

TENDER FOR

“Providing Guest House Hospitality & Facility Services such as Front Office, Housekeeping, Catering, Operation and Maintenance for Athidhi Guest House (AGH) of NIT Andhra Pradesh”



National Institute of Technology Andhra Pradesh,
Beside Chennai - Srikakulam Highway, Near Kadakatla,
Tadepalligudem, West Godavari District,
Andhra Pradesh – 534 101.

TENDER NOTICE



NIT Andhra Pradesh, Tadepalligudem

Ref No: NITANP/SMMD/TENDER/2024-25/88

Date: 19.03.2025.

Box Tenders/Open Tenders are hereby invited from reputed registered Firms/ Agencies/ Bidders/Suppliers for providing the following services at NIT-Andhra Pradesh, Tadepalligudem, West Godavari district.

“Providing Guest House Hospitality & Facility Services such as Front Office, Housekeeping, Catering, Operation and Maintenance for Athidhi Guest House (AGH) of NIT Andhra Pradesh”

Addressed to:

Tender Box

Material Management Disposal Section,

Sardar Vallabhbhai Patel Administrative Vista Building,

NIT Andhra Pradesh, Kadakatla, Near NH-16

Tadepalligudem-534101, West Godavari District, Andhra Pradesh

The above **Tender name and Ref. No. should be Super-Scribed** in the Main Envelope containing the bid documents.

Tender Schedules can be downloaded from NIT-Andhra Pradesh website from 28.02.2025 onwards. Bidders need to submit hard copy with relevant documents attested by gazetted officer.

The last date for submission of tenders is 15.04.2025 up to 03:00 PM.

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

Date: 19.03.2025.

NIT Andhra Pradesh,

Tadepalligudem.

TIME SCHEDULE OF VARIOUS TENDER-RELATED EVENTS

(Providing Guest House Hospitality & Facility Services such as Front Office, Housekeeping, Catering, Operation and Maintenance for Athidhi Guest House (AGH) of NIT Andhra Pradesh)

Bid Document downloading Start date/ Time	19.03.2025 at 06:00 PM
Bid Document downloading End Date / Time	15.04.2025 up to 03:00 PM
Pre-Bid meeting	02.04.2025 at 03:00PM
Last Date and Time for receipt of Bids	15.04.2025 Up to 03:00 PM
Technical Bid Opening Date/ Time	15.04.2025 at 03:30 PM
Financial Bid Opening Date/ Time	Will be intimated later
Contact Person	Faculty In-charge, Guest House & Logistics NIT Andhra Pradesh, Tadepalligudem. Email: fic_ghl@nitandhra.ac.in
Reference No:	Ref No: NITANP/SMMD/TENDER/2024-25/88 Date: 19.03.2025.

Signature of the Bidder with stamp

CLARIFICATIONS

Queries, if any, can be made through e-mail only to fic_ghl@nitandhra.ac.in and cc to purchase@nitandhra.ac.in on or before **02.04.2025**. Queries received via any mode other than e-mail id 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) and <https://eprocure.gov.in/epublish/app..>. The Bidders are advised to check NIT Andhra Pradesh website and Central Public procurement portal regularly. No other mode of notice will be given.

The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made, if any. Bidders 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 bid along with relevant documents should be attached with original EMD and Tender processing fee. Physical submission of bid only shall be considered.

**Associate Dean, SMMD
NIT ANDHRA PRADESH**

BID

Ref No: NITANP/SMMD/TENDER/2024-25/88

Date: 19.03.2025

Subject: TENDER FOR PROVIDING GUEST HOUSE HOSPITALITY & FACILITY SERVICES SUCH AS FRONT OFFICE, HOUSEKEEPING, CATERING, OPERATION AND MAINTENANCE FOR ATHIDHI GUEST HOUSE (AGH) OF NIT ANDHRA PRADESH.

Sir/Madam,

Bids are invited on the Box/Open Tender platform from the reputed & registered companies engaged in providing Integrated Guest House Management services to reputed corporate companies having a turnover of 1000 Cr/ IITs/IIMs/IISc/ Other CFTI//Navarathna PSUs. The details of bidding conditions and other terms can be downloaded from the NIT Andhra Pradesh Website.

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

The participating Bidder/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 favour of the Director, NIT Andhra Pradesh, Tadepalligudem.

Further, the Successful Bidder 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 Tender Schedule.

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.

Signature of the Bidder with stamp

STATEMENT RELATED TO BIDS

Name of work	TENDER FOR PROVIDING GUEST HOUSE HOSPITALITY & FACILITY SERVICES SUCH AS FRONT OFFICE, HOUSEKEEPING, CATERING, OPERATION AND MAINTENANCE FOR ATHIDHI GUEST HOUSE (AGH) OF NIT ANDHRA PRADESH.
Site Visit	After publishing of the tender and during Working Days between 10 AM to 5 PM
Bid Document Fee/ Tender Processing Fee (Non-refundable)	Rs.1000/- by way of RTGS/NEFT from any Nationalized bank drawn in favor of the Director NIT Andhra Pradesh, Payable at Tadepalligudem. Account Name: Director NIT Andhra Pradesh A/C No: 35579546371 IFSC Code: SBIN0016305 Submit for evidence of payment Receipt.
EMD	Rs. 2,00,000/- by way of DD from any Nationalized bank drawn in favor of the Director NIT Andhra Pradesh, Payable at Tadepalligudem. Bidder Registered with NSIC, MSMEs etc. will be exempted from EMD payment, subjected to documentary evidence.
Bid Validity Period	90 days from the date of opening of the financial bid
EMD Validity Period	90 days from the date of opening of the financial bid.
Contract Period	Initially for one year and extendable for a further period of two years on a yearly basis subject to satisfactory performance
Period of furnishing Performance Guarantee	Within 14days from date of receipt of LOA
Performance Guarantee Value	5% of contract value as approved by competent authority
Period for signing the order of acceptance	Within 10 days from date of receipt of Contract order

Signature of the Bidder with stamp

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Annexure-A

(DOCUMENTS TO BE SUBMITTED)

1.	Technical Bid	:	Annexure - G (Attach all documents, declarations, details, etc.)
2.	Commercial Bid (IGH)	:	Annexure – H (Attach documents, details/bills of quantities, etc.)
3.	Check List	:	Annexure - I (Attach documents, details/bills of quantities, etc.)
4.	Quality Assessment Certificate	:	Annexure - J (Attach documents etc.)
5.	Notarized Affidavit as per clause 12 mentioned under “ Eligibility Criteria for Bidder ”		

Annexure-B

MINIMUM QUALIFICATION REQUIRED FOR BIDDING

ELIGIBILITY CRITERIA FOR THE BIDDER:

The bidders having followed minimum qualification are eligible to apply:

1. The bidder should have minimum four years of experience in managing guest houses having minimum of 25 rooms within the same campus in reputed corporate companies having a turnover of 1000Cr/ IITs/IIMs/IISc/ Other CFI//Navarathna PSUs, providing Integrated Guest House Management services in those locations, which include front office, guest receiving (reception), room allotment, complete check-in and check-out formalities.
2. The bidder shall have a minimum average annual turnover of Rs.5 Crores (from Guest House services which include catering services only) in the last 3 financial years i.e FY2021-22, FY2022-23 and FY2023-24. The bidder should submit the audited balance sheet and P & L accounts for these financial years. The CA certificate for the annual turnover is required to be submitted along with technical bids.
3. The bidder /Company / Firm / Contractor should have at least 2 successfully completed contracts (at least for one-year duration i.e. for 12 consecutive months) of integrated guesthouse management as detailed above for managing a minimum of 25 rooms guest house within the same campus with at least one ongoing contract during the last five years.
4. The bidder /Company / Firm / Contractor must have successfully completed minimum of one contract (at least for one-year duration i.e. for 12 consecutive months) of value not less than Rs.1,00,00,000/- (rupees one crore only) of integrated guesthouse management as detailed above for managing a minimum of 25 rooms guest house in a single location during the period of 01-04-2021 to 31-01-2025

Or

- The bidder /Company / Firm / Contractor must have successfully completed minimum of two contracts (at least for one-year duration i.e. for 12 consecutive months) of value not less than Rs.50,00,000/- (rupees fifty lakh only) of integrated guesthouse management as detailed above for managing a minimum of 25 rooms guest house in a single location during the period of 01-04-2021 to 31-01-2025.
5. All the payments received against the claim of Work / purchase Orders at Clauses (3&4) above should reflect in Form 26AS at later date and the proof of the same need to be attached along with the relevant work/ purchase order. Else the Work/Purchase Order is treated as invalid.
 6. The bidder/ company/ firm/ contractor should have HACCP Certification or ISO 22000:2005 Certification
 7. The contractor should have OHSAS 18001:2007 certification or ISO 45001:2021
 8. The bidder/ Company / Firm / Contractor should be registered with the appropriate registration authorities (Labour commissioner etc.).
 9. The bidder /Company / Firm / Contractor should be registered with Income Tax, Goods and Service Tax and all other relevant departments.
 10. The bidder /Company / Firm / Contractor should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.
 11. Either the Registered Office or one of the Branch Offices of the bidder should be located in Andhra Pradesh/ Telangana.
 12. Bidder should submit an affidavit, in original, duly certified by a Notary for the following

- a. That the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed
- b. That there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
- c. That there are no dues towards income tax/GST/EPF/ESI or any other statutory payments as on the date of the affidavit.
- d. That the contractor is not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of NIT Andhra Pradesh.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice to the purpose. All documentary proof must be listed on the letterhead of the company and shall be submitted along with the Technical bid of the bid document duly stamped and signed by the authorized person of the agency.

