from website: www.iitkgp.ac.in)
Release in the Newspaper / Website	: 04.11.2009
Pre-bid meeting with the tenderers	: 17.11. 2009 (3.00 p.m)
Submission of EOI - cum - RFP	: 24.11.2009 (1.00 p.m)
Opening of EOI proposals	: 24.11.2009 (3.00 p.m)
Opening of Technical bids	: 26.11.2009 (3.30 p.m)
Presentations by qualified vendors	: 27.11.2009 (3.00 p.m)
Opening of Price bids	: 01.12.2009 (3.30 p.m)
Award of contract (tentative)	: 14.12.2009

## **DOCUMENTS TO BE SUBMITTED**

<b>Expression of Interest (EOI)</b>	: Letter from the interested vendors along with documentary evidence and detail capabilities, confirming to tender requirements, mentioned in <b>Annexure - I</b>
<b>Request for Proposal (RFP)</b>	: <b>Annexure – II to IV</b>
<b>Technical bid</b>	: <b>Annexure – II</b> (Attach all documents, declarations, details etc.)
<b>Price bid</b>	: <b>Annexure – III &amp; IV</b> (Attach documents, details/bill of quantities etc.)

## **FEE TO BE DEPOSITED**

**(ATTACH DEMAND DRAFTS WITH THE BID DOCUMENT)**

Tender Fee	: Rs. 2,000.00
E.M.D	: Rs. 25,000.00

**Note** : The Tender Fee & EMD, EOI, Technical and Price Bids be put in separate sealed envelopes and thereafter all envelopes be put in a bigger sealed cover, superscribing “Tender Notice No. 21/2009-10” and “Tender for Maintenance & Housekeeping of 124 Rooms New Technology Guest House”.



# INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR – 721 302

No. IIT/GH/ENQ/NWP/NGH/2009-10

Date : 29.10.2009

**Tender Price : Rs 2,000/-  
E.M.D : Rs 25,000/-**

To,

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**Sub : House keeping and maintenance operation of 124 rooms New Technology Guest House –  
Invitation to Tender – reg.**

**Ref. : Tender Notice No : 21/2009-10, Dated : 29.10.2009**

Dear Sir,

Offers in sealed covers, address to Professor-in-Charge, Guest House, IIT Kharagpur, P.O. Kharagpur Technology- 721 302, are invited for management of 124 Rooms New Technology Guest House, at IIT Kharagpur Campus.

2. The scope of services to be rendered by the managing agency and the obligation of IIT Kharagpur are indicated in **Annexure-I**. You are requested to go through the scope of services, manpower, material required for smooth and efficient management and provision of services and offer your competitive rates. Tender will be in lump sum. Break-up of the items indicated in the schedule of work be submitted at **Annexure-III** (separate sheets may be used, if necessary). Break-up details in support of rates, against heads like pay and allowances, cost of the stores, washing charges etc., are also required to be given by you. Tenderer should also send item-wise rate list of the food items duly filled and asked in **Annexure-IV**.
3. (a) The contractor will be responsible for total housekeeping and maintenance operation, logistics, horticulture, security and sanitation of the Guest House.  
(b) Contract will be awarded to the service provider who will be considered suitable for the job on the basis of competency, mentioned in the Technical Bid (**Annexure-II**), after considering experience, credibility, infrastructure and fulfilling the government norms and overall quoted price/value (**Annexure-III & IV**).  
(c) The Guest House has the capacity to accommodate maximum of 250 guests.  
(d) The items of tea, coffee, snacks, breakfast, lunch and dinner shall be supplied by the contractor on demand on item rate basis in the guest house rooms/dining hall.
4. An agreement will be executed with the tenderer declared successful, subject to fulfilling all conditions, initially for a period of five years, which can be extended on year-to-year term on the basis of performance.
5. The management agency thus selected will be required to furnish a Bank Guarantee submitted from a Scheduled Bank for an amount equivalent to 10% of the total contract value as security deposit. The bank guarantee will be released on satisfactory completion of the contract period and submission of 'No Demand Certificate'.
6. You are advised to visit, inspect the site and ascertain the facts while submitting tender on any working day between 9:00 a.m to 5:00 p.m., ascertaining your competency and ability to undertake this contract assignment.
7. Offers in sealed envelope super scribed as "Tender for Maintenance & Housekeeping of 124 Rooms New Technology Guest House", should reach by post or handed over in person, to the Office of the undersigned **on or before 24.11.2009 by 1.00 p.m.**
8. Bids received late or incomplete will not be considered. The Director, IIT Kharagpur, reserves the right to accept or reject any or all tenders without assigning any reason what-so-ever.

