



NATIONAL INSTITUTE OF TECHNOLOGY

ROURKELA-769008

Tender Notice No: NITR/PW/10/42

Dated: 10.05.2010

TENDER FOR RUNNING OF THE INSTITUTE GUEST HOUSE (NORTH & SOUTH BLOCK)

National Institute of Technology, Rourkela is a premier technical Institute in the country with undergraduate, post-graduate and research programs in many branches of science and engineering. The campus of the Institute extends to an area of 262 hectares of land. With many topographical features, imaginatively laid out with picturesque landscape, numerous buildings of various nature and stature, and clean and wide roads, the campus presents a spectacle of harmony in architecture and natural beauty. The campus has a guest houses having two blocks i.e, North Block and South Block in an imposing double storeyed building located near Director's bungalow. The Guest House has a homely atmosphere and ambiance traditionally acclaimed for its environs of hygiene and food of homely relish and richness. The guest house serves to render hospitality to the guests and delegates, officials and visitors who visit the campus. North Block guest house has 20 rooms and South Block has 30 rooms with modern amenities such as central air conditioning, TV, Internet facility etc. in each room. Interested agencies/firms/Stewards are invited to submit their proposal for maintenance of the Institute Guest House(North & South Block) under following terms and conditions.

A. JOB DESCRIPTION :

1. The Steward should ensure the following for effective execution of the Guest House(North & South Block) maintenance at his own cost and expenses.
 - (a) Services such as room service, manning of counters, cleaning service, assistance in the kitchen etc have to be adequately provided. Depending on the skills of the persons employed, the jobs may be shared amongst them.
 - (b) No formal security guards are necessary, but presence of at least one of staff member around reception area of each (North & south block) of the guest house, all the time is mandatory.
 - (c) Formal accommodation is available for the overall manager with family. For other workers, some accommodation may be provided to the staff without family. But at least one of them should stay on duty in the Guest House premises at night to respond to bells and phone calls, receive incoming guests and provide service in case of emergencies.
 - (d) Gardeners and cleaner and other may be shared among North & South Block of the guest house. But meal service should be available separately in each Block. Only special items such as sweets etc, may be shared. But breakfast, rice, roti, vegetables, dishes etc. must be cooked separately in the North & South Block of the guest house, irrespective of the number of guests present.
2. The Steward shall be responsible for maintaining the guest house (North & South Block) rooms(20+30), in top condition at all times and shall ensure the working of the

equipment & accessories attached to each room and the Guest House as a whole. In case of any malfunctioning the same shall be reported to the Officer-In-charge of Guest House.

3. Supply of mops, air freshener, detergent, bath soaps and toilet tissues in each room and cleaning and maintenance of floor vertical surfaces, toilets & bathrooms shall be done by the Steward at his own cost.
4. The Steward shall take care of minor repair and maintenance of the guest house (North & South block) including replacement of minor items connected with electrical (such as electrical bulbs and switches, water and sanitary fittings, carpentry and minor civil repair work). However major civil & electrical maintenance work shall be done by the Institute.
5. Bed sheet, pillow cover, curtain and linens shall be provided by the Institute for use in the guest rooms. The Steward shall maintain the stock of all such items in a Register which shall be available for inspection to the Officer-in-charge of guest house authorized by the Institute. The Steward shall bear the cost of washing of linen, curtain, bed sheet, pillow covers & towels etc. Bed sheet, pillow covers & towels must be washed after two days of use by a single user and curtains & mosquito nets should be washed once a month.
6. The Steward shall make proper security arrangement for the guest house, visitor house as well as the belongings of the guests & visitors.
7. Registers in the prescribed format shall be maintained by the Steward for recording day to day checking in and checking out of guests in the Guest House and Visitors' House.
8. The steward shall maintain the Central air conditioning system. It must have, in its staff, at least two members who are technically competent to operate the AC plant after receiving formal training.

