

SARDAR VALLABHBHAI PATEL BHAVAN GUEST HOUSE (SVPB GH)

**TENDER No.
SVPB GH/ 177 /2017-2018**



Name of work: Care Taking and Catering Services in Sardar Vallabhbhai Patel Bhavan at SVNIT, Surat

Tender Fee : Rs. 10,000=00

Issue of tender/ Downloads : 20/06/2017

Receipt of tender : 14/07/2017 up to 5:00 p.m.

The Director, S. V. National Institute of Technology, Ichhanath, Surat – 395 007.

☎ 2253025 2210332



TENDER DOCUMENT FOR SVPB GUEST HOUSE

Tender Fee: Rs. 10,000=00

The contents of the tender document are as follows:

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SCHEDULE – A

Important Dates

1.	Starting Date of downloading the Tender	:	20/06/2017
2.	Pre-Bid Conference and Visit to SVPB GH	:	28/06/2017
3.	Last Date of Receipt of Tender	:	14/07/2017
4.	Date of Opening of Technical Bid	:	16/07/2017
5.	Date of Opening of Price Bid	:	17/07/2017

NOTES:

1. Bidders should download the tender document from the Institute's web site (www.svnit.ac.in) under section: **Tenders and Enquiries**
2. Bidders must submit their offer by **Registered Post/Speed Post/Hand delivery** mentioning over the envelop **Care Taking and Catering Service for SVPB Guest House at SVNIT, Surat** so as to reach the following address on or before 14/07/2017 up to 5:00 PM only. However, SVNIT Surat accepts no responsibility for offers received after the due time and date.

**The Director
S. V. National Institute of Technology,
Ichchhanath, Surat-395007
Gujarat**

3. Bidder should sign and stamp all the pages of duly filled tender document in testimony of having read and accept all the terms & conditions laid down in the tender document.
4. The parties may seek detailed clarifications on Technical and Financial bids (if any) on the conditions of bidding document through e-mail.
5. A demand draft of **Rs. 10,000=00 (Rupees Ten Thousand Only)** towards non-refundable **Tender Fee** and a demand draft of **Rs. 1,25,000=00 (Rupees One Lac Twenty Five Thousands only)** towards refundable **Earnest Money Deposit (EMD)** from a Nationalized/Public/Private sector Bank in favour of "**DIRECTOR SVNIT SURAT**", payable at **Surat** placed in a separate envelope marked "**Tender Fee and EMD**" should accompany tender bid documents. The tender will be rejected without **Tender Fee and EMD**. The EMD of the successful bidder will be returned to them within 60 Days without any interest after deployment of services. The earnest money of unsuccessful bidders will be returned to them without any interest after awarding the offer.

6. **Pre-Bid Conference will be held in the Conference Room of Estate Section, SVNIT on 28-06-2017 at 4:00 P.M.** Bidders must take a visit to the Guest house for any clarification.
7. Tenders should be enclosed in a sealed covers, super scribed **“Care Taking and Catering Services in Sardar Vallabhbhai Patel Bhavan at SVNIT, Surat”** addressed to the “Director, Sardar Vallabhbhai National Institute of Technology, Ichchanath, Surat–395 007.”
8. The main sealed cover should contain within it, apart from the other required documents/items, the following at least three envelopes viz.
 - a. A sealed Envelope super scribed as “Technical Bid” (Schedule D and Schedule E)
 - b. A sealed envelope to contain the Demand Draft for EMD and the Demand Draft for tender fees.
 - c. A sealed Envelope super scribed as “Price Bid” (Schedule B)

It should very clearly be noted that any bid without these three envelopes, enclosed in the main envelope, will be treated as an incomplete bid and is liable to be rejected.

9. **All Documents attached for the Proof Claim under Pre – Qualification Criteria (Schedule D), and Technical Bid (Schedule E) should be self attested and attached as per the sequence of schedule serial only otherwise tender document will not be considered for further evaluation.** All documents should be flapped and bidder should mention YES/NO as per the attached proof.

10. Award of SVPBGH contract:

- i) The institute will award the SVPB GUEST HOUSE contract as per the following procedures.
 - a) The bidders qualifying the Pre-Qualification criteria will be called for opening the price bid.
 - b) The SVNIT Surat will award the work to the Bidder, whose tender has been determined to be substantially responsive and who has offered the lowest tender price.
- ii) Notwithstanding the above, the institute reserves the right to accept or reject any tender and to cancel the bidding process and reject all the quotations at any time prior to the award of contract.
- iii) The bidders whose bid is accepted will be notified for the award of the contract by the Institute. The terms and conditions of the accepted offer shall be incorporated in the contract.

- iv) The bidder must deposit a Security Deposit at a rate of 10 % of work order in the form of Demand Draft (**in favor of Director, SVNIT-MHRD Fund, payable at Surat**) from any Nationalized/Public/Private Sector bank at the time of accepting the work order within 15 days of receipt of work order otherwise penalty of 2% of the work order leveled. The contract will commence only after Security Deposit and penalty if applicable is deposited.
- v) Security deposit shall be released only after the satisfactory completion of work, due if any and faithful performance of the work. No interest will be paid on security deposit, in case of any default on the part of the contractor, the security deposit will be forfeited and the decision of SVNIT authorities in this regard will be treated as final and abiding to the contractor.
- vi) Failure to comply with this requirement shall constitute sufficient grounds for the cancel of the award and EMD will be forfeited. The amount of the EMD will be refunded without interest to the successful bidder.
- vii) Bidder has to submit the proof of applying the labor license within 10 days of issue of work order form the Institute.
- viii) Only single work order will be issued for Operation.