Yours faithfully,

Phone : 9434022739, 03222-282246, 282840  
E-mail : [bksg@arp.iitkgp.ernet.in](mailto:bksg@arp.iitkgp.ernet.in); [gh@hijli.iitkgp.ernet.in](mailto:gh@hijli.iitkgp.ernet.in)

**(B. K. Sengupta)**  
Professor-in-Charge, Guest House  
for Director, IIT Kharagpur

## **1. INTRODUCTION**

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

A **pre-bid conference** with the tenderers is scheduled to be held on **17.11.2009, 3.00 p.m.** to apprise them about the Guest House operations, expectations of the Institute and familiarise them about the scope of work and obligations in the present contract. The prospective tenderers expressing interest must visit the New Technology Guest House and acquaint themselves about the scheme, schedule of work, supervision and commitment needed and make suitable presentations, when their technical bids are being taken up for discussion.

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

## **2. MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING**

- (a) Minimum 5 (five) years of experience in providing housekeeping services, reception and room allotment, general maintenance services, catering, horticulture, security, hospitality of guests etc., for a 100 room guest house or 200 guests, with an annual group turnover of minimum 10 crores. Preference will be given to companies having national presence and ISO 9001-2000 certification.
- (b) Statutory compliances like PF registration, ESI, Labour Licence [under Contract Labour (Regulation and Abolition) Act, 1970] with valid PF and ESI Code, PAN/TAN, IT and ST clearance (copy of certification/returns be submitted).
- (c) A certificate (affidavit) to be signed by MD/CEO of the company that they haven't been debarred or blacklisted for any services, supplies or products dealing in, by any organisation or Educational Institute/ University or State/ Central Government and no criminal case/ legal proceeding or industrial dispute is pending or contemplated against them.
- (d) Summary of average annual turnover and net worth (copy of audited statement of accounts/balance sheet for the last three financial years) be submitted.
- (e) Name, address/contact details of present and past satisfactory services of minimum three clients to whom such services are being/have been extended, of comparable value.

Bidders **must submit the documentary proof** in support of meeting the minimum qualification criteria. Simply an undertaking by the bidder for any item of the criteria shall not suffice the purpose. All the documentary proof must be listed on the letter pad of the company and enclosed in a cover, **to be submitted with the EOI proposal.**

### 3. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

- (a) Reception and accommodation of guests coming to stay in the New Technology Guest House. Services include manning the reception and office, round the clock on all the days of the year. Maintenance of allotment register, allotment and opening of rooms for bonafide occupants and upkeep of rooms by good housekeeping, room service for VIP Suits/Double/Deluxe Rooms (which include provision of bottled drinking water and waiter services) and security of the Guest House premises. Refer **Annexure-IV** for more details.
- (b) The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers, skilled and supervisory staff. The Guest House will be available for operation in 'as is where is condition', for maintaining it in upright, spic and span good condition.
- (c) The total area of the New Technology Guest House for housekeeping will be approximately 50,000 sqft., including the built-up area with a 2 acre front/lawn and open area, where activities including cleaning and maintenance, horticulture, security, other operations etc., have to be performed within its enclosed premises. This shall be looked after in a planned, pre-decided schedule of equal hourly three or four shifts in a day.
- (d) The number and composition of staff required is as per **Annexure-III**. The tenderer should have sufficient number of permanent employees on roll, specifically trained for housekeeping and allied work as per tender requirements. Full list of the employees, viz., name, age, gender, educational qualification, employee code, designation, experience in relevant field, PF, ESI code, local and permanent address etc., should be attached with the Technical Bid. Documents in support of ESI, EPF deductions, labour licence, health & safety measures the tenderer takes for his workers, should be attached with the Technical Bid.
- (e) Services will be provided by presentable, neatly attired and well-mannered trained attendants/personnel as per their functional designation, mentioned in **Annexure-III**. The personnel deployed (preferred age group : 21 ~ 45 years) of certified character and antecedents be Indian national and must display name badge and identity card signed by the agency/contractor and be conversant in speaking Hindi, English and local language. The common uniform shall comprise generally dark colour trousers, light colour shirt, tie/bow, black shoes, white socks etc., and be provided by the contractor. The colour/design of the dress/uniform has to be approved by the IIT authority.
- (f) Maintenance and cleaning on daily basis of all the rooms (with toilet-cum-bath), kitchen, dining hall, glass window panes, venation blinds and all the fixtures/ furniture at the Guest House including the office/meeting rooms on the ground floor/first floor and other rooms belongings to the Guest House, shall be the duty of the contractor. A status report on day-to-day basis will be maintained by the supervisor as a permanent record and may be sent to the office daily.
- (g) Bedrooms linen and bathroom towels shall be changed at every alternate day whenever the rooms are in use. In case of higher requirements (during high occupancy) fresh linen, towel, cleaning materials be arranged. A register for this purpose shall be maintained by the contractor and will be scrutinized by IIT from time to time.
- (h) Floors of all the rooms and corridors/Wing – A, B & C will be cleaned daily with ISI-mark detergent/phenyl (harmless WHO certified chemicals) and will be kept clean all the time. Carpets wherever available, shall be cleaned daily by vacuum cleaner and dry cleaning will be done on quarterly basis, as per requirement. Cleaning of sofa set, covers, curtains will also be done on monthly/quarterly basis, as per requirement. The contractor at his own expense shall arrange all consumables and cleaning material for cleaning and dry-cleaning.