B. OPERATIVE TERMS & CONDITIONS:

1. The guest houses shall be operated from **1st June 2010**, failing which the security money will be forfeited and the next eligible be offered.
2. The Institute shall have the authority to supervise the work executed by the Steward during operation of the contract. The Steward shall act merely as the custodian and caretaker of the Institute guest house under active supervision of Institute administration.
3. The Steward shall ensure that the guests permitted to stay by the Institute authority are provided with proper accommodation and hospitality during their stay in the Guest House (North & South Block). He will not provide preferential treatment (favorable or unfavorable) to any particular guest or class of guest.
4. The expenses towards hiring receptionist, room boys, cleaners, gardeners etc should be included in the contract amount, which that on kitchen staff should be included in estimating the cost of food items.
5. The Steward shall prepare bills separately for boarding and lodging of individual guest staying in the Guest House(North & South Block) and take the following actions :
 - a) Bills in respect of the Institute (Category-A) guests for both board and lodging are directly submitted to the concerned office for processing. The amount towards boarding charges as per fixed menu and rate shall be reimbursed to the Steward by the Institute.

- b) Boarding charges in respect of all other guests (i.e. other than Category-A Guests) shall be directly collected by the Steward from the concerned guests or their local hosts and the Institute shall not be responsible for any default thereof.
 - c) The lodging charges in respect of all other guests (i.e other than Category-A Guests) shall be collected by the Steward against receipts from the concerned guests or the coordinators/conveners of the respective programmes. The amount so collected shall have to be deposited in the SBI (NIT) Campus, Rourkela Bank, Guest House account within 3 working days of collection. The Steward shall maintain a ledger book and submit a statement of receipts to the Registrar every month through Officer In-charge of guest house.
 - d) The ledger book and all the counterfoils of the official receipts shall have to be produced before the competent authority of the institute for the purpose of auditing and verification and when required and asked by the authority.
 - e) The Steward shall accept guests only with prior approval of the Institute. He may, however accept guests provisionally after filling up an appropriate requisition form and entering the information on a register if rooms are available with the permission of NIT Authority. The forms and the register are to be submitted to the designated Officer of the institute on the next working day. Failure to follow the above instruction will be treated as gross violation of contract and action as deemed fit shall be taken against the steward.
6. The Steward shall collect the room rent for both (North & South Block) as per the Institute rules and submit the same at the finance section of institute regularly.
7. The Steward shall ensure effective execution of the above mentioned duties and responsibilities faithfully, diligently with utmost honesty and sincerity at the absolute responsibility and cost of the Steward.

The manpower so provided by the Steward shall be the legal and contractual employees of the Steward. The Steward shall issue identity card to his employees and will issue uniform for use during duty hours.

- a) Reception Counter : 1 for each guest house, to be available in the vicinity 24 hours a day. (At least one employee with a degree or diploma in hotel Management or equivalent experience in the same field)
 - b) Cleaning personnel : Adequate numbers to ensure neat & cleanliness of the guest house and surrounding area.
 - c) Room service : Adequate numbers to attend visitors & guest promptly at all time.
 - d) Kitchen, dining hall : Adequate number of cooks and support staff with good experience in the same field to provide tasty, hygienic and healthy food to the guests.
 - e) Air conditioning system and DG Set : At least 2 employees, one of them with technical qualification(e.g. ITI Electrician) or equivalent knowledge or experience who will be engaged in other jobs but will attend to central air conditioning system, electrical generator and other technical items as and when needed.
8. The Steward shall submit the list of his employees engaged under this contract within 15 days of taking over the Guest House and commencement of the contract.