INSTRUCTIONS TO THE TENDERERS

1. The Director, NIT Andhra Pradesh may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director shall be final and binding on the bidders.
2. The Director, NIT Andhra Pradesh reserves the right to withdraw/relax/interpret any of the terms and conditions mentioned herein.
3. Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
4. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and conditions laid down by the institute and shall be uploaded as part of Technical Bid.
5. While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.
6. The person/officer signing the tender/bid documents on behalf of the Agency/contractor should be delegated with an appropriate power of attorney (Duly endorsed by a Notary public) by the Chief Executive Officer / Managing Director of the company to sign such documents. An appropriate declaration must be attached with technical bid.
7. Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
8. No tenderer will be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuses to acknowledge or execute the contract/agreement within 30 days of award of work), for what so-ever reasons, his/her EMD will be forfeited.
9. The Service provider should not sublet work to any other contractor. No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification. All staff should undergo regular medical examinations every year.
10. Bids shall remain valid for acceptance for a period of 180 days from the date of opening of the commercial bid. Any benefit for downward revision of prices, should be extended to NIT ANP. The Price bid should not be exposed along with technical bid else this will lead to rejection of the bid.

11. Companies must enclose a Compliance List (or checklist) along with the technical bid and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned. Company/firm conferred with latest ISO certification, BVQs, HACCP, Special recognition/awards etc., must mention this in their technical proposal, along with a copy of the said certification.
12. The engagement of the personnel by the contractor /firm/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status NIT Andhra Pradesh.

Note:

1. The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit Performa invoice of their principals for this tender.
 2. Bids submitted without EMD / relevant MSME/NSIC Certificates will be rejected & no correspondence in this regard shall be entertained.
13. EMD in respect of the agencies which do not qualify in the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. However, the EMD in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the contractor fails to deploy manpower and deliver services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited, without giving any further notice and the contract will be terminated.
 14. Performance Security Deposit: The successful bidder will have to provide a Performance Security Deposit amount of equivalent to 5% of Annual contract value subject to the revision at the time of placing the work order, within 14 days of the receipt of the formal order. The performance security deposit shall be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favor of “The Director, NIT Andhra Pradesh” payable at Tadepalligudem. The performance security deposit should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider.
 15. Govt. of India MSME guidelines will be followed in case of Earnest Money deposit waiver.

METHOD OF SUBMISSION OF BIDS:

1. The bid documents can be downloaded from the Institute website

<https://www.nitandhra.ac.in/main/tender> and CPP portal

<https://eprocure.gov.in/epublish/app>.

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 for Providing guest house hospitality & facility services for ATHIDHI GUEST HOUSE (AGH) of NIT ANDHRA PRADESH"** and **(b) "Financial bid for Providing guest house hospitality & facility services for ATHIDHI GUEST HOUSE (AGH) of NIT ANDHRA PRADESH"**. Both the sealed envelopes (a) and (b) are to be kept in another Master envelope, which should also be sealed and submitted.

The Master envelope should be super-scribed with **"Tender for Providing guest house hospitality & facility services for ATHIDHI GUEST HOUSE (AGH) of NIT ANDHRA PRADESH"** and shall be addressed to

The Tender Box,
Material Management Disposal Section,
Sardar Vallabhbhai Patel Administrative Vista Building,
NIT Andhra Pradesh, Kakatula, Near NH-16
Tadepalligudem-534101, West Godavari District, Andhra Pradesh

3. **Last date for submission of bid documents is 15.04.2025 up to 03:00 PM.**

4. Bids received after the due date and time shall be summarily rejected.

5. Incomplete bids or bids not submitted in prescribed format are liable for rejection.

6. Institute will not be responsible for Postal delay.

Name and Signature of bidder with seal

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 **15.04.2025 at 03.30 PM** in **Material Management Disposal Section**, Sardar Vallabhbhai Patel Administrative Vista Building 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.
7. The Institute will award the contract to the Successful Bidder, for whom the value for '**OVERALL TOTAL**' in financial bid is the lowest among all the quoted bids. The decision of the Director, NIT Andhra Pradesh, Tadepalligudem, is final in this regard. In case of a tie, the contract will be awarded to the firm that has the highest Average Annual turnover for the last three years (FY 2021-22, 2022-23, 2023-24).
8. The Director, NIT Andhra Pradesh, reserved the right to: a) reject any or all the tenders without assigning any reason whatsoever; b) not bind himself to accept the lowest or any tender; and c) accept the whole or any part of the tender and the Bidder shall be bound to perform the same at the rates quoted.
9. 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.
10. The tender is not transferable under any circumstances.
11. Telegraphic, conditional or incomplete tenders shall not be accepted. Canvassing of any kind, directly or indirectly shall lead to disqualification of the Bidder.

Name and Signature of Bidder with seal

CONDITIONS OF CONTRACT

1. INTRODUCTION:

National Institute of Technology, Andhra Pradesh is a public technical research institute and is the 31st institution among the chain of NITs started by the Government of India.

2. DEFINITIONS:

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

1. The expression "Owner" and /or "Institute" occurring in the tender documents shall mean NIT Andhra Pradesh.
2. The expression "Bidder" shall mean the tenderer who submits the tender for providing service and shall include the successor and permitted assignees of the tenderer.
3. The expression "Contractor/ agency/ Service Provider " shall mean the successful tenderer selected by the Institute for carrying out the subject work and shall include the successor and permitted assignees of the contractor.
4. "The FIC " shall mean any representative of the Institute authorized to act as the Faculty in-charge of the work or any specified part thereof. "Designated officer" shall mean any representative of the Institute authorized to act as the Designated officer of the work or any specified part thereof.
5. "Work " and "scope of work" shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment, laundry services and staffing required for commencement, performance, provisions, or completion thereof.
6. "NIT ANP" shall mean National Institute of Technology, Andhra Pradesh .
7. "Contract" shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of NIT ANP, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
8. "Course" shall mean regular academic program and short-term management/executive development program, including academic training program or events, seminars, workshops, conferences, summer or winter internships etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis.
9. "Meals" shall include all input from the dining hall/kitchen, including bed tea, breakfast, lunch, evening tea, snacks and dinner including those served by the Service Provider under special arrangements on various occasions.
10. "AGH" shall mean in present tender, the Athidhi Guest House NIT ANP.
11. "'Competent Authority" shall mean the Director, NIT Andhra Pradesh or any other officer designated by the Director for the purpose of this work/tender pertaining to the Athidhi Guest House (AGH) maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the Athidhi Guest House (AGH).

Annexure-C

GENERAL INFORMATION ABOUT THE FACILITIES OF THE ATHIDHI GUEST HOUSE

National Institute of Technology Andhra Pradesh (NIT ANP) is the 31st institution and one of the premier national level institutions for technical education in the country and is funded by the Government of India. NIT Andhra Pradesh has a guest house i.e. Athidhi Guest House located inside the campus to meet its needs. Athidhi Guest House was built (16,000 Sq.ft.) in the year 2021 with 25 rooms and other facilities as listed below:

S.No.	Description	Quantity
1.	Presidential Suite (Living room, 02 bed rooms & Sit out)	01
2.	Suite Room (Living room & bed room)	04
3.	Standard Room (Room with 2 single beds)	18
4.	Drivers Room	01
	Other Facilities	
5.	Conference Room (Seating Capacity: 10)	01
6.	Main Kitchen (with equipment and ventilation System)	01
7.	Dining Hall (Seating Capacity: 30 each)	02
8.	Guest Lobby	02
9.	Store Room	01
10.	Passenger Lift	01
11.	Reception Desk	01
12.	Common Wash rooms (02 Gents & 02 Ladies)	04

The Guest Rooms are well furnished and equipped with the following amenities and not limited to:

• Telephone (PABX)	• Fire detector and sprinkler
• LED television	• Wi-Fi Internet
• 24 hrs hot and cold water	• Pocketed spring mattress
• Electric tea/coffee maker	• Good quality bed and bath linen
• Study Table	• VRF Facility
• Luggage Rack	• Three fixture bathroom fittings

NIT Andhra Pradesh expects the Athidhi Guest House (AGH) to be maintained as a high-end facility for our visiting academic community, ensuring state-of-the-art hospitality and service management.

