



NATIONAL INSTITUTE OF TECHNOLOGY

ROURKELA-769008(ODISHA)

Tender Notice No: NITR/PW/Tender/11/12(E)

Dated: 10.10.2011

TENDER FOR RUNNING OF THE INSTITUTE GUEST HOUSE **(SOUTH OR NORTH 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 house 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 of 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 (South or North Block) under following terms and conditions.

A. JOB DESCRIPTION :

1. The Steward should ensure the following for effective execution of the stewardship and maintenance work at Guest House (South or North Block) as allotted to the steward 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 the staff member around reception area 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 cleaners and other support staff must be deployed in adequate numbers to maintain a clean, hygienic and lively area in and around the guest house at all times.
 - (e) Adequate number of cook(s) and support/ assisting staff must be deployed in the kitchen and dining area for providing food/ catering services exclusively to the guests and visitors staying inside Institute guest house. Since the institute provides the infrastructure and equipment in the Kitchen area, the rates of food items should be

less than that of prevailing market rate which will be decided and approved by the Institute by mutual discussion with the steward. But meal service should always be available, irrespective of the number of guests present.

2. The Steward shall be responsible for maintaining all the rooms of guest house 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 Professor-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 every day/ at the check in of new guest as applicable. The quoted price shall be inclusive of all such expenses.
4. The Steward shall take care of minor repair and maintenance of the Guest House including replacement of minor items connected with electrical (such as electrical bulbs and switches, water and sanitary fittings, carpentry and minor civil repair work upto a monthly expense of Rs. 1000/-). 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 Professor-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 ensure the safety of the guest 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.
8. The Guest feedback forms supplied by the institute must be kept in all guest rooms. The steward shall keep record of all filled up forms compulsorily and shall submit them to the PIC guest house. Any default/loss of feedback forms shall lead to levy of financial penalty as decided by institute authority.
9. The steward allotted with the South block of guest house 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 and DG Set after receiving formal training.

B. OPERATIVE TERMS & CONDITIONS:

1. The guest house shall be operated from **1st November 2011**, failing which the Bid security 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/ designated professor in charge of guest house.
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. He will not provide preferential treatment (favorable or unfavorable) to any particular guest or class of guest.
4. The steward must report to institute authorities regarding any misconduct by guests such as consumption of alcohol or tobacco, shouting/ use of unparliamentarily language or misbehavior.
 5. 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.
 6. The Steward shall prepare bills separately for boarding and lodging of individual guest staying in the Guest House and take the following actions :
 - a) Bills in respect of the Institute (Category-A) guests for both boarding and lodging are to be 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 either at the Finance & Accounts office of the institute or 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 Steward must ensure that the room rent collected for a particular month should match with the Booking register. In case of any mismatch the same should be reported with reason along with monthly bill failing which the monthly bill shall not be processed.
 - e) 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.
 - f) 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.
 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.
 8. 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: One person, to be available in the vicinity of the Guest House for 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 maintain the rooms and attend visitors & guests 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 (South block only): 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. The steward shall be responsible for maintenance of the equipment only. Although the AC plant and DG set are giving supply to some other buildings of the Institute viz; *Guest House (North Block) [AC plant & DG set] and Health centre [DG set]* the steward shall be responsible for proper functioning and upkeep of both the equipment only. Problems/troubleshoot in the users' premises other than south block need not be addressed by the steward.
9. 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.
 10. 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 (_____ Block) and name of the employee and Steward's name.
 11. The Steward shall maintain all registers such as Muster roll, wages register etc. as per contract labour Regulation and Abolition act (1970) to record the attendance, wages paid and other details of his personnel. The register should be available to the Institute authorities for verification as and when desired.
 12. 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.
 13. 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.
 14. 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 & DG set installation (south block only) 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.

15. 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 in 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) Dharitri(O), d) Hindustan(H), e) India Today Magazine.
 - ❖ Institute Guest House (South Block) shall be provided with a) Indian express (E), b) Times of India (E), c) Samaj(O), d) Dainik Jagaran(H) and e) India Today(E).
16. 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.
17. 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 service charge).
18. In consideration of the aforesaid services so to be rendered, the Institute shall pay to the Steward a monthly contract value as per the quoted price/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.
19. Further the steward shall be responsible for strict compliance to the following points for providing catering services inside the guest house premises.
- (a) The Steward shall provide catering service to guests as per the menu and price mutually agreed to. The Steward shall not serve any alcoholic drink or tobacco products in the premises of the Institute Guest House.
 - (b) Strictly no serving of food or drink in rooms of the guest house. Exception can be made in case of medical uniformities or extreme old age. But all such cases must be recorded in a register.
 - (c) All guests staying in the guest house must be served food on the dining table in the dining area. Only in case of parties and functions guest may line up in the pantry counter. The steward must deploy adequate number of support staff to provide good service to the guests and avoid long waiting time.
 - (d) The Steward is not allowed to provide catering service to persons other than those staying in the Guest House and participants of Continuing Education

programmes/conferences, from the kitchen of Guest 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. On all such private functions the caterer shall deposit Rs.20/- per plate in the institute account for using institute infrastructure, utensils and other facilities). In case of individuals taking meals in the guest house prior permission is not necessary.