9. The Steward shall provide two sets of liveries each year according to the specification of the authority, to all his employees engaged in the Guest House and enforce proper use of the same during duty hours. Steward shall also provide a badge with the inscription: NIT Guest House (North & South Block) name of the employee and Steward's name.
10. The Steward shall maintain a duty register to record the attendance of his personnel, and a register for recording the feedback of guests/visitors regarding services received during their stay. The register should be available to the Institute authorities for verification as and when desired.
11. The Institute shall provide linen, mosquito nets and curtains of the guest room(s) but the requisition for replacement of worn out linen and curtains is to be made by the Steward to the Institute Authority beforehand. The Steward shall store the linens and curtains in proper manner and shall maintain a Stock Ledger Book for the purpose duly endorsed by the Institute's authorized representative.
12. The Institute will provide modern kitchen equipment which shall be handed over to the Steward only as a custodian of the same. This is to be returned back to the institute on termination of the contract without any damage to the same. If found so a lump sum amount as decided by the Institute authority shall be deducted from the bill towards penalty.
13. The Institute shall place under the care of the Steward well furnished guest rooms with attached bathrooms or separate bathrooms along with all sanitary, electrical fittings and air conditioner installation which are the exclusive properties of the institute and Steward shall maintain an inventory list and supervise whether those are in working condition or not and report to the Institute authority regularly.
14. The following services must be provided by the steward to the Institute guests without fail;
A Guest must be provided with
 - ❖ one small soap cake every alternate day
 - ❖ 2 bed sheets and one towel cleaned and ironed, to be changed every alternate day.
 - ❖ Curtain and mosquito nets must be cleaned once every month.
 - ❖ Rooms and toilet floors & fittings to be cleaned every day and kept shining. No acid is to be used.
 - ❖ Leaky taps, fused-light bulbs, electrical faults, plumbing and sanitary system defects are to be attended to as soon as practicable, but definitely within 48 hours of reporting.
 - ❖ Institute Guest House(North Block) should be provided with the following newspaper by the Steward: a) Times of India(E), b) Telegraph(E), c) Samaj(O), d) Dharitri(O), e) Hindustan(H), f) India Today Magazine.
 - ❖ Institute Guest House(South Block) shall be provided with a) Indian express (E), b) Times of India(E), c) Sambad(O), d) Dainik Jagaran(H) and (e) India Today(E).
15. The Institute shall take the responsibility for any major maintenance work connected with the building, water supply, electric supply, sanitary and sewerage system which will be carried out through Estate Maintenance as the case may be.
16. The Institute will bear the cost of electricity (except that consumed in the guest house kitchen, dining hall which has to be borne by the Steward) and water charges. A

- separate meter shall be there to measure the consumption in kitchen and dining area. The Steward shall pay electricity charge at actual(H.T. rate and services charge).
17. In consideration of the aforesaid services so to be rendered, the Institute shall pay to the Steward a monthly contract value as agreed upon which shall include(a)wages to the workmen, (b) cost of washing of linen and curtains, (c) cost of minor repair and maintenance (d) supply of all consumables such as mops, air freshener, detergent, bath soap and toilet tissue etc. and maintaining the guest house complex in top conditions at all times. On the basis of the above terms and conditions the party is requested to quote/furnish the minimum amount required per month/year to run the guest house(North & South Block).
- 18.
- (a) The Steward shall provide catering service to guest as per the menu and price mutually agrees to. The Steward shall not serve any alcoholic drink or tobacco products in the premises of the Institute Guest House(North & South Block).
 - (b) The Steward is not allowed to provide catering service to persons other than those staying in the guest house (North Block & South Block) and participants of CE programmes/conferences, from the kitchen Guest House/Visitor House. (He may however, provide catering service to members of Institute community from the facilities just like any other Caterer with prior permission of the competent authority for certain social functions).
 - (c) The Steward will provide all kitchen utensils, crockery, cooking gas connection and cooking stoves. The Steward shall have to pay for the repair and maintenance of the kitchen and dining hall for the damage caused due to rough/negligent use.
 - (d) Normally other caterers will not be permitted to serve food in south block dining hall or in the premises of south block. But they may be permitted to do so in the North Block. If other caterers are permitted by the institute authorities to serve food in Guest House (either North Block or South Block) the Steward shall cooperate with outside caterers to ensure proper treatment to guests.
19. The Steward's employees should be free from any contagious disease or sickness that is considered unacceptable for handling food. In such case the steward should give them leave or arrange treatment as deemed fit and should make alternative arrangement at his cost. Whatever circumstance it may be the caterer must ensure that the facility is not hampered.
20. The Steward shall be solely responsible to provide safe and hygienic food to the customers at all times. A committee appointed by the Institute will monitor the same including hygiene. Persons authorized by the Institute must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. Further punitive action, as deemed fit shall be taken against the caterer.
21. Only purified water (purified by Aquaguard/Modiguard or other purifier of similar standard) has to be served in the guest house.
22. The premises of the guest house shall not be used for any other purpose.
23. No trash is to be thrown inside or outside the Guest House premises except in properly covered bins supplied by the Steward.
24. Burning of fuels except cooking gas is forbidden. Use of electricity for cooking is discouraged except in emergency, with due approval of the institute authority.