Mosquito repellent, anti mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., will be done whenever required.

- (i) Bathroom/Toilets shall be cleaned daily and mopped up with ISI-mark phenyl. Air filters of Split/Windows type Air Conditioners will be thoroughly cleaned. Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispensers, bath soaps, tissue rolls, toilet paper, odonil, naphthalene balls, room freshener, harpic, dusters, brooms and the cleaning/sanitary materials will be provided by the contractor at no extra cost.
- (j) The kitchen shall be kept functional throughout the year, maintaining high degree of cleanliness. The utensils, crockery, cutlery, refrigerator, water purifier, water cooler etc., shall be kept clean and be arranged properly. Maintenance of refrigerator, dish washers, other mechanised facilities etc., shall be done by the contractor at his own cost.
- (k) Dining Hall/Kitchen/Cafeteria services shall be rendered in hygienic condition by trained chefs, cooks, masalchi, cleaners etc., details of which may be indicated as required in the Annexure–III.
- (l) Laundry facility to be provided to the guests on payment basis. Travel/Help Desk and other Institute Services (telephone and E-mail/Internet services etc.) should be facilitated at actual rates or as per guidelines, to the guests as and when required by them.
- (m)The Contractor shall provide experienced security personnel (in adequate numbers, of suitable hierarchy and supervision) for manning/surveillance at the main gate, entrance lobby, reception, lift, dining hall, first/second/third floor or Wing–A/B/C and maintain a duty roster, suitable to the work pertaining to the Guest House. The In-charge Security, GH will coordinate with the SO/ASO (Security) of the Institute.
- (n) Suitable horticulture services, creation and maintenance of lawns and gardens (free from weeds and trimming to stop undesirable growth), hedges, potted plants, flowering plants, seasonal flowers, flower arrangement in reception, rooms and common areas etc., shall be done by the Contractor.
- (o) The Contractor shall ensure overall general maintenance, drainage cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc), breakdowns, emergency relief and help on urgency basis. To ensure that Managers/ Supervisors are sufficiently trained and equipped with mobile phones.
- (p) The contractor should ensure to maintain adequate number of manpower to meet the contractual obligations and also arrange a pool of standby housekeeping staff/supervisor.
- (q) Bills for services should be presented to the visitors staying at the Guest House and payment received. A proper record and register should have to be prepared for record keeping and checking purpose of the Professor-in-Charge, Guest House/Designated Officer.
- (r) Meals should be provided at rates/menu, to be fixed. The details are given in **Annexure-IV** for which the rates be mentioned and consolidated daily rates/monthly rates be also mentioned in **Annexure-III**. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winter schools etc.) on per head basis for lunch/dinner, for vegetarian and non-vegetarian dishes.
- (s) Cleaning of towel and bed sheet should be done every day in case of usage of room. Curtains to be dry-cleaned every three months and blankets also to be dry-cleaned every quarter during winter by the contractor at no extra charge.

- (t) Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc.; daily supply can be on the basis of usage of rooms i.e., one sachet per person on per day occupancy. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of sleeper, be also kept as general reserve in each room.
- (u) Kitchen items and utensils, except available in Guest House, will be arranged by the contractor as per requirement at no extra charge by the contractor. Refilling of gas cylinder and repair maintenance of the items under contractor control like gas chullah, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder etc., will be done and supplied by the contractor at no extra charge.

**Note** : A daily maintenance register covering the items mentioned above shall be maintained by the Contractor which shall be subject to examination by designated Officer of Guest House, IIT Kharagpur. Any deterioration in providing above services shall attract the provisions of deductions, penalty or fine, pertaining to payments. Minor repair work at the time of urgency will be attended by contractor at no extra cost, unless and unlike it requires replacement of fittings and fixtures. Adequate monitoring and control system be put in place, to render prompt and best services.

#### **4. OBLIGATION OF IIT KHARAGPUR**

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

- (a) Furnishing of rooms.
- (b) Air conditioners, voltage stabilizers, TVs, geysers, invertors with batteries.
- (c) Provision of curtains, blankets, looking mirror, towels, bed sheets, bedcover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, cool water jug, wall hangings, etc., as one-time support.
- (d) Telephone instruments and extensions, computer/laptop/modem/TCPIP connection.
- (e) Electrical fittings, tube lights (energy savers), bulbs, fans, etc., as aggregate level infrastructure (one-time only).
- (f) Payment of electric charges, water charges, telephone bills, house/municipal tax shall be made under the arrangement of IIT.
- (g) Renovation/additions to the building, solar water heating, fire-fighting equipments, emergency power line etc.
- (h) Matter related to civil or electric work of E&M Department etc.
- (i) Racks, Almirah, room locking arrangement, shoe/luggage rack etc., as one-time support.
- (j) IIT will provide a comprehensive computing software and room reservation/allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software.
- (k) The Institute will provide space for setting up a Control Room with seating arrangement in the New Technology Guest House for the Manager and/or Supervisor and equip this with Computer, Printer, UPS etc. The house keeping staff will first report to the Manager/Supervisor in the Control Room and will be subsequently deployed by contractor for



duty after having been checked for standard liveries, upkeep, issue of materials and equipments etc. A Store Room will also be provided in the premises to keep the essentials and consumables etc.

