

Ref No: NITANP/SEMW/2022/137/01

Date: 10.08.2022

NOTICE INVITING TENDERS

(Box Tenders/Open Tenders)

**PROVIDING INTEGRATED MANAGEMENT SERVICES FOR ATHIDI GUEST HOUSE
AT NIT ANDHRA PRADESH, TADEPALLIGUDEM**



National Institute of Technology- Andhra Pradesh,

Beside Chennai - Srikakulam Highway, Near Kadakatla,

Tadepalligudem, West Godavari District,

Andhra Pradesh-534101.

Phone No:08818-284710

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Tender Notice



NIT Andhra Pradesh, Tadepalligudem

Ref No: NITANP/SEMW/2022/137/01

Date: 10.08.2022

Box Tenders/Open Tenders are hereby invited from reputed Registered Firms /Agencies/Contractors for Providing the following services at NIT-Andhra Pradesh, Tadepalligudem, West Godavari district.

PROVIDING INTEGRATED MANAGEMENT SERVICES FOR ATHIDI GUEST HOUSE AT NIT ANDHRA PRADESH, TADEPALLIGUDEM

Tender Schedules can be downloaded from NIT-Andhra Pradesh website from **11.08.2022** onwards. Contractors need to submit hard copy with relevant documents attested by gazetted officer.

The last date for submission of tenders is 01.09.2022 up to 03:00pm.

For further details regarding Tender notification & specifications, please visit www.nitandhra.ac.in

Date:10.08.2022

**NIT Andhra Pradesh,
Tadepalligudem.**

Time Schedule of various tender related events

(For Annual Maintenance Contract of Athidi Guest House)

Bid Document downloading Start date/ Time	11.08.2022
Bid Document downloading End Date / Time	01.09.2022 till 10:00 AM.
Pre-Bid meeting	22.08.2022 at 03:00 PM.
Last Date and Time for receipt of Bids	01.09.2022 till 03:00 PM.
Technical Bid Opening Date /Time	01.09.2022 at 03:30 PM.
Financial Bid Opening Date / Time	Will be intimated later
Contact Person	Faculty Incharge - Guest House & Logistics Affairs, NIT Andhra Pradesh, Tadepalligudem.
Reference No:	Ref No: NITANP/SEMW/2022/137/01, Date: 10.08.2022

Signature of the Contractor with stamp

CLARIFICATIONS

Queries, if any, can be made through e-mail only to guesthouse@nitandhra.ac.in and cc to purchase@nitandhra.ac.in on or before 22.08.2022. Queries received via any mode other than the e-mail ids mentioned above shall not be entertained. The queries should only be sent in the following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

If there is any addendum/corrigendum related to tenders, it shall only be published on NIT-Andhra Pradesh website (www.nitandhra.ac.in).The Contractors are advised to check NITAndhra Pradesh website regularly. No other mode of notice will be given.

The Contractors are requested to submit the bids after issue of clarifications duly considering the changes made, if any. Contractors are totally responsible for incorporating/complying the changes/ amendments issued, if any, during pre-bid meeting in their bid.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date.

The Technical bid along with relevant documents should be attached with original EMD and Tender processing fee. Physical submission of Financial bid only shall be considered.

**Associate Dean
Material Management & Disposal Section
NIT-ANDHRA PRADESH**

For any clarification and further details on the above tender, please contact.

Office Phone Number: 08818-284710

BID

Ref No: NITANP/SEMW/2022/137/01

Date: 10.08.2022

Subject:

“PROVIDING INTEGRATED MANAGEMENT SERVICES FOR ATHIDI GUEST HOUSE AT NIT ANDHRA PRADESH, TADEPALLIGUDEM”

Sir/Madam,

Bids are invited on the Box/Open Tender platform from the reputed registered Firms/Agencies/Contractors/Suppliers from the experienced premises of Guest House services. The details of bidding conditions and other terms can be downloaded from the NIT Andhra Pradesh website.

The self-attested copies of all the documents of Technical bid, signed undertaking of Contractor should be submitted offline mode only to the Director, NIT Andhra Pradesh, Tadepalligudem, on or before opening of bid.

The participating Contractor/s shall have to pay tender processing fee (non-refundable) and EMD for the amounts specified in the Statement related to bids, in the form of DD drawn in favor of the Director, NIT Andhra Pradesh, Tadepalligudem.

Further, the Successful Contractor shall furnish a part of a bid as Performance Guarantee specified in the Statement related to bids, to be paid in the form of BG as mentioned in the Statement Related to Bids.

NIT Andhra Pradesh, Tadepalligudem, will not accept the tenders from blacklisted companies or undependable suppliers, whose past performance with NIT-Andhra Pradesh was found poor due to delayed and/or erratic supplies and those with frequent product failures, and also against whom there have been adverse reports of sub-standard quality/poor services, as defined in the other parts of the bidding documents.

