



TENDER DOCUMENT

TENDER NOTICE FOR PROVIDING SERVICES

FOR EXISTING AND NEW GUEST HOUSE AT

NATIONAL INSTITUTE OF TECHNOLOGY DURGAPUR (NITD)

DURGAPUR - 713209

WEST BENGAL, INDIA

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NOTICE INVITING TENDER / TENDER DETAILS

NOTICE INVITING TENDER NO.: NIT/GUESTHOUSE/2023-2024/01	Date: 06/07/2023
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Service	Providing Services at Old Guest House and New Guest House of NIT Durgapur
Earnest Money Deposit to be submitted	NIL
Performance security	The successful bidder must submit before release of payment a valid bank guarantee on any nationalized bank amounting 3% (may be altered if required) of the order value towards Performance Security during the service delivery period.

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled /registered in e-procurement should enrol/ register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission.

Bidders can access tender documents on the website (For searching in the CPPP site, kindly go to Tender Search option and type 'NIT'. Thereafter, Click on "GO" button to view all NIT Durgapur tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page. **All quotation (both Technical and Financial should be submitted in the E-procurement portal).**

SCHEDULE

Name of Organization	National Institute of Technology Durgapur
Tender Number:	NIT/GUESTHOUSE/2023-2024/01
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Auction/Service/Buy/Empanelment/ Sell)	Service
Source of Fund (Institute/Project)	Institute
Is Multi Currency Allowed	NO
Tender Documents	Tender Documents can be downloaded from The website www.nitdgp.ac.in/ http://eprocure.gov.in/eprocure/app
Date of Issue/Publishing	06/07/2023, Time: 11:00am
Document Download/Sale Start Date	06/07/2023, Time: 11:00am
Bid Submission Start Date	06/07/2023, Time: 11:00am
Document Download/Sale End Date	27/07/2023, Time: 11:00am
Last Date and Time for Bid Submission	27/07/2023, Time: 11:00am
Date and Time of Opening of Bids	28/07/2023, Time: 11:10am
Pre-Bid meeting	18/07/2023, Time: 16:00Pm Venue: S.N. Roy memorial building. (Meeting room)
Tender Fee	N/A
EMD	NIL
SECURITY DEPOSIT	Rs.: 2,00,000.0 (Rupees two lakhs only) Successful bidder
CONTRACT/AGREEMENT PERIOD	01 YEAR
No. of Covers (1/2/3/4)	02 (Technical Documents Cover) (Financial Cover)
Bid Validity days (180/120/90/60/30)	120 days (From date of opening of price bid)
Address for Communication	Joint Registrar (Establishment) National Institute of Technology, Durgapur Durgapur-713209, West Bengal.
Contact No.	9434788157
Email Address	drest@admin.nitdgp.ac.in
ITI Helpdesk	Helpdesk Number - 0120-4711 508, 0120-4001 002, 0120-4001 005, 0120-6277 787

Validity of quotation required : 120 days from the date of opening of price bid.

Payment : On consumption basis.

Place of Work : NIT Durgapur

Instructions for Online Bid Submission:

As per the directives of Department of Expenditure, this tender document has been published in the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>). 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: <http://eprocure.gov.in/eprocure/app>.

REGISTRATION

- Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enrol”. Enrolment on the CPP Portal is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 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.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India, with their profile.
- 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 DSCs to others which may lead to misuse.
- 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

- 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.
- 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/ email in case there is any corrigendum issued to the tender document.
- 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

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, 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 formats. Bid documents may be scanned with 100 dpi with black and white option.
- 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” 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.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder 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. Whenever, EMD/ Tender fees are sought, bidders need to pay the tender fee and EMD separately on line through RTGS (or alternatively Demand Draft may be sent to the address for communication mentioned in schedule, if mode of payment is through DD). Account details are given below.

