

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

TENDER DOCUMENT FOR PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE-II



NIT No.: IITG/ESTB/2025/GUESTHOUSE-II/NIT-04 dated 11.07.2025



INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Guwahati - 781 039
Email: estb@iitg.ac.in

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Notice Inviting Tender

NIT No. IITG/ESTB/2025/GUESTHOUSE-II/NIT-04 dated 11.07.2025

IIT Guwahati invites Tenders for **Two-bid System** from reputed, eligible and qualified bidders having their registered Head Office or Branch Office at Guwahati, Assam for “**PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE-II (NEW GUESTHOUSE)**” on Contract Basis.

1.	Name & Description of the Work	:	PROVIDING ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE AT GUESTHOUSE-II (NEW GUESTHOUSE)	
2.	Location	:	IIT Guwahati Campus, North Guwahati, PIN-781039 Assam, India	
3.	Estimated Cost of the Work / Cost put to the Tender	:	Rs. 3.0 Crore per Annum	
4.	Earnest Money Deposit (EMD)	:	Rs. 6,00,000 /- (Rupees Six Lakhs only)	
5.	Time Schedule of the Tender			
	Particulars		Date	Time
	Tender e-Publication date	:	11.07.2025	17.00 HRs
	Bid Document Download Start Date	:	11.07.2025	17.00 HRs
	Bid Document Download End Date	:	30.07.2025	17.00 HRs
	Clarification Start Date	:	12.07.2025	10.00 HRs
	Clarification End Date	:	17.07.2025	12.00 HRs
	Pre-Bid Meeting (if arises)	:	17.07.2025	15.00 HRs
	Bid Submission Start Date	:	18.07.2025	10.00 HRs
	Bid Submission End Date	:	30.07.2025	17.00 HRs
	Technical Bid Opening Date	:	31.07.2025	11.00 HRs
	Work Plan Presentation Date	:	Will be notified through E-mail/Institute’s Website	
	Financial Bid Opening Date	:	Shall be intimated to technically Qualified bidders through CPP portal	
6.	Contract Period	Initially 02 (two) years from the date of issue of the work order with a provision for extension by one or more years up to a maximum of 5 years (including original contract of 2 years) subject to satisfactory service and at the discretion of the Institute.		
7.	Bid / Tender Validity	90 days from the Date of Opening of Financial Bid		

Section I: BID INSTRUCTION

Information and Instructions to the Bidder

- 1) This tender/bid is to be submitted in two bid system i.e. Technical and Financial.
- 2) The Technical bid must include Forms I to IV, Annexures 1 to 7, Annexure 11 and the Financial bid must include Annexures 8 to 10.
- 3) Tender fee shall be ₹10,000/- (non-refundable).
- 4) Tender fee and EMD has to be deposited by demand draft payable to the Registrar, IIT Guwahati.
- 5) Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/epublish/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enrol/register before participating through the website <https://eprocure.gov.in/epublish/app>. The portal enrolment is free of cost.

Or,

Tender documents may be downloaded from IIT Guwahati web site www.iitg.ac.in (for reference only).

Duly signed copy of the bid documents are to be submitted in **hard copy** to the address as mentioned below.

Head of Section
Establishment section
IIT Guwahati-781039

- 6) All communications sent to the email/postal address of the bidder mentioned in the bid document shall be deemed to be delivered to the bidder. If there is any change in address/email id, the bidder should immediately intimate it to along with email ID and contact numbers mentioned below-

The Head of Section (HoS), Establishment Section
IIT Guwahati, Guwahati, PIN- 781039
Phone: +91-361-2582043/2054/2942, E-mail: estb@iitg.ac.in

- 7) Kindly note there are two NITs (for two guesthouses i.e. GH-1 and GH-2) given simultaneously by this Institute. Bidders are permitted to participate in any one or both the tenders. But even if a single party is successful in both the Guesthouses, contract work of only one Guesthouse shall be allotted to one bidder. So, any bidder participating in the tender for both the Guesthouses must provide their preference while submitting the bid as per Annexure-11. Otherwise, the choice shall be made by the Institute.
- 8) In case a bidder happened to score highest mark and become first in both the cases and is selected for either Guesthouse I or II as per their choice, the other Guesthouse left by them will be given to other

qualified bidders who are willing to match the rates and terms quoted by the first bidder. In such case the opportunity shall be offered to the second highest scorer or bidder. If the second bidder does not accept, the opportunity shall be given to the third bidder and so on. In case there is no bidder willing to accept the offer, re-tendering will be done for the other Guesthouse.

- 9) Bidder has to select appropriate Tender and submit the Bid along with submission of duly signed and self-attested copy of all relevant / requisite / prescribed documents as per NIT and also filled up Forms/Annexures as per format (where applicable) provided with the NIT.

10) Filling up of the Tender

a) The authorized signatory of the bidder's Organization/Firm/Agency should only sign the tender for bidder. Partnership firms shall furnish the full name of all partners. It should be signed in the partnerships' name by all the partners or by duly authorized representative followed by the name and designation of the person signing. Bid by corporations shall be signed by an authorized representative and a power of attorney in that behalf shall accompany the tender.

b) The bid shall contain the name, residence and place of business of person or persons making the bid tender and shall be signed by the bidder with his/her usual signature.

c) All forms in the bid tender document must be filled up and must be written or typed legibly in English only.

11) Technical Bid should contain the following along with **Form-III**

a) EMD of Rs. 6,00,000 /- (Rupees Six Lakhs only) in favour of "IIT Guwahati" payable at Guwahati in the form of Demand Draft/ Pay Order/ Banker's Cheque. EMD shall be refunded to the unsuccessful bidder after finalizing the contract and no interest is payable on EMD. EMD Exemption is allowed to bidder having MSME certificate for similar works certified and inspected by any state/central government organization.

b) Company's/Firm's/Agency's Registration Certificate.

c) EPF, ESI, Goods and Services Tax (GST) Registration Certificates, Valid Labour License. The bidder should possess a GST registration in Assam. In case the party does not have the said GST registration in Assam, the agency should get it within 2 (two) months of issue of work order. A copy of undertaking that the agency will get the GST within two months must be enclosed.

d) Up-to-date GST clearance and Income tax clearance certificate.

e) Bidder's up-to-date Annual Account for the last three years ending on 2024-25.

f) The bidder should have a valid Trade license with registration no. from the appropriate Govt. Authorities.

g) Valid license from competent authorities under FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA.

h) Document regarding present establishment/ business (self-explanation by the bidder about his/ her establishment) with Company brochure showing its profile (if any).

i) Office in Guwahati: Proof of Company/Agency having its own Head Office or Branch Office in Guwahati. Firms which do not have office in Guwahati should give an undertaking that an office will be opened within 2 (two) months of awarding of contract. The same to be submitted.

Non submission of any of these documents will result in cancellation of the tender without any notice. If undertaking is given and not complied to by the successful bidder, the security deposit will be revoked and tender will be cancelled and allotted to the next qualified bidder.

j) Experience of execution of similar services and their duration supported by attested copies of documents from the competent authority.

k) Contact and address details of the responsible person of the service provider who will oversee the activities of the service.

l) Previous credentials to the effect that stipulated rate of wages have been paid by the agency to its employees as fixed by the Labour Enforcement Office.

m) List of present key personnel deployed.

n) Proposed Plan/ Methodology for providing services to the Institute.

12) Price bid is to be submitted as per format given in **Annexure 8**.

13) Only those financial bids will be opened whose technical bids are found suitable/qualified by the expert committee appointed for the scrutiny of the tender. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the catering service to successful bidder / agency.

14) No separate information shall be given to individual bidders who fails to qualify the Technical Evaluation stage.

15) No Bid shall be considered for Technical Evaluation if found incomplete / Illegible and or fails to submit documents / formats / forms / annexure in all respects along with the Bid submitted by Bidder.