25. The assets and articles provided by the Institute shall be property of the Institute and the Steward shall be merely the custodian of such assets and articles. On termination of the Steward, all such property shall be handed over to the Institute in good condition.
26. The Caterer shall maintain the building space and rooms in top condition. All floors and rooms are to be scrubbed regularly with non corrosive detergent or soap, and all vertical surfaces are to be dusted regularly. The period of cleaning should be such that there is no visible dirt or marks at any time. In case of deficiency the Institute administration shall levy fine or terminate the contract with immediate effect.
27. The cost of food items to be served in the guest house shall be fixed and approved by the Institute after mutual discussion with the steward. Any change to the price can only be done with prior approval of the Institute.
28. The cost towards preparation of food item must include the cost of raw materials, labour cost(i.e cook and other supporting staff engaged for cooking) and other fixed costs which shall only be payable by the customers (except approved Institute guests) of the Steward. The Institute shall not entertain any claim towards food or food preparation related expenses incurred by the steward. Further the Steward is advised to avoid any credit to the customers and debt from the raw material suppliers or any other related supplier from outside. In case of any default the Institute shall not be liable for any such fraudulent acts of the steward. In case the Steward happens to be proven at debt by the suppliers, the Institute shall have the authority to take punitive action against the Steward as deemed fit and all payable claim and security deposit shall be forfeited.
29. The Steward and his employees shall always be treated as "LICENCEE" and Institute as "LICENSOR". As such, the Steward and / or his employees shall be bound to vacate the premises or shall be treated as intruders or unauthorized persons on the termination of the agreement. The NIT authority reserves the right for overall supervision of the guest house as principal employer.
30. The steward shall refrain from significant subcontracting of the task. If it is proposed to sub-contract a part of the operation, it can only be done with consent of Director, NIT, Rourkela.
31. The Steward shall not perform any act that would violate the statutory obligations laid down by the competent authorities. Further he is advised to act in a disciplined way and should avoid any mishap or misconduct that would pose negative impact on the fame and reputation of this esteemed organization. In case the Steward is found to be involved in any type of malafide conducts; the contract shall be terminated with immediate effect without any compensation and further action as deemed fit shall be taken. The security deposits shall be forfeited.

C. STATUTORY OBLIGATION:

1. The Caterer shall be directly responsible for payment of wages (Minimum wages as per central Govt. rate including other benefits like E.P.F & E.S.I) to his employees engaged under this contract as per Govt. rule. No manpower and/or resources should be engaged exclusively for this Canteen; when the contract terminates there shall be no physical or moral pressure on the Institute, on grounds of "person and/or resources displaced from job".
2. The Institute shall have no responsibility towards payment of wages, social security, medical care, safety or any benefit to the personnel engaged by the caterer. Any

unpleasant incident occurring during the contract period is the sole responsibility of the caterer. The Institute shall in no way be liable for any such incident.