Account Name: NIT Society Durgapur

Bank Name: State Bank of India

Branch: NIT Durgapur, Durgapur-713209, Dist.- Paschim Bardhaman, West Bengal, Pin- 713209

IFSC Code: **SBIN002108**

Bank Account Number: **11520034072**

MICR Code: **713002204**

(Scanned copy of the RTGS challan should be submitted at the Technical folder)

4. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. 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.
5. 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.
6. 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.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

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 number for the helpdesk is 1800 233 7315.

General Instructions to the Bidders

1. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
2. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC”.
3. Tenderer are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

COMMERCIAL TERMS & CONDITIONS

1. **Name of Work:** Services Providing at Old and New Guest Houses of NIT Durgapur
2. **Earnest Money:** Rs. NIL (Rupees NIL) to be deposited as interest free Earnest Money along with the Tender Paper only in the form of demand draft on any Nationalised Bank having its branch at Durgapur. Earnest Money deposited in any other manner and or form will not be accepted and the tender will be rejected. If the lowest successful bidder doesn't accept the Letter of Intent (LOI) the Earnest Money will be forfeited automatically.
3. **Security Deposit:** Rs. 2,00,000.00 (Rupees two lakhs only) only to be deposited within three (03) days from the date of receipt of Letter of Intent (LOI). Security Deposit is refundable without interest on termination of agreement within ninety days from the date of termination / expiry after deducting all dues against the agreement. Money receipt relating to security deposit is to be produced by the selected service provider well in advance before making the agreement.
4. **Duration of agreement:** One (01) year initially and may be extended for another twelve months, on the sole discretion of the Direction, NITD, based on satisfactory performance with 10% of increase in amount of service charge for the extended period. If extension granted the rate of food items may be revised as per variation of consumer price indices (CPI), published by Ministry of Statistics and Programme Implementation, Govt. Of India.
5. **Validity of Tender:** Ninety (90) days from the date of opening of the tender. EMD will stand forfeited if the bidder backs out within the validity period of ninety (90) days.
6. **Eligibility:** a) Minimum **Seven (07) years** of relevant experience for operation and maintenance of reputed Hotels / Guest Houses / Rest Rooms (preferably, in the Government / Public Sector / Railways / Tourist Departments).
b) Work Experience minimum 2 Crore in single work order.
c) The Firm shall be registered / incorporated in India and having annual turnover not less than 30 lakhs. Audited Balance sheet may be attached as proof.
d) Firm must comply with CoVID-19 protocols of Govt. of India.
7. **Termination:** The Director of NIT Durgapur reserves the sole right to terminate the agreement at any time without showing any reason with minimum 24 hours' notice period.
8. The Director, NITD reserves the right not to accept the lowest or any other tender without showing any reason.
9. **Registration certificate of MSMEs/ NSIC, ISO-22000 & ISO-45001, Trade Licence, Labour Licence, Food Licence/FSSAI Licence, Fire Licence and Income Tax, Sales Tax, VAT, Service Tax Reg., etc.** certificates are to be submitted along with the Tender Documents.
10. Tender should be free from correction(s) and erasures. Corrections or over writings, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between amounts quoted in words and figures, amount quoted in words shall prevail.
11. The Institute shall handover the Old and New Guest House, Kitchen, Dining and all the guest rooms with electrical and plumbing fittings along with all the utensils, kitchen appliances, furniture, refrigerators, tea makers, room air conditioners, gymnasium etc. to the service provider. If any loss/damage is incurred during the tenure of the agreement to the movable /immovable properties of the Institute, the cost of the same is to be borne by the service provider.
12. Service provider shall not make any alteration to the electrical, plumbing fittings and the building of the Institute.