11. Submitted tender should be valid for **three months** from the tender due date.

12. All disputes shall be subject to **Surat** Jurisdiction only.

Note: Bidder who do not comply the point 10. (iv) and 10. (v) will be treated as irresponsible and no communication will be given in that regard and allotment will be offered to the next bidder in the merit list.

**Director
SVNIT, SURAT**

Schedule – B: Price Bid

Part I: Offered Rates for Care Taking services in SVPB Guest House

Sr. No.	Description	Total Amount
1.	<p>Care Taking Charges :</p> <p>Care taking services include House Keeping, Reception and allotment of Room, Pest/Rodent Control measures in Sardar Vallabhbhai Patel Bhavan consisting of 88 rooms, 8 Suite rooms, Reception, Entrance, Lobby, Lounge, Lawn, Terraces, Kitchens, Dining Room, conference/meeting rooms. More fully described in special Condition of Contract for one year</p> <p>Note : The work shall be carried out with due consideration to minute aspect, of above activity. It may be noted that it is not possible to list out explicitly each and every item to be inducted in scope of above work.</p>	
	Rebate for Education Institute	
	Total Amount.....	
Rupees (In Words)		

Taxes will be extra at actual as applicable as per the government norms and conditions

Date:

Place:

Address with phone nos.:

Name & Signature of the Bidder

Schedule – B

Part II: Approved Rates for Catering Services

Sr. No.	Description	Qty.	Rate
1.	Morning Tea (100 ml)	ONE	10/-
2.	Coffee (100 ml)	ONE	15/-
Break Fast :			
3.	<u>Type – I :</u> Puri Bhaji / South Indian Dishes (Idli, Wada, Uttapam / Poha Upma / Veg Sandwich etc.) Any one, with curry & chutney as may be appropriate, tea/coffee..	ONE	80/-
4.	<u>Type – II :</u> Idly -Sambar, Wada-chatni, Allu / Gobhi / Gazar / Muli / methi- Paratha-curd, Tea/coffee	ONE	80/-
5.	<u>Type – III :</u> Fruits ,Fruit Juice, Milk – Corn flakes, Bread – Butter – Jam, Veg Cutlet, Finger Chips, Noodles, and Tea / Coffee	ONE	80/-
6.	Economy Lunch/Dinner: Two vegetables, rice, dal, chapatti, salad, curd, papad, achar, sweet	ONE	110/-
7.	Spl. Lunch/Dinner Welcome drink/soup, starter, Rice/Khichdi, Dal/Kadhi, Curd, two Vegetables (one Paneer preparation), Sweet (Gulab Jamun,Fluit Custered, Rasgulla, Chamcham-2 pcs each item only), Roti / Paratha/ Puri, Salad, papad, sweet, Ice cream.	ONE	180/-
8.	Evening Tea/High Tea : 1630 – 1800 Hrs. Samosa / Kachori / Cutlet / Sandwich, Tea/coffee.	ONE	50/-

Taxes will be extra at actual as applicable as per the government norms and conditions

Name & Signature of the Bidder

Schedule C

General Terms and Conditions

1. Scope of work shall include all the schedule of items as described in the enclosed schedule covering all the items required for completing the work.
2. Any damage to the Institute's property cause the contractor during the execution/maintenance of work, shall be recovered from the contractor as per actual according of directives of the Professor-in-charge.
3. The contractor shall abide all contracts Labour Regulation Abolition Act, Minimum Wages Act, Workmen's Compensation Act, Provident Fund Act and Security Regulation Promulgated from time to time by the employer. The contractor should obtain insurance policy to cover the risk of the labours under Workmen's compensation Act or ESIC Act and any other essential as per Government norms.
4. The contractor has to ensure payment of minimum wages not only as existing at the time of award of contract but also should ensure payment of minimum wages as notified by the Government of India from time to time during the period of contact. While indicating their bids the contractor should keep this in mind and accordingly submit the same.
5. Contractor shall comply with the provision of the payment of Wages Act, Rules made there under in respect of all Labours employed by him in carrying out this contract.
6. Contractor shall not employ any staff below the age stipulated under the Law. Contractor shall comply the Child Labour (P&R) Act and other relevant Central Rules.
7. If the contractor fails to begin and continue satisfactorily the job within the stipulated period, the work may be awarded to some other agency at his/her risk cost. The extra expenditure, if any shall be recovered from the Contractor.
8. Bill submitted by the contractor by end of every month and shall be certified by the Professor-in-charge before onward transmission to the account section for payment. Payment shall be made on a monthly basis within 15th of the following month. Payment would be made only when the PF and ESIC challans are attached to the invoices. In-case, more than one invoice per month is submitted, the said challan copies will be attached to all the invoices.
9. TDS as applicable shall be deducted from the monthly bill.