Annexure-D

SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR FOR THE ATHIDHI GUEST HOUSE

Housekeeping and Facility Management:

1. Receiving and allotting (accommodation) rooms to the guests coming to stay at the ATHIDHI Guest House (AGH) as per booking details (direction from the Institute) Services include manning the reception and office, round the clock, on all days of the year, maintenance of allotment register, billing, perfect upkeep of rooms by good housekeeping and room service which includes Coffee, tea/creamers/sugar sachets (2 each), toiletries (soap, shampoo, dental kit, liquid hand wash, toilet tissue rolls (2 nos.), drinking water in container.
2. In addition to the above, moisturizer, Use and throw slippers, shaving kit, vanity kit & comb shall be provided for Presidential Suite and other Suite rooms with professional room service.
3. Electric Mosquito repellents with liquid should be made available in all the rooms.
4. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window panels, venetian blinds and all fixtures/furniture at the Guest House including the conference room and other rooms belonging to the Guest House, shall be the duty of Service Provider. A status report on a day-to-day basis will be maintained by the service provider as a permanent record to be sent to the office daily.
5. Cleaning of lawn area, toilets, wash basins, terrace, open area, cleaning of Dining Halls, Kitchens, Washbasins etc. Cleaning and maintenance of Mini Conference rooms, the surrounding areas of the ATHIDHI Guest House (AGH).
6. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/chemicals. (Harmless WHO certified chemicals) and will always be kept clean. Carpets wherever available, shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on quarterly basis or earlier, as per the requirement. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the Annexure-A. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, Sterilization, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repellant, etc., shall be done as per the schedule given in Annexure-A.
7. Bathrooms/toilets shall be cleaned thoroughly every day and mopped; Air filters of centralized air conditioners will be thoroughly cleaned (every month). Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispenser/bath soap, tissue rolls, toilet paper, bathroom fresheners (Odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, hand wash in each bathroom/toilet etc. will be provided by the contractor.
8. The contractor should be responsible for quality cleaning of beds and bath linens as per 3-Star Hotel standards. The contractor should maintain the room and Dining laundry register daily & send for checking to the Guest House office.
9. Toiletry items from reputed brand(s) to be supplied daily in a 20 ml refill container consisting of Shampoo, Dental Kit, Conditioners, Moisturizer, along with Soap etc., Daily supply can be based on usage of room. A liquid hand wash from a reputed brand should be kept in each room, outside washrooms, and hand wash areas. Further the contractor shall provide Two newspapers in English and one newspaper in Telugu in the reception of the Guest House.
10. The contractor should provide an electrician, plumber, painter to address minor repairs when

reported. The charges for providing this service should be inclusive in the financial bid.

11. The contractor shall ensure overall general maintenance like drainage clean, clear and disposal of garbage (dry and wet /plastic and non-plastic waste disposal etc., in an ecofriendly manner, using protective/closed bins), repairs and services of electrical, plumbing, carpentry etc. breakdowns, emergency relief and help on an urgent basis. **To ensure that managers/supervisors are sufficiently trained and equipped with mobile phone/cordless phones. The services and repairs are required to be initiated within an hour of the complaint and there should be a separate grievance redressal staff to handle the complaints. There has to be an escalation system to ensure the services are ensured and repairs are resolved.** The Grievance redressal matrix has to be placed on the notice board of the AGH and further if the Grievance is not attended, the agency will be subjected to penalty clause as decided by the NIT ANP.
12. The agency has to provide adequate staff for housekeeping, kitchen, dining hall, reception, general cleaning etc. as required for the ATHIDHI Guest House (AGH).
13. **The kitchen and service staff should have a FOSTAC Training Certificate.**
14. Fresh replacement of bed and bath linen should be provided to all check-out and occupied rooms. Monthly cleaning schedule to be maintained for curtains and common facilities by the contractor.
15. DTH/OTT recharge will be under the scope of the Service Provider. Further, the agency shall ensure battery cells (in working condition) for TV, Wall Clock and AC remote housed in AGH.
16. Towels, bed sheets, Mattress protectors, Mattress, Quilt, Quilt protector, pillow, pillow cover etc are provided by the NIT ANP. However, if required excess Linen should be provided by the contractor at no extra cost.
17. Supervisors should be trained and have adequate knowledge about Fire Safety Aspects. The Supervisors should have knowledge about the operation of Fire Extinguishers, Fire Hydrants etc. during fire emergencies and also should give awareness about fire safety to all staff working round the clock. The contractor should arrange periodical awareness (once in three months) on Fire Safety to all staff. **The agency is responsible to clean and press all the linen taken from Guest House at his own cost. It is the responsibility of the Contractor to ensure that the laundry delivered should be neat, clean and well pressed to the satisfaction of the faculty in-charge of the Guest House.**

Detailed Information about the services for ATHIDHI Guest House:

1. Manage the Reception counter by a professional and experienced person (minimum 1 years of Diploma and at least two years of experience in Front office operations in similar organization) who will attend to the guests, with decent and hospitable manner; Attend to and address any guest complaints promptly.
2. Maintain the check-in and check-out in both Registers and in system.
3. Allot the rooms in the Guest house as per the directive received from ATHIDHI Guest House (AGH) office.
4. Arrange safe handling of baggage of the guest.
5. Maintain the Complaint Register (standard Format) which should be available on demand.
6. To arrange emergency transport as and when required by the guest.
7. To provide information with regard to rail/air/ timings and information related to campus to the guests on request.
8. To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby etc.
9. To Report the Room-wise Occupancy status every morning to the In-charge Guest house through Facility Manager of the firm / company;
10. To report non-functional electrical gadgets (Geysers, Fans, lights, A/c. etc.) and other maintenance

issues of the rooms as well as common areas to the faculty in-charge, Guest House through their Facility Manager. A register to be maintained for this purpose, room wise and the same to be brought to the notice of the faculty in-charge, Guest house daily through Facility Manager;

11. At the time of check-out, to ensure that all the items provided in the rooms are available in the room in case of any missing items the Service Provider will be solely responsible to replace the same at no extra cost.
12. To ensure the room is fully ready with all facilities before allotment.
13. The agency shall ensure that Water purifier is in working condition all the time and in case of any repairs the same shall be serviced within 24 hours at its own cost.
14. The agency shall ensure that DTH / OTT platforms subscription to be provided for the minimum package of Rs 300/- is in force all the time such that the services to the guest are ensured.
15. The agency shall ensure that the Bed sheets are changed once in two days for the guest occupied rooms and further if the guest requests for change in bed sheets even within a day anytime during his stay, the same is required to be adhered to without any scope of rejection.

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

<ul style="list-style-type: none"> • Logbook, • Visitor Register 	<ul style="list-style-type: none"> • Staff personal data file, • Staff Orientation File
<ul style="list-style-type: none"> • Check in and Out Reports • Guest Comment Book 	<ul style="list-style-type: none"> • Daily / Weekly/ Monthly Cleaning Checklist
<ul style="list-style-type: none"> • Attendance Register 	<ul style="list-style-type: none"> • Machine Pre-Maintenance service report • Machine maintenance records • AMC Register of Equipment's
<ul style="list-style-type: none"> • Food Bill book, • Staff Training File 	<ul style="list-style-type: none"> • Key Register • Lost and Found Register, • Menu Card Booklet, • Grooming Register

The guidelines of cleaning process are as under: -

(a) DAILY – Housekeeping:

- 1) ***Twice daily:*** proper sweeping and mopping of all floors in the AGH, cleaning of walls, railings, corridors etc. covering the entire constructed area. No betel stains or cobwebs etc. should be visible anywhere.
- 2) ***Thrice daily:*** Cleaning of main staircases, entrance lobby area. Cleaning of Wastepaper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
- 3) Dusting of the AGH, furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the NIT ANP.
- 4) Cleaning glasses of windows, doors, partitions etc and removal of cobwebs.
- 5) Toilets & urinals including gender neutral toilets of all floors/blocks to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies' toilets and ladies' rooms. Only male workers should be deployed to clean the Gents toilets in the premises and only female workers to clean ladies' toilets.
- 6) The toilets should be cleaned every day with utmost care. vi. Porcelain fixtures to be cleaned with vim.
- 7) To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.

- 8) To spray room fresheners/ perfume to maintain pleasant odor as and when required at important locations.
- 9) To attend, clean and remove choking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
- 10) Thorough cleaning of rooms with Odorex, Dettol, carbolic acid, disinfectant etc. as may be required and as directed by Faculty in-charge.
- 11) Through cleaning of dirty passages, approaching roads, and entrances of buildings.
- 12) Daily collection of waste from the NIT ANP and proper dumping in specified places as per instruction of the Supervisor/Officer-in-Charge.