- 16) IIT Guwahati reserves the right to accept/reject any bid in full or in part or accept any bid other than the lower bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.
- 17) All disputes shall be subject to Guwahati Jurisdiction only. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
- 18) Bid documents submitted by intending bidders shall be opened only of those bidders, who has deposited EMD (as applicable) and tender fee with proper validity.
- 19) All Bidders must be ready to submit hard copy of documents related to the tender in original for scrutiny, if asked by IIT Guwahati within the prescribed time limit, failing which the bid shall be summarily rejected.
- 20) The bidder should inspect the site before submitting the tenders to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
- 21) Blacklisted Contractors / Bidders / Tenderers in State / Central Govt. Departments, Central/State PSUs, Autonomous Organizations/ Boards etc., are not eligible to participate in the bid process.
- 22) Rejection of Tender:
- Bidder will be bound by the details and documents as furnished by the bidder to the Institute while submitting the tender or at any other time. In case any of the details of such documents furnished by him/her, is found to be false at any stage or incomplete, this will be treated to be a breach of the terms of Contract, making the bidder liable for appropriate action including rejection of the bid.
- Conditional tenders will not be accepted and will be summarily rejected.
- 23) The bidders should go through the Tender Document and submit the response as per prescribed format only.
- 24) IIT Guwahati reserves the right to modify or withdraw the terms and conditions mentioned in the tender documents by issuing corrigendum / addendum. Such corrigendum/ addendum thus issued shall be part of the tender documents and shall be published online in e-Procurement portal and IITG website. The prospective Bidders will be given sufficient time to submit the bids after publishing the corrigendum/ addendum.
- 25) The Institute reserves the right to accept or reject any application for issue of tender document without assigning any reasons.
- 26) Acceptance of the Tender Offer:
- IITG does not bind itself to accept the lowest or any tender and reserves the right to accept/reject the whole or any Group of the tender without assigning any reason thereof.

Section II: ELIGIBILITY CRITERIA

Only those Bidders who meet the eligibility criteria shall be considered for evaluation of technical bid. Bidder shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms and fail to submit documentary proof shall be considered non-responsive and shall be rejected without any further evaluation and without communicating to the bidder.

Certified Scanned copy of all relevant documents in support of fulfilling Eligibility criteria must be submitted by the Bidder, failing of which it may lead to rejection of the Bid.

- 1) The bidder has to be registered under the Company's Act, or Partnership Act or a proprietorship firm.
- 2) PAN/TAN, IT Clearance certificate, Provident Fund Registration No., Goods and Services Tax (GST) Registration No., Professional Tax Registration etc. must be attached. In the absence of the said documents, bidder may not be awarded the work tendered for in the light of Central Govt. directives/instructions.
- 3) The bidder should possess a registration under Assam Professional tax to conduct business in Assam. In case the party does not have the said Assam Professional tax registration in Assam, the agency should get it within 2 (two) months of issue of work order. A copy of undertaking that the agency will get the registration within two months must be enclosed.
- 4) The bidder should possess a trade license from local municipal authority to conduct business in Assam. In case the party does not have the said local trade license registration in Assam, the agency should get it within 2 (two) months of issue of work order. A copy of undertaking that the agency will get the license within two months must be enclosed.
- 5) The bidder shall have the following Registrations and details of the same be provided
 - a) PF Registration supported by a challan not older than three (03) months
 - b) ESI Registration supported by a challan not older than three (03) months
 - c) Goods and Services Tax (GST) Registration supported by GST return not less than three (3) months
- 6) The bidder must submit valid labour license of the previous contract.
- 7) The bidder must have at least three years' experience (ending month of March prior to the bid opening) of providing guesthouse/hospitality/catering services to Central/State Universities/Educational Institutions/ Medical Colleges/Government Guesthouses/PSUs.
- 8) The bidder must have served a minimum of 80 rooms for guesthouse/ hospitality where they have been providing similar services during last three (03) years

Or

in case of catering services, it must have served in hostel of at least 500 people where they have been providing similar services during last three (03) years.

- 9) The bidder should have a minimum working strength of 50 employees. At least 02 employees should have hotel management diploma or 05 employees in certificate courses or 10 years of experience in catering and housekeeping. Copies of the certificates of those employees must be provided.
- 10) The annual turnover of the bidder for each of the last three financial years (FY-2024-25, FY 2023-24, FY-2022-23) in similar works shall not be less than Rs. 2.5 Crore. Bidder has to submit work order along with the Audited financial statements duly certified by the Chartered Accountant (CA) for the past three years should be enclosed.
- 11) Bidder should have successfully completed similar works during last 3 years ending on 31st March, 2025, which fulfils any of the following conditions-
 - a) One similar work of annual value not less than Rs.2.5 Crore (including GST)
 - b) Two similar works of annual value equal to Rs. 1.5 Crore each (including GST)
 - c) Three similar works of annual value equal to Rs.1 Crore each (including GST)

Section III: BID EVALUATION

This Tender is a **Two-bid System, one is technical bid and the other is Financial Bid**. The tender evaluation will be done by Quality and Cost Based Selection (QCBS) method. Technical Bid will have a weightage of **70%** and Financial Bid will have a weightage of **30%**.

1. The technical bid shall be opened on the scheduled opening date and the price bid of only the Organization/Firm/Agency who are found qualified on evaluation of the technical bid, shall be opened on a later date (working day) with intimation to the successful Bidders of the Technical Bids.
2. **Evaluation of Bid.** The Bid will be evaluated out of a composite score of 100 which consists of 70% weightage for technical bid score and 30% weightage for financial bid score.
3. **Evaluation of Technical Bid:** The Technical bids will be evaluated for the tenders which meets the eligibility criteria given in Section-II (Eligibility Criteria).

Technical Bid will be evaluated with a maximum score of 100. Bids with score of 50 and above will be shortlisted for further evaluation. Bids with less than 50 score shall be rejected.

The technical bid will be evaluated from a total of 100 marks based on the criteria shown in the following table:

Sl. No.	Criteria	Range and Score			
1.	Bidder's Average Turnover (BAT) (should be exclusive of GST) in last 3 Financial years ending on 31 st March, 2025	>3.0 Cr. to 4.0 Cr.	> 4.0 Cr. to 5.0 Cr.	> 5.0 Cr. to 6.0 Cr.	>6.0 Cr. and above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
2.	A) Bidder's Work Experience (ACV) in Similar works completed (in terms of Average Contract Value exclusive of GST) in last 3 Financial years ending on 31st March, 2025 (Submission of performance certificate is compulsory)	> 2 Cr. to 3 Cr.	> 3 Cr. to 4 Cr.	> 4 Cr. to 5.5 Cr.	> 5.5 Cr. and above
		5 Marks	10 Marks	15 Marks	20 Marks
	B) Bidder's Work Experience (BWEY) in completed Similar works in terms of Nos. of Years till Financial year ending on 31 st March, 2025 (Submission of work completion certificate is compulsory)	> 3Years to 4Years	> 4Years to 5Years	> 5Years to 6Years	> 6Years and above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks

	C) Bidder's Work Experience (BWERC) in Similar works in terms of Running Contract Order or Contract	> 1 Contract to 2 Contracts	>2 Contracts to 3 Contracts	> 3 Contracts to 4 Contracts	> 4 Contracts and above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
3.	A) Bidder's Work Experience (BWEOS) in Providing HOUSEKEEPING/ MAINTENANCE/CATERING SERVICE to Institutions / Organizations of repute in terms of Organization Structure and Registration	Only Pvt. Institutions	Pvt. and PSUs	Pvt., PSUs, Central and State Org. /Schools /Colleges/ Hospitals	Central Autonomo us Institutions / Universities / IITs/ NITs AIIMS
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
	B) Bidder's Work Experience (BWEH) in Providing HOUSEKEEPING/MAINTENANCE/ CATERING SERVICE to Institutions / Organizations of repute in terms of Number of more than 3 years of Service as on 31 st March, 2025	Only Pvt. Institutions	Pvt. and PSUs	Pvt., PSUs, Central and State Org. /Schools /Colleges/ Hospitals	Central Autonomo us Institutions / Universities / IITs/ NITs AIIMS
		5 Marks	10 Marks	15 Marks	20 Marks
4.	Average Number of Manpower (ANM) Engagement / Deployment details (between Highest and lowest as per Contract Order, Payroll, EPF and ESI Returns) in Providing HOUSEKEEPING/MAINTENANCE/ CATERING SERVICE to Institutions under Contract in last 6 Months as on 31st March, 2025	> 50 to 65 Nos.	> 65 to 80 Nos.	> 80 to 95 Nos.	> 95 and Above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
5.	Technical Presentation (TP)	2.5 Marks	5 Marks	7.5 Marks	10 Marks

Technical Presentation: Technical Presentation session will be conducted for eligible Bidders as per schedule to be intimated or communicated to the Bidder by IIT Guwahati within stipulated time period. The Bidder is required to submit the hard copy of the presentation (power-point-format) in maximum 25 pages along with the technical bid. However, authorized representatives (max. 2) of Bidder have to appear for Technical Presentation in front of Evaluation Committee member. Bidders are advised to submit physical copy of the same at least 1 day before scheduled date or time of the Technical Presentation Session.

Technical Presentation should contain substantial information, documents, evidence etc. including photographs showing / containing / narrating; - Organizational Presence, past experience, best practices

followed, Awards and certification, recognition and relevance in their Areas of Operation particularly housekeeping, maintenance and catering service.

Bidder are advised to present their understanding on Scope of Work as per NIT, Planning and Management of housekeeping and catering service including methodology, SOP (if prepared by them on the basis of clauses under Scope of work), Work-plan and processes to be followed.

Each Bidder shall be required to complete their Technical presentation within 15-20 minutes on their turn.

Calculation of Technical Score	
Total Technical Score (TTS) out of 100	BAT + ACV + BWEY + BWERC + BWEOS + BWEH + ANM + TP For example: For a bidder, let BAT= 10, ACV= 15, BWEY= 7.5, BWERC= 7.5, BWEOS= 7.5, BWEH= 15, ANM= 7.5, TP= 7.5 TTS =10 + 15 + 7.5 + 7.5 + 7.5 + 15 + 7.5 + 7.5= 77.5
Final Technical Score (70% of TTS)	FTS = 0.7*77.5 = 54.25

4. Evaluation of Financial Bid

The Bidder should submit Financial Bid /Price Bid as per Format given in **Section IX** with this NIT. The Bidder shall have to quote the following in appropriate boxes / spaces as per Form given for Financial Bid / Price Bid. The distribution of score of 30 for financial bid score is as follows:

Agency Service Charge	Score of 10
Laundry charges	Score of 5
Pest Control/Maintenance charges	Score of 10
Discount on MRP for Toiletry Items Cost	Score of 5

(A) Quote for Agency Service Charge in percentage (%) term for providing the Services to the Institute through inclusive Outsourced Manpower Contract term. Please note that minimum service charge is 3.00%. GeM transaction fee is 0.85% if the tender is through GeM. If a firm quotes NIL charges, the bid shall be treated as unresponsive and will be rejected.

[Bidder should quote, taking into consideration all costs associated with Outsourced manpower contract such as actual cost of Manpower based on Minimum wages as per prevailing rate, statutory payments like EPF, ESI, Bonus, Gratuity etc. as per Labour and other such Laws, Profit, Cost of Equipment/utensils/Machineries essential for carrying out the work and all other incidental costs associated with such service contract. Institute shall not be liable to pay any expenses except quoted Agency Service Charge exclusive of relevant GST for this Contract]

(B) Quote for Laundry charges as per Annexure-9

(C) Quote for Pest Control/Maintenance charges

(D) Quote for Discount on MRP for Toiletry Items Cost to be offered should be on MRP in percentage (%) as per Annexure- 10.

Financial Evaluation shall be conducted as per following methodology:

(I) Financial Evaluation for Agency Service Charge (ASC) (% of Total Cost inclusive of Manpower)

- Financial Quote of the Lowest Bidder (L1) for **ASC**
- Financial Quote of any other Bidder (L2) for **ASC**
- Normalized Score of Lowest Bidder (L1) for **ASC** = 100
- Financial Score of Lowest Bidder (L1) = 10 (i.e. 10% of 100)

Table I		
Illustration		
Financial Quote of L1 for ASC	3%	ASC Score =100
Financial Quote of L2 for ASC	3.5%	ASC Score = $3/3.5 \times 100 = 85.71$
Final ASC Score of L2 Bidder	10% of 85.71	Final ASC Score= 8.57

(II) Financial Evaluation for Laundry Charges (LC) as per Annexure-9

- Financial Quote of the Lowest Bidder (L1) for **LC**
- Financial Quote of any other Bidder (L2) for **LC**
- Normalized Score of Lowest Bidder (L1) for **LC** = 100
- Financial Score of Lowest Bidder (L1) = 05 (i.e. 05% of 100)

Table II		
Illustration		
Financial Quote of L1 for LC	₹500	LC Score =100
Financial Quote of L2 for LC	₹1000	LC Score = $500/1000 \times 100 = 50$
Final LC Score of L2 Bidder	05% of 50	Final LC Score = 2.5

(III) Financial Evaluation for Pest Control/Maintenance charges (PCM)

- Financial Quote of the Lowest Bidder (L1) for **PCM**
- Financial Quote of any other Bidder (L2) for **PCM**
- Normalized Score of Lowest Bidder (L1) for **PCM** = 100
- Financial Score of Lowest Bidder (L1) = 10 (i.e. 10% of 100)

Table III		
Illustration		
Financial Quote of L1 for PCM	₹10000	Score =100
Financial Quote of L2 for PCM	₹15000	Score = 10000/15000 X100 = 66.67
Final PCM Score of L2 Bidder	10% of 66.67	Final PCM Score = 6.67

(IV) Financial Evaluation for Discount on MRP for Toiletry Items, Stationaries and cleaning materials Cost (TIC) (% of Total Cost of Consumables) as per Annexure-10

The bidder shall provide all the toiletries, stationeries, and cleaning materials (brand and quality to be maintained) for use in the guest house as per requisition made by the concerned staff of the Institute. Payment for these supplied items will be made monthly to the bidder by the Institute on submission of requisition slip by concerned staff of Guesthouse and proper bills. All the purchased materials should be deposited in the Institute custody, which will be supervised by the concerned staff of the IITG.

Evaluation will be done as per following methodology-

Discount (%)	TIC Score
51-100	5.0
21-50	4.0
11-20	3.0
0-10	1.0

Table IV	
Illustration	
Discount Quote of L2 for TIC	15%
TIC Score of L2 Bidder	3.0

Calculation of Financial Score	
Final Financial Score (FFS)	Final ASC + Final LC + Final PCM + TIC For example: For a bidder, let Final ASC = 8.57, Final LC= 2.5, Final PCM= 6.67, TIC= 3 FFS =8.57 + 2.5 + 6.67 + 3= 20.74

5. Final Evaluation of the Tender

Calculation of Technical Score	
Total Technical Score (TTS) out of 100	BAT + ACV + BWEY + BWERC + BWEOS + BWEH + ANM + TP For example: For a bidder, let BAT= 10, ACV= 15, BWEY= 7.5, BWERC= 7.5, BWEOS= 7.5, BWEH= 15, ANM= 7.5, TP= 7.5 TTS =10 + 15 + 7.5 + 7.5 + 7.5 + 15 + 7.5 + 7.5= 77.5
Final Technical Score (70% of TTS)	FTS = 0.7*77.5 = 54.25
Calculation of Financial Score	
Final Financial Score (FFS)	Final ASC + Final LC + Final PCM + TIC For example: For a bidder, let Final ASC = 8.57, Final LC= 2.5, Final PCM= 6.67, TIC= 3 FFS =8.57 + 2.5 + 6.67 + 3= 20.74
Final Evaluation	
Total Composite Score = Final Technical Score (FTS) + Final Financial Score (FFS)	For example: 54.25 + 20.74 = 74.99

Section IV: GENERAL TERMS AND CONDITIONS

1. **Duration of the Contract:** Initially **02 (two)** years from the date of issue of the work order with a provision for extension by one or more years up to a maximum of 5 years (including original contract of 2 years) subject to satisfactory service and at the discretion of the Institute.