10. The contactor shall provide the invoice mentioning proper name & address, Service Tax, Registration No. etc., and all essential details there on as per law.
11. If the tender is made by an individual, it shall be signed with his/her full name and his/her complete present and permanent address shall be given. If it is made by a partnership firm, it shall be signed on behalf of the partnership firm by a partner of the firm who shall sign with his/her name, give the names and addresses of other partners of the firm and attach a copy of the power of Attorney with the tender. A certified copy of the Partnership Deed along with the certified copy of the entry in the register of firms shall also be submitted along with the tender. In case the tender is made by or on behalf of a company incorporated under the Institute's Act it shall be signed by a person duly authorized in that behalf with a certified copy of the authority and the certified copy of the Article and Memorandum of Associations.
12. The discretion regarding acceptance of tender will rest solely with the Director, who will not bound itself to accept the lowest tender and reserves to itself the authority to reject any or all the tender received, without assigning any reasons thereof.
13. Escalation: No escalation is admissible on the monthly Care taking during the period of contract.

Terms and Conditions: Scope of Contract

Care taking and Catering Services of the Premises includes:

1. House keeping
2. Reception, allotment of room services to the occupants
3. Catering Service
4. Pest & Rodent Control
5. Food service to SVNIT Campus

1. HOUSE KEEPING:

Housekeeping will include Management of the Guest Room as mentioned below:

- (a) Provision of room supplies like fresh toilet soap, toilet paper, candles, match box, naphthalene balls, urinal cubes, and mosquito repellents etc.
- (b) Making of beds and changing of lines
- (c) Senatorial service for upkeep and cleaning of all rooms passages stairways, balconies, glass façade, etc.
- (d) Cleaning and disinfecting of toilet and bathrooms everyday.
- (e) Vacuum cleaning of curtain, sofas etc., Supply of cleaning materials like Phenyl, Soap oil, disinfectants, room freshener, vim, detergent powder, bleaching powder, Ujala, brooms, brushes, duster etc.
- (f) Laundry services for cleaning of bed linen, other linen used and guest linen.

For achieving the above objectives:

- Every guest will be provided with bathroom kit comprising of soap (small), tooth paste (small), tooth brush, shampoo pouch and comb of approved quality.
- News paper (two each in English, Hindi and Gujarati) and Magazines for reception/waiting room should be provided as per the approved quality by Prof. In-charge Guest house.

- The Contractor shall maintain a high standard of cleanliness of the premises (Surrounding area) and shall follow all the direction that may be given from time to time by the authorized representatives of the Institute in this regard.
- The Contractor should check and inspect the whole premises daily including the room for occupation and send a daily report to the Prof. In-charge SVPB bringing out any defects that need to be repaired by Civil and Electrical Maintenance Department.
- The Contractor should arrange to reset the rooms immediately within two hours on vacation by the guest for fresh occupation after cleaning of room, carpet etc., and provide fresh bathroom kit. The bed sheets, pillow cover and towels are to be changed every day after each occupation of the room. The used linen are to be washed and iron and kept ready for use.
- The Contractor should arrange to clean all the toilets/bath rooms in the premises (Surrounding area) with water and phenyl daily, as and when required keeping the place hygienically clean.
- The Contractor should provide naphthalene balls in all cupboard, drawers etc., and provide urinal cubes, etc., in the bathroom and when required free of cost.
- The Contractor should arrange to clean daily all the rooms, Entrance lobby, passages, Reception, Lounge, including outer paved terraces, Car/Scooter parking area, conference/meeting rooms etc. Cleaning includes sweeping, wet mopping, spraying, cleaning of glass panes, vacuum cleaning of curtains, floors, chairs, sofa sets, cleaning of tables, doors, windows, porticoes, chajjas and balcony, removing cobweb in 15 days from ceiling and walls in the whole premises. The Contractor should also arrange to clean all the toilet, kitchen, dining hall, Conference/meeting room, in the premises with water and phenyl after every use, as and when required to keep the place hygienically clean. Cleaning material like detergent, phenyl, vim, broom sticks, mops, brushes etc., will have to arrange by Contractor at his own cost. The institute will not be providing the same.
- The Contractor should arrange to clean the curtains in the S.V.P. Bhavan periodically as and when directed.
- The Contractor should arrange for providing 1 liter sealed mineral water bottle in all the rooms. Additional bottles, if required, can be supplied on chargeable basis

2. RECEPTION AND ALLOTMENT OF ROOMS:

- The contractor should arrange to receive the guest at the reception, allot the rooms as per the directive of the Institute representative/Professor-In-Charge after making entries in the occupancy register and arrange to shift the belongings of the guest to the room allotted. No guest shall be entertained by the Contractor without written approval of Prof-In-Charge.
- When the guest is checking out, the Contractor should arrange to check the room properly, bring the belonging of the guest from room to reception or to the vehicle of the guest at portico, prepare the bill and collect the rent and the room key. If any damage/loss of the property is found, should be brought to the notice immediately.
- The rooms are to be allotted subject to the rules and regulations of allotment as brought out decided from time to time as directed by the Institute representative/Prof. In-charge.
- Hotel management software should be deployed by the contractor along with required Computer and Printer. The Software should have minimum features such as Room check in, check out, billing, inventory of room furnishing, stock maintenance, etc.

3. CATERING SERVICES:

- The contractor has to arrange Catering service for preparing and serving nourishing and nutritious food of high quality continental, North and South Indian cuisine as per specific requirement of the Boarders in the S.V.P. Bhavan and for this purpose the Contactor has to employ sufficient number of trained and experienced workers including expert Cook & Supervisory Personnel. The charges for the food served be collected from the Boarder and for any dues from the Boarders the Institute is not responsible. Bills of Institute Guest only will be paid by Institute.
- Catering services are to be extended primarily to the Boarders as well as Institute guests may also be extended services in the Dining Hall in the S.V.P. Bhavan during specified hours as below. No unauthorized person, without Institute's permission shall be entertained in the dining hall or rooms.