(b) WEEKLY – Housekeeping:

- 1) Cleaning of carpets, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors, and terrace of AGH buildings.
- 2) Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
- 3) Polishing of steel and other metal surfaces.

(c) FORTNIGHTLY – Housekeeping:

- 1) Cleaning of ceiling with electrical fitting & roofs.
- 2) Washing and scrubbing of floor with required cleaning material.
- 3) Cleaning stormwater drains, water pipes, and overhead tanks.

(d) MONTHLY – Housekeeping:

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

(e) SUPERVISION:

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

Catering (Food & Beverages) for ATHIDHI Guest House:

The agency shall take up the responsibility of cooking delicious hygienic food and serving breakfast/lunch/dinner as well as morning/evening tea/coffee/Snacks/ for the guests. The menu for breakfast/lunch/dinner as listed below:

Morning Tea	06.00 to 8.00 AM
Breakfast	07.30 to 9.30 AM
Lunch or as required in exceptional circumstances	12.30 to 02.30 PM
Dinner or as required in exceptional circumstances	07.30 to 09.30 PM
Tea and Coffee	Throughout the day

S.No	Particulars	Qty
1.	BUFFET BREAKFAST	Unlimited
	Bread (White / Brown/ Croissant)	
	Butter, Jam / Marmalade and Honey	
	Corn Flakes / Wheat Flakes with Milk	
	Sugar	
	Coffee / Tea with Milk	
	Eggs - Boiled / Fried / Omlette	
	Fruits (seasonal) & Fruit Juice (Fresh fruit juice) Seasonal	
	Along with the above Daily one variety out of each item	
	Puri / Aloo Masala / Chutney	
	Idly / Vada / Upma / Uthapam / Chole Bhatura / Coconut chutney / Ginger Chutney	
	Masala / Plain / Ravva Dosa with Chutney, Sambar, Ginger chutney	
	Pongal & Vada with Chutney, Sambar	
	Aloo parata with Raitha and Chutney	
	Chapati with a compliment (Whole wheat Atta)	
	Etc - to be introduced in consultation with Guest House In-charge.	
	Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.	

S.No	Particulars	Items	Qty
2.	BUFFET LUNCH (one variety out of each item) along with White Rice		Unlimited
	Soup	Tomato Shorba, cream of broccoli, sweet corn, cream of mushrooms, beet root etc.	
	Roti	Tandoori / Kulcha / nan / parata / bathura / romali / chapathi / Pulka etc.	
	Veg. Curry	Paneer butter masala / Paneer shahi khurma / Paneer green peas / Paneer kadai masala / palak Paneer / veg. makhanwala/ veg Kadai / Veg kofta / malai kofta / navatnakurma / gobi mutter / aloo posta / avial / green peas masala etc.	
	Veg Dry	Chilly Paneer / Paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry / aloo gobi dry / Taiwan gobi / baby corn / veg golden fry / gobi Manchurian / rajasthan bhindi fry / stuffed mushroom / mushroom corn dry / arvi masala / arvy roast etc.	
	Curd	Vijaya/ Homemade/ Visakha/ Amul/ Milky Mist/ Heritage/ Hatsun/ Arun/ etc.	
	Flavoured Rice	Veg pulav / north – south / veg biryani / veg. hyderabadi biryani/ jeera rice / peas pulav / Ghee rice / veg. fried rice / bisibele bath / tomato bath / Kashmari pulav / aloo biryani / Paneer biryani / mushroom biryani / pasta / spaghetti etc.	
	Dal / Sambar	Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu etc.	
	Rasam	Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic	
	Salad	Regular Vegetables.	
	Sweet	Ice cream / gajjar ka halwa / beetroot halwa / gulabjamoon / cashew burfi / badam burfi / ghee Mysore Pak, etc.	

S.No.	Particulars	Item	Qty
3	BUFFET DINNER (one variety out of each item) along with White Rice		Unlimited
	Soup	Tomato Shorba, cream of broccoli, sweet corn, cream of mushrooms, beet root etc.	
	Roti	Tandori / kulcha / butter naan / coin paratha / bathura / pallak / romali / ghee chapathi / kashmiri naan / paneer and mushroomroll etc.	
	Veg Curry	Paneer butter masala / paneer shahikhurma / paneer green peas / paneer kadai masala / palak paneer / veg makhnwala / veg kadai / veg kofta / malai kofta / navratnakurma / gobi mutter / aloo posta/ avail / green peas masala etc.	
	Veg Dry	Chilly paneer / paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry/ aloo gobi dry / taiwangobi / baby corn / golden fry / gobi Manchurian / Rajasthan bhindi fry / stuffed mushroom /mushroom corn dry etc.	
	Curd	Vijaya/ Homemade/ Visakha/ Amul/ Milky Mist/ Heritage/ Hatsun/ Arun/ etc.	
	Flavored Rice	Veg Pulao / north-south / veg biryani / veg. hyderabadi Biryani / jeera rice / peas pulao / ghee rice / veg fried rice / bisibele bath / tomato bath / fruits pulao / aloo biryani / paneer biryani / mushroom biryani / pasta / spaghetti etc.	
	Dal / Sambar	Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu etc	
	Rasam	Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic etc.	
	Salad	Regular Vegetables.	
	Sweet	Gajjar ka halwa / Beetroot halwa / gulabjamoona / cashew burfi badam burfi / ghee mysorepak / icecream etc.	

S.No.	Particulars & Item		Qty
4	SPECIAL BUFFET LUNCH/ DINNER (NON-VEG. / VEG) (one variety out of each item)		Unlimited
	Soup	Cream of Almond, Tomato shorba, Cream of Broccoli, Sweet corn, cream of leeks, mushroom, beetroot	
	Roti	Tandori / kulcha / butter naan / coin paratha / bathura / pallak / romali / ghee chapathi / kashmiri naan / paneer and mushroom roll	
	Non-Veg (any two item to be served from this list)	Fish fry / tawa fry / curry / fish mint / fish finger / prawns fry / manchurian / mutton chettinad gravy / roganjosh / chicken Manchurian / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken .	
	Veg Curry	Paneer butter masala / paneer shahi khurma / paneer green peas / paneer kadai masala / palak paneer / veg makhnwala / veg kadai / veg kofta / malai kofta / navratnakurma / gobi mutter / avail / green peas masala	
	Veg Dry	Chilly paneer / paneer tikka / aloo methi dry / bhindi tomato dry/ aloo green peas dry/ aloo gobi dry / taiwangobi / baby corn / golden fry / gobi Manchurian / Rajasthan bhindi fry / stuffedmushroom / mushroom corn dry / arvi masala / arvy roast	
	Curd	Vijaya/ Homemade/ Visakha/ Amul/Milky Mist/ Heritage/ Hatsun/ Arun/ etc.	
	Flavored Rice	Veg Pulao / north-south / veg biryani / jeera rice / peas pulao / ghee rice / veg fried rice / bisibele bath / tomato bath / fruits pulao / aloo biryani / paneer biryani / mushroom biryani	
	Dal / Sambar	Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna/ dahikadi / channa dal tadka	
	Rasam	Tomato / drumstick / dal pepper / tamrind / lemon	
	Salad	Pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc.	
	Sweet	Bengali sweet / ice cream / Carrot/gajar ka halwa / gulabjamoon / ghee mysore pak etc.	
	Pan	Sweet / saada etc	

S.No.	Particulars	Ala -Carte	Qty
5	Beverages	Coffee/Tea/Milk (200ml)	1

Other information in regard to Catering Services:

1. The agency shall supply additional Breakfast/lunch/dinner/Beverages as requested by the departments/units on a chargeable basis in AGH. Such requests will be placed, as far as possible, a day in advance.
2. The agency shall also be asked to supply and serve special lunch/dinner for departments/units and