- (e) The Steward will provide all consumables in the kitchen like raw materials, cooking gas cylinders. The institute shall provide all cooking equipment/ modernized kitchen amenities for use in the kitchen of the guest house. However the steward shall be solely responsible for careful use and upkeep of all such equipment in proper working condition at all times. The steward shall submit a monthly status report of all equipment installed in the Kitchen and guest house premises including the DG set and AC plant to the Professor in charge guest house with every monthly bill. The steward has to handover them in good and proper working condition at termination of the contract. The Steward shall have to pay for the repair and maintenance of the Equipment, kitchen and dining hall for the damage caused due to rough/negligent use.
 - (f) The institute shall provide all crockery items to be used inside the kitchen and dining area of the guest house at the beginning of the contract. The steward shall maintain them in good condition at all times and replace all broken/misplaced items with equal quality of the product throughout the contract period. Any damage due to breakage/rough/negligent use shall be borne by the steward at his own cost till expiry of the contract and all materials to be handed over as per list available in Guest House stock register to the PIC (Guest house) at termination of the contract. The alternative brand must be certified by the institute before replacement. In case of any default by the steward/complaint by the users the institute shall be entitled to replace the loss at the cost of the steward and levy a service charge of 200% over the cost.
 - (g) Normally other caterers will not be permitted to serve food in Guest house dining hall or in the premises of the guest house. In case, 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.
20. 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.
21. The Steward shall be solely responsible to provide safe and hygienic food to the customers at all times. Only authorized brands of products as approved by the institute can be used to ensure quality. A committee appointed by the Institute will monitor the same including quality/brand of input material and 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 steward.

22. Only purified water (purified by Aquaguard/RO purifiers of reputed brands or other purifier of similar standard) has to be served in the guest house. The institute has installed water purification machines inside the guest house. However the steward shall maintain them at his own cost under AMC/ by his own technical person. The steward must ensure to serve clean drinking water to all guests at all times and any default shall lead to penalty as deemed fit.
23. The premises of the guest house shall not be used for any other purpose.
24. No trash is to be thrown inside or outside the Guest House premises except in properly covered bins supplied by the Steward.
25. 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.
26. 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.
27. 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.
28. 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.
29. 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.
30. 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.
31. Deficiency in Service: The institute authorities shall inspect the facility from time to time to assess the performance of the steward. If any deficiency in service is observed, the inspecting personnel may assess the value of the deficiency and recommend appropriate financial adjustment in the monthly bill. Such adjustment will typically be twice the value of the deficiency to account for the administrative cost and hardship to the users. The cost of the deficiency shall include not only the saving to the steward in materials, equipment usage and personnel, but also the consequence of poor performance by contractor's personnel and of poor supervision. In case of dispute in assessment, the decision of Director, NIT Rourkela shall be final and binding.

32. 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.
33. 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 all his employees engaged under this contract as per Govt. rule. The steward shall abide by all acts and rules of the central or state Govt. as per jurisdiction such as; Contract labour regulation & abolition Act, Payment of minimum wages Act, Payment of bonus Act, EPF and MP Act etc. as applicable. No manpower and/or resources should be engaged exclusively for this contract; 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. Any mid-year increase in expenditure because of enhancement of minimum wage of the central govt., cost of goods and services in the market or other tax rates/ statutory levies (except service tax) will be absorbed by the contractor without affecting the service provided.
3. 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.
4. The firm/Steward shall abide by all statutory rules and regulation of sales tax, service tax and other acts as per jurisdiction.
5. The firm/Steward shall not employ any minor for the contract work as prohibited under labour act.
6. 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.
7. 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. Any such incident resulting in loss/ damage to institute property shall be repaired and restored at own cost of the steward. In case of default the institute shall repair the Loss and/or Damage to the institute property at the cost of the steward and levy a service charge of 200% over the cost.
8. 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.

9. The steward shall neither give credit to any customer of the Guest House Service, nor shall 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 past service rendered. Their certificate stating Performance of the Firm must be enclosed with the Proposal.
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 instead of cost alone.
3. Bids for the two blocks will be considered separately. A contractor will be given charge of one block only.