Morning	: 7:00 AM to 9:00 AM
Lunch	: 12:30 PM to 2:30 PM
Evening	: 4:30 PM to 6:00 PM
Dinner	: 7:30 PM to 9:30 PM

- The Contractor should arrange for preparation of food items of the quality and quantity as and when required as per the instruction of SVNIT authorities and serving the same in the Dining room, or any other place as and when required.
- The Contractor should arrange Dining room, or any other place within the premises for the purpose of Institute's officials, buffet/lunch/dinner or any other function as and when required as per the instruction of SVNIT authorities.
- The Contractor shall not at any time sell adulterated food items. The authorized representative of the Institute will have a right to inspect the quality of services rendered by the Contractor. Penalty (Annexure 3) for every such incidence will be applicable to the Contractor. The Contractor shall maintain a book/register for recording suggestions, complaint etc. of the customers. He shall follow the instructions, directions and guidelines given by the Institute's representative for improvement of the standards of cleanliness, quality and quantity of food etc. A detailed report on the Catering Service of the S.V.P. Bhavan shall be submitted every month to Prof. In-Charge of the S.V.P Bhavan.
- Provisions of soap solution/fresh soap, tissue paper, napkins, finger bowls etc. are to be made in the Dining Room etc. free of charges.
- The Contractor shall be responsible for round the clock security and safety of the Institute's properties under his care. The Contractor should prevent and control unauthorized entry and use of premises by outsiders.

4. PEST AND RODENT CONTROL

- The Contractor should arrange to control the pest like cockroaches, rats, mosquitoes, flies, cobwebs etc., periodically in the Guest rooms, Kitchen, Dining room, Meeting/Conference room Store room and other places in the S.V.P. Bhavan every month regularly.

5. Food Service to SVNIT Campus

- As and when required Contractor will arrange food for Faculty/Staff/Employee/Students of SVNIT only in dining hall. Contractor will collect payment directly from customer.

❖ OTHER ESSENTIAL THINGS

❖ MAN POWER DEPLOYMENT

No.	Designation	Qty.	Remark
1	Manager	1	(Skilled) Graduate with Hotel Management Certificate/Diploma in Hospitality/Diploma in Catering and experience with good Communication skill in English, Hindi, Gujarati (Optional) Minimum 5 year Experience in similar field
2	Supervisor	4	(Skilled) Graduate with Hotel Management Certificate/Diploma in Hospitality/Diploma in Catering and experience with good Communication skill in English, Hindi, Gujarati (Optional) Minimum experience of 3 years in similar field
3	Receptionist	2	(Skilled) Graduate with experience and good communication skill in English, Hindi, Gujarati with Degree/Diploma/Certificate Course from any reputed organization/institute in computer application (Knowledge of Software operation deployed at Guest House is must and additional knowledge of MS-Office is required). Required Minimum experience of 3 years in similar field
4	Cook	1	Required Minimum experience of 3 years in similar field
5	Asst. Cook	1	Required Minimum experience of 1 years in similar field
6	Kitchen Helper	2	Required Minimum experience of 1 years in similar field
7	Multitask Helper	2	Required Minimum experience of 1 years in similar field
8	House Keeper	12	Required Minimum experience of 1 years in similar field

- Contractor should make necessary arrangement for stay of staff engaged by the contractor so that they can attend the duty as and when required. Institute will not provide any accommodation.
- All employees are to be provided with neat and clean uniform with name and logo of the contractor as per design approved by the Institute and will put I-card during duty hours.
- The Contractor shall be fully responsible for the discipline of the staff employed by him. A penalty will be charged for any misconduct/misbehavior of the staff.
- The Contractor shall not employ any person without clearance from police. If objected to by or on behalf of the Institute or any person authorized by Institute, such employees will be removed from the service by the Contractor from SVPB site. All the employees will have to be in prescribed Uniform during the duty hours.
- The Contractor shall be responsible for all injury to person deployed by him which may arise from the operation of the contract due to neglect of himself or any of his representatives, whether such injury or damage arisen from carelessness, accident or any other cause whatsoever, in any way connected with performance of this contract.

❖ **RULES AND REGULATIONS FOR ALLOTMENT OF ROOMS**

- The Contractor should enforce the following terms and conditions under which rooms are permitted to be used by guest in the S.V.P. Bhavan.
- Allotment of rooms and other facilities like dining area/conference room in S.V.P. Bhavan will be under control of Prof. In-Charge Guest House.
- On allotment of room, the guest must register his name and full address and sign the occupancy register and produce copy of ID card.
- C-Form for Foreign guest and other formalities as per State/Central Govt. Rules & Regulations.
- If accommodation is not availed within 6 hours of the expected time of arrival, then the reservation shall be deemed to have lapsed.
- If the occupant absents himself for a continuous period of 24 hours without giving any information to the reception counter, the Institute will have the right to get the room vacated in presence of Prof. In-Charge Guest house.