13. Service provider shall regularly upkeep the guest house rooms, toilets, kitchen corridor, lobbies and other areas including cleaning of linen etc, in each room and provide soap (small), toilet materials, mosquito repellent and supply cleaning materials, etc as and when required. Regular room service to be done when rooms are under occupation by guests.
14. Service provider shall maintain the neatness, cleanliness and hygienic condition of the guest house premises.
15. Service provider shall provide the security to the guest house and any other functions as may be felt necessary.
16. Service provider shall collect the application forms for accommodation of rooms to guests every working day morning and will seek permission from the Joint Registrar (Establishment)/ Officer In-Charge of Guest House for allotment of the rooms. No room shall be allotted without prior permission of Joint Registrar (Establishment)/ Officer In-Charge of Guest House.
17. Service provider shall maintain the Guest House Register, collect room rents and deposit it with the Cash Section of NIT Durgapur every week with the endorsement of the Joint Registrar (Establishment)/ Officer In-Charge of Guest House.
18. Service provider shall make arrangements to serve meals both vegetarian and non-vegetarian, offering a multi-cuisine choice for the guests, including Indian (especially North Indian and South Indian dishes and other regional dishes), Chinese, Thai, Tibetan and Continental menu.
19. Service provider shall provide kitchen and dining room services for bed tea, breakfast, lunch, tea, snacks and dinner etc. at rates fixed by the Institute to the guests staying in the guest house or to the guests visiting NIT Durgapur as requested by the Joint Registrar (Establishment)/ Officer In-Charge of Guest House as and when required, at the rates agreed upon by both the service provider and the Institute. At no point of time the service provider shall charge beyond the approved rate from any guest for any item.
20. Institute shall provide the LPG non-subsidised connection to the Kitchen and the service provider shall bear the expenses for LPG refilling as and when needed. Service provider shall not use any electrical heater for the cooking purpose in the kitchen.
21. The service provider shall be solely responsible for any claim whatsoever by any of its employees relating to workmen's compensation, PF, ESI, Gratuity or any other statutory or contractual payment or any violation of provisions of any law or agreement during the periods of agreement or at any other subsequent date.
22. Service provider shall keep the guest house, kitchen and dining hall services functional round the clock or on all seven days of the week, maintaining the minimum staff strength as stated below.
 - a. One care taker – Highly Skilled Staff, should be Diploma / certificate holder in Hospitality Management. Minimum experience of five (05) years in the similar capacity in Army / Navy / Air Force / Paramilitary forces i.e. as Mess Havildar, Quarter Master duties or Catering Assistant will be preferred. Should be able to handle computerised booking/billing system.
 - b. Three cook- Skilled. Diploma / Certificate holder in Hotel Management preferred. Minimum five (05) years' experience of working in any reputed Organisation/ Defence Services as cook.
 - c. Six service personnel – Semi Skilled. Diploma/Certificate holder in Hotel/Hospitality management from any recognised Institute. Minimum three years (03) experience of working in any reputed organisation/ Defence Services.
 - d. Two washers-up – Semi – Skilled. Diploma /Certificate holder in Health and Hygiene services will be preferred. Minimum three (03) years' experience of working in any reputed organisation/Defence Services is equivalent grade/ cadre will be preferred.

- e. Four Sweeping and cleaning Personnel – Semi-Skilled. Minimum 8th standard pass and should have working knowledge in Health and Hygiene. Working experience in any reputed organisation/Defence Services for two (02) years.

All the above staffs must have knowledge and understanding of CoVID-19 Protocols of Govt. of India. All the above staffs of the Service provider may have to undergo Written Test/Viva/Interview or all before their deployment by the Joint Registrar (Establishment)/ Officer-in-charge of Guest House. In case of requirement of additional manpower, the same will be intimated.