3. The firm/Steward shall abide by all statutory rules and regulation of sales tax, service tax and other acts as per jurisdiction.
4. The firm/Steward shall not employ any minor for the contract work as prohibited under labour act.
5. The steward shall maintain proper record of his personnel (including E.P.F. and E.S.I numbers & details) and proper accounts of all his financial transactions, and the records will be made available to Institute authorities on request.
6. All safety measures must be taken care of, in order to avoid any accident, fire and other safety hazards. Any type of loss of assets due to any such incident is the sole responsibility of the Vendor. The Institute shall in no way be liable for any such incident occurring during or in connection with the contract.
7. If there is damage to building or any other Institute property because of willful or negligent act or poor maintenance, the institute will repair it at the cost of the caterer and levy a service charge of 200% over the cost.
8. The steward shall neither give credit to any customer of the Guest House Service, nor shall be buy any material under credit payment terms without an explicit written agreement between the two parties that the Institute shall have no role in settlement of the loans.

D. MODE OF SELECTION:

1. A committee appointed by the Director will examine all the proposals on the basis of the following:
 - a. **Organization**: Credentials of the Contractor denoting the size of the organization, financial soundness and number of skilled personnel.
 - b. **Experience**: Major and minor jobs undertaken during the past years, particularly in Government and government agencies, educational institutes, PSUs and major Private sector firms.
 - c. **Quality**: The quality of part service rendered.
2. The recommendation of the committee will be put up to Director, NIT Rourkela for his consideration. Decision of the Director will be final and binding. It should be noted that selection will be based on combination of credential, financial soundness and past performance and cost initiatives of are alone.

E. COMMERCIAL TERMS & CONDITIONS:

1. The firm shall deposit a Bank draft of **Rs.50,000/- (Rupees Fifty thousand only)** issued by any nationalized bank in favour of the Director, National Institute of Technology, Rourkela payable at Rourkela. Security Deposit shall be released within one month of the termination of the contract and realization of dues, if any at the time of termination.
2. The firm shall pay the electricity charges as per the meter reading (H.T rate + service charges) for the kitchen & dinning area.
3. For electricity charges, the firm will give an initial deposit of **Rs. 10,000/-** which is refundable at the end of the contract period on vacating the premises. Electricity bill

should be cleared within one week of receiving the bill. If the monthly bill exceeds **Rs. 4000/-** , the deposit amount will be revised upwards.

4. The firm shall pay all taxes, fees, license charges, royalty commissions, deposit dues or other charges, payments to concerned beneficiaries to the concerned authorities. In case of any default the Institute shall have the right to recover the same from the bill or payment claimed from the Institute and pay to the concerned beneficiaries.
5. The firm shall not appoint any person specifically for this business, nor make any major investment for the purpose. In case of termination of contract, the firm shall be solely responsible for its personnel and assets.

F. CONTRACT VALIDITY:

1. The contract will be operative for a period of **one year w.e.f 01.06.2010 to 31.05.2011** initially. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year to year basis.
2. This contract can be terminated under any one of the following circumstances.
 - (a) By giving one month notice by the Institute, anytime without assigning a reason, if in the opinion of the authorities such termination is in the interest of the Institute. This termination will not be challenged by the Steward.
 - (b) The firm/Steward not performing his duties properly as per the agreed terms and conditions of the contract. The institute shall decide whether the performance of the vendor meets specification or is deficient and to what degree. In such a case the notice period shall be one week without any compensation.
 - (c) For committing breach of the terms & conditions of the contract or assigning the contract or any part thereof by the Agency to any third party or subletting whole or part of the contract or the premises to any third party. The notice period shall be one week without any compensation.
 - (d) The firm/Steward being declared as insolvent by the court of law. The notice period shall be one week without any compensation.