- The right of admission to the S.V.P. Bhavan is reserved and the Institute reserves to itself the absolute right to request any guest to vacate the room at any time without assigning any reason whatsoever and such person will be bound to vacate when requested to do so.
- Guest has to observe and abide by the Government rules and regulation in force regarding restriction on consumption of alcoholic drinks, carrying of fire arms, ammunicions and moral standards.
- Cost of damages to the S.V.P. Bhavan properties caused by the occupants or their friends and associates will have to be paid by the occupant. Such incidence will be reported by Contractor to the Prof. In-Charge S.V.P Bhavan, SVNIT before occupant leaves the premises else cost of damage will be recovered from the contractor by deducting the cost from monthly bill.
- No room service will be provided.
- Shouting or disturbing the peaceful atmosphere of the S.V.P. Bhavan is not allowed.
- Pet animals & birds are not permitted to be brought or kept in the S.V.P. Bhavan.
- Suggestions for improvement or complaint regarding non-cooperation and inconvenience to the occupants, if any, may be recorded in the suggestion book/box available at the counter or brought to the notice of the Prof. In-Charge, S.V.P. Bhavan, SVNIT.

❖ **FACILITIES FROM THE INSTITUTE**

➤ **FURNITURE AND EQUIPMENTS FOR THE PREMISES**

- All items of furniture, furnishings, linen, electrical etc. in working condition, required for use in the premises has been provided by the Institute. A complete list of the aforesaid items with its respective value will be handed over to the Contractor at the time of commencement of contract.
- Any equipment required for kitchen should be arranged by contractor during the contract period and list of equipment installed at Guest House should be approved by Prof. I/c SVPB GH. Any expenditure towards repair/maintenance of this equipment is to be borne by the contractor. After completion of the contract, contractor has to remove the equipment from Guest House after written permission from Prof. I/c SVPB GH.

➤ **SUPPLY OF ELECTRICITY, WATER AND GAS**

- Electricity charges for kitchen and any consumption of electricity by the contractor or his employee for their personal use will be charged as per actual from the Contractor. Free water supply will be given from Institute.
- Liability to pay Gas consumption charges along with shifting/maintenance of Gujarat Gas company or any company providing Gas facility lies with Contractor during the contract period at actual and paid bill (original) should be attached with monthly bill submitted to the institute.

➤ **MAINTENANCE OF FURNITURE AND EQUIPMENTS**

- All the repairs and maintenance of electrical gadgets and equipments as provided in the kitchen shall be done by the Contractor.
- The Contractor shall be solely responsible for safe custody and protection of the furniture, fittings, appliances etc., and for the breakage and losses thereof other than normal wear and tear. These items shall be kept neat and clean and in hygienic condition by the Contractor. Any loss or breakage will be taken care by the Contractor only. The Contractor should render account for the full quality of furniture, fittings, linen and other items every year. Any loss and damages, other than the normal wear and tear, occurring during the period of Contract has to be replaced by the Contractor or this will be replaced by Institute at the cost of the Contractor.

➤ **USE OF PREMISES**

- The Contractor shall have the right merely to use the premises and furniture, equipment, linen crockery and cutlery etc., placed by the Institute only for the purpose of Care taking and Catering services as envisaged in the contract.
- The Contractor shall be responsible for the damage to any property of the Institute caused by the contractor, his agents, representatives or employees of contractor and the decision of the Institute on the assessment of such damage shall be binding on the Contractor.

- The Contractor shall not cause nor permit another person to cause damage to the premise used by him for the purpose of Care taking and Catering services.
- The Contractor will be responsible for any breakage of fragile items like wash basin, mirror, glass etc., and any damages caused by the occupants should be made good by the Contractor.
- The Contractor shall not construct or erect any type of structures or make any additions or alterations to the said premises or in any part thereof or allotted residential accommodation without prior written approval of the Prof. In-Charge Guest House.
- The Contractor shall not carry on any other business in these premises except the rendering of Care taking and Catering services in accordance with the contract and in accordance with the directions of and to the satisfaction of the Institute.
- The Institute shall have exclusive powers to allot the rooms in the S.V.P. Bhavan.
- The rooms should be provided only after verifying in writing and direction given by the Professor-In-Charge of the S.V.P Bhavan.
- No rooms should be allotted without the approval of and the consent of the officer In Charge in writing. The Contractor shall not interfere with the said allotment and the scope of his service is confined to Care taking and Catering service only.
- The Contractor shall extend all facilities to any officer empowered by the Institute to inspect the premises and all books/records relating to the said contract.
- The Contractor has to display necessary instructions or guidelines for the users near the reception as & when SVNIT Management desires.
- The Contractor shall maintain a book/ register for recording suggestions, complaints etc., of the occupants of the rooms. He shall follow the instructions, directions and guidelines given by Institute's representatives for the improvement of the standards of cleanliness.

❖ **ASSIGNMENT AND SUB-LETTING**

- The Contractor shall not transfer or assign the contract or any part thereof. Further the Contractor shall not enter into partnership with anyone else for rendering such services.