23. Service provider shall not use any fittings, furniture and building for any purpose other than those stated above. Service provider shall have to pay the electricity charges as per actual consumption (at prevailing rate of Institute) for Store Room and for the accommodation of his/their men.
24. Service provider will provide the uniforms to the employees recruited by him including head dresses, shoes, apron and gloves.
25. Any representative(s) of the Director /Registrar/ Joint Registrar (Establishment)/Officer In-charge of Guest House of Institute shall have the power to inspect the guest house and its services at any reasonable time.
26. The submission of the tender by a bidder implies that he has read the entire tender document and has made himself aware of the site conditions, scope and specification of work to be performed and of the local conditions and other factors which have a bearing on the execution of work. The Institute, therefore, after acceptance of bids shall not pay any extra charges for any reasons whatsoever in case the service provider is found later on to have misjudged the tender specifications, requirements and site conditions.
27. The service provider shall not, otherwise, in accordance with the Statutes, ordinances and Government Regulations or Orders for the time being in force, import, sell, give, barter or otherwise dispose of any alcoholic liquor, intoxicants, Narcotics or permit or suffer any such importation, sale, gift, barter or disposal by his sub-contractors, agents or employees.
28. The service provider shall not give, barter or otherwise dispose of to any person or persons, any arms or ammunition of any kind or permit or offer the same as aforesaid.
29. Agreement for offer of engagement to be made between the Institute and the selected party on Rs. 100.00 (Rupees hundred only) Non-Judicial Stamp Paper.
30. The agreement will automatically terminate on expiry of the period of agreement and the service provider will hand over the guest house with all the materials to the Institute Authority immediately in the similar condition in which they had accepted the same.
31. All disputes are to be settled within the jurisdiction of Durgapur Court only.
32. Performa of agreement is attached.

Signature of Service Provider

SUBMISSION OF PROPOSAL

The following documents and information shall be submitted together in the technical document submission folder along with the Signed Tender Document: Brief description of the Company/ Organisation, including a structure and number of employees,

- i. Name of the Firm and Complete address including branches, (if any).
- ii. The status of the Firm: Proprietor, / Partnership /Regd. Company / Co-operative Society.
- iii. **List of Government Organizations for whom the Bidder has undertaken such Services during last Seven years (must be supported with work orders),(ANNEXURE III)**
- iv. **Registration certificate of MSMEs/ NSIC, ISO-22000 & ISO-45001, Trade Licence, Labour Licence, Food Licence/FSSAI Licence, Fire Licence and Income Tax, Sales Tax, VAT, Service Tax Reg., etc.** certificates are to be submitted along with the Tender Documents.
- v. Financial Status including Income Statement, Balance Sheet, Annual Turnover for the last three (3) years,
- vi. Firm/Company should have their registered office in West Bengal or Durgapur.
- vii. List of the Permanent employees with qualification and experiences written by the Firm as resource person,
- viii. Charges of providing service to the Guest House to be quoted on Monthly basis. Specimen format attached (**Annexure-2**).
- ix. The rate should explicitly indicate the amount is including / excluding of all applicable taxes and charges. Service Tax should be reflected separately.

Interested bidders may also visit the NIT Durgapur Campus (Old and New Guest House) at their own cost before submitting their bids, if necessary.

Organisation Name:

(SIGNATURE)

(Authorised signatory with organisation seal)

PROFORMA OF AGREEMENT

Agreement for the service provided to the Guest House of National Institute of Technology Durgapur.
Agreement made on between NIT Durgapur and M/s
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WHEREAS Proprietor of
hereinafter referred to as the Service Provider (SP) have submitted the tender to the National Institute of Technology Durgapur hereinafter referred as the Institute, for providing the services to the Old and New Guest House of National Institute of Technology Durgapur, for a period of one () year commencing from20.....

WHEREAS the National Institute of Technology, Durgapur has agreed to grant the agreement to foresaid as per letter of internet No., dated And
WHEREAS the service provider and the Institute have agreed to execute this agreement.