For any clarification and further details of the above tender, please contact. Office Phone Number: 08818-284710

Signature of the Contractor with stamp

STATEMENT RELATED TO BIDS

Bid Document Fee/ Tender Processing Fee (Non-refundable)	Rs. 2,000/- by way of RTGS/NEFT from any Nationalized bank drawn in favor of the Director NIT-Andhra Pradesh, Payable at Tadepalligudem.
EMD	Rs. 1,00,000/- by way of DD from any Nationalized bank drawn in favor of the Director NIT-Andhra Pradesh, Payable at Tadepalligudem.
Bid Validity Period	90 days from the date of opening of Financial bid
EMD Validity Period	90 days from the date of opening of Financial bid
Contract Agreement	THREE years from the date of giving Work Order (Contract will be initially for a period of one year and extended yearly on the basis of performance).
Period of furnishing Performance Guarantee	Within 7days from date of receipt of LOA
Performance Guarantee Value	5 to 10% of the contract value as specified
Performance Guarantee Validity Period	14 months from the date of commencement of services
Period for signing the order of acceptance	Within 14 days from date of receipt of LOA
Payment Terms (after Commencement of work)	Monthly payment after receiving the previous month allotted work schedule details and attendance particulars certified by the concerned authority

TENDER SCHEDULE

PREMEABLE:

National Institute of Technology, Andhra Pradesh is the 31st NIT among the chain of NITs started by the Government of India. NIT Andhra Pradesh is established in the state of Andhra Pradesh in the academic year 2015 – 2016.

Sealed tenders are invited under two bid system i.e., Technical bid and Financial bid from reputed Firms/Agencies/Contractors for “**Providing Integrated Management Services for Athidi Guest House at NIT Andhra Pradesh, Tadepalligudem**”.

SCOPE OF WORK:

A) Servicing & Maintenance of Guest House:

a) Housekeeping Services:

Housekeeping area comprising of all rooms, Conference Hall, Dining Hall, Common area, Reception, Kitchen, Corridor, Waiting Lobby, etc.

Daily Cleaning (Three Times)

- i) Cleaning of the glass doors, windows etc. by using glass cleaner.
- ii) Wiping of window panels, door panels, staircase railings with damp cloth.
- iii) Sweeping of the floor (Of the corridors, offices, staircases) and mopping the same by mops along with disinfectant.
- iv) Cleaning of the toilet seats by applying toilet cleaner & scrubbing the same with toilet brush. Washing it later on by phenyl solution.
- v) Scrubbing of urinal pots with brush & vim powder & later on disinfecting it with phenyl solution.
- vi) Scrubbing of washbasin with vim powder and later on disinfecting it.
- vii) All the SS taps must be wiped dry with dry duster.
- viii) Wiping of mirrors with glass cleaning agent.
- ix) Replenishment of liquid soap in the soap dispensers.
- x) Clean mugs should be available in the toilets.
- xi) Wiping of the telephones, table tops with the Dettol solution.
- xii) Wiping of chairs, chair stands.
- xiii) Vacuum cleaning of the carpeted rooms.
- xiv) Cleaning of floorings with the mops & disinfectant solution.
- xv) Wiping of the water coolers, AC grills from outside.
- xvi) Cleaning, Dusting and mopping etc. of the guest rooms.

General Cleaning (Daily)

- i) Removing of the old papers/notices pasted if any on the glasses/granite/marble and afterwards cleaning of the wall.
- ii) Collection of the garbage/waste papers from the guest's rooms and disposing it off it in the specified manner. All toilets should have the toilet freshener (Like Odonil), Toilet rolls, and naphthalene balls must be put in the urinal pots, nanny traps and washbasins.
- iv) Bed sheets & other linen should be changed daily in occupied rooms or upon check-out.
- v) The garbage should be disposed of at the designated place.

Vi) Supply of Housekeeping material is in the scope of the contractor only. The list of required material is attached in Annexure-VIII.

Weekly Jobs

- Special cleaning of the floors by scrubbing it with soap solution and later on mopping it.
- Cleaning of the under tables, corners at the corridors, staircases.
- Special cleaning of the window panels, door panels with the damp cloth.
- Special cleaning of floors skirting to ensure that dust accumulated there is removed.
- Removal of cobwebs from the offices, corridors, staircases, lobby, reception, toilets and all other area.
- Cleaning of the cobwebs from the main porch area by using the water jet machine.

b) Laundry Services:

- Providing the in-house laundry facility for the Lodgers.
- Laundry facility for the Guest House linen by using premium quality washing
- The contractor will provide all the material required for running the laundry services
- The Following Items are to be washed.

S. No.	Items
1	Bed Cover
2	Bed Sheet
3	Pillow Cover
4	Hand Towel
5	Bath Towel
6	Basin Towel
7	Table cloth
8	Tray Towel
9	Curtain
10	Mattress (dry wash), if required.
11	Blankets (dry wash)
12	Pillow (dry wash), if required.
13	Door Mats
Total 900 (30 items per day for a 30-day month)	

c) Furniture and Repairs:

S. No.	Description of Items	Quantity
Furniture (Presidential Suit)		
1	Teapoy (Coffee Table)	1
2	Mattress Size: 6'X6'.3" inches	1
3	Single Seater	1
4	2 Seated Sofa Set	1
5	3 Seated Sofa Set	1
6	Recliner Seated Sofa Set	1
7	Rug Sgizarastalure (Carpet)	1
Conference hall table and Dining furniture for Guest House		
1	Dining Table	20
	Chairs:	80