❖ **CANCELLATION OF CONTRACT**

- The Contractor commits breach of any of the terms and conditions herein mentioned to be observed and performed by him, the Institute shall be at liberty to cancel and revoke this Contract at any time by giving 15 days' notice to the Contractor. The Institute will also be at liberty to impose a penalty of the contractor for any unsatisfactory performance or breach of any of the terms and conditions agreed upon. The Professor In-Charge Guest House shall have full discretion about this quantum of deduction for unsatisfactory performance.
- The Institute shall be at liberty to cancel and revoke this Contract without assigning any reason or notice at any time in extraordinary circumstances.
- If the Contractor fails to remove all his materials from the premises immediately upon the expiration of the period of contract or earlier revocation thereof, the Institute shall be entitled to cause the removal of all such materials at the cost of the Contractor and to recover from the Contractor the damages at the rate of Rs. 1.50 per square foot per day for the period materials of the Contractor remained in such premises.
- For any act of default of the Institute bonafide done or committed under or in relations to these conditions or otherwise, the Institute and/or any person on its behalf shall not be liable for any damage or compensation and the Contractor shall not claim any damages or compensation from the Institute or any of the Institute's employee in this regard.
- Any inaction or negligence or delay or waiver on the part of the Institute to take action against the Contractor for breach of any of the terms of this contract shall not amount to condonation nor will any condonation or waiver of any breach justify it or prejudice the right of the Institute.

❖ **OBSERVANCE OF RULES AND REGULATIONS**

- If any of the Guests is violating the rules, the Contractor shall inform the Prof. In-Charge GH to take appropriate action.
- The contractor shall observe all the rules and regulations in force in the State of Gujarat applicable to the operation of this contract and shall observe fair business

practice. The expression “Rules and Regulations” herein contained also includes all enactments rules and regulations of the State or Central Government applicable to the Contractor related to an incidental to his/her services.

- The Contractor shall comply with any laws, ordinances, regulations and decisions of Court (which shall be deemed to be a part of this agreement) and shall exclusively bear the consequences for failure to comply therewith. Without limiting the generality of the foregoing, Contractor shall fully comply with the provisions of the minimum Wages Act, the Contract Labour (Regulation and Abolition) Act, Workmen’s Compensation Act, Profession Tax Act and other Labour Laws and the Rules framed there under.

❖ **LABOUR LAWS**

- Contractor shall comply with all the provisions of the employee’s Provident Fund and Misc. Act, rules and schemes made there under. Contractor shall get his establishment covered under the said Act, rules and schemes made there under and intimate to the Institute the Account Number/PAN number allotted or any other arrangement approved by the concerned authorities before starting working under this agreement. If Contractor fails to comply with the aforesaid before commencing the work, the Institute has the right to terminate this agreement without any reference to the Contractor and in such cases the Contractor, shall be liable to pay to the Institute all the expenses and cost incurred or may be incurred owing to the cancellation of this agreement. The Institute shall also have the right to recover any penalties levied by the concerned authorities for any failure on the part of the Contractor.
- The Contractor shall comply with all the provisions of the Maternity Benefit Act and Rules made there under in respect of female workers if any, engaged by them.
- The Contractor shall comply with all the provisions of Notified Area Committee, Municipality, Panchayat regarding running of S.V.P. Bhavan, Boarding and Lodging Establishments.
- The Contractor shall furnish all the information required by the Institute monthly or at such intervals to enable the Institute’s representatives to satisfy himself that all labour and welfare measures prescribed by law have been fulfilled by the Contractor from time to time.

- Contractor should maintain such records and documents as required by the taxation authorities and submit such returns as required by the existing laws and render himself full responsible for prompt and up to –date payment of relevant taxes. For any lapses on the part of the Contractor, SVNIT has no responsibility whatsoever at any stages.
- Contractor should take charge after checking Equipment/Furniture/Bed sheet/linings etc.

❖ **DATE OF COMMENCEMENT**

- The Contractor will be allowed admittance to the premises on the specified day indicated in the Letter of Intent and he/she shall there upon and forthwith begin the caretaking services and shall regularly provide the same to the occupants of the S.V.P. Bhavan, SVNIT as well as outsiders as stipulated.

❖ **ADDITIONAL CONDITIONS**

- Any of the additional terms and conditions agreed upon between the Institute and the Contractor at any time in writing shall also form a part of this tender document and Contract.

**Director
SVNIT, Surat**

Schedule-D

Part A: Pre-Qualification criteria (Minimum Eligibility Criteria)

Sr. No.	Minimum Eligibility Criteria	Proof Attached Y/N	Proof Attached at page No.
1.	The bidder / agency must have valid food license		
2.	i. P.F. Number		
	ii. PAN Number		
	iii. Service Tax Registration No.		
	iv. ESIC Registration No.		
3.	Establishment Certificate (Agency should have more than 05 Years (continuous) experience		
4.	Bank Solvency Certificate of Nationalized Bank / Public/Private sector Bank (Rs. 50 lacs) of current financial year.		
5.	Agency should have minimum Average Annual Turnover of Rs. 1 Crore (One Crore) during last three financial years (Attested copy of Audit Report / C. A. Certificate of last Three financial years 2014-2015, 2015-16 and 2016-2017) for running of the <u>Guest house/canteens/ catering.</u>		
6.	Agency should not be black listed / Debarred in past from the Union/State Government or Organization all over India. (Recent Notarized undertaking must be required for current financial year i.e. 2016-2017)- Annexure-1		
7.	Minimum Three Years experience (Guest House Care taking) in Central / State Govt. / Large Corporate Sector.		
8.	One completed/ongoing work having not less than 100 rooms or 250 Guests or more of strength in last		

	three years (2014-2015, 2015-16 and 2016-2017) .		
9.	Performance Certificate of at least one work order from Guest house care taking and Catering completed in the last three years (2014-2015, 2015-16 and 2016-2017) and it should be certified by a responsible person from the concerned organization.		
10.	Copy of the income tax return for the last three financial years (2015-2016, 2016-17 and 2017-18) .		
11	ISO valid Certificates (ISO 9001-2000 or ISO 22000-2005 or both)		
12	Three years of experience of Catering for 100 or more guest.		