2. **Definitions:**

IIT Guwahati or IITG or Institute – It means the Indian Institute of Technology Guwahati, Assam, India.

“Bid / Tender” – Bid / Tender means Technical Bid and Financial/Price Bid (singly or both)

“Tender Document or Paper”- Tender Document or Paper means any or all of the prescribed Forms, Formats, Annexure, supporting documents, letters etc.

“Bidder” – Bidder refers to those who wishes to participate in this Tender through submitting Offline Bids and shall mean the Agency too.

‘Areas’ – It means areas specified in this tender in general and any other areas specified by Head of the Section (Establishment section).

Selected agency/service provider means the successful bidder.

3. **Tender Type**

The Tender for guesthouse services at IIT Guwahati is to follow Quality Cum Cost Based Selection (QCBS) process with Two-Bid System - Technical Bid and Financial Bid.

4. **Pre-bid Meeting**

Bidders are requested to attend a Pre-bid meeting for clarification on the Tender’s Technical specifications and commercial conditions, on the time, date and place / mode mentioned in the Schedule of Tender. Bidders are advised to submit their doubts/queries /questions/clarifications, if any, through email at estb@iitg.ac.in within scheduled time and date. **All queries related to this tender will be clarified in the pre-bid meeting. No query related to this tender will be entertained before or after the pre-bid meeting.**

5. **Opening of Tenders / Bids**

(a) Technical Bid: Technical Bid will be opened on due date as per schedule.

(b) Financial Bid: Financial Bid of technically qualified bidders only will be opened on the date and time decided by the committee and the qualified bidder/s shall be intimated.

6. **Filling of Forms, Annexures and other Documents and signing of Tender**

Every bidder shall sign all the pages of the tender document / Forms / Annexure etc. as a token of acceptance of all the terms and conditions of the contract.

Duly authorized person should sign all the Tender papers in case of Partnership Firm /LLP / Registered Company / Govt. Undertaking / Corporations etc. for which the bidder must submit valid affidavit and or Power-of-Attorney.

7. Rejection and Disqualification of Tender/Bid

Tender/Bid shall be liable for rejection for any or all the following situations at any time or any stage-

- (a) Incomplete, illegible and wrong submission of Tender Documents.
- (b) Submission of Tender Documents without signature.
- (c) Non submission of physical copies of additional relevant documents if required.
- (d) False, ambiguous and misleading information provided in the Tender Documents.
- (e) Reasonable complaints of financial nature received from any Central/State Government authority against the bidder.
- (g) Made misleading or false representations in the documents, forms, annexure statements and attachments submitted as proof of the qualification, eligibility, experience requirements; and/or
- (h) Record of poor performance such as abandoning the works, not properly completed the contract, inordinate delays in completion, litigation history, or financial failures etc.
- (i) Bidders under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India or any State Government of Union of India.

8. AREA WISE STAFF REQUIREMENT IN GUEST HOUSE-II:

AREA WISE STAFF REQUIREMENT	UNSKILLED	SEMI SKILLED	SKILLED	HIGH SKILLED
Manager	NIL	NIL	NIL	01
Head Cook and Assistant Chef	NIL	04	04	NIL
Kitchen Porter/Dishwasher	08	NIL	NIL	NIL
Housekeeping Supervisor/Front Office	02	04	06	NIL
Room Attendant and Laundry Service	25	NIL	01	NIL
Public Area Cleaning	04	NIL	NIL	NIL
Food And Beverage Service	10	02	03	NIL

Total Manpower: 74

Qualifications required for housekeeping staff for Guest house		
Sl. No. 1	Post: Manager (High Skilled)	
	Qualification	Hotel management diploma or 10 years of experience in catering and housekeeping
	Experience	Work experience in the hotel industry/guesthouse/catering

	Skills	Communication skills, Leadership, teamwork, operational skills, budget management
Sl. No. 2	Post: Head Cook (Skilled)	
	Qualification	Certificate in hotel management or 05 years of experience as a cook.
	Experience	3-4 years of work experience in the hotel industry/guesthouse
	Skills	Good communication, Leadership and team management abilities, Menu Creation, Food preparation skills, inventory management, food handling
Sl. No. 3	Post: Sous Chef or Assistant Chef (Skilled)	
	Qualification	Diploma/Certificate in Hospitality/ Higher Secondary passed or equivalent
	Experience	1-2 years of work experience in the hotel industry/guesthouse/Restaurants
	Skills	Good communication, Leadership and team management abilities, Kitchen management, Food preparation, Culinary knowledge
Sl. No. 4	Post: Kitchen Porter/Dishwasher (Unskilled)	
	Qualification	8th Pass
	Experience	1-2 years in cleaning operations in Hotel or Restaurants
	Skills	Dishwashing, Cleaning and Sanitization, Food Preparation Assistance, Storage and Inventory, Waste Management, Equipment Maintenance
Sl. No. 5	Post: Housekeeping Supervisor (Skilled)	
	Qualification	Diploma/Certificate in Hospitality or Housekeeping/ Higher Secondary passed or equivalent
	Experience	1-2 years in housekeeping supervision
	Skills	Leadership, communication, time management, and attention to detail
Sl. No. 6	Post: Room Attendant (Unskilled)	
	Qualification	10th Class Pass Work experience as a cleaner, room attendant, or housekeeper Or, 10 years of experience as a cleaner, room attendant, or housekeeper

	Experience	Work experience as a cleaner, room attendant, or housekeeper for 1-3 years
	Skills	Cleaning, laundry, and organization
Sl. No. 7	Post: Laundry Staff	
	Qualification	High school diploma or equivalent
	Experience	1-2 years in laundry operations
	Skills	Laundry procedures, folding and keep record for the all linen
Sl. No. 8	Post: Public Area Cleaner	
	Qualification	8th pass
	Experience	1-2 years in cleaning operations
	Skills	Cleaning, sanitation, and attention to detail
Sl. No. 9	Post: Food and Beverage Supervisor (Semi-Skilled)	
	Qualification	Diploma/Certificate in Hospitality or Food and Beverage Service / Higher Secondary passed or equivalent
	Experience	Minimum 1-2 years of experience in F&B industry
	Skills	Good communication, Leadership and team management abilities and of food handling, safety, and industry standards
Sl. No. 10	Post: Food and Beverage operational staff/Waiter (Unskilled)	
	Qualification	Diploma/Certificate in Hospitality or Food and Beverage Service / 10th passed or equivalent
	Experience	Minimum 1-2 years of experience in F&B industry
	Skills	Good communication, Food safety, delivered attentive, polite, and efficient service to create a positive dining experience for guests

9. The successful bidder should take over the service within one month from the date of issuing the work order.
10. The Service Provider shall follow at site all security rules as may be framed by the Institute from time to time regarding movement of materials and equipment to and from site, issue of identity cards, control of entry of personnel and similar matters. The Service Provider and his personnel shall abide by all security measures imposed by the Competent Authority of the Institute from time to time.
11. The Service Provider is required to ensure continuity of services on Sundays/Holidays by strictly adhering to the Central Labour Rules.