## 5. TERMS AND CONDITIONS

- (a) IIT being an educational institution, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
- (b) Any theft or damages caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, IIT Kharagpur or an Officer nominated by him on his behalf, and the same will be deducted from the monthly bills of the contractor.
- (c) All personnel and their bags and baggage deployed with the contractor shall be liable for physical check both at the time of entry and leaving the Guest House Campus. The Institute may introduce a system of biometric/RFID attendance/GIS Checking System, bar coding or any other technology solution, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering services in the Guest House.
- (d) The services will be provided round the clock on all days of the year (24 x 7 x 365).
- (e) No item will be taken out of the Guest House without written permission of the Professor-in-Charge, Guest House or representative nominated by IIT. Normally no inventory be shifted from one room/place to another, without the approval of Professor-in-Charge, Guest House and making valid entry in the stock register of the inventory.
- (f) The allotment of rooms (accommodation), in the Guest House will be done by a nominated official of IIT Kharagpur. The Institute will introduce a web/IT based room reservation system/billing etc., which will be binding and acceptable to the contractor.
- (g) Room charges will be collected by the contractor and the same will be deposited with the desired bank of the Institute, daily between 02.30 pm and 04.30 pm. Room charges including advances collected during Saturdays, Sundays and notified holidays should be deposited positively on next working day, failing which 24% interest will be charged on the withheld amount from the contractor.
- (h) The contractor or his representative will not allow any unauthorized person to stay in the guest house without written permission of the designated officer. If at any time or during surprise check it is found that persons staying in the Guest House without written permission, the contractor will be directly responsible and financial penalty @ Rs. 20,000/- per day will be imposed on the contractor for damages, and same will be recorded in the complaints precedence register.
- (i) The IIT will not be responsible for any injury, accident, disability or loss of life to the contractor or to any of his 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 its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their pay rolls and submit a proof to this effect.
- (j) Compliance of policy regulations viz., Payment of Minimum Wages Act, Employer's Liability Act, Contract Labour (Regulation & Abolition) Act, The Workmen Compensation Act, Industrial Disputes Act, Maternity Benefit Act, Employees State Insurance Act, Provident

Fund Act, Miscellaneous Provisions Act and Labour Licence of State/Central Government, as on the date in existence or revised/changes in the future, will be the wholesome responsibility of the Contractor. In this regard, the Contractor at all times should indemnify IIT Kharagpur against all claims and will maintain the necessary books, logs, register, verifications, returns, receipts, computerised database etc., mandatory as per law and as per the Government rules and make it available for inspection/verification to the concerned Government Officer/Labour Enforcement Officer/Regional Provident Fund Commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the State may deem fit. A copy of all such compliances, statements, payments made to statutory authorities etc., including registration numbers shall be provided to the IIT Authority for verification and records.

- (k) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him to the Guest House, IIT Kharagpur, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service, and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weights & Measures Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals, during the entire contract period.
- (l) The Cable Network / Dish TV will be provided by IIT in all the rooms connected with the TVs placed in the VIP suits/double rooms, reception area etc. The facility so created with the identified agency and monthly subscription/rental paid for one year will be carried forward by the contractor for subsequent year(s), maintaining the continuity in services.
- (m) Expenses on external telephone used by the contractor and his men will be borne by the contractor.

## **6. DEFINITIONS**

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

- (a) The expression "Owner" and/or "Institute" occurring in the tender document shall mean IIT Kharagpur.
- (b) The expression "Bidder" shall mean the Tenderer who submits the tender for the work and shall include the successors and permitted assigns of the tenderer.
- (c) The expression "Contractor" shall mean the Tenderer who submits the tender for the work and selected by the Institute for the performance of the subject work, and shall include the successors and permitted assigns of the contractor.
- (d) "Professor-in-Charge" shall mean any representative of the Institute authorised to act as the Officer-in-Charge of the work or any specified part thereof.
- (e) "Work" and "Scope of work" shall mean the totality of work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.

- (f) "IIT" or "IIT KGP" shall mean Indian Institute of Technology Kharagpur.
- (g) "Contract" shall mean the contract for the work and shall include the tender document, the specifications, general or special conditions of contract of IIT, the letter of acceptance and the acceptable rates/bill of quantities in price bids etc.
- (h) "Course" shall mean regular academic programme and short term management/executive development programme, including academic/scientific training programme or events, seminars, workshops, conferences, summer or winter schools etc., which are being conducted and allowed to be conducted by the Institute from time-to-time on residential or non-residential basis.
- (i) "Meals" shall include all inputs from the Dining Hall / Kitchen, including bed tea, breakfast, lunch, dinner and evening tea-snacks, bottled water etc., including those served by the contractor under special arrangements on various occasions.
- (k) "Guest House" shall mean in the present tender, as the "New Technology Guest House, IIT Kharagpur".
- (l) "Competent Authority" shall mean the Director, IIT Kharagpur or any other Officer/ "Professor-in-Charge", designated by him for the purpose of this work/tender pertaining to the Guest House, maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the New Technology Guest House.