Notes:

(a)The Bidders / tenders who do not meet the above mentioned **Pre-Qualification Criteria (Schedule D)** are to be treated as irresponsive and will not be considered for further evaluation and will be ignored. No communication will be entertained for such Bidders/ tenders.

(b) **All the documents should be self attested otherwise tender document will not be considered for further evaluation.**

Date:

Place:

Stamp & Seal:

(Signature of the Bidder)

Name:

SCHEDULE- D
TECHNICAL EVALUATION CRITERIA
Part-B: Committee Visit

The Institute appointed committee will visit the site and based on the visit performance the marks will be given.

Feedback about M/s. _____

Engaged by M/s. _____

Sr. No.	Criteria	Points allotted	Points achieved
1.	Ambience of infrastructure	10	
2.	Feedback of employee	10	
3.	Hygiene	10	
4.	Feedback of user	10	
5.	Cleanliness of Guest House	10	
6.	Preparation of food/Handling of kitchen equipment	10	
7.	Condition of store	10	
8.	Taste of food	10	
9.	System adopted	10	
10.	Skill of manager/Receptionist	10	
	Overall Result	100	

Signature of Committee Members

- a) The committee will assess based on its findings of **TECHNICAL EVALUATION CRITERIA- PART B** during the visit and the merit list will be prepared accordingly.
- b) Agency must give **at least two options** (running site in the name of agency) regarding above visit nearest distance from institute.
- c) **For opening of price bid, this score must be ≥ 60**

Schedule –E
Technical Bid Document

Sr. No.	Descriptions	Information to be filled by the tendered (required separate sheets may be enclosed)	
1.	Name and Address of firm/agency with complete contact details		
2.	Type of Organization (Whether proprietorship, partnership, private, limited, limited company)		
3.	Name and Address of the Directors Proprietor/ Partners		
4.	Date of Establishment		Copy enclosed : Y / N
5.	Details of Registration	R. No.	Copy enclosed : Y / N
6.	License No: (under Shop and Establishment act)	L. No.	Copy enclosed : Y / N
7.	Labour License No. (Under Section 12(2) of the contract Labour Regulation and Abolition Act. 1970	L.L. No.	Copy enclosed : Y / N
8.	Total number of employees of the firm with P. F. Number (2016-2017)		List enclosed : Y/ N
9.	Income Tax Return for the last Three financial years (2012-2013, 2013-14 and 2014-15)		Copy enclosed : Y / N

10.	Total Average turnover of the agency during last Three financial years(2013-2014, 2014-15 and 2015-2016)		Copy enclosed : Y/ N
11.	Details of registration with statutory authorities like EPF and ESIC etc.	PF Registration No.	Copy enclosed :Y/N
		ESIC Registration No.	Copy enclosed :Y/N
12.	(a) Service Tax Number/Certificate	No.	Copy enclosed :Y/N
	(b) PAN number	No.	Copy enclosed :Y/N
13.	Details of Tender Fee (Rs._____)	DD No.	Date
		Name of Issuing Bank:	
14.	Details of Earnest Money Deposit (Rs._____)	DD No.	Date
		Name of Issuing Bank:	
15.	Any other information		

16. List of Major clients, including I.I.Ts/ I.I.Ms/ N.I.Ts/ I.I.I.Ts/Other central funded institute and private limited of Similar Nature or on Going during last Three Years (2014-2015, 2015-16 and 2016-2017) **Add Extra Sheet if Required**

Sr. No.	Name of Client with contact details	Work Order Number and Date	Guest House/Mess and Hostel duration		No. of Person Serving in Guest House// Hostel operation	Completion Certificate Number and Date/on- going	Copy Enclosed		Type of Client (I.I.T/ N.I.T./Other central funded institute and private limited)
			From	To			Y/N	Page No	
1.									
2.									
3.									
4.									

Copies of relevant documents are to be enclosed in support of above information

17. Turnover during the last three years (2013-2014, 2014-15 and 2015-2016)

Sr. No.	Years	Turnover		Copy Enclosed	
		Rupees	in words	Y / N	Page No
1.	2016-2017				
2.	2015-2016				
3.	2014-2015				

Please enclose documentary evidence for above facts, duly verified by the Chartered Accountant, (CA) Copies of relevant documents are to be enclosed in support of above information

Undertaking

I hereby certify that all the information's furnished above are true to my knowledge. I have no objection to institute verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that, I have understood all the scope of work, terms and conditions and very important note indicated in the tender document and hereby accept all the same completely.

Name of Agency :

Address :

Telephone No. :

Mobile No. :

Fax No :

E-mail :

**Signature of the authorized signatory of the agency
Official seal/ stamp**

Date:

Place:

ANNEXURE-1

DECLARATION REGARDING WARNING /BLACKLISTING TAKING PART IN TENDER

(To be executed & attested by public Notary / Executive Magistrate on Rs. 10/- non judicial Stamp paper by the Bidders /Tenderer)

I / We _____ (Bidders /Tenderer) hereby declare that the Bidders / tenderer / agency namely M/s. _____ has not been warned or blacklisted in the past by Union / State Government or private organization from taking part in Government tenders /private tenders in India and should not have any litigation in any of the labor courts.