	Drawer	01
2	Bekant Table:	01
3	Conference Table	01
4	Curved part of conference table	02
5	ERIK file cabinet	02
6	FlintIn Office chair	06
7	Hattefjall Office: (Chair)	01
8	Jarvfjallet Office chair	01
Mattress		
1	Mattress Size: 6'X6'.3'' inches	18
2	Mattress Size: 5'X6'.3'' inches	3
3	Mattress Size: 3'X6'.3'' inches	18
Sofa Sets		
1	3 - Seated sofa	12
2	Single seated sofa	29
Dining Table for Presidential Suit		
1	Dining Table	01
	chairs	08

d) Toiletries & Consumables:

The tenderer/ contractor shall have to provide all the toiletries and consumables (brand & quality to be maintained) for use in the guest house as per requisition made by the Sr. Technical Superintendent /Concerned staff of the Institute. Payment for these supplied items will be made monthly to the contractor by the Institute on submission of requisition slip by STS Guesthouse & proper bills. All the purchased materials should be deposited in the Institute custody, which will be supervised by the concerned staff of the NITAP.

The Toiletries & Consumables are listed as follows

S. No.	Description of Item
1	Paste
2	Hand Wash
3	Bathing Soap
4	Shampoo
5	moisturizer
6	Sanitizer
7	Goodnight/All-out mosquito repellent with refills
8	Toilet Tissue Rolls (2 nos.)
9	Room fresheners
10	Basin Cakes
11	Hand wash liquid dispenser

The above-mentioned items are replenished promptly in each room

e) Battery Cells (in working condition) for TV, Wall Clock and AC remotes.

f) Keeping the Newspapers (English/Telugu/Hindi) in the lobby area in the morning.

- g) The Vendor should recharge the Dish time to time.

B) Food, Refreshments & Beverages:

The contractor shall take up the responsibility of supplying and serving buffet breakfast/lunch/dinner, all day menu, as well as morning/evening coffee/tea for the room and official guests only at dining hall. The sample menu for buffet breakfast/lunch/dinner is enclosed in Annexure VII.

- The contractor shall maintain the account of the number of breakfast/lunch/dinners provided on a per day basis and submit the bill to the NITAP every 15 days for Institute Guest and in 7 days for departmental official visitors. The contractor is responsible for charging the guests for the number of breakfast /lunch / dinner / coffee / teas they have ordered. (b) The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers for cooking (assistants, skilled, and supervisory staff). The Athidi Guest house will be available for operation in as is where in condition, for maintaining it in upright, spic and span good condition.
- Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained F&B production and Service personnel.
- Kitchen consumables and utensils, except available in the Athidi Guest House, will be arranged by the contractor as per the requirement at no extra charge.
- Repair and maintenance (not exceeding of Rs. 5000/-) of the items under contract or control like cooking ranges, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipment's etc., will be done by the contractor at no extra charge. If the cost exceeds of Rs. 5000/- then it would be referred to NITAP authority for certification and payment.
- Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the contractor.
- The garbage should be disposed of at the designated area or as directed on a day-today basis. Garbage segregation has to happen as per HACCP standards with wet garbage stored in Conducive environment & dry garbage to cover all times.

SPECIAL CONDITIONS

GUEST HOUSE MANAGEMENT

1. RECEPTION SERVICES

- a) Manage the Reception counter who will attend the guest with decent and hospitable manner; Maintain the check-in and check-out in both Registers and in system
- b) Allot the rooms in the Guest house as per the directive received from Athidi Guest House office.
- c) Arrange safe handling of baggage of the guest
- d) To attend the telephones, and maintain a call traffic register
- e) Maintain the Complaint Register (standard Format) which should be available on demand;
- f) To arrange medical emergency transport as and when required by the guest;
- g) To provide information with regard to rail/air/ timings and information related to campus to the guests on request;
- h) To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby;
- i) To Report the Room-wise Occupancy status every morning to the In-charge Guest house through

Facility Manager of the firm /company;

2. Records and Reports to be Maintained by the Service Provider

- | | |
|-----------------------------------|---|
| (a) Log Book | (n) Machine Pre-Maintenance service report |
| (b) Visitor Register | (o) Daily / Weekly/Monthly Cleaning Checklist |
| (c) Guest Comment Book | (p) Machine Checklist |
| (d) Check in and Out Reports | (q) Key Register |
| (e) Attendance Register | (r) Medical Box Checklist |
| (f) Laundry Book | (s) Inter Office Gate-Pass Book |
| (g) Lost and Found Register | (t) Menu Card Booklet |
| (h) Floor wise Occupancy Register | (u) Weekly consumption register |
| (i) Maintenance Register | (v) Food Bill book |
| (j) Grooming Register | (w) Staff personal datafile |
| (k) Inventory File/ Record | (x) Daily sales report |
| (l) Staff Training File | |
| (m) Staff Orientation File | |

3. Guidelines Related to Catering Services

It is prime responsibility of the Service Provider to provide excellent catering services as follows:

- a) Breakfast
- b) Lunch
- c) Evening Tea & Snacks
- d) Dinner

- ❖ The Service Provider has to provide best quality food in hygienic conditions, to the in-house guests and other Institute officials, as required from time to time on chargeable basis.
- ❖ It is the responsibility of the Service Provider to recover the charges of foods from the Official/ private occupants and NIT ANDHRA officials and staffs as per the prevailing price list if there is no order from In-charge Guest House. When there is a written order from In-charge Guest House for not to raise any bill against any visitor, the food charges for the said visitor to be billed as per the orders of In-charge Guest House.
- ❖ All the food bills of institute guests for which bills to be submitted to different departments of NIT ANDHRA, the Service Provider needs to maintain a separate register for such bills sent to departments / individuals and has to submit the same in the following month with supporting vouchers and certificates.
- ❖ The timing for serving food, beverages etc. will be as follows: Session Timings Morning Tea to be supplied to rooms 06:00-07:00
- ❖ Breakfast 07:30-10:00
- ❖ Lunch 12:30-14:30 (or as required in exceptional cases) Evening tea 17:30-18:00 (Or as required)
- ❖ Dinner 20:00-22:00 (or as required in exceptional cases)

4. Service Provider has to provide as per following make or of its equivalent quality as specified: -

- Rice-Basmati of Kohinoor/Lalquila/Heritage

- Atta-Captain cook/Kisan/Annapurna/Shaktibog/Ashirwad/Patanjali
- 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/Vijaya
- Papad-Lilijat/Bikaji
- Pickles-Priya/Bedkar/MotherKabul/Kisan/Maggie
- Jams-Kissan/Oga/Sil
- Sauces-Magie/Kisan • Cornflakes-kellogs
- Fresh Milk-in Polypack from Local Diary Co./Amul Diary
- Tea-Tajmahal/Society/Tata, twining, Tettley (both tea bags + packettea)
- Coffee-Nescafe/Bru
- Rasgula-Haldiram/KC Das (For special orders)
- Gulab Jamun-Gits
- Biscuits-5-6 varieties of Britannia
- Water - Aquafina/ Bisleri/Kinley

Note: The Service Provider will be provided with one-time crockery / cutlery / frillings etc. by NIT ANDHRA. The Service Provider will raise separate bills for supply of hot lunch / packed lunch ordered by different departments of NIT ANDHRA which will be paid by them on receipt of the bills on the approved given rates plus service taxes as applicable.

ELIGIBILITYCRITERIA:

1. Bidder must be a proprietor/firm/company.
2. The registration should be valid as on date and should be issued on/before **01-04-2019**.
3. The bidder should have valid GST Certificate.
4. The average turnover of FY. 2019-20, 2020-21 should be at-least **50 lakhs** issued by CA with UDIN Number.
5. The bidder should submit audited Financial statements (balance sheets) for the FY 2019-20, 2020-21 & 2021-22 (provisional) along with relevant income tax returns for concerned years i.e., AY 2020-21 & 2021-22.
6. Bidder must have successfully completed the works pertaining to maintenance of Guest Houses/Lodges with the conditions and value of work/purchase orders defined as under during the period of **01-04-2019 to 31-03-2022**
 - Three similar works of maintenance of Guest Houses at any Government/PSU/Autonomous organizations/Institutions costing not less than the amount equal to Rs. 7,60,000 /- (Rupees Seven Lakhs Sixty Thousand only).
OR
 - Two similar works of maintenance of Guest Houses at any Government/PSU/Autonomous organizations/Institutions costing not less than the amount equal to Rs. 9,50,000/- (Rupees Nine Lakhs Fifty Thousand only).
OR
 - One similar work of maintenance of Guest Houses at any Government/PSU/Autonomous organizations/Institutions costing not less than the amount equal to Rs. 15,20,000/- (Rupees Fifteen Lakhs Twenty Thousand only).
7. All the payments received against the claim of Work / purchase Orders at Clauses (6) above should reflect in Form 26AS at later date. Else the Work/Purchase Order is treated as invalid.
8. The bidder must have valid PAN Card and the same should reflect in all financial statements.
9. Each page of the tender document along with all other submitted documents must be duly signed by Authorized signatory with Bidder's signature and seal.
10. The tenderer should have valid license from competent authorities under food safety and Standards Act 2006.
11. The tenderer should have valid ISO 22000:2005 certification and HACCP.
12. The Contractor should have valid OHSAS 18001:2007 certification or ISO 45001:202.

Name and Signature of bidder with seal

PERIOD OF CONTRACT:

The contract shall be for a period of THREE years from the date of giving Work Order. The Contract will be initially for a period of one year and extended yearly, subject to satisfactory performance of services and compliance of all terms and conditions of the agreement. The Competent Authority may allot the contract in full or a part of such contract to the next firm(s) out of the panel available with it at any time in the event of non-compliance or breach of any terms and conditions of this contract by the awarded Contractor or otherwise, if it is deemed fit to do so in the interest of the Institution, in order to ensure effective supply/supervision of these services by more than one Contractor even after the award of contract.

If the Successful Contractor has an existing contract with NIT Andhra Pradesh, for **Providing Athidi Guest House Maintenance Services**, it shall stand automatically terminated and the new contract will commence.