## 7. HANDING / TAKING OVER

The fittings, fixtures, furniture, 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 specifications, duly signed by Institute representative of the Guest House, IIT Kharagpur and the Contractor for the Guest House. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete Guest House.

## 8. TENDER FEE AND EMD

- (a) The tender document, terms and conditions and qualifications required can be obtained from the Office of the Professor-in-Charge, Guest House, on payment of Rs. 2,000/- (Rupees Two Thousand Only) by Demand Draft, or by downloading a copy of the same posted at the Institute website (<http://www.iitkgp.ac.in>) and enclosing a **Tender Fee of Rs. 2,000/-** (Rupees Two Thousand Only) by Demand Draft drawn in favour of 'Indian Institute of Technology Kharagpur', payable at SBI, IIT Kharagpur (Branch Code : 0202). The tender fee is non-refundable.
- (b) The proposal complete in all respect be submitted along with an Earnest Money Deposit **(EMD) of Rs 25,000/-** (Rupees Twenty Five Thousand Only), to be paid by a Demand Draft drawn in favour of 'Indian Institute of Technology Kharagpur', payable at SBI, IIT Kharagpur Branch (Branch Code : 0202).
- (c) The EMD deposited via demand draft should remain valid for at least 90 days (three months) from the last date of submission of tender.
- (d) The EMD shall be refunded to the unsuccessful tenderers soon after finalisation of the contract. It shall be refunded to the successful tenderer on receipt of performance security deposit.
- (e) No interest is payable on refund of the EMD.

## **9. TERMS OF PAYMENT**

- (a) The Contractor will be paid as per approved bid (award of contract/work order) on monthly basis by IIT for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that satisfactory services have been rendered during the month.
- (b) The computer generated attendance sheet, with signature/attendance status of persons deployed and verified shall be enclosed with the bill. Copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligations, made in respect of such engaged employees for the previous month deputed for this work, be enclosed by the contractor, with the monthly bills. A certificate that previous months claim of the employees under the contract and payment to the suppliers/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is mandatory that all such disbursements be done by cheque/pay order or bank e-transfer.
- (c) Monthly payment will be made within 15 days of submission of bills, in favour of the Contractor (in the name of the Firm/Agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses etc.). The Sales Tax/VAT and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.
- (d) The Contractor needs to provide details of his Bank Account number, name and address of the Bank, Branch and Branch Code and IFSC code etc., to facilitate payment through Bank (e-payment process).
- (e) If the scope of services increases (as per written communication and record) and/or at the time of award of contract, including extensions of one year or part thereof, including complete months, after the period of contract or otherwise, same will be extended on mutually agreed terms & conditions.
- (f) The rates/price quoted will be firm during the period of contract. In the event, the contract is extended, beyond the original period, on year-to-year basis; the escalation/de-escalation of rates/price of various items of work shall be considered via applicable methods, on the basis of index number of All India Consumer Price Index.

## **10. PERFORMANCE SECURITY DEPOSIT**

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

## **11. TERMINATION OF CONTRACT**

- (a) If the services of the contractor are not found satisfactory they will be issued three month's notice for improvement by the IIT Authority. If satisfactory improvement is not found even after this notice, a final, one month's notice will be issued to the Contractor by the IIT Authority to terminate the contract without prejudice to any rights or privileges accruing to

either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligations.

- (b) In case the contractor is required to (or decides otherwise) to discontinue the contract, he/she should give at least three month's notice to the IIT and shall remain essentially working for the said period of notice, till alternative arrangements are made.
- (c) In cases or situations, beyond the control of either party, the contract may be terminated with mutual consent by giving one month notice.
- (d) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payments for the notice period, for which services are not rendered.
- (e) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, besides annulment of the contract or other lawful action that may be taken against the contractor.
- (f) The contractor shall give vacant premises to the IIT Kharagpur and return all the equipment/fixtures and other items, facilities etc., once the contract period is over or terminated.

## **12. DAMAGES AND LOSSES**

All the equipments and the items at site stand at the risk and sole charge of the contractor who shall deliver in proper conditions at the time of annual stock-taking to be done by the IIT. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock-taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock-taking. If the contractor or his representative does not make them available, the stock-taking shall be conducted in their absence, and which will be binding on them. For losses, if any, due to natural calamity or any other act of god, beyond the control of either party, the IIT will replenish the same, as per obligations mentioned at Sr. No. 4 above.

## **13. COMPLAINTS**

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

## **14. MISBEHAVIOUR OF EMPLOYEES**

The employees of the contractor shall maintain strict discipline and not use any violent, obscene or offensive language while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehaviour, IIT has the right to terminate the contract. It will be mandatory for the contracting agency to brief their personnel in advance and apprise them of the conduct, expected from them, while working in an institution of national importance. Nothing prevents the IIT to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fast disposal.