We agree that: -

1. We will be providing services to the Institute guest house for a period of one (1) year with effect from, on the terms and conditions stated herein.
2. The service provider will make cumulative security deposits of Rs. 200,000.00 (Rupees Two Lakhs only) to the Institute which is refundable on the termination of the agreement free of interest after recovery of all dues payable by the service provider to the Institute. This security deposit has been deposited to the Cash Section of the Institute vide money receipt no dated
3. The service provider will quote the charges of providing service to the Old and New Guest House of Rs.(Rupees) only per month if bill and relevant documents are in order, which will be paid by the Institute before 21st day of following month.
4. The service provider shall enclose Certificate of registration for MSME/NSIC, Trade Licence, Labour Licence, Fire Licence, Food Licence, FSSAI Licence, IT, VAT, Sales Tax and Service Tax registration certificates before signing the agreement.
5. The service rendered to the Old and New Guest House by the service provider shall remain functional round the clock on all the seven days of the week.
6. The service provider will provide the kitchen and dining room services for breakfast, lunch, tea, snacks and dinner etc. along with the room services for bed tea, at the stipulated in the Tender document. The rates of the foresaid items are applicable during the entire contract period commencing from If the contract period is extended beyond initial twelve months for any reason whatsoever, the service provider will provide the service at 10% increase in contract value for the service. However, for food items the rates will be worked out as per variation in consumer price indices (CPI) as published by Ministry of Statistics and Programme Implementation, Govt. of India.
7. The service providers shall regularly upkeep the guest rooms, dining hall, corridor, lobbies, toilets, kitchen and garden area and also supply the cleaning materials. The service provider shall clean the linen, bed sheets; towels etc. regularly in the guest room, provide soap (small), toilet, and mosquito

repellents etc. as and when required, also provide regular room service when under occupation by the guests.

8. The service provider (on a board written using paint) will display the approved list of item rates in the dining hall of the Guest House.
9. The service provider will ensure that no stale food, snacks etc. are served in the Guest House. If identified, a spot fine of Rs. 5000.00 (Rupees five thousand only) will be charged on the service provider on every occasion.
10. The Service provider will not make any sale on credit and the Institute will not be responsible for collection of any dues on behalf of the service provider.
11. The behaviour of the service provider and its employees will be polite and exemplary towards the guests and members of the Institute. The service provider and its men will not indulge in any kind of immoral activity directly or indirectly, and defaulters will attract penalty up to Rs. 5000.00 (Rupees Five thousand only) in every such occasion, which may lead to the termination of the contract.
12. Without taking prior written approval from the Institute, the service provider can neither sale or serve, nor can he permit anyone else to sale or serve liquor, intoxication preparations, Narcotics, etc. in the guest house. For every breach of this clause a fine up to Rs. 10000.00 (Rupees ten thousand only) may be imposed by the Institute on the service provider and the service provider will deposit it within 24 hours to the Institute.
13. The service provider shall make arrangement to serve meals both vegetarians and Non- vegetarian dishes, offering Indian (especially North Indian /South Indian / Regional food dishes), Chinese, Thai, Tibetan and Continental menu.
14. The service provider will not put hindrance to the Director /Director's Authorised representative / Professor-In –Charge of the Guest House / Joint Registrar (Establishment) / Officer In- Charge of Guest House from inspecting the Guest House from inspecting the Guest House in any reasonable hours and the service provider shall undertake to implement their direction within the ambit of the Tender Document and its agreement.
15. Service Provider shall collect the application forms for accommodation of rooms to guests on every day morning and will seek advice from the Joint Registrar (Establishment)/Officer In - Charge of Guest House for allotment of rooms. For Institute Guests, the requisition will be sent to Joint Registrar (Establishment)/Officer In – Charge of Guest House directly by the concerned employees of the Institute.
16. The service provider shall not rent out rooms to any person on its own, without permission or prior approval of the Joint Registrar (Establishment)/Officer- in- Charge of the Guest House. Such offence may attract a penalty up to Rs. 10000/- (Rupees ten thousand only) in each case.
17. The Service provider shall maintain the Guest House Register, collect room rents and other maintenance from 9 am and 6 pm and 6 pm to 9 am, will be executed as per instructions by Joint Registrar (Establishment)/Officer In- Charge of Guest House and cash will be deposited only by the Service Provider in the cash section of NIT Durgapur within seven (07) days through proper channel. The service provider will not ask for any rent from the Institute Guests.
18. Service Provider undertakes to maintain the good, clean and hygienic condition of the Guest House building and its premises and dispose all the refuses at marked location only at his own cost. The service provider will be responsible for safety, security of all movable and immovable properties of Guest House which are duly handed over to him.