12. Workers/Staff engaged by the Service Provider will not be treated as Institute staff/employee. The employee appointed by the Service Provider for the said work/job shall have no right to claim absorption in the Institute and shall also have no claim for continuation with the existing job if the Service Provider is replaced.
13. The Institute will pay the relevant GST to the Service Provider. It is duty of the Service Provider to submit the same to the concerned Govt. Authorities and submit the proof of payment to the Institute.
14. Payment of salary to the staff: The service provider must make payment to their staff within seventh of every month irrespective of clearance of the previous bills by the Institute.
15. The payment for food bills of the Institute guests, official guests of Institute's Departments/Sections/Centres/Schools will be released after being certified by the concerned Head of Department/Section/Centre/School.
16. The following registers have to be maintained by the Service Provider regarding the deployment of labourers/workers and supply of materials, working hours, payment of wages, etc. which has to be duly signed by the Service Provider and the Guesthouse In-Charge. Otherwise, monthly bills/payments will not be released. The following are the registers that has to be maintained:
 - (i) Attendance Register
 - (ii) Wages Payment Register
 - (iii) Stock register of cleaning materials/agents
 - (iv) Stock register of stationery items and toiletries
17. The Service Provider may provide catering service
 - (i) For official meeting like, BoG meeting, Senate, recruitment, departments/centres, section, etc., without disturbing regular services of the Guesthouse, on door delivery basis.
 - (ii) For any other events like Convocation/ Independence Day/Republic day celebration/ /conferences/workshops/ in campus private parties etc. without using the Guesthouse manpower and premises.
18. The Service Provider should be capable to provide all the functions of housekeeping, catering and maintenance as mentioned in the scope of the contract. They must also be trained in using equipment and latest technologies being used in the housekeeping, catering and other maintenance related function in the Govt. Bodies, PSUs, and industry including reputed corporates.
19. a) The Service Provider shall have its own Establishment/mechanism/training Institute or to have engagement with such training institutes to provide training aids or should have tied up with a training Institute for training its personnel to provide best housekeeping and other maintenance services at IIT Guwahati Guesthouse-II on its own cost to ensure correct and satisfactory performance of its liabilities and responsibilities under the contract.
 - b) The Service Provider must ensure training to its staffs in regular intervals.

20. The Service Provider will keep the Institute fully indemnified from and against all claims, costs and charges arising out of death or personal injury to their employees and the Service Provider will be solely responsible to meet such claims.
21. The Service Provider shall be fully responsible for all risks arising from negligence, errors, omission, wilful or otherwise, by its personnel, which occur in connection with providing services as laid out in the Contract. The Service Provider shall be liable to compensate the Institute for losses arising out of such negligence, errors and omissions, as determined by the Institute.
22. If any damage/loss of the Institute's properties and items is observed after departure of guests, the Service Provider should intimate the same to the Guesthouse In-charge within 24 hrs. or on the next working day whichever is earlier. Otherwise, the damage/ loss will be reimbursed from the Service Provider due to negligence of duty.
23. IIT Guwahati shall have its right to levy on the Service Provider the compensation as Liquidated Damages, to cover the total cost incurred by it for making alternative arrangements for the delays attributable to the Service Provider, sub-standard quality of Services, non-deployment of adequate and sufficient number of worker(s) and supervisor(s). In assessing the compensation as Liquidated Damages, the decision of the Competent Authority of the Institute shall be final and binding. The amount of the Liquidated Damages shall be adjusted and set against the sum of money payable to the Service Provider under this contract or any other contract with the Institute at one or more of its units.
24. Equipment provided by the Institute shall be covered by the Annual Maintenance Contract established by the Institute. The Institute will not take any responsibilities of AMC of any equipment brought by the Service Provider.
25. Replacement/repairing of civil, electrical and plumbing works etc. would be done by the Institute against the faulty/damaged items. For rectification of faulty /damaged items, the Service Provider shall have to intimate the Guesthouse In-Charge immediately. A Complaint Register is to be maintained by the Service Provider.
26. List of linen, curtain, etc. in rooms, dining hall, lobby etc will be handed over to the Service Provider before the start of work. It will be the responsibility of the Service Provider to take care of such items and hand it over back to the Institute after the Contract gets over.
27. a) Institute reserves the right to carry out periodic inspections at any time.
- b) IITG reserves the right to review the services provided by the Service Provider and ask for any clarification and changes/modifications to the services performed by the Service Provider. Such changes shall be mutually discussed and agreed upon between IITG and Service Provider and the same shall be incorporated by the Service Provider in the work without any dilution of the responsibility of the Service Provider.
28. In the event, the contract is terminated due to reasons of unsatisfactory performance, negligence or inordinate delays in providing of services, IITG shall be free to forfeit the Security Deposit fully or partially as may be decided by IITG. The right to terminate the contract shall be vested with IITG without prejudice to any other remedy for breach of contract either available under the contract or the law of the land. In

case IITG terminates the contract in whole or part, IITG shall not pay any compensation in any form to the Service Provider for the balance work.

29. In case, the work is abandoned by the Service Provider and consequent loss suffered by IITG in getting the left out job completed from another agency, the Service Provider shall be liable to compensate IITG adequately by paying the difference(s) in the amount of the actual contract value awarded to the new Service Provider for completing the left out balance services and the amount which would have been paid to the Service Provider had the Service Provider not abandoned the work shall be deducted from the Security Deposit.
30. It shall be within the authority of IITG at any time after acceptance of the bid or during the execution of the work, to foreclose or reduce the scope of the work, for any reason whatsoever, either partly or wholly by giving the written notice of not less than thirty days to the Service Provider. In such an event, the Service Provider shall have no claim whatsoever on account of any profit(s) or advantage(s) which the Service Provider might have derived from the execution of work in full but for the reasons of the foreclosure of the whole or part of the Contract. The decision of the Competent Authority of the Institute in regards to the foreclosure of the contract and/or reduction of scope of work shall be final and binding for which no disputes whatsoever, shall be raised by the Service Provider.

31. Clarification of Tenders

To assist in the examination/evaluation, the IIT Guwahati may, at its discretion, seek clarification from the participating bidders. The request for clarification and the response shall be in writing or by e-mail along with the section number, page number and subject of clarification required.

32. Earnest Money Deposit (EMD)

The bidder shall deposit an EMD for an amount of Rs. 6,00,000 /- (Rupees Six Lakhs only) in the form of Bank Draft/Banker's cheque/Bank Guarantee in favour of 'The Registrar, IIT Guwahati' valid for a period of 3 months, if not exempted under MSME for providing similar service. Proof of relevant, adequate and valid Certificate from Govt. of India must be enclosed.

(a) EMD is to be deposited in the form of an Account Payee DD or Banker's Cheque or FDR (to be pledged favouring IIT Guwahati by issuing Bank) of a scheduled / Nationalized bank favouring "The Registrar, IIT Guwahati". The EMD shall be valid for a period of 3 months.

(b) Bidder has to submit original copy of DD / FDR / Banker's Cheque while submitting the bid.

(c) EMD shall be forfeited if the bidder withdraws the bid during the period of tender validity.

(d) Tender without tender fee and EMD (as applicable) shall be summarily rejected.

(e) EMD shall be forfeited if the successful bidder refuses to execute the Contract, or fails to furnish the required Performance Guarantee within the specified time frame.

(f) EMD of the unsuccessful bidders will be returned without Interest thereon to them on or before the 60th day after the award of the contract.

33. Deadline for submission of the Tenders

The Bidder shall submit Technical bid as per Section I Clause 2 of the bid instruction and financial bid as per Annexures 8 to 10 in a separate sealed envelope and both the envelopes must be put together in one sealed envelope superscribed with 'Tender for Guesthouse-II' along with tender reference number.

The IIT Guwahati may extend the deadline for submission of tenders by issuing an amendment, in which case all rights and obligations of the IIT Guwahati and the Bidders previously subject to the original deadline will then be subject to the new deadline.