## **15. BREAKAGE**

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

## **16. REPLACEMENT**

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

## **17. PENALTY**

Deduction on account of unsatisfactory catering services and improper maintenance of guest house, common places/facilities etc., will be made from the monthly bills. The recovery will be decided by the competent authority of IIT. The methodology for deduction shall be as under :

- (i) In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the Contractor.
- (ii) In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs. 500/- per room/ per day/ per event/ per location etc., from the bill of contractor, taking into account the loss of goodwill and inconvenience caused to the guests/institute.
- (iii) In case of unforeseen or peculiar circumstances, the decision of the Professor-in-Charge, Guest House, so far as imposition of penalty is concerned, shall be final.
- (iv) If the work is found unsatisfactory and below the expected standard in a particular area, including horticulture operation, security, electrical or plumbing/maintenance etc., the IIT authority will have the right to get the same done through another agency. The charges on account of this shall be deducted from the contractor's bill. Decision of the competent authority shall be final in this regard.

## **18. SCOPE OF EXTENSION OF WORK**

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

## **19. OTHER CONDITIONS**

- (i) Director may accept or reject any or all the tenders/bids in part or in full without assigning any reason. In case of any dispute, pertaining to tender/bids, the decision of the Director of this Institute shall be final and binding on the bidders.
- (ii) The Director, IIT Kharagpur reserves the right to withdraw/ relax/ interpret any of the terms and conditions mentioned hereinbefore; in such a situation the tenderer shall be given sufficient time to take the changes into account.
- (iii) Notwithstanding the sub-divisions of the documents into separate sections or otherwise, every part of each section/ part/ point or paragraph, shall be deemed to be supplementary

to and complimentary of every other part and shall be read into totality as part and parcel of the contract.

- (iv) Tenders received after the closing date and time shall not be considered.
- (v) Each page of the tender document should be signed and stamped by the tenderer in acceptance of the terms and conditions, laid down by the Institute.
- (vi) While indicating the price/rates of items or services, the bidder should write the item value/ monthly value, both in words and figures. In case of dispute, or cutting/overwriting, the amount written in words will be taken as the bid value.
- (vii) Tenderer or his authorised representative (with proper authorization letter) may choose to be present at the time of opening of EOI / RFP (Technical and Price Bids).
- (viii) The person/ officer signing the tender /bid documents on behalf of the contractor should be delegated with an appropriate Power of Attorney (duly endorsed by a Notary Public) by the Chief Executive Office/Managing Director of the Company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- (ix) Tenders incomplete in any form will be rejected outright. Conditional offers will not be accepted.
- (x) No tenderer will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuses to acknowledge or execute the contract/agreement within 15 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
- (xi) The contractor should not sublet the work to any other agency/contractor. No child labour should be engaged and human rights as per law shall be protected and adhered to. Persons engaged must undergo a prior character and antecedent check/ police verification, and must be medically cleared.
- (xii) **Period of Validity** : Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward revision of prices, should be extended to the IIT.
- (xiii) Companies conferred with ISO 9001-2000 certification, BVQs, HACCP, special recognition/ awards etc., must mention this in their technical proposal, along with a copy of the said certification.
- (xiv) Companies must **enclose a compliance list** (or check list) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality, and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned, for 360<sup>o</sup> better customer services.
- (xv) Tender fee should be enclosed separately in an envelope and attached with the Technical Bid document. E.M.D. should also be kept in an envelope and enclosed with the Technical Bid document. It is mandatory to enclose the said fee, unless otherwise the Agency/Organisation is entitled for an exemption while submitting bids to Government Institutions/Offices, as evident from the authorisation letter/certificate issued by appropriate State/Central Government Authority granting such exemption.

- (xvi) The engagement of personnel by the contracting agency/firm/organisation will be solely their discretion, as per usual norms and qualification and in no way make them entitle for any job or employment or permanency or any incumbency status in IIT Kharagpur.
- (xvii) The Professor-in-Charge, Guest House will be the contact point (Nodal Officer), on and behalf of the Director, IIT Kharagpur for any queries related to the tender, and can be contacted at his phone numbers : 9434022739 (M), 03222-282246 (Office), 282840 (GH) or E-mail : [bksq@arp.iitkgp.ernet.in](mailto:bksq@arp.iitkgp.ernet.in); [gh@hijli.iitkgp.ernet.in](mailto:gh@hijli.iitkgp.ernet.in).