19. The Institute shall have the power to extend the agreement period of another terms of twelve months based on satisfactory services rendered by the service provider, and on such occasion, the Institute will agree to increase the service charge by 10% . The rates of food items during the extended period will be worked out (see Para ---6). The extension, however, cannot be a right of the service provider and should be under the sole discretion of the Institute.
20. The Institute provides the service provider the dining hall and kitchen at the Institute Guest House building with initial electrical and plumbing fittings along with furniture. Kitchen appliances, refrigerators, tea makers, room air conditioners, crockery, micro-ovens, TVs, and electronic goods, etc. as given during agreement in a provisional list of Annexure-II (Which will be physically verified and handed over to the service provider during commencement of the service). It is being agreed that all repairs and replacements of the above to make any loss or damage are to be made by the service provider at his own cost, and the service provider will as and when agreement is vacated or terminated, hand over to the Institute with electrical, plumbing fittings, furniture, kitchen appliances, crockery, micro ovens, TVs and electronic goods etc. in the same condition in which they were issued to the service provider except normal wear and tear. The service provider will be subjected to the same discipline as is applicable to the residents of the Institute Campus.
21. The service provider will abide by any other terms and conditions which the Institute and / or the Guest House committee on its behalf may impose from time to time.
22. In the event of violation of the conditions of this agreement the service provider will vacate the Guest House premises forthwith and the service provider will not have any claim in respect of the unexpired period of the agreement and security deposit.
23. If the service provider keeps the Guest House closed more than two (02) days continuously without providing Guest House Services to the Institute, the Institute shall have the right to take possession of the Guest House building and to assign the task of the Guest House service to another agency, so that the same guest house service can re-start. Even the Institute shall have the right to break or open the lock / locks to take possessions of the guest house building as deemed fit by the Institute.
24. The service provider shall keep the guest house kitchen and dining hall services functional round the clock on all the seven days of the week, maintaining the following staff strengths (as minimum). Service Provider must provide particulars of the persons engaged. They are to be provided with Identity Card by the Service Provider.
 - a. One care taker---Highly Skilled Staff, should be Diploma / certificate holder in Hospitality Management. Minimum experience of five (05) years in the similar capacity in Army /Navy / Air Force / Paramilitary forces i.e. as Mess Havildar, Quarter Master Duties or Catering Assistant will be preferred. Should be able to handle computerised booking /billing system.
 - b. Three cook---Skilled. Diploma /Certificate holder in Hotel Management preferred. Minimum five (05) years' experience of working in any reputed organisation /Defence Services as Cook.
 - c. Six service Personnel---- Semi skilled. Diploma /Certificate holder in Hotel/ Hospitality Management from any recognised Institute. Minimum three years (03) experience of working in any reputed organisation / Defence Services.
 - d. Two washer –up – Semi- Skilled. Diploma / Certificate holder in Health and Hygiene services. Minimum three (03) years' experience of working in any reputed organisation / Defence Services in equivalent grade/ cadre will be preferred.