During the period of termination of contract in any of the situations contemplated above, the Contractor shall keep discharging his duties as before till the expiry of notice period. It shall be the duty of the Steward to remove all the persons and / or resources deployed by him on termination of the contract on any ground whatsoever and to ensure that no person creates any disruption/ hindrance/ problem of any nature to NIT, Rourkela.

G. JURISDICTION AND RIGHT TO AMEND RULES:

1. The Institute reserves the right to amend the rules of operation whenever and wherever considered necessary and appropriate. The same shall be intimated to the vendor in due course.
2. The Institute rules shall be binding for execution of the contract. Further, in case of any dispute arising out of or in connection with the aforesaid contract either during subsistence of the contract or thereafter, the Director, NIT, Rourkela is the sole arbitrator to decide the same and his decision is final and binding on both the Steward and the

institute as per the provisions of the Arbitration and Conciliation Act, 1996. If differences persist even after arbitration and there are compelling reasons to go to the court, it will be decided in the court of Rourkela only.

H. INSTRUCTIONS TO THE BIDDERS:

1. Interested bidders can visit the guest houses in our campus on any working day. In case of any further clarification, the bidders may contact Registrar, NIT, Rourkela.
2. The bids must be submitted in two packets mentioning the following aspects of the firm/Steward.
 - I) Techno Commercial Bid
 - II) Price Bid
3. E.M.D of **Rs.15,000/-** (Rupees Fifteen thousand only) in the shape of demand draft/Banker's cheque in favor of " Director, NIT, Rourkela", payable at Rourkela must be deposited along with the bid without which the bid will not be honored and liable to be rejected .The E.M.D will be refunded to unsuccessful bidders within a week of finalization of tender.
4. The bidders are requested to apply in a sealed envelope, addressed to The Registrar, NIT, Rourkela, superscribing the following on the top of the envelope

TENDER FOR RUNNING OF THE INSTITUTE GUEST HOUSE(NORTH & SOUTH BLOCK)
TENDER NOTICE NO: NITR/PW/10/42 DATE: 10.05.2010
DUE DATE: 25.05.2010

5. All relevant information and documents must be furnished along with the proposals in the given format (Annexure-I).
6. Last date for submission of proposals : **Dt. 25.05.2010 by 3.00 PM**
Date of opening of proposals : **Dt. 25.05.2010 at 3.30 PM**
7. The Institute reserves the right to cancel / reject any or all offers without assigning any reason thereof.

**Sd/
REGISTRAR**

(to be printed on the Letter Head of the Firm)

PROPOSAL FOR RUNNING OF THE INSTITUTE GUEST HOUSE (NORTH & SOUTH BLOCK)

1. Name of the Firm/Agency/ Stewards/Restaurant owners/ Individual : _____
2. Name of the Proprietor /Partner(s) : _____

3. Address with Telephone No or Mobile No. : _____

4. Registration No & date (If any) : _____

5. PAN, VAT, SERVICE TAX Registration No.(If Any) : _____
6. EPF/ ESI Registration No.(If Any) : _____
7. Valid Labour License (if applicable) : _____
8. Name of the person responsible for Management : _____

9. Details of Experience in similar business : **Enclose relevant document**
(Copies of relevant document may be enclosed)

10. EMD Particulars: Bank Draft No. _____ Date _____ for Rs. _____

11. Proposed Staff list and qualification of senior and managing staff : **Use separate sheet**

12. Proposed list of food items along with price : **Use separate sheet**

12. Any other information (give details) : **Use separate sheet**

Date:
Place:

Signature of the Authorized Person

N.B. (Please enclose the following documents along with the form)

1. ITR/ Income Tax / Sales Tax Clearance Certificate
2. VAT/SRIN registration and PAN No.
3. Service Tax Registration No., if applicable
4. Dealership Certificate if any.
5. Order copy of other organizations.
6. Photograph of the organization owned(presently owned), Kitchen and backyard of kitchen.
7. Proposed menu/food items & their price.