34. Late Tenders

Bidder will not be allowed to submit the bid after the bid submission date and time.

35. Security Deposit

- a) The successful bidder will be required to deposit a security deposit of Rs. 15,00,000/- (Rupees Fifteen lakhs only) for Guesthouse-II in the form of demand draft or Bank Guarantee (of Nationalized bank) valid for the entire contract period within 15 (fifteen) days after the award of the contract failing which work order will be cancelled and the contract will be allotted to the next qualified bidder. Earnest Money Deposit deposited at the time of submission of the tender can be adjusted against the security deposit, by depositing the balance amount.
- b) The Security Deposit will be refunded or released after expiry of Contract Agreement subject to satisfactory service of contract. No interest is payable on the Security Deposit.
- c) In case the term of the contract period is extended, the validity of the bank guarantee will be extended.

36. Financial

- a) The proof of remittance of statutory deductions of PF, ESI, GST etc. to the appropriate authority, for those employed at IIT Guwahati, must be provided by the selected agency to IIT Guwahati every month along with the claim bill, failing which the claim bill shall not be settled.
- b) The successful bidder will have to deposit a Performance Security Deposit within 15 days of the receipt of the formal order. The performance security will be furnished in the form of a Demand Draft or Bank Guarantee, from any Nationalized/Schedule bank, drawn in favour of The Registrar, IIT Guwahati, Guwahati, payable at Guwahati. The performance security should remain valid for initial Contract period. If the contract is extended, the bank guarantee shall be extended suitably to cover the period of the contract validity plus six months. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
- c) 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.
- d) The agency shall raise the bill, in triplicate, along with attendance sheet in respect of the persons deployed and submit the same through the respective Section on or before end of the subsequent month. As far as possible the payment will be released within four weeks from the date of submission of bills. The following documents must accompany the bill:
 - i) Tax invoice in triplicate for Billing period/month
 - ii) Duly signed Duty Roaster/Attendance Registrar for billing period/month
 - iii) Duly signed Reliever Attendance Registrar and wage statement for the billing period/month
 - iv) Acquittance Registrar/Wages Statement/Salary Register for Billing Period/Current month
 - v) Detailed PF, ESI, Professional Tax and any other Statutory Remittance Registrar for billing period

- vi) Proof of bank transfer of salary/wages of previous month of billing period
- vii) Proof of payment of GST, EPF, ESI and any other statutory payment of previous month of billing period
- viii) Any other documents for scrutiny by Competent Authority
- ix) Duly signed service Performance Certificate for the billing period

e) Further, any increase in minimum wages, as per the Central Government Minimum Wages Act, along with proportional increase in the ESI, EPF and agency administrative charges will be borne by IIT Guwahati. Similarly, any increase in the statutory levies (ESI, EPF, GST) will also be applicable automatically and borne by IIT Guwahati; any decrease in the statutory levies, the benefits will go to IIT Guwahati. Other than these, during the tenure of the contract, the rates agreed will remain unaltered.

f) The Selected agency agrees and undertakes to pay all GST, taxes, rates, charges, levies, or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Selected agency also agrees to furnish such proof of payments or compliance of the obligation including registration certificates, receipts, licenses, clearance certificates etc., as may be required by the IIT Guwahati from time to time.

37. Contract Specific

a) Contractor/Agency must provide suitable relieving manpower in case of absenteeism of any manpower deployed by him so that there is no hamper in work and Contractor should ensure that quality of service is not compromised.

b) The Classification of the category of the contract labours will be based in the Ministry of Labour /Chief Labour Commissioner notifications issued from to time.

c) Contractor / Agency shall regularly maintain all required documents, Registers as per Contract Labour Act or any other Statutory Authority under Central & State Governments. All documents shall be open for scrutiny and verification by the IIT Guwahati periodically and or as & when called upon.

d) Contractor / Agency shall be bound to record, prepare, maintain and submit duty-wise and area wise Attendance Register for Manpower deployed for the Service at IIT Guwahati.

38. Legal

a) For all intents and purposes, the selected agency/ Contractor shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IIT Guwahati, for contractual services.

b) The Contractor undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The Contractor undertakes to obtain such permission/license as may be required under the Central Contract Labour (Regulation and Abolition) Act, 1970 or any other appropriate law. The Contractor undertakes to produce the license/permission etc. so obtained to IIT Guwahati or furnish copies thereof as and when required by IIT Guwahati. The Contractor also undertakes to keep and get renewed such license, permission etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal, central, state, any other laws, rules, regulations, etc.

c) The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IIT Guwahati, shall in no way, be responsible for settlement of such issues whatsoever. IIT Guwahati shall not be responsible for any damages, losses, FINANCIAL or other injury

claims to any person deployed by service providing agency/ Contractor in the course of their performing the functions/duties, or for payment towards any compensation.

- d) The manpower deployed by the contractor for providing the services shall not have any claims of Master and Servant relationship vis-a-vis IIT Guwahati nor have any principal and agent relationship with or against the IIT Guwahati.
- e) The manpower deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIT Guwahati, during the currency 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 will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IIT Guwahati. The Contractor should communicate the above to all the manpower deployed in IIT Guwahati by the contractor.
- f) **The selected agency / Contractor will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government along with all such other applicable statutory dues like ESI, Bonus, Provident Fund etc.** The agency will maintain proper record as required under the Law / Acts. The agency shall make available its required records to IIT Guwahati for periodic inspection at the end of every month of every financial year, to ensure statutory compliance to the satisfaction of IIT Guwahati.
- g) 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 IIT Guwahati.
- h) The Selected Agency/ Contractor at their discretion may obtain additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojna and Pradhan Mantri Jeevan Jyoti Bima Yojna for their personnel deployed at IIT Guwahati and they may submit the proof of such insurance coverage to the satisfaction of IIT Guwahati, however IIT Guwahati will NOT reimburse any amount for it.
- i) For manpower staff under the Skilled/Highly Skilled Category, ESIC is not applicable. The contractor may provide medical/insurance cover to their Manpower on roll if they are not covered under ESIC. IIT Guwahati will NOT reimburse the contractor the Insurance premium payment in this regard.
- j) The selected agency/ Contractor shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IIT Guwahati and income tax to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- k) The selected agency/ Contractor shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IIT Guwahati or any other authority under Law.
- l) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Income Tax Act 1961 and GST rules, as amended from time to time and a certificate to this effect shall be provided to the agency/ Contractor on demand at appropriate time by IIT Guwahati.
- m) The selected agency/ Contractor shall raise GST invoice and claim GST at appropriate rates on the invoice amount. The selected agency shall produce the TAX paid receipt and Statutory Returns on account of GST, Income Tax, EPF, ESI etc. on demand without FAIL.
- n) Non depositing of Statutory dues, Taxes, Levy's, Cess etc. under any appropriate Statutory Law may lead to termination of Contract and or recovery of dues from them and or levy of additional FINE by IIT Guwahati, which shall be binding upon the Agency/ Contractor.
- o) In case, the agency/ Contractor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT Guwahati is put to any loss / obligation, monetary or otherwise, IIT Guwahati will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- p) The selected agency / Contractor will indemnify IIT Guwahati from all legal, financial, statutory, taxation, and associated other liabilities.

- q) All disputes arising out of this contract shall be resolved by mutual consultation and in the event where the parties are unable to resolve their disputes, the courts of Guwahati shall have the jurisdiction to resolve the dispute.
- r) It is mandatory for the selected agency / Contractor to update the CLRA license as and when there is an increase in the number of staff deployed.

39. Agreement

The successful agency shall sign agreement with the Institute on Govt. Stamp Paper (non-judicial) of appropriate value (based on final work order) for the execution of work.