Or

I / We _____ (Bidders /Tenderer) hereby declare that the firm / agency namely M/s. _____

Was warned or blacklisted by Union / State Government or any Organization from taking part in Government tenders for a period of _____

Years w.e.f. _____ to _____ The period is over on _____

_____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I/We are fully aware that the tender / contract will be rejected / cancelled by Director, SVNIT, Surat, and EMD / performance security shall be forfeited.

In addition to the above, Director, SVNIT, Surat, will not be responsible to pay the bills for any completed/ partially completed work.

DEPONENT

Attested:

(Public Notary / Executive Magistrate)

Name : _____

Address : _____

----- The End -----

ANNEXURE-2

OBLIGATIONS OF SVNIT SURAT

The Institute shall provide following inventory:

1. Furnishing of Rooms.
2. Air Conditioners, Voltage Stabilizers, TVs, Geysers, etc.
3. Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings, Bath towels, hand towels, Bucket, mug, foot mats, hangers, blanket linen, Electric kettle, TV with remote, wall clock, CCTV camera and its accessories etc. as one time support.
4. Telephone instruments and extensions, computer/ modem/ WiFi connection one time supply.
5. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided.
6. Payment of electric charges (except kitchen area), water charges, telephone bills, house/municipal tax shall be taken care of by SVNIT.
7. Renovation/ addition to the building, solar water heating, firefighting equipment's, emergency power line etc. shall be taken care of by the Institute.
8. Matter related to civil or major electrical works of etc. shall be taken care of by the Institute.
9. Racks, Almirah, Room Locking arrangements, shoe/luggage rack etc. as one time support.
10. Cable TV Connection and Its Monthly Subscription will be provided by the institute.

Note: Arrangement and provision as well as maintenance of crockery, cutlery etc will be the sole responsibility of the contractor.

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

- a. Coffee, Tea, Milk and Sugar Sachets
- b. Two bottles of 500 ml mineral water (Bailey/Kinley/Aqua Fina)

* The Agency shall ensure the following items are replenished in each room.

- a. Goodnight/All-out mosquito repellent with refills
- b. Toilet Tissues Rolls (2 nos.)
- c. Room fresheners
- d. Naphthalene balls
- e. Battery Cells (in working condition) for TV, Wall Clock and AC remotes.

All items mentioned above should be of superior / branded quality approved by Prof. In-Charge GH. The Service provider should provide all these items.

*Agency has to provide various items as per following makes or of its equivalent quality as specified below for catering service:

- Rice-Basmati of Kohinoor/Badsha/Heritage
- Atta-Captain cook/Ashirvad/Annapurna/Pilsburry/Fresh chakki Atta
- Masala-All Masala powder should be Agmark
- Oil-Refined Sunflower oil of postman/Sun drop /Godrej/Sweekar
- Ghee-Britania/Vijaya/Amul
- Butter & Cheese-Amul/Britania
- Papad-Lijjat
- Pickles-Priya/Kisan/Maggie
- Jams-Kissan/Sil
- Sauces-Magie/Kisan
- Cornflakes-Kellogs/Wake Field
- Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy
- Tea-Tajmahal/Tata, twining, tettley (both tea bags + packet tea)
- Coffee-Nescafe/Bru/Filter
- Rasgula from Reputed sweet houses of the city (For special orders)
- GulabJamun-MTR, KC Das and/or prepared from fresh khoya in Guest House Kitchen
- Biscuits-5-6 varieties of Britannia
- Water – Aquafina/Bailey/Kinley

ANNEXURE-3

PENALTY

Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the Guest House, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the Prof. In-Charge Guest House. The methodology for deduction will be as under:

1. In case of shortage of man power, an amount of Rs. 1000/- per absentee per day will be deducted from the final monthly bill of the Contractor.
2. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs. 1000/- per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
3. In case on non-performance and poor service by the Agency, SVNIT, at its discretion, recover Liquidated Damages upon recommendation of Prof. In-Charge Guest House. In the event of appeal, the decision of Director, shall be final and binding upon the Agency.
4. In case any staff member of contractor is found staying in the Guest House, penalty at the double the room rent applicable to category E will be levied and it will be deducted from monthly bill of the contractor.
5. If total penalty during contract period exceeds 10 % value of the contract amount, contract will be terminated without giving any notice or intimation.

The quantum of penalty shall be as follows:

- (a) Non-compliance in cleaning of Rooms including Reception, Lobby Rs.1,000.00/day
- (b) Non supply of Newspaper and Magazines Rs. 200.00/day.
- (c) Negligence in reporting of non-functioning of Telephone/Internet and other amenities Rs.100.00/day
- (e) Non-compliance of environment friendly waste disposal methods. Rs.1000.00/day
- (f) Not wearing of uniforms with proper I-card by Agency's employees / untidy uniform Rs. 100.00/day/Person

(g) Supply of food not as per approved Brand/Menu and/or insufficient quantity
Rs.1000.00/meal/day

(h) The penalty for unsatisfactory and substandard catering service: Rs.1000/- per complaint.

4. In case of unforeseen or peculiar circumstances, the decision of the Prof. In-Charge Guest House, so far as imposition of penalty is concerned, shall be final.

5. In absence of all flaws mentioned above, the minimum penalty will be 10-15% of the total bill amount or actual cost whichever is more.

Prof. I/C Guest House

Dy. Registrar (A/Cs)

Dean (P&D)

Director