- served in the Guest House premises, as requested on mutually agreed rates and approved upon.
3. The required CCGT (Cutlery, Crockery, Glassware, Tableware) and buffet ware items will be supplied by the contractor. The crockery will be ceramic/Melamine for the dining hall buffet and chinaware for the VVIP table service in AGH, heavy good quality cutlery (All samples to be approved by the faculty in-charge, AGH). The contractor shall be responsible for proper cleaning, washing and maintaining of the cutleries, crockery, glassware, tableware and other kitchen utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner.
 4. The agency shall ensure high standards in the preparation and food service. Broken/chipped and stained plates/bowls/cutleries/crockeries must not be used. However, an inventory of the existing cutlery crockery tableware etc. will be handed over to the contractor on the commencement date and it will be responsibility of the contractor to maintain the same and to handover in good condition after the expiry/termination of the contract bearing basic minimum wear and tear will be absolved by NIT ANP. However, the kitchen utensils, vessels and the food warmers and allied items available in the guest house are to be listed and taken charge in the commencement of the contract.
 5. The contractor will arrange for any other things that may be required at no extra charge. The Agency is responsible for returning the CCGT/utensils and vessels of the Institute in good condition. To ensure high standards of quality, the ingredients to be used for food preparation should be genuine FPO/ AGMARK products and should be of approved brands only.
 6. Refilling of gas cylinder, minor repair, and maintenance of the items, like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder, kitchen equipment, and other housekeeping and electrical equipment's etc. will be done by the Service Provider at no extra charge.
 7. The agency is permitted to utilize the kitchen and store available in the guest houses for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the Guest House Kitchens. The agency shall keep the store-room, kitchen and dining area clean and free of any pests as per FSSAI norms/requirements.
 8. The agency shall maintain the account of the number of Beverages/ breakfast/lunch/dinners provided on a daily basis and submit the bill to the Institute at the end of every month for official guests.
 9. The agency is responsible for charging the guests for the number of breakfast/lunch/dinner/coffee/teas they have ordered. The contractor has to arrange himself all the provisions, consumables and all the required items necessary for the completion of the prescribed menu. The Guest house will be available for operation in and as is condition, for maintaining it upright and in good condition.
 10. Dining halls/kitchen shall be rendered in hygienic condition by trained chefs, cooks, managers, supervisors/ steward / receptionist etc. details of which may be indicated. Appropriate pest-control treatment in the kitchen/storeroom, in and around areas must be undertaken periodically (once a week).
 11. Meals should be provided as per the agreed menu and the rates as fixed. The menu details are given in Annexure-1 for which the rate is to be mentioned. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winter Internships etc.) on a per head basis for lunch/dinner for vegetarian and nonvegetarian dishes.
 12. Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the Service Provider.
 13. The agency has to provide a specific and qualified number of staff necessary (Chef, cooks, assistant cooks, waiters and other assistants) as required for the ATHIDHI Guest House (AGH).
 14. The agency should provide Indian (South & North Indian dishes), continental and other cuisines as is in Vogue.

Annexure-E

GENERAL GUIDELINES FOR THE SERVICES OF AGH, WHEREVER APPLICABLE:

1. The Service Provider shall provide catering and other ancillary services to the ATHIDHI Guest House (AGH) consisting of 24 Rooms at the NIT ANP campus for occupants, guests and Bonafide visitors of the said Guest House which shall include breakfast, lunch and dinner. Service Provider shall not under any circumstances serve any alcoholic beverages, liquor, or banned substances, goods of a hazardous nature in the Guest House. The Service Provider shall serve fresh food, beverages, eatables and shall maintain the highest and stringent hygienic standards for preparation, service and for the quality of food served. The Service Provider shall not serve leftover or stale food items. If at any time, the Service Provider serves any substandard or spoiled food, the NIT ANP shall claim suitable damages from the Service Provider as per law, apart from being entitled to terminate the license. All food items, dry and wet, should be stored as per FSSAI norms. The service provider should be registered with FSSAI.
2. Service Provider shall be provided with one-time crockery, cutlery, utensils, vessels, and other machinery items. Any damage to the same shall be borne by the Service Provider only. Service providers shall ensure telephones are working in rooms and report non functionality of telephones to the guest house office. All essential telephone No's of various services should be with the reception for use by the guests.
3. The Service Provider is permitted to use electrical appliances like microwave ovens, water coolers, fridges, mixers/blenders, electric stove/heater, apart from the Gas burners, steam cooking range, wet grinders, vegetable cutting machines, dough kneader etc., for cooking and heating food/eatables/ beverages served in the guest houses will be provided by the Institute.
4. The grains and provisions, meat, fish, and poultry etc. will be purchased from reputed suppliers and NIT ANP shall be at liberty to inspect the materials bought by the Service Provider at any time and also to reject any sub-standard items of materials which will be at the cost of the Service Provider.
5. Service Provider shall have to adhere to directions given by the NIT ANP to change the menu/food/food eatables/beverages served in order to ensure/add greater value for the food/eatables/beverages prepared in the guest house. NIT ANP shall also be entitled to give necessary directions to the Service Provider with regard to quantity and quality of the food/eatables/beverages served.
6. The Service Provider shall provide the following to its guests with Morning Tea/Coffee, Breakfast, Lunch, Evening Tea and Dinner. The service provider shall provide tea and coffee all the time.
7. NIT ANP shall provide a suitable kitchen with a cooking area, Storeroom, dish washroom, grocery store room, utensils store room, etc. The requisite utensils, crockery and cutlery items will be handed over to the service provider and a list of all such items shall be prepared and acknowledged by the service provider. These items must be kept in safe custody and shall be the sole property of NIT ANP exclusively meant for the catering service.
8. Service providers shall ensure that the personnel deployed by him possess the requisite training in operating the fire extinguishers which shall be supplied by NIT ANP and adequate precautions, safeguards, and preventive measures against fire accidents.
9. NIT ANP shall permit Service provider access to use Service Areas (all storage, kitchen Dining, pantry, preparation, catering area, common areas, immediately surrounding and adjacent to the foregoing and other similar areas of the facility), together with utility system (i.e. all heating, ventilation, air conditioning, electrical, water, sewer, general lighting, fans, exhaust, conduit,

wiring, panel boxes and connections and mechanicals etc., and all elevators at the Premises), the Service Equipment, Additional Equipment etc. at the Premises.

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

10. The Service provider ensures that the Water purifier is in working condition all-round the year and any cost required for repairs has to be ensured by the Service provider. The service provider may also avail the AMC facility offered by the Manufacturers to ensure to provide the best services to the guest of AGH.
11. The Service provider to ensure that the entrance of AGH is maintained as per international standards. The beautification of entrance along the space in and around the entrance stairs is done by planting seasonal flowers and using flowerpots all-round the year
12. At the end of the working hours, each day the Service Provider shall ensure that the Premises where the work is being undertaken is cleaned in all respects and all debris/waste is cleared as per norms.
13. The timings of provision of meals shall be as follows:

Morning Tea	06.00 to 8.00 AM
Breakfast	07.30 to 9.30 AM
Lunch or as required in exceptional circumstances	12.30 to 02.30 PM
Dinner or as required in exceptional circumstances	07.30 to 09.30 PM
Tea and Coffee	Throughout the day

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

14. The Service Provider shall serve lunch or dinner for official meetings/conference/departmental meetings etc. Subject to prior orders placed by designated/authorized members of NIT ANP for which payments shall be made by the said department/authorized official of NIT ANP.
15. The Service Provider shall arrange for extra manpower for cleaning and maintenance during the official meetings/conference/departmental meetings etc. Subject to prior orders placed by designated/authorized members of NIT ANP for which payments shall be made by the said department/authorized official of NIT ANP.
16. No items served for Lunch shall be served for dinner. The quantity and quality served must be to the satisfaction of the guests.
17. The menu of the day must be displayed in the morning. In the event the Service Provider is unable to adhere to the Menu notified for a day for some reason, it shall be incumbent upon the Service Provider to intimate the guests and prior permission shall be taken by the Service Provider from the designated personnel of NIT ANP.
18. The Service Provider must provide/procure the following items for cooking/service items from reputed brands mentioned below:
 - i. Rice-Basmati of Kohinoor/Lalquila/Heritage/Dhawath/etc..
 - ii. Atta-Captain cook/Kisan/Annapurna/Shaktibog/Ashirwad/ etc..
 - iii. Masala-All Masala powder should be Agmark
 - iv. Oil-Refined Sunflower oil of postman / Sun drop/Godrej/Sweekar

- v. Ghee-Britania/Vijaya/Amul/ etc..
- vi. Butter & Cheese-Amul/Britania/Vijaya/Milky Mist/ etc..
- vii. Papad-Lilijat/Bikaji/ etc..
- viii. Pickles-Priya/Bedkar/MotherKabal/Kisan/Nestle/ etc..
- ix. Jams-Kissan/Oga/Sil/ etc..
- x. Sauces-Nestle/Kisan/Delmonte/Heinz/ etc..
- xi. Cornflakes-kellogs/ etc..
- xii. Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy/Visakha/ etc..
- xiii. Tea-Tajmahal/Society/Tata/Winning, Tetley (both tea bags + packed tea)/ etc..
- xiv. Coffee-Nescafe/Bru/ Continental/ etc..
- xv. Biscuits-5-6 varieties of Britannia/ Sunfeast/ etc..
- xvi. Ice Cream: Amul/ Scoops/ Arun/ Kwality Walls/ etc..
- xvii. Water - Bisleri/Kinley
- xviii. Bread from Local reputed Bakeries

- Etc.. means any other brand with FASSI certificate that is not mentioned above. This shall be procured with time to time permission from the Faculty in-charge of the Guest House.