E. COMMERCIAL TERMS & CONDITIONS:

1. The firm shall deposit a Bank draft of **an amount equal to one month's contract value** from any nationalized bank in favour of the Director, National Institute of Technology, Rourkela payable at Rourkela towards security deposit. The Security Deposit shall be released within one month of the termination of the contract and realization of dues, if there would be any at the time of termination. If the firm fails to operate as per agreed terms and conditions of the contract, the Security deposit shall be forfeited.
2. If the Firm/Agency fails to initiate the job within specified time given by the institute, the EMD shall be forfeited and the next eligible firm/Agency shall be offered.
3. The agency shall submit a monthly claim (the mutually agreed rate as per the contract) to the Institute through the designated officer (PIC, Guest house) of the Institute, who shall endorse a certificate on the bill for the services rendered by it during that month. The payment of the certified monthly bill shall normally be made within fifteen days from the date of receipt of the bill.
4. The firm shall pay the electricity charges as per the meter reading (H.T rate + service charges) for the kitchen & dining area.
5. 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.
6. The firm shall pay all taxes (Sales and/ or service tax as applicable), fees, license charges, deposit dues or other charges, payments to concerned beneficiaries/ 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.

7. 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 shall be initially for a period of one year from the date of award subject to continuous satisfactory performance. 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 at the sole discretion of the Director, NIT Rourkela. If renewed, the contract value will be 107% and 115% respectively of the base year.
2. This contract can be terminated under any one of the following circumstances.
 - (a) By giving one month's 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 steward 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.
 - (e) For indulging in any grossly unsafe practice, stealing or wilfully damaging institute property or engaging in any illegal activity, the contract shall be terminated on immediate notice. Decision of Director, NIT Rourkela in this matter shall be final and binding.

During the notice period for termination of contract in any of the situations contemplated above, the steward 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 steward 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 Prof. Pawan Kumar, PIC, Guest house, NIT, Rourkela, Phone No: 0661-2462726.
2. The bids must be submitted in **three separate** sealed envelopes mentioning the following aspects of the firm/Steward, all kept in one sealed big envelope.
 - a) Techno-Commercial Bid
 - b) Price Bid
 - c) EMD
3. The price bid must be submitted with seal & signature of the bidder as per Annexure-II. Any other format of price bid shall not be accepted.
4. E.M.D of **Rs.20,000/-** (Rupees Twenty 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.
5. 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 (SOUTH OR NORTH BLOCK)

TENDER NOTICE NO: NITR/PW/Tender/11/12(E)

DATE: 10.10.2011

DUE DATE: 25.10.2011

6. All relevant information and documents must be furnished along with the proposals in the given format (Annexure-I).
7. Pre-bid discussion with institute committee and finalization of technical details shall be held on **Dt. 19.10.2011 at 3.00 P.M.**. All interested bidders are requested to come with their draft Techno-commercial details for discussion.
8. Last date for submission of proposals : **Dt. 25.10.2011 by 03.00 PM**
Date of opening of proposals : **Dt. 25.10.2011 at 03.30 PM**
9. 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 (SOUTH OR NORTH BLOCK)**[A CONTRACTOR WILL GET ONE BLOCK ONLY]**

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. Food License No. : _____
8. Valid Labour License (if applicable) : _____
9. Name of the person responsible for Management : _____
(Enclose detailed resume with qualification and experience)
10. Details of Experience in similar business : **Enclose relevant document**
(Copies of relevant document may be enclosed)
11. EMD Particulars : Bank Draft No. _____ Date _____ for Rs. _____
12. Proposed Staff list and qualification of senior and managing staff : **Use separate sheet**
13. Proposed list of food items along with price : **Use separate sheet**
14. Any other information (give details) : **Use separate sheet**
15. Preference of block :

1	
---	--

2	
---	--

Place:

Signature of the Authorized Person

Date:

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

1. ITR/ Income Tax / Sales Tax/ Service 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/ performance certificates of other organizations.
6. Photograph of the organization owned (presently owned), Building premises, Kitchen and backyard of kitchen.
7. Proposed staff list and their qualification, experience etc.
8. Proposed menu/food items & their price.

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

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

PRICE BID

I) Name of the firm with address : _____

II) Price : (As mentioned in following table)

1	NORTH BLOCK (20 ROOMS)	Rs. _____ per month (In Words: Rupees.....Only) (Inclusive of Service tax)
2	SOUTH BLOCK (30 ROOMS)	Rs. _____ per month (In Words: Rupees.....Only) (Inclusive of Service tax)

Note :

- i) Monthly rate quoted by the bidder shall be inclusive of all types of taxes (Sales and/or service tax).
- ii) The quoted price in the price schedule shall be inclusive of all taxes/ duties, cess, or any other applicable taxes/levies as may be levied by the Govt. from time to time.
- iii) The prices shall be firm for a period of one year and no increase in the prices shall be entertained during the contract period.
- iv) The institute shall have the liberty to drop any of the work components mentioned above and the selection shall be done accordingly. The qualifying firm must agree to the decision of the institute failing which the EMD shall be forfeited.

Place:
Date:

Signature of the bidder with seal