Signature of the Contractor with stamp

METHOD OF SUBMISSION OF BIDS:

1. The bid documents can be downloaded from the Institute website and CPP Portal <http://www.nitandhra.ac.in/main/tender> , <https://eprocure.gov.in> .
2. The bids should be filled in two bid formats with all the required documents as enclosures in separate sealed covers i.e.: (a) Part-I Technical bid, (b) Part-II Financial bid two separate sealed covers should be specifically super-scribed as
 - (a) Technical bid **“Providing Integrated Management Services for Athidi Guest House at NIT Andhra Pradesh, Tadepalligudem”**
 - and
 - (b) Financial bid **“Providing Integrated Management Services for Athidi Guest House at NIT Andhra Pradesh, Tadepalligudem”**
3. Both the sealed envelopes (a) and (b) are to be kept in another Master envelope, which should also be sealed and submitted.
4. The Master envelope should be super-scribed with **Tender for “Providing Integrated Management Services for Athidi Guest House at NIT Andhra Pradesh, Tadepalligudem”** and shall be addressed to The Tender Box, C/o Director, National Institute of Technology Andhra Pradesh, Beside Chennai - Srikakulam Highway, Near Kondruprolu, Tadepalligudem, West Godavari District, AndhraPradesh-534101.
5. Last date for submission of bid documents is **01.09.2022** up to 03:00 PM.
6. Bids received after the due date and time shall be summarily rejected.
7. Incomplete bids or bids not submitted in prescribed format are liable for rejection.
8. Institute will not be responsible for postal delay.

EVALUATION PROCEDURE:

1. At the first stage, the Technical Bids shall be opened in the presence of Bidders, who may like to be present on **01.09.2022 at 03.30 PM.** in IPC of NIT Andhra Pradesh, Tadepalligudem.
2. IPC would evaluate the technical bids submitted by the Bidders.
3. Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. Deviations from, or objections or reservations to critical provisions such as those concerning qualification/eligibility criteria, availability of facilities and amenities as needed, availability of government/statutory approvals and clearances, ready and explicit willingness to accept and honor the terms and conditions of contract etc. will be deemed to be material deviations.
4. If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
5. Only those Bidders whose technical bids have been found to be substantially responsive would be evaluated.
6. The Financial bids of those Bidders only shall be opened who qualified in the Technical Evaluation. The Institute will award the contract to the Successful Bidder, whose Financial bid is the lowest price bid among all the quoted bids. The decision of the Director, NIT Andhra Pradesh, Tadepalligudem, is final in this regard.
7. Tenders with revised/modified rates/offer after opening of the tenders shall be summarily rejected and the entire Earnest Money Deposit (EMD) submitted with the tender shall be forfeited.
8. The tender is not transferable under any circumstances.
Telegraphic, conditional or incomplete tenders shall not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the Bidder.
9. Institute reserves the right to reject any or all the tenders at any stage or accept them in part or reject the lowest tender without assigning any reason thereof and the decision of the Institute in this respect shall be final.
10. The Institute reserves the right to cancel the tender process at any stage without assigning any reason.

PAYMENT:

1. The Service Provider will be paid as per approved rate (award of contract/work order) on monthly basis by NITAP. 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.
2. Attendance sheet, with signature/attendance status of person deployed and verified by the identified person of the Institute shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the Service Provider with the monthly bills. A certificate that previous month payments of the employees under the Service Provider and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement.
3. 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/GST surcharge, other statutory taxes, losses, penalty etc). The tax component (if applicable, as per rules) shall be paid on submission of documentary proof.
4. The Service Provider need to provide details of his Bank Account Number, name and address of the bank, branch, branch code & IFSC code etc., to facilitate payment through bank (e-payment process) and also register with the vendor payment portal of NITAP

RESOLUTION OF DISPUTES:

In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, NIT Andhra Pradesh, Tadepalligudem, or any other officer nominated by the Director, NIT Andhra Pradesh, Tadepalligudem, for arbitration whose decision shall be final and binding on both the parties. The Agency agrees that the arbitrator could be an employee of the Institute and shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.

TERMINATION OF THE CONTRACT:

The contract may be terminated in any of the following contingencies: -

- a. On giving three months' notice by the Agency **OR**
- b. On the expiry of the contract, without any notice **OR**
- c. On giving one month notice by the Institute, at any time during the tenancy of contract, in case the services rendered by the Agency are not found satisfactory and in conformity with the terms and conditions of the contract and the standard prescribed for this services **OR**
- d. On Agency being declared insolvent by the competent Court of Law, without any notice **OR**
- e. On assigning of the contract or any part thereof or any benefit or interest therein or there under by the Agency to any third party or for sub-letting the whole or a part of the contract to any third party, without any notice.

Provided that, during the notice period for termination of the contract, in the situation contemplated above, the Agency shall keep on discharging his duties as before till the expiry of notice period.

In case of termination of contract on the grounds mentioned at **Sr. No (c)** above OR in case

the Agency decides to conclude the contract before the expiry of 24 months contract period without giving three months' notice as mentioned at **Sr. No (a)** above, the Agency shall forfeit the Performance guarantee held with the Institute and the Agency shall not have any claim/right against the Institute in satisfaction of this condition.

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 Officer-in-charge, Guest House. The methodology for deduction will be as under.