Obligations of NIT ANP and Service Provider:

The Institute shall provide following inventory during the commencement of Contract:

- i. Furnishing of Rooms.
- ii. Air conditioners, TVs, fridge, Electric kettle, cable network, set top box will be provided by the Institute as a one-time measure at the beginning of contract, however all major and minor repairs after taking over of these items will be borne by the service provider only.
- iii. Provision of curtains, wall clocks in suits & super suits as per requirements will be provided by the NIT ANP.
- iv. Computer/modem/WiFi connection provided by NIT ANP.
- v. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided at the time of handing over of the facilities. It is the responsibility of the agency to maintain the same and replace whenever required.
- vi. Payment of electric charges, water charges, shall be taken care of by NIT ANP
- vii. Renovation/addition to the building, firefighting equipment's emergency power line etc. shall be taken care of by the NIT ANP.
- viii. Matter related to civil or major electrical works shall be taken care of by the Institute.
- ix. Racks, almirahs, room locking arrangements, shoe /luggage rack etc. as one-time support.
- x. NIT ANP will hand over to the agency materials like cots, beds, chairs, tables in the rooms and the agency has to keep proper acknowledgement and maintain these items properly. The malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract/termination thereof, the agency is liable to return the same to NIT ANP in good working condition barring normal wear and tear. For shortage/misplacement/theft replacement cost of the items will be recovered from the final bill or security deposit.
- xi. The contractor shall be able to manage ERP (if provided) for room reservation/ allotment and complaint redressal mechanism.

Annexure-F

General terms and conditions of the Tender

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever. Any conditional bid shall not be considered and will be outrightly rejected in the very first instance. The bidder shall quote the Technical and Financial bids as per the format mentioned. The Earnest Money will be forfeited if the bidder rescinds from the offer. The bidder should include the list of firms where they have provided similar services at least in the last 5 years, along with name, phone and contact person/persons so that references for their services can be obtained, if required.
2. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Cuttings, if any, in the Technical Bid must be initiated by the person authorized to sign the bid.
3. NIT ANP being an Educational Institution, the contractor will not allow or permit their employees to participate in any trade union activities or agitation in the premises of NIT ANP.
4. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by NIT ANP.
5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of NIT ANP.
6. The contractor shall appoint fully qualified and competent associates; appropriate operations-in charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of three stars and above hotel standards and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the NIT ANP. The contractor as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfil their obligations under this agreement with enough reasons for doing so.
7. The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may transfer its employees / workmen and in accordance with their needs, in consultation with the Officer In-Charge, Guest House /the officer designated by the Director, NIT ANP. Adequate and necessary numbers of employees / workmen are deployed by the contractor for fulfilment of their contractual obligations under this agreement, shall be the sole responsibility of the Service Provider to ensure that their employees/workmen, deployed by him to fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
8. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to NIT ANP before the commencement of work:
 - a) List of Manpower short listed by contractor for deployment at NIT ANP. containing full details i.e. educational background, Work experience, date of birth, address etc.
 - b) Bio-data of the persons with passport size photographs.
 - c) Reference check and self-conduct declaration.
 - d) Complete Medical check-up certificate, has to be submitted mandatorily.
 - e) ID proof and Address proof of each of the staff.

9. The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the AGH and it to be endorsed by the Security Office of NIT ANP.
10. All the workers engaged by the contractor should give their attendance through the designated biometric machines installed in the campus. Apart from this the contractor must maintain daily attendance registers to keep record of the personnel on duty and a record of the work done at NIT ANP.
11. The Contractor shall follow all security rules as may be framed by the Institute from time to time regarding movement of materials and equipment to Site, issue of identity cards, control of entry of personnel and all similar matters. The Contractor and his personnel shall abide by all Security measures imposed by the Maintenance Engineer or his duly authorized representative from time to time. Contractor shall also follow all rules and regulations applicable in the event of subject area being declared/proclaimed under emergency from time to time by any other statutory order, nothing extra will be payable on account of stoppage / hindrance of work on this account. The contractor has to arrange for police verification to obtain a temporary pass for himself and his work force as governed by the rules.
12. Services shall be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed preferred age group: 21-55 years of certified character and antecedents be Indian nationals and must display name badges and identity cards signed by the contractor and be conversant in speaking Telugu, English, and Hindi.
13. The contractor should provide uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staff working without uniform are liable to be turned down from being engaged in work in the Guest Houses. The specified uniforms are as follows:
 - i. F&B Personnel - Appropriate uniform along with head caps, gloves and masks as per 3-star hotel standard for gents and ladies.
 - ii. Chefs / Commis/ Utility workers - Appropriate uniform as per 3-star hotel standard with Apron, Chef Caps, gloves and masks.
 - iii. Housekeeping staff – Appropriate uniform as per 3-star hotel standard for gents and ladies.
 - iv. Front Office / Reception staff - Appropriate uniform as per 3-star hotel standard for gents or ladies.
 - v. Maintenance team: Appropriate uniform as per 3-star hotel standard for gents.
 - vi. Other Personnel: Appropriate uniform as per 3-star hotel standard for gents and ladies
14. The contractor should ensure to maintain adequate manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
15. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. An appropriate amount of penalty after due consideration and hearing will be imposed by the Director, NIT ANP or Dean, Admin/Registrar and the same will be deducted from the monthly bill of the contractor.
16. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security checks both at the time of entry and leaving the Institute.
17. The services shall be provided round the clock on all days of the year (24 hrs. x 7 days x 365 days) with sufficient manpower required to run the operation. Leave of the employees of the contractor as per the statutory norms and followed strictly.
18. No items shall be taken out of the Institute without written permission of the FIC Guest House or the designated officer nominated by the Director, NIT ANP. Normally no inventory is shifted from

one room/ place to another, without approval of FIC, Guest Houses /designated officer and making valid entry in the stock register of the inventory.

19. The allotment of rooms (accommodation), in AGH Guest House will be done by a nominated official of the institute and it will be directed to the service provider the information regarding the guests' details with room numbers. Room charges shall be paid into NIT ANP Bank Account and catering charges will be collected by the contractor directly from the guests. Room charges, if collected in cash, the same shall be remitted to the guesthouse office on a daily basis. However, during Saturdays, Sundays and notified holidays it should be deposited on the next working day, failing which 24% interest will be charged on the withheld amount from the contractor. The contractor has to submit an account of Catering charges collected on a Monthly basis to NIT ANP without fail.
20. No Accommodation for workforce, Supervisors and proprietor shall be provided by the institute; the Contractor shall have to make his own arrangements for the lodging and boarding of their workforce.
21. The contractor or his representative will not allow any unauthorized person including company officials to stay in the Guest Houses. If at any time or during surprise check it is found that any unauthorized person is staying in the Guest House, the contractor will be directly responsible and a financial penalty of Rs. 10,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaint's precedence register.
22. NIT ANP will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their payroll and submit proof to this effect. The Contractor shall indemnify NIT ANP from any liability that may arise due to such incidents.
23. Compliance of policy regulation viz., payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be the sole responsibility of the contractor. In this regard the contractor at all-time should indemnify NIT ANP against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner as and when required. Failure to comply with such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the NIT ANP. for verification and record purposes. They should also have a license under all the relevant Acts/ Statutes.
24. The contract is for a period of 12 months, extendable for a further period of 24 months' subject to a satisfactory performance of the services by the contractor which shall be reviewed every 12 months.
25. The Contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served by him to ATHIDHI Guest House.(AGH) including with

respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, FSSAI License, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the NIT ANP indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

26. The Contractor/agency shall provide cable network connection/ DTH connection/OTT in all rooms with the recharge package of minimum Rs. 300/-. The recharge pack should include important news channels in English/Hindi/ and regional languages, entertainment channels in English/Hindi and Regional Languages, Sports channels, Discovery, and other free channels. For this purpose, the agency/contractor may use the existing facilities/network available in AGH.
27. It shall be the responsibility of the contractor to keep the guest house premises free from the menace of rats, ants and other pests. It shall be the responsibility of the Contractor to ensure maintenance of the lawns and surrounding places including the parking area in the AGH.
28. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer-In-charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be Charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by NIT ANP to the vendor.
29. Bids not following the two-cover format, or including commercial information in the technical bid shall be rejected.
30. Bidder shall sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the NIT ANP.

MODIFICATION OF TERMS AND CONDITIONS:

1. The NIT ANP with the consent of the contractor may modify terms and conditions of the contract as and when necessary, without affecting the basic nature of his contract.
2. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central states, Municipal and local governmental agency or authority.
3. For housekeeping equipment or accessories brought by the service provider, any spares, consumables, replacement- parts etc. will be in the service provider's scope.

SOLID WASTE MANAGEMENT

- 1) Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost.
- 2) All Dry and wet waste has to be handed over to the SWM contractors in sealed covers selected by NIT ANP and the SWM contractor will dispose of the waste as approved by NIT ANP.

- 4) The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time. Penalty will be imposed for violation and disposing of the waste not as per Institute norms. Penalties will be charged as per norms available in force and the decision of the Institute will be final and binding on the Agency/Service provider.