40. Modification in Agreement

- a) IIT Guwahati reserves the right to modify/ add any clause to the agreement during the period of the contract, for any essential matter, on mutually agreed terms.
- b) In case of breach of any of the terms of Agreement, the security deposit of the Bidder will be liable to be forfeited by the Institute. In addition, the Contract/ Agreement will also be liable to be terminated. Any sum of money due or payable to the Institute including the security deposit refundable to him under the contract can be appropriated by the Institute against any amount which the Bidder may owe to the Indian Institute of Technology Guwahati.

41. Responsibility for executing the Contract

The agency shall be responsible in all respects for the services and is bound to abide by the terms and conditions as specified in the tender document.

42. Subletting of Contract

Subletting the contract is strictly prohibited. The successful bidders shall not sublet/ transfer the contract. If it is found that contract is sublet then the Service Provider is liable to be terminated with immediate effect and the security deposit is liable to be forfeited.

43. Responsibility of the successful Bidder/Contractor on damage of property

- a) The successful Bidder/Contractor shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the Institute if such loss or damage is due to the faults and or negligence or wilful commissions of the successful Bidder/Contractor, his/her employees, agency representatives or sub-bidders, as per investigation report of the Institute and whose assessment shall be final and binding on the bidder.
- b) The successful Bidder/Contractor shall ensure that trees, flowers, plants and grassy lawns are not damaged by the staff deployed/employed.

44. Deployment

- a) The Bidder shall be responsible for recruitment and deployment of staff for service and the staff so recruited and deployed by him shall be under his direct control/supervision. The bidder shall exercise total superintendence, control and supervision over the staff and their work.
- b) Assignment or work distribution of the support staff shall be done by the service provider in consultation with the Institute Authority only.

- c) In the event that the caterer is required to serve other areas within the Institute campus, as approved by the Competent Authority, additional staff as required, shall be arranged by the service provider. Payment of which will be done at actual by the Institute.
- d) The Bidder shall not deploy any minor as labourer/worker.
- e) That all intents and purposes the Bidder will be the “EMPLOYER” within the meaning of different labour legislations in respect of the staff for services so employed and deployed.
- f) The employees appointed by the agency for the above job shall have no rights to claim for absorption in the services of IITG and shall also have no claim for continuation with the existing job if the agency is replaced.
- g) The Bidder shall issue identity cards to all staff engaged by the bidder for deployment in IIT Guwahati. The staff should not have any criminal or police cases and the bidder has to verify the same in writing and submit the same to the Institute’s Authority. The bidder shall deploy only those whose antecedents have been verified by the police authorities.

45. Discipline

- a) The staff deployed by the Bidder should behave in a proper and courteous manner with all the members of the faculty, staff, and students and will be bound to observe all instructions issued by the Institute’s Authority concerning general discipline and behaviour
- b) In case, the staff deployed by the bidder commit any act of omission or commission constituting misconduct or indiscipline, the bidder will be liable and responsible to take disciplinary action against the staff, including suspension, dismissal from service, etc. or remove from Institute’s premises/campus.
- c) The staff will be allowed to stay in the campus for a specific period in a day for execution of work. It will be the responsibility of the Bidder to ensure the staff vacates the campus after their specified period of work. Few staff with supervisors may be allowed to take care of any emergency work as assigned by the Institute. For this, the staff must stay in the campus during office hours only
- d) Co-ordination with Offices: The bidder will have to maintain close co-ordination and co-operation with different Department/Centre/School/Section of IITG as well as with other agencies at the campus.

46. Uniforms

Staffs are to wear the uniform and carry Identity Cards during their working hours. The bidder will be responsible for arrangement of two pairs of uniform and Identity Cards for their staff. No payment for the cost of uniform will be made from the Institute’s end. Staff posted on duty should always be in neat and clean complete uniform and carry photo identity card duly signed by the agency.

47. Gate Pass

The Bidder has to obtain the Gate Pass for his labourers/workers for entry into the campus, which has to be surrendered on termination from work. Otherwise, final payments will not be released.

48. Accommodation

The Institute will not provide any accommodation to the employees who are engaged in this service. It shall be the responsibility of the bidder to provide accommodation to the employees.

49. Facilities provided by IITG

The Institute will allow the employees to avail common amenities such as a) canteens, b) drinking water, c) Restrooms, d) First Aid facilities at the Institute Medical Section on payment basis.

50. Safety Measures

- a) The bidder shall carry out all works in accordance with statutory requirement of Safety Regulations and other rules/Acts as applicable.
- b) The bidder or his/her representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.
- c) The bidder or his/her representative shall report any accident to appropriate Authority and also to the Institute Authority. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence of such accidents and also the responsibilities solely lie on the bidder.
- d) Use of matchbox, lighters and smoking or other such acts, which may cause fire/ accident, are strictly prohibited.
- e) Institute shall not be responsible for any injury to the staff in course of their performing the duties or for payment of any compensation.

51. Penalty

Sl. No.	Reasons For Penalty	Penalty amount in Rs.
1	Failure to adhere to working time	5000/- per day
2	Failure to wear proper uniform	100/- per worker per day
3	Failure to clean the specified area (3 times)	2000/- per day
4	Failure to clean before/after guests	2000/- per day
5	Failure to clean/wash bedsheets	1000/- per day
6	For misbehaviour/harsh/rude behaviour/intoxicated during duty hours	5000/- on each occasion with warning letter
7	Housekeeping men/supervisors found sleeping/missing from the place of duty for without any reason during duty hours	500/- on each occasion
8	Absence without replacement per person per day	500/- per person
9	Failure to perform assigned duties (not covered in Sl.no. 1 to 8)	2000/- per duty

Non-availability of any of the declared services shall lead to imposition of penalty as mentioned above or as decided by the Competent Authority of the Institute.

52. Recovery of Sum Due

Whenever any claim for the payment of a sum of money has arisen out of or under this contract against the agency, the Contract awarding authority shall be entitled to recover such sum by appropriating in Group or whole from the security money deposited by the agency. In case the amount to be deducted at any time exceeds the security deposit, the agency shall pay to IITG on demand the balance due.

53. Payment

a) The Service Provider shall have to submit the bills in duplicate for providing round the clock housekeeping, maintenance and catering service, providing cleaning, toiletries and stationery items (specified brand), wage payment sheet, proof of payment of wages to the employees through bank transfer, EPF, ESI payment challan, pest control if done, at the Guesthouse-II, in every month to the Guesthouse In-Charge. Every bill should be certified by the Guesthouse In-Charge for the satisfactory services provided by the Service Provider during that period mentioned in the bill. The payment shall be released within 30 days from the date of submission of the bills in all respect to the Guesthouse In-Charge.

b) To ensure timely payment of wages to the outsourced staff by the service provider as has been the practice, in few areas of outsourced service in the Institute, a lumpsum payment of 80% of the total bill value shall be released forthwith subject to submission of the bill on or before 7th of every month. On verification as to compliance of statutory dues in the subsequent month's bill, in case any deficit or aberration in such arrangements is found, the same shall be straightway deducted from the next month's payment of 80%. However, this system shall cease to be operational once the contract enters into realm of a single quarter left for its conclusion or closure.

c) Bills shall be submitted monthly against the actual execution of work (as per Schedule of Rate) by the bidder. The bill shall be paid after satisfaction of the authority in respect to the services rendered by the bidder.

d) Income Tax at the prevailing rate on gross amount of the bill shall be deducted from the bidder's bill as per rule.

e) Entire contract shall be considered as SERVICE and the Goods and Services Tax (GST) at applicable rate shall be paid extra by the Institute.

f) The bidder will ensure that he/she pays minimum wages including overtime pay (as per Minimum Wages Act and as per Govt. of India notification from time to time) to all his/her employees at all times along with statutory obligations like EPF, ESI, bank transfer sheet etc. as mentioned in the tender document. A certificate/ self-declaration with regard to the payment made to labourers/workers engaged in work on each time has to be furnished by the bidder along with the next bill submitted. While submitting the bill, the same have to be attached with the bill.

g) The agency shall have to maintain the various registers for deployment of labourers/workers, working hours, payment of wages, etc. which has to be duly signed by the bidder and the officer-in charge. On demand, the agency/bidder shall have to produce before the Inspecting Authority of the Institute for official purposes.