**(B. K. Sengupta)**  
Professor-in-Charge, Guest House  
for Director, IIT Kharagpur



**TECHNICAL BID**

**FORMAT TO BE FILLED BY THE AGENCY TENDERING FOR HOUSEKEEPING, RECEPTION, ROOM SERVICE, DINING HALL & OTHER JOBS, MAINTENANCE SERVICES ETC., IN THE NEW TECHNOLOGY GUEST HOUSE, IIT KHARAGPUR**

1. Name of the Tenderer :
2. Status of the Tenderer :  
(attach documents, if registered company/partnership/ proprietyship)
3. Whether registered with Deptt. of Labour :  
(attach copy of certificate)
4. Bio-Data of key top official :  
(attach details)
5. Details of tie-ups, if any :  
(attach details, agreements)
6. Income Tax / Service Tax returns/clearance of last three assessment year (attach copy) :
7. Financial status of bidder and/or his associates including Annual Report & Balance Sheet/Statement of Account of past 3 years with Registration of Companies (ROC) receipts duly authenticated by Chartered Accountant :
8. Current list/address of clients where 100 or more personnel of the contractor are working :
9. Name of Contractor's three largest clients, to whom similar services are extended and average amount of monthly bills to such clients :
10. Name and address of Contractor's bankers and attach a Solvency Certificate from the Bank for a minimum amount of Rs. 25.00 Lakh. :
11. ESI Reg. No. (attach copy of the registration certificate/letter) :
12. PF Registration No. (attach copy of the PF Registration letter) :
13. Income Tax Permanent A/c No. (attach copy) :
14. Details of EMD/Bank Draft No. & date :

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

-----  
Dated signature & seal of the Contractor

**NOTE :** This is to be submitted in a separate sealed envelope super scribing "TECHNICAL BID" , Notice inviting Tender No. 21/2009-10 dated 29.10.2009 and name of the bidder. All technical documents like literature, catalogues etc., are to be put in the same envelope. Price bid of that agency/firm only will be opened which do technically qualify, for further consideration. **Attach all relevant documents duly signed and sealed.**

## DECLARATION

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

-----  
Signature of the Authorised Person

Date : -----

Full Name : -----

Place : -----

Company Seal : -----

**Note :** The above declaration, duly signed and sealed by the authorised signatory of the firm/company, should be enclosed with the Technical Bid document.

**A. DETAILS OF EXISTING CONTRACTS**

Sl. No.	Name and address of the Organisations/ Institutes  Name, designation and contact phone/fax numbers of the Officer concerned	Details regarding the contract, including manpower deployed	Value of contract (in Rs.)	Duration of contract		Additional information/ remarks, if any
				From	To	
				dd/mm/yy	dd/mm/yy	
1.						
2.						
3.						
4.						
5.						

Date : -----

-----  
Signature of the Authorised Person  
Full Name : -----

Place : -----

Company Seal : -----

**Note :** The above details be duly signed and sealed by the authorised signatory of the firm/company, and be enclosed with the Technical Bid document.

**B. DETAILS OF STAFF**

Name	Date of Birth	Gender (M/F)	Educational qualification	Employee code	Designation	Experience in housekeeping and other areas or services	Training	Character and antecedent verification
Temporary address								
Permanent address								Health check up last done on
ESI No.								
PF No.								

Date : -----

-----  
Signature of the Authorised Person  
Full Name : -----

Place : -----

Company Seal : -----

**Note :** The above format be used to provide employee details and be enclosed with the Technical Bid document.

**PRICE BID**

**FORMAT TO BE FILLED BY THE AGENCY TENDERING FOR HOUSEKEEPING, RECEPTION, ROOM SERVICE, DINING HALL & OTHER JOBS, MAINTENANCE SERVICES ETC., IN THE NEW TECHNOLOGY GUEST HOUSE, IIT KHARAGPUR**

1. Tender No. : \_\_\_\_\_ dated \_\_\_\_\_

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

3. Name of the Firm/Bidder : \_\_\_\_\_

4. Address : \_\_\_\_\_

5. Phone/Fax/Mobile /E-mail : \_\_\_\_\_

Sl. No.	Description of work	Estimated Manpower to be deployed	Manpower Proposed by the Contractor	Rate	Amount
1.	<b>Providing of manpower</b> (a) Manager/Supervisor (b) Reception/Front Office (c) Housekeeping (d) Public area –corridor/lobby/DH (e) Waiters – Room service/outdoor/DH etc. (f) Kitchen Staff – Dining Room management (g) Maintenance –electrical/plumbing/HVAC (h) Sweepers – sanitation (i) Gardener (j) Security Guard (rates per head be quoted)	4 5 20 (Morning/Evening) 6 5 35 4 10 (Morning/Evening) 5 (Morning/Evening) 10			
2.	<b>Providing of stores</b> (i.e. toiletries, washing/cleaning material and anti-mosquito, pest control on the basis of requirement)	NIL			
3.	<b>Provision of Washing items</b> (i.e. washing of bed covers, bed sheets, pillow cover towel etc., as and when required)	NIL			
4.	<b>Provision of Dry-cleaning items</b> (i.e. dry-cleaning of sofa-set, covers, curtains blankets, carpets etc., as and when required)	NIL			
5.	<b>Providing of newspapers and magazine</b> in the occupied rooms and lobby/reception (Hindustan Times, Time of India, Navbharat Times, India Today, Times, Sportstar, Business World etc.).	NIL			
6.	<b>Providing food materials/items as per menu chart</b> (consolidated amount be indicated, please give full details in Annexure-IV)	NIL			