- e. Four Sweeping and cleaning Personnel---Semi-Skilled. Minimum 8th standard pass and should have working knowledge in Health and Hygiene. Working experience in any reputed organisation /Defence Services for two (02) years.
25. In the event of death of the service provider the agreement will stand automatically terminated with immediate effect and the Institute will take possession of the guest house building forthwith.
 26. On the expiry of the agreement, the service provider will vacate the guest house building and hand it over to the Institute with all its assets (clause 19), electrical and plumbing fittings and furniture to the Institute within 24 hours of expiry of the agreement period.
 27. In the matter of any interpretation and /or dispute in respect of this agreement the decision of the Director will be final and will be binding on the service provider.
 28. The service provider shall not, otherwise, in accordance with the statutes, ordinances and Government Regulations or Orders for the time being in force, impact, sell, give, barter or otherwise dispose of any such importation, sale gift. Barter. Or disposal by his sub-contractors, agents or employees.
 29. The service provider shall not give, barter or otherwise of any person or persons, any arms, or ammunition of any kind of permit or offers the same as aforesaid.
 30. In regard to extension of time of the agreement the Institute will have sole discretionary power.
 31. Under normal situations thirty (30) days 'notice period is to be served by either party for termination of contract. However, The Institute reserves the right to terminate agreement within 24 hours without assigning any reason to the service provider as and when it deems fit.
 32. The Tender Document is a part of this agreement.
 33. All the disputes will be settled within the Jurisdiction of Hon'ble Durgapur Court only.

IN WITNESS WHEREOF BOTH THE PARTIES set their respective hands in presence of the witness on the date month and year as given above

Place: National Institute of Technology, Durgapur, M. G. Avenue, Durgapur, India

Signature of Service Provider

Accepted on behalf of the Board of Governors, Accepting the Terms & Conditions National Institute of Technology Durgapur Society mentioned in Tender Document, LOI & Agreement

Witness:

1.

2.

3.

Witness:

1.

2.

3.

Annexure- I

(Menu Rates)

ITEM (Breakfast):

1. Bread Toast 4 pcs (butter /jam). Egg 1 pc (boiled /omelette) with tea : Rs. 50.00
2. Bread Toast 4 pcs. (butter /jam), Corn flakes with milk with tea : Rs. 50.00
3. Roti 4 pcs. With sobji and 1 pc sweet with tea : Rs. 50.00
4. Stuffed Paratha 2 pcs. With raita /curd /sweet (1 pc.) with tea : Rs. 50.00
5. Plain Paratha 3 pcs. With sabjhi, 1 pc banana with tea : Rs. 50.00
6. Puri 6 pcs, sabji, pickle, banana with tea (proposed) : Rs. 50.00
7. Idly 4 pcs (50 gm each) with sambar, tea (proposed) : Rs. 55.00
8. Boda 4 pcs. (50 gm each) with sambar with tea (proposed) : Rs. 55.00

LUNCH /DINNER:

1. Basmati rice /roti, dal (moog /musur/chana), veg fry, veg curry (Seasonal), curd (100 gm), salad, papad, pickle, sweets (2 pcs.) : Rs. 85.00
2. Basmati rice /roti, dal (moog/musur/chana), veg fry, veg curry (Seasonal), salad, papad, pickle, sweets (2 pcs.), Egg Curry (2 pcs.) : Rs. 100
3. Basmati rice /roti, dal (moog/musur/chana), veg fry, veg curry (Seasonal), curd (100 gm.) salad, papad, pickle, sweets (2 pcs.), Fish Curry (100 gm.)/ paneer butter masala : Rs. 110
4. Basmati rice /roti, dal (moog/musur/chana), veg fry, veg curry (Seasonal), curd (100 gm.) salad, papad, pickle, sweets (2 pcs.), chicken Curry (100 gm.)/ paneer butter masala : Rs. 120
5. Fried Rice/ Jeera Rice / Pulao and Roti, channa dal / arhar dal fry, Veg cutlet / veg soup, veg Manchurian / Gobi Manchurian, chilli Chicken/ Chilli fish, salad, papad, pickle, curd, sweet (2 pcs) : Rs. 120

Individual rates to be paid extra:

1. Tea per cup : Rs. 6.00
2. Coffee (spl) per cup : Rs. 8.00
3. Veg Pakora 1 plate (6 pcs) : Rs. 27.00
4. Finger Chips 1 plate 150 gms. : Rs. 20.00
5. Chicken Pakora 1 plate (8 pcs.) : Rs. 60.00
6. Fish Finger 4 pcs. : Rs. 50.00
7. Fish cutlet 1 pc : Rs. 50.00
8. Paneer pakora 1 plate (6 pcs.)/ paneer finger : Rs. 40.00
9. Fish Fry 1 pc : Rs. 40.00
10. Banana (per piece) : Rs. 3.50
11. Bisleri /Kinley/ Aquafina Mineral Water Bottle (1 Ltr.) : Rs. 18.00/MRP/Whichever is higher

Note

*For **Institute Guests**, the food bills will be signed by the guests /who has requisitioned accommodation & food. Same should be countersigned by Joint Registrar (Establishment)/ Officer In – Charge of the Guest House. For **General Guests**, the service provider shall ensure that the signature of the guests is obtained on the food bills before their departure.

Above mentioned rates are for **general items**. For **Special meals and dishes** organisers may negotiate with the service provider in conjunction with Officer In –charge of Guest House.

***Payment Terms:** The contractor shall submit bills after completion of every calendar month and normally payment will be released within 21 working days from the date of submission of bill if the bill is complete and correct in all respects. The monthly bills submitted by the contractor shall only be for actual salary and other benefits paid by the contractor for the number of employees deployed as per contract with NITD. If there is a shortage of employees of not less than 90% per shift of duty, as contracted, which has been adjusted by paying overtime by the contractor then the overall monthly claim bill submitted by the contractor shall not exceed the monthly total contract amount agreed upon between NITD and the contractor. Claiming salary of employees not appointed/absent is an offence and if noticed, the contractor shall refund the entire salary along with such penalties including a penal interest to NITD. If after receipt of payment, the Contractor has been unable to pay his workers/employees or pass on other benefits like washing allowance, ESI, PF, etc., and as soon as this fact becomes known to him, the Contractor shall immediately refund all such amounts to NITD with a covering letter explaining the reasons for such refund. The contractor shall make a certification on each bill to this effect.

***Leave Salary and Bonus:** The leave salary and bonus shall be claimed by the contractor as and when these are paid by the contractor to its employees and the same will be reimbursed by the Centre on submission of proof for having paid. Leave salary is payable only if substitute is appointed in place of contract Employee on leave subject to the condition that the contractor maintains 90% attendance per shift of duty

***Breakage & Replacement:** All damages/breakage to the equipment/inventory in the custody of the contractor, if caused due to negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the Contractor.

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

Annexure II

SPECIMEN FORMAT FOR QUOTING THE RATE

<u>RATE BREAK UP</u>												
	<u>1</u>	2	3	4	5	6	7	8	9	10	11	12
Sl. No.		Min. Wage : as per Gol notified rate effective from 01.10.14	EPF (13.61%)	ESI (4.75%)	Bonus (8.33% of 3500/)	Leave (22 Days)	Total individual salary per month	Maint. Material. (Break up to be given)	Washing charge (Break up to be given)	S. Charge	G. Total per month	Remarks
A	Caretaker 01 nos. (Highly Skilled)											
B	Cook-03 Nos. (Skilled)											

C	Service Boy-06 nos. (Semi-skilled)											
D	Washer- up 02 nos. (Semi-skilled)											
E	Sweeping and cleaning Personnel- 04 nos. (Semi-skilled)											

- Service Charge (Col No. 10) should be calculated as a percentage on Minimum Wages mentioned in Col. 2
- In all cases the prevailing amount & percentages as applicable on the last date of submission of bids.
- Taxes if any should be mentioned separately.

(Please fill the excel sheet available on e-Wizarde portal)

ANNEXURE-III

LIST OF GOVT. ORGANIZATION/DEPTT

List of Government Organizations for whom the Bidder has undertaken such Services during last five years (must be supported with work orders)			
Sl. No.	Name of the organization with address	Name of Contact Person	Contact No.

Name:

Designation:

Organization Name:

Contact No.:

E-mail Id:

Signature & Seal of Bidder with date