1. In case of shortage of manpower, an amount proportionate to the shortage of manpower, considering number of employees as well as duration shall be deducted from the monthly bill of the Service Provider. Further each occurrence of absenteeism in excess of 20% per shift for 3 continuous days, will entail a penalty of 10% of the monthly bill charged by the Agency, subject to a maximum of 20%. Stern disciplinary action and a fine will be levied if manpower shortage continues for more than 3 days and issuing formal notices of termination.

In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs.1500/- per event etc., from the bill of the Service Provider, considering the loss of goodwill and inconvenience caused to the guest/institute.

3. In case on non-performance and poor service by the Agency, NITAP may, at its discretion, recover Liquidated Damages upon recommendation of Faculty Incharge - Guest House. In the event of appeal, the decision of Director, NITAP Bangalore shall be final and binding upon the Agency.

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

(a) Rooms including Reception, Lobby Rs. 1,500/day

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

(c) Negligence in reporting of non-functioning of Telephone and other amenities Rs.200/day.

(d) Non-compliance of environment friendly waste disposal methods Rs.100/day.

(e) Not wearing of uniforms by Agency's employees/untidy uniform Rs.100/day/person.

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

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

(h) Un serviceability of Washing Machine, TV, Refrigerator, Induction cooker, Geyser and all other major electrical items more than 24 hrs is Rs 500/-per day

(i) Un serviceability of Water Purifier, DTH (Including not recharging with minimum package) more than 24 hrs is Rs 500 per day

(j) Penalty for not following the COVID appropriate behavior will Rs 250 per violation. Any particular employee of the agency violates the COVID appropriate behavior and penalized more than one occasion should be replaced by the agency/Contractor on the same day.

COMMENCEMENT OF WORK:

The Successful Contractor should start the work with effect from the date of commencement of Agreement by mutual consent. In case, it is found that the work has not been taken up from the date of commencement of Agreement, the NIT Andhra Pradesh, Tadepalligudem, at its sole discretion may cancel the work order and the Performance guarantee shall be forfeited without any further reference to the Contractor. Further, the work order will be awarded to next least quoted contractor with the same terms and conditions.

DISCLAIMER:

Even though adequate care has been taken in the preparation of this Tender Schedule the Contractor should satisfy himself that the Schedule is complete in all respects.

NIT-Andhra Pradesh not their employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this Tender Schedule and it is not possible for the NIT-Andhra Pradesh to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tenders Schedule. Certain prospective Contractors may have a better knowledge of the scope of work than others. Each prospective Contractor should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in the Tender Schedule and obtain independence advice from appropriate sources.

The Director, NIT-Andhra Pradesh reserves the right to change any or all of the provisions of this request for Proposal. Such changes would be intimated to all parties procuring this request for Proposal.

The Director, NIT-Andhra Pradesh reserves the right to reject any or all the Bids submitted in response to this request for Proposal at any stage without assigning any reasons whatsoever.

JURISDICTION:

The Court of Tadepalligudem alone will have jurisdiction to try any matter/dispute or reference between the parties arising out of this agreement/contract

Signature of the Contractor with stamp

(PART-A) TECHNICAL BID**TECHNICAL EVALUATION CRITERIA**

SL NO.	DESCRIPTION	POINTS ALLOCATION	REMARKS
1	No. of years of experience	a. 2 marks for every 1 year, up to 9 years b. 25 marks Greater than or equal to 10 years	Max. 25 points will be awarded
2	Average Annual Turnover for each Crore	a. 5 marks per each crore b. 25 marks Greater than or equal to 3 crores	Max. 25 points will be awarded
3	Number of Similar Contracts running currently	For each contract 10 points awarded	Max. 25 points will be awarded
4	Recent reports of food/Water Analysis by certified labs	If yes	Max. 10 points will be awarded
5	Vaccination certificates of current Staff	provided/ 100 no.s	Max. 15 points will be awarded
TOTAL			100 POINTS

Note:

- a) Assessment marks for the point nos. (1 – 6) of the above table should be at least 60% on each individual score. Otherwise, bid shall be technically disqualified.
- b) Overall assessment marks in the above table shall be more than or equal to 30 points. Otherwise, bid shall be technically disqualified.

DECLARATION

(To be provided on letter head of the Contractor and submit along with Technical bid)

I/We _____ do hereby certify that our firm is not blacklisted and no enquiries / cases are pending against us by Govt. of India / Govt. of Andhra Pradesh or by any State Board Universities, since inception of the firm /company.

All the terms and conditions given in the tender draft with **Ref No: NITANP/SEMW/2022/137/01 dated: 10.08.2022 for "Providing Integrated Management Services for Athidi Guest House at NIT Andhra Pradesh, Tadepalligudem"** issued by NIT Andhra Pradesh, Tadepalligudem, are acceptable to us.

We also certify that the information mentioned in the submitted documents is true and complete in any every respect and explicitly agree that in case at a later date it is found out by the Institute (NIT Andhra Pradesh, Tadepalligudem) that any details provided herein by us are incomplete/incorrect, any contract given to us may be summarily terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it.

Date:

Place:

Authorized Signatory

Name:

Designation:

Company:

Contact No.