Seal of the Firm \_\_\_\_\_

-----  
Signature of the Authorised Signatory

Place / Date \_\_\_\_\_

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

**DINING HALL / FOOD ARRANGEMENTS**

**TYPE OF SERVICE** : Silver service in dining tables for all meals

**BREAKFAST** : (7 a.m. - 9.30 a.m.) : Rates to be quoted

125 ml. fresh juice of seasonal fruits / 125 ml. canned fruit juice  
Selection of cereals (cornflakes or oat meal with milk/sugar)  
Fresh fruit (1 number banana/ seasonable fruit)  
Eggs to order (2 numbers egg boiled / scrambled / omelette)  
Vegetable cutlet and potato chips (in lieu of egg)  
4 numbers slices of bread plain (Brown / White)  
Butter and preserves of brand as specified (in pouch/sachet)  
Tea / Coffee / Milk (with separate milk and sugar sachet)

**or**

Medium sized puri with Aloo Tomato bhaji : Rates to be quoted

Fresh Fruit (1 number banana/ seasonable fruit)  
Tea / Coffee / Milk (with separate milk and sugar sachet)

**or**

Masala dosa / Upma / Uthapam / Iddlies / Vadas : Rates to be quoted

(All South Indian Dishes will be served along with its accompaniments)

Fresh Fruit (1 number banana/ seasonable fruit)  
Tea / Coffee / Milk (with separate milk and sugar sachet)

**LUNCH / DINNER** [(Lunch : 12.30 p.m. – 2.30 p.m.)] : Rates to be quoted  
[(Dinner : 8.30 p.m. – 10.30 p.m.)] : Rates to be quoted

Rice – Plain rice (good quality raw/ parboiled)  
Chapati – Tawa/tandori (any one)  
Dal, Green salad, Plain curd, pickle, papad  
Chichen /Fish – 150 gms. - non veg./ Paneer preparation with gravy - vegetarian  
Two seasonal vegetables  
One Sweet dish

\* Rice, dal, vegetables are to be served in sufficient quantity, for a full diet.

**Special Lunch/ Dinner:** : Menu with rates to be quoted

**Special buffet Breakfast/ Lunch/ Dinner** : Menu with rates to be quoted

**MISCELLANEOUS** : Rates to be quoted

Tea (with Tea / Sugar / Creamer Sachet – to be served in tea pot)  
Coffee (with Coffee / Sugar / Creamer Sachets – to be served in pot)  
Sandwiches (Cheese / Chicken/ Egg/ Vegetable)  
Pastry  
Biscuits  
Soft Drink  
Mineral water

## **HOUSEKEEPING SERVICES**

### **1. LIVING ROOMS – UNOCCUPIED**

- (a) Sweeping, mopping of rooms including attached toilets, daily (both cleaning material and labour)
- (b) Scrubbing, disinfecting and cleaning of glass panes, at least once in a week.

### **2. LIVING ROOMS – OCCUPIED**

- (a) Cleaning of rooms including attached toilets, daily (both cleaning material and labour)
- (b) Sweeping, moping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes etc (All rooms to be ready by 12.30 p.m. daily, once a day).
- (c) Cleaning of tea/coffee cups and glass tumblers (labour only) as per requirement
- (d) Change soiled bed linen (alternate day), bath towels, hand towel (daily) with washed and pressed ones (labour and washing/steam press under arrangement of contractor, bed linen and towels to be supplied by the institute)
- (e) Bed making, once a day (labour only; if required twice a day, as per turn out or occupancy of the guests)
- (f) Provision of packaged drinking water in the room and replenish as per requirement.
- (g) Provision of toiletries (material and labour), an indicative list of items to be provided is enclosed.
- (h) Provision of tea/ coffee/sugar/creamer sachet in the rooms, labour and material, once a day or as required.
- (i) One English and Regional News paper daily morning in each of the occupied rooms.
- (j) Arrange for Laundry service to room occupants (charges payable by Guest). Providing laundry bag in the room will be under contractor's scope of work.

### **3 . COMMON AREAS**

(viz., Corridors, Passages, Lobbies, Reception Area, TV Lounge etc., all Common Toilets & Dining Hall) :

Sweeping, moping dusting, scrubbing, cleaning of glass panes, removal of cobwebs etc, minimum two times a day and additionally in frequently used area only as per requirement for all except Dining Hall. For dining hall, the cleaning work as above shall be carried out after each meal (three times a day). Cleaning of glass panes and ceiling fans, ceiling area etc., which are reachable only with the help of ladders or such other support, at least once a week. To provide liquid soap, soap cakes etc., will be under contractor scope of work (in the toilets and dining hall wash basin).

### **List of Items to be provided in the occupied rooms**

- 1. All-out Mosquito liquid repellent refill
- 2. Candle
- 3. Match box
- 4. Scribbling Pad and disposable pen
- 5. Soap (15 gms.) & liquid soap
- 6. Oil pouches
- 7. Shampoo pouches 10 gms.
- 8. Tea bags/coffee, sugar/milk powder/creamer – 2 each
- 9. Laundry bag/Laundry slip
- 10. Clean my room Card
- 11. Two pair of non-disposal slippers