LEGAL:

- 1) For all intents and purposes, the bidder shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed at NIT ANP.
- 2) The selected agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. NIT ANP shall in no way, be responsible for settlement of such issues whatsoever. NIT ANP shall not be responsible for any damages, losses, financial or other injury claims to any person deployed by service providing agency in the course of their performing the functions/ duties or for payment towards any compensation.
- 3) The manpower deployed by the Service Provider shall not have any claims of Master and Servant relationship vis-à-vis. NIT ANP nor have any principal and agent relationship with or against NIT ANP.
- 4) The manpower deployed by the Service Provider for the service shall not be entitled for claim, pay, perks, and other facilities which may be admissible to casual, ad-hoc regular/ confirmed employees of NIT ANP, during the contract or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and all have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in NIT ANP. The Service provider should communicate this information to all their manpower deployed in NIT ANP by the Contractor.
- 5) The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of the appropriate Government. The bidder will maintain proper record as required under the Law/Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of the Institute and officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance with all statutory provisions of the relevant laws applicable from time to time for carrying out the service. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and /or from the security deposit of the contractor.
- 6) The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at NIT ANP.
- 7) The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to NIT ANP to concerned tax collection authorities from time to time as per existing rules and regulations and submission of a copy of the receipts/returns to NIT ANP, if required.
- 8) The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of NIT ANP or any other authority under Law.
- 9) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provision of the Tax Department, as amended from time to time, and a certificate to this effect shall be provided to the agency by NIT

ANP.

- 10) In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof NIT ANP is put to any loss/ obligation, monetary or otherwise, NIT ANP will be entitled to get itself reimbursed out of the outstanding bills or from the Performance Security Deposit of the agency to the extent of the loss or obligation in monetary terms.
- 11) The selected agency will indemnify NIT ANP from all legal, financial, statutory, taxation and associated other liabilities.
- 12) To resolve any dispute/legal issue matter will be referred to the sole arbitrator i.e., Director, NIT ANP. or a person nominated by him. If any dispute/ legal issues are not settled through arbitration, then legal jurisdiction would be Tadepalligudem only.
- 13) Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.
- 14) If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to his effect, failing which the arbitrator shall be entitled to precede-novo.
- 15) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of an arbitration shall be borne by the parties themselves. The venue of arbitration, if any, shall be at Tadepalligudem.
- 16) Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

PUBLICITY

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

SCOPE AND AMBIT

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

FINANCIAL RULES:

- 1) The EMD in respect of the agencies who do not qualify the Technical Bid (First Stage)/ Commercial

Bid (Second competitive stage) shall be returned to them without any interest. However, the EMD. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to commence services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.

- 2) The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at NIT ANP, must be provided by the selected agency to NIT ANP every month along with the claim bill, failing which the claim bill shall not be settled.
- 3) The successful bidder will have to deposit a Performance Security Deposit of 10% of the Annual Contract value, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of the Registrar, NIT ANP, payable at Tadepalligudem. The performance security should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider.
- 4) In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
- 5) The agency shall raise the bill, in Triplicate, along with the following documents in respect of the persons deployed and submit the same to The designated officer, NIT ANP, in the third week of the subsequent month or earlier, but after disbursement of wages to its employees. As far as possible the payment will be released within four weeks from the date of submission of bills in all respects.
 - a. Current month invoice copy.
 - b. Proof of payment of wages.
 - c. Current month Attendance Register.
 - d. GST challan
 - e. A certificate that all statutory obligations as per applicable Labour laws have been complied with
- 6) The claims in bills regarding GST if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till such proof is furnished, at the discretion of NIT ANP.
- 7) The rate/price quoted for catering (Annexure - H) are subject to a nominal escalation each year (up to a maximum of 5%); the exact increase will be negotiated by the contract management cell/FIC Guest House on the basis of All India Consumer Price Index.
- 8) All other charges (other than statutory levies) will remain fixed during the duration of the contract.

HANDING/ TAKING OVER:

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

TERMS OF PAYMENT

- 1) The Service Provider will be paid as per approved rate (award of contract/work order) on a monthly basis by NIT ANP. 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 30 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (income Tax/TDS/GST surcharge, other statutory taxes, losses, penalty etc). The tax component (if applicable, as per the rules) shall be paid on submission of documentary proof.
- 4) The Service Provider needs to provide details of his Bank Account Number, name and address of the bank, branch, branch code & IFSC code etc., to facilitate payment through bank (e-payment process).
- 5) If the scope of service increases (as per written communication and record) and or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, the same will be extended on mutually agreed terms and conditions.
- 6) The authorities of NIT ANP will have the right to inspect the books of accounts of the firm/agency.

TERMINATION OF CONTRACT

- 1) If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the NIT ANP authority. If satisfactory improvement is not found (with 2 weeks) after this notice, a final notice will be issued to the contractor by the NIT ANP authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligations.
- 2) Independently, NIT ANP reserves the right to terminate the contract by giving two months' notice to the agency.
- 3) In case the contractor is required to (or decide otherwise) to discontinue the contract, the Agency should give at least three months' notice to NIT ANP and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- 4) In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving a month's notice.
- 5) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
- 6) In case of breach of any terms and condition attached to the contract, the Performance Security deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.
- 7) The contractor shall give vacant premises to NIT ANP and return all the equipment/fixtures and other items, facilities etc. once the contract period is over or terminated.
- 8) **The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously. Any serious violation leading to health hazards will lead to termination of contract without any notice.**

DAMAGES AND LOSSES.

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

COMPLAINTS:

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

MISBEHAVIOUR OF EMPLOYEES:

- 1) The employees of the Service Provider shall maintain strict discipline, use any violent, abusive offensive languages while inside the premises is strictly prohibited. In case of misbehaviour, NIT ANP has the right to terminate the contract. It will be mandatory for the Service Provider to brief their personnel in advance and apprise them of the conduct expected of them, while working in an institution of national importance. Nothing prevents NIT ANP to advise the Service Provider about any such issue, or any erring personnel engaged by the Service Provider, which warrant urgent action / replacement of the erring staff in the interest of work and its fast disposal.
- 2) The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously.
- 3) The selected agency shall not be involved in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs.10,000/- for the first incident. The subsequent occurrence of such incidents will entail termination of the contract without any notice.
- 4) Any personnel deployed by the Agency, refuses work, or creates indiscipline would have to be immediately replaced with the consent of the designated officer. NIT ANP reserves the right to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of non-compliance of duties or if found guilty of misconduct. NIT ANP will in no way be held responsible or liable for any loss caused by negligence or any other harmful action on the part of the employee of the Agency.
- 5) In case, the person employed by the successful bidder commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence/security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

BREAKAGE

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

REPLACEMENT

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

PENALTY

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

- 1) In case of shortage of manpower, an amount proportional to the shortage of manpower, considering number of employees as well as duration, shall be deducted from the monthly bill of the Service Provider. Further, each occurrence of absenteeism more than 20% per shift for 3 continuous days, will entail a penalty of 10% of the monthly bill charged by the Agency, subject to a maximum of 20%. Stern disciplinary action and a fine will be levied if manpower shortage continues for more than 3 days and issuing formal notices of termination.
- 2) 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, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- 3) In case of non-performance and poor service by the Agency, NIT ANP may, at its discretion, recover Liquidated Damages upon recommendation of the office in-charge Guest House. In the event of appeal, the decision of the Director, NIT ANP, shall be final and binding upon the Agency.
- 4) **The quantum of penalty shall be as follows for non-compliance or poor service.**
 - a. All 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 DTH and other amenities Rs.200/day.
 - d. Non-compliance of environmentally friendly waste disposal methods Rs.100/day.
 - e. Not wearing 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 TV, Refrigerator, Geyser and all other major electrical items more than 24 hrs is Rs 500/-per day.
 - i. Un serviceability of Water Purifier, DTH/OTT including not recharging with minimum package more than 24 hrs. are Rs. 500 per day
 - j. The penalty for not following the COVID appropriate behavior will be Rs 250 per violation.
 - k. Any employee of the agency violates the COVID appropriate behavior and penalized on more than one occasion should be replaced by the agency/Contractor on the same day.
 - l. Supply of poor quality of linen – Rs. 250 for the first such occasion in the month. Rs. 500 per occasion for the subsequent defaults in the same month.
- 5) The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer in charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints

not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by NIT ANP to the vendor.