Company Seal:

CHECKLIST

(The Contract or may use the checklist below, to ensure that the tender submitted is complete in all respects)

Note: All the pages of the original bid document along with other hard copies should be serially numbered and attested by the Contractor.

S.No	Particulars	Yes	No
1	Copy of original tender draft downloaded from the NIT Andhra Pradesh website.		
2	Crossed Demand Draft from National Bank towards Tender Processing Fee		
3	Crossed Demand Draft from National Bank towards EMD		
4	Copy of firm registration		
5	Copy of GST registration		
6	Copy of PAN card		
7	Copy of relevant workorder(s)		
8	Copy of work completion certificate(s)		
9	Copy of Work satisfactory certificate(s)		
10	Copy of Financial turnover certificate issued from Chartered Accountant with UDIN on his letter head.		
11	Copy of valid license from competent authorities under food safety and standards Act 2006		
12	Copy of valid ISO 22000:2005 certificate and HACCP		
13	Copy of valid OHSAS 18001:2007 certificate or ISO 45001:202		
14	Copies of Income Tax Saral form>Returns along with Audited financial statements, Profit and Loss Account, Balance sheets, Form26ASand3CA&3CBforlast3years subjected to financial statement submitted to firm/proprietary/company.		
15	Declaration in the form at given by the Institute		
16	Financial bid cover		
17	Form 26 AS must be submitted for the period of experience claimed (for each year of work done).		

Signature of the Contractor with stamp

PART-B. FINANCIAL BID (On Firm Letterhead)

**“PROVIDING INTEGRATED MANAGEMENT SERVICES FOR ATHIDI GUEST HOUSE AT NIT
ANDHRA PRADESH, TADEPALLIGUDEM”**

Ref No: NITANP/SEMW/2022/137/01

Date: 10.08.2022

S. No	Description of Work	Quoted cost	Percentage value considered for evaluation
A	Servicing & Maintaining of the Athidi Guest House (16,000 sqft) (Scope of Work: A & Sub clauses) per month		80%
B	General Breakfast 2 No general meal per day		10%
C	Special Breakfast per each unit		2%
D	Special Lunch per each unit		4%
E	Special Dinner per each unit		4%

NOTE:

1. Rate quoted should be inclusive of all taxes/levies (service tax /GST and any other statutory Central/State Govt. taxes).
2. Award of contract to be based on Scores in Technical bid (70%, maybe) and Price bid (30%, may be).
3. **Value of bid = (80% of A + 10% of B+2% of C + 4% of D + 4% of E)**
The bidder with lowest value of financial bid shall be awarded with the contract.
4. Rate/ price should remain fixed during the entire period of the contract and shall not be subject to variation on any account.
5. No claim for compensation or loss due to fluctuations in the market rate of any item or any other reasons/ causes will be entertained.
6. If there is a discrepancy between the rate quoted in words and in figures, the value in words shall prevail.

Date:

Signature of the Bidder with seal

Place:

Name:

GENERAL BREAKFAST AND MEAL

TIMING DETAILS

TYPE OF SERVICE: Buffet service in dining table for all meals. Silver service would be done in MDH.

BREAKFAST (7.00 AM – 9.30 AM) (DINING HALL)

Daily Buffet Breakfast Matrix

- Fresh / Canned Juice 01 type
- Morning Bread Basket (White/Brown Bread, Muffins, Croissants, Danish Pastry, Doughnuts)-3 slices
- Preservatives: Butter, Jam, Tomato Ketchup
- Idly/Dosa/Puri/Upma/Puha/Pulka
- Non-Veg: Boiled Egg / Scrambled Egg / Omelets
- Choice of Tea/ Coffee/Milk

*** Breakfast buffet will be served to the guest as a combination of above items**

Buffet Lunch: 12.30 PM – 2.30 PM

Buffet Snacks: 5.30 PM – 6.30 PM

Buffet Dinner: 08.00 PM – 10.00 PM

A] Regular Buffet Matrix Lunch / Dinner as Follows (DINING HALL)

- 01 Veg Soup
- Salads: Onion with other green veg
- Raita :01
- Set Curd: 01
- 02 Veg Main Course Preparation (01 dry, 01 Vegetable curry)
- 01 Non-veg Main Course Preparation (Chicken or Fish or Mutton)
- 1 Dal or Kadi (Optional)
- 01 Rice Variety
- Rasam/Sambar
- 01 Hot / Cold Dessert
- Accompaniments: Papad, Pickle, Chutney, Kaccha Onion

B] Evening Snacks

- Tea/Coffee/Milk
- Puff/Samosa/Pakoda
- Biscuits

Buffet/Table Service: -Menu (Item wise) for Special Breakfast only		
S.No.	Item	Menus
1	Juice	Pineapple Juice/ Orange Juice/ Watermelon Juice/ Pomegranate/ Grape Juice/ Cucumber Juice (As per availability)
2	Cut Fruits	Pineapple/ Apple/ Watermelon/ Musk Melon/ Honey Melon/ Papaya (As per availability)
3	Cereals	Cornflakes (Served with Hot/Cold Milk) or Wheat flakes/Choco flakes/Dalia/Oats Meal (Served with Hot/Cold Milk) or Sprouts
4	Egg Preparation	Boiled Egg/Scrambled/Omelette
5	Bakers Choice	Wheat Bread/ Breakfast Rolls/ Danish Pastry/ Brioche/ Croissants/ Doughnuts/Muffins (Served with preserves and Butter)
6	South Indian/ North Indian Specialities	Rava Idly/ Carrot Idly/ Veg. Upma/ Poha/ Semiya Kitchadi/ Plain/Masala/Onion/ Veg./Rava Dosa/Othappam/ Plain Vada/ Dahi Vada/Mysore Bonda/ Aloo Paratha/ Gobi Paratha/ Paneer Paratha/ Poori Bhaji/Chappathi
7	Sweets	Sandesh/ Kalakand/ Dry Sweets/ Rava Kesari Pineapple Kesari/Kismis Kesari/ Gajar Ka Halwa/ Moong Dal Halwa
8	Hot beverages	Tea and Coffee and Milk with nutritious supplements (Bournvita/Horlicks/ Complian)

Sl. No.	Items	Meal Items	Menus
01	Welcome Drink	–	Aam Panna/Jaljeera/ Pinacolada/ Blue Lagoon/DaabPani
02	Soup	Cat-1 (Veg.)	Veg Clear/Tomato/Cream of Mushroom/Veg Hot & Sour Soup/Veg. Manchow/Almond
03		Cat-2 (Non.V eg.)	Chicken/Chicken Hot and Sour/Chicken Manchow
04	Starters	Cat-1 (Veg.)	Hara Bhara Kabab/Cheese Chilli/Paneer Tikka/Potato Fingers
05		Cat-2 (Non. Veg.)	Chicken Kabab/Chicken Lollypop/ Fish Amritsari (Vetki)/Fish Fingers(Vetki)
06	Salads	–	Onion Slice, Green Veg 2 types
07	Main Course (Vegetarian Dish)	–	Green Vegetable Dry Preparation such as Tawa Veg./ Amritsari Bhindi/ Stuffed Capsicum/ Green Vegetable Gravy Preparation such as Potoler Dolma/ Amritsari Dum Aloo/ Mushroom Matar Malai/ Bagara Baingan/ Doi Bhindi/ Malai Kofta/ Veg. Navratan/ Paneer Preparation such as Paneer Butter Masala/ Paneer Tikka Masala/Chilli Paneer/Paneer Saslik/Palak Paneer/ Sahi Paneer/ Rasam/Sambar
08	Dals	–	Dal Makhani/Dal Tadka/ Moong Dal Tarka/ Dal Pancmela/ Dal Amritsari
09	Main Course (Non-Vegetarian Dish) Cat.1 or Cat.2 or Cat.3 or Cat.4	Cat.-1	Grilled Fish (Bhetki)//Prawn Malai Curry/ Grilled Pomfret (250 gm)
		Cat.-2	Chicken Butter Masala/Kadai Chicken/Chicken Chetinaad/ Garlic Chicken/Murg Hariyali/Chicken Kasa (250gm)
		Cat.-3	Mutton Rogan Josh/ Kosha Mangsho/ Mutton Korma/ Chettinad Mutton Curry/ Mutton Vindaloo (300 gm)
		Cat.-4	Rasam/Sambar
10	Rotis	–	Plain Roti/ Parantha/ Poori/ Tandoori Butter Roti/Tandoori Naan/Rumali Roti/Tandoori Paratha (Laccha/ Stuffed)/ Baby Naan
11	Rice	–	Steamed Rice/Jeera Rice/ Khichudi(of Super fine Longgrain Basmati)/ Peas Pulao / Veg pulao/Navratan Pulao/Tamarind / Lemon Rice/ Curd Rice/ Herb Rice/ Veg. Fried Rice (of Super fine Long grain Basmati)
12	Sweets/ Dessert	–	Rosogulla/ Gulab Jamun/ Langcha/Rajbhog/ Kesar Rasmalai/ Misti Doi/ Sandesh/2 Scoops of Ice cream (Butter Scotch/ Vanilla / Chocolate)/ Seasonal Cut Fruits

Required material for the House Keeping Services

S.No	Description of Items	Quantity/Month
1	Harpic - 500ml	4
2	Hit Spray - 320ml	3
3	Room Fresheners	10
4	Bleaching powder - 25 kg	2
5	Bombay brooms	5
6	Coconut Brooms	5
7	Colin (Glass Cleaner) - 50ml	4
8	Cleaning Cloth	20
9	Hand wash liquid soap	25 (100 ml)
10	Dettol - 200ml	3
11	Mop Stick	3
12	Mop refills	13
13	Naphthalene balls	4
14	Odonil - 75gm	30
15	Perfumed phenyl liquid	5 lts
16	Plastic Mugs (Big)	6
17	Soap oil	5 lts
18	Nylon scrubber	13
19	Toilet brushes	10
20	Toilet Tissue role	50
21	Urinal Cubes 400gm packet	10 kg
22	Web sticks	3
23	Garbage bags (15 pcs)	25
24	Surgical Gloves	3
25	Water wiper with stick (Plastic)	3
26	Floor scrubber	3
27	Acid (5ltrs)	2
28	Dry mop	10
29	Black phenol	5 lts
30	Mosquito repellent (Malathion)	2 lts