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

PAYMENT OF STAMP DUTY CHARGES:

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

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

ANNEXURES:

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

ADDRESSES FOR CORRESPONDENCE, ETC:

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

If to NIT ANP at:

**The Registrar,
National Institute of Technology Andhra Pradesh,
Tadepalligudem, West Godavari, Andhra Pradesh
PIN: 534 101
Email: registrar@nitandhra.ac.in**

Annexure-G

Technical Bid

1.	Name of Tendering Company/ Firm / Agency: (Attach certificate of Registration)	
2.	Name of Proprietor / Director of Company/Firm/agency	
3.	Full Address of Reg. Office with Regn. No.	
4.	Telephone No. :	
5.	Fax. No.	
6.	E-Mail Address	
7.	PAN / GIR /TIN No. (Attach Self Attested Copy)	
8.	Labour Regn. No. (Attach Self Attested Copy)	
9.	GST Regn. No. (Attach Self Attested Copy)	
10.	E.P.F. Regn. No. (Attach Self Attested Copy)	
11.	E.S.I. Regn. No. (Attach Self Attested Copy)	
12.	Financial turnover of the tendering Company / Firm / Agency for the last 3 financial Years: (FY:2021-22, 2022-23, 2023-24) (Attach separate sheet if space provided is insufficient)	

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

13. Give the details along with the quality assessment certificate as per the Annexure-J of the major contracts handled by the tendering Company/ Firm / Agency on behalf of in IITs/IIMs, centrally funded institute (CFI), Corporates/Navarathna PSUs in the following format. Self attested copies of work orders shall also be attached.

S.No	Details of client along with address, telephone no, Email ID	Amount Contract (Rs. in Lakhs)	Duration of Contract		No of Rooms served	IIT/IIM/CFI/ Navarathna PSU /Corporates
			From	To		
1.						
2.						
3.						

(if the space provided is insufficient, a separate sheet may be attached)

14.	Details of Earnest Money Deposit: D.D. / P.O. No. & Date & Bank	
15.	Additional information, if any (Attach separate sheet, if required)	
16.	Manpower Deployment Details	

S.No.	Manpower Deployment Details	No. of Staff to be deployed
1.	Unit Manager (Highly Skilled)	02
2.	Receptionist & Cashier (Skilled) (on 8-hour shift basis)	03
3.	Housekeeping Staff (Semi-Skilled)	03
4.	Scavengers (Un-Skilled)	02
5.	Chef (one south Indian/ one north Indian) (Highly Skilled)	02
6.	Assistant Cooks (Skilled) (At least one cook should be available for making Tea/Coffee during night/early morning)	03
7.	Serving Staff/ Helpers (Semi-Skilled) (At least one cook should be available for making Tea/Coffee during night/early morning)	03
	Total	18

Note:

- The contractor shall pay his workers' wages not less than the higher of the minimum wages fixed by the Central Govt. or State Govt. and all other statutory dues like EPF, ESI, bonus, etc., throughout the tenure of contract.

17. CERTIFICATE OF ETHICAL PRACTICES

- I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.
- Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities /practices in my / our dealing with the Institute.
- I / We will have no conflict of interest in any of our works / contracts at the Institute.

Signature & Seal of the Service Provider with date

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

DECLARATION

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

Signature & Seal of the Service Provider

Date:

Full Name:

Place:

Company Seal:

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

Annexure-H

Ref No: NITANP/SMMD/TENDER/2024-25/88

Date: 19.03.2025

Financial Bid - Athidhi Guest House (AGH)

Summary of the Financial Bid:

Manpower Deployment Details for the month of 30 days:

S.No.	Manpower Deployment Details	No. of Staff to be deployed	Minimum Wages To be paid per month as on 01.03.2025
1.	Unit Manager (Highly Skilled)	02	52,804/- (26,402*2) (Basic+VDA)
2.	Receptionist & Cashier (Skilled) (on 8-hour shift basis)	03	69,627/- (23,209*3) (Basic+VDA+3.25%ESI)
3.	Housekeeping Staff (Semi-Skilled)	03	57,849/- (19,283*3) (Basic+VDA+3.25%ESI)
4.	Scavengers (Un-Skilled)	02	37,198/- (18599*2) (Basic+VDA+3.25%ESI+13%PF)
5.	Chef (one south Indian/ one north Indian) (Highly Skilled)	02	52,804/- (26,402*2) (Basic+VDA)
6.	Assistant Cooks (Skilled) (At least one cook should be available for making Tea/Coffee during night/early morning)	03	69,627/- (23,209*3) (Basic+VDA+3.25%ESI)
7.	Serving Staff/ Helpers (Semi-Skilled) (At least one cook should be available for making Tea/Coffee during night/early morning)	03	57,849/- (19,283*3) (Basic+VDA+3.25%ESI)
	Total	18	3,97,758/-

NOTE:

1. Rate quoted should be inclusive of all taxes/levies (service tax /GST and any other statutory Central/State Govt. taxes).
2. **It is mandatory to follow the Central Minimum Wages Act for all the staff deputed and all relevant labour laws.**
3. **The institute shall bear the enhancement with Variable D.A (VDA) rates as per Central Minimum Wages Act for S.No. 1-6 up on request from the contractor with valid proofs of wage payment schedules.**
4. Bidders are advised to go through the File No. 1/27(1)/2024-LS-II, Ministry of Labour & Employment dated 25.09.2024 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

Financial Bid:

S.No	Description	Base Amount in INR (i)	GST Percentage (ii)	G S T Amount in INR (iii)	Total Value Quoted in INR including GST (iv)
Minimum Wages To be paid per month as on 01.03.2025		3,97,758/-	18%	47,731/-	4,45,489/-
Room Maintenance					
A1	Cost of maintaining ONE room in AGH as per the Scope for ONE day excluding Minimum Wages To be paid to the Manpower				
AT	Cost of maintaining the rooms in AGH for a month of 30 days - (30 days*25 rooms* A1)				
Common Areas Maintenance					
B1	Price quoted for housekeeping of common areas for ONE day excluding Minimum Wages To be paid to the Manpower				
BT	Price quoted for housekeeping of common areas for a month of 30 days - (30 days* B1)				
Catering Services					
C1	Price per one Meal of Breakfast				
C2	Price per one Meal of Lunch				
C3	Price per one Meal of Dinner				
C4	Price per one Meal of Special Lunch/ Special Dinner				
C5	Price per one cup of Coffee/ Tea				
C6	Total Price per one Meal (C1+C2+C3+C4+C5)				
CT	Cost of Food served for 25 no. of visitor at any given point of time during breakfast, lunch and dinner and special buffet Veg/ Non-Veg. The cost will be calculated for the month of 30 days - (25 * 30 days *C6)				
Overall Total (Rs) in Digits: 4,45,489 + [0.95*(AT + BT)] + 0.05*CT					
Overall Total in Words: Rupees					

Signature & Seal of the Service Provider

Date & Place:

ANNEXURE-I

CHECKLIST

S.No.	Check List	Submitted Yes/ No (To be filled by Bidder)	For office Usage
1	Technical bid, sealed in a separate envelope super-scribed as “Technical Bid”- Annexure-G		
2	Financial bid for Athidhi Guest House (AGH) (Annexure-H) sealed in a separate envelope super-scribed as “Financial Bid”		
3	Earnest Money Deposit		
4	Proof of FINANCIAL Turn-over for the last three financial years (FY:2021-22, 2022-23, 2023-24) (CA Certificate to be attached)		
5	Copy of Registration certificate with Statutory Govt. Authority/Labour Department		
6	Copy of PAN Card		
7	Copy of the IT return filed for the last three financial years (FY:2021-22, 2022-23, 2023-24)		
8	Copies of EPF and ESI certificates		
9	Copy of GST Registration		
10	Copy of HACCP certification or ISO 22000:2005 Certification		
11	Copy of OHSAS 18001:2007 certification		
12	Quality Assessment Certificate (Annexure-J), Minimum 2 QAC from different clients		

Signature & Seal of the Service Provider

ANNEXURE – J

Quality Assessment Certificate Template

(on the official letterhead of the client's organization)

Dear Assessor, please provide your honest assessment of the quality of the Facilities services provided by the following agency. Please provide this assessment on your organization's letterhead.

1. Name, Designation, Email address, and Phone number of the assessor: _____
2. Name of the assessor's organization: _____
3. Is your organization a Centrally Funded Institute (CFI)? Yes/No.
4. Name of the Agency: _____
5. Period of service availed from the agency: From to _____
6. Number of rooms: _____
7. Value of work completed in contract: _____

(Please tick ✓ numerical assessment – 5 being the maximum score)

Sl.	Description	1	2	3	4	5	Remarks/ Justification
1	The agency response has been prompt and as required by the administration.						
2	All the managers/ Supervisors were professionally trained having valid degrees/diplomas in hotel management.						
3	All the managers/workers have been punctual and performed their duties with complete responsibility.						
4	There have been no removals or replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record, driving mishap, etc.						
5	Room maintenance						
6	Common area maintenance						
7	Safety of operations.						
8	Health and hygiene and proper cleanliness and any service disruption.						
9	Collective feedback from the guests about noncompliance with service.						
10	Guest friendliness.						

Date:

Signature and Seal of the Assessor