54. Termination of Contract

- a) The Institute has the absolute right to terminate the contract at any time by giving one month's notice in writing without assigning any reason whatsoever and Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of contract.
- b) In the event of the bidder desiring an earlier termination of contract, he/she shall have to give 3 (three) months advance notice to the Institute.
- c) In case of termination of this contract/agreement on its expiry or otherwise, the staff, or personnel engaged and deployed/deputed by the bidder, will not be entitled to and will not claim any absorption in the regular or otherwise services of the Institute. The personnel of the bidder will not claim and will not be entitled to pay, perks or any other facilities as admissible to the regular/ confirmed employees of the Institute during the subsistence of the contract/agreement and even after the expiry of the Contract/Agreement.
- d) In case, if the agency is found to engage another agency.
- e) In case, if the agency is found to be blacklisted.
- f) Any other action deemed fit by the Competent Authority.

55. Final acceptance of Tender and Signing of the contract

The Institute reserves the right to reject any or all the tender forms without assigning any reasons. The Institute does not bind itself to accept the highest composite score of the tender nor does it undertake to assign reasons for the decision taken in this matter. Tenders in which any of the particulars and prescribed information are missing or are incomplete in any respect and or the prescribed conditions are not fulfilled are liable to be rejected. Acceptance of tender will be communicated by an email / a formal letter to the bidder.

The bidder whose tender is accepted shall be required to appear at the office of the Head of Section (HoS), Establishment Section, Indian Institute of Technology Guwahati, Guwahati – 781039, in person or, if the bidder is a firm, company or a corporation, a duly authorized representative shall so appear and execute the contract agreement/ documents as stipulated in the conditions of the tender/bid within one month of the date of issue of the Letter of Intent/ Work Order from the Institute. In the event of failure on the Group of successful bidder to sign the agreement within the above stipulated period, the earnest money shall be forfeited and the acceptance of the tender shall be considered as cancelled.

56. Force Majeure

In the event of any force majeure, Institute authority shall not be liable for any legal obligation. Force majeure shall mean and be limited to the following:

- a) War/Hostility
- b) Riot or Civil Commotion
- c) Earthquakes, fire tempest, lightning, pandemic, or other natural physical disaster.
- d) Restriction imposed by the Govt (Central or State) or other statutory bodies which prevent or delays the execution of service.

In the event the bidder failed to perform his/her obligations lasting over one month, if arising out of force majeure the IITG authority reserves the right to cancel the contract and the provisions governing termination stated under relevant clauses shall apply.

57. Compliance with local laws

The bidder must adhere to any specific local laws and regulations established by the Assam Government.

58. Arbitration

The bidder shall abide by all the rules, regulations, by-laws, and statutes etc. as exists in the Institute as well as Gol, Govt of Assam and any other local authorities. All disputes or differences whatsoever arising between the parties out of or relating to the work will be settled by arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration and Conciliation Act and the venue of Arbitration shall be Guwahati.

Section V: SCOPE OF WORK

1. Reception Services (Round the Clock Basis)

- 1.1. Manning of the Reception counter, attending to the Guests, telephone calls and various queries. Maintain a register for Guests' Check in and Check out.
- 1.2. Without prior approval of the competent authority of the Institute, guests are not allowed to stay in the Guesthouse. Guests are charged room rent towards accommodation based on the approved category of the guest which is decided by the Institute's authority.
- 1.3. Receiving payments (room rents) from the Guests for various services in consultation with Institute's Official, hereafter referred to as Guesthouse In-Charge, deputed at the Guesthouse.
- 1.4. Receiving feedback from the Guests and inform concerned staff and ensure for providing the required services.
- 1.5. To ensure the vacated rooms are in good condition. The items provided by the Institute for use by the guest must be used for the purpose for which it is given, if found to be damaged or lost, the cost of such item/s shall be recovered from the guest at the time of checkout.
- 1.6. Maintaining the list of vacant rooms for in-coming guests.
- 1.7. To ensure that the readied rooms are having all amenities.
- 1.8. Keeping the Newspapers in the lobby area in the morning.
- 1.9. All other jobs related to the Reception.

2. Housekeeping Services

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

2.1. Room Maintenance

- i. Bed sheets and other linen should be changed daily in occupied rooms or upon check-out.
- ii. Cleaning of the glass doors, windows etc. by using glass cleaner.
- iii. Wiping of the telephones, table tops with the dettol solution.
- iv. Brooming of the floor and mopping the same by mops along with disinfectant.
- v. Cleaning of the toilet closet by applying toilet cleaner & scrubbing the same with toilet brush. Washing it later on by phenyl solution.
- vi. Scrubbing of washbasin with vim powder and later on disinfecting it.
- vii. Wiping of mirrors with glass cleaning agent.
- viii. Clean mugs should be available in the toilets.
- ix. Wiping of chairs.

- x. Vacuum cleaning of the carpeted rooms.
- xi. Collection of the garbage/waste papers from the guest's rooms and disposing it off it in the specified manner.
- xii. Special cleaning of the window panels, door panels with the damp cloth.
- xiii. Removal of cobwebs.
- xiv. Fans and lights should be cleaned weekly.
- xv. Wiping of chairs.
- xvi. Cleaning, Dusting and mopping etc. of the guest rooms.
- xvii. Special cleaning of floors skirting to ensure that dust accumulated there is removed.
- xviii. Daily bed setting/room services of all the rooms in Institute Guesthouse-II.
- xix. Keeping and maintaining sufficient stock of linen, mattresses, pillows, cots, tables and other furniture provided by IITG in proper condition and in safe custody to be returned back after contract period.
- xx. Bed setting, changing of linen, collection and deposit of room rent, etc. attending on guests and first aid box at Service Providers cost.
- xxi. Changing and providing soaps, tissue papers, naphthalene balls on demand by guests as per requirement at the Service Provider's cost.
- xxii. Providing fresh/washed bath towels, hand towels once in two days, bed sheets and pillow covers daily when guest room is occupied by the same person (regular occupants).
- xxiii. Change complete set by washed bed sheets, pillow covers & towels immediately when a new person occupies the room.
- xxiv. Frequency of washing curtains, bedsheets, linens, blankets etc is provided in Annexure-9.
- xxv. Allotting rooms to the guests on demand or as required by IITG for authorized guests. Adequate registers, records to be maintained as per the instructions of the concerned institute staff i.e. Guesthouse In-charge.
- xxvi. In absence of the concerned institute staff i.e. Guesthouse In-charge, collection of room rent and depositing the same with Cashier, the same will be deposited in the next working day with proper details. The room rent shall be fixed by IITG from time to time which will be intimated to the Service Provider. Registers/records etc. to be maintained as per instructions of IITG.
- xxvii. Maintaining excellent front office management and services to guests.
- xxviii. Attending on guest promptly/with well trained staff.
- xxix. NO ROOM SERVICE TO BE PROVIDED TO THE GUESTS.

2.2. Conference Hall

- i. Vacuum cleaning of the carpet of conference hall.
- ii. Cleaning of chairs, conference table and other furniture available at the hall.

- iii. Removing of cobwebs.
- iv. Cleaning of the glass doors, windows etc. by using glass cleaner.
- v. Wiping of window panels, door panels with damp cloth.
- vi. Fans and lights should be cleaned weekly
- vii. Special cleaning of floors skirting to ensure that dust accumulated there is removed.

2.3. Dining hall

- i. Brooming of the floor and mopping the same by mops along with disinfectant.
- ii. Cleaning of Chair and table.
- iii. Cleaning of the glass doors, windows etc. by using glass cleaner.
- iv. Wiping of window panels, door panels with damp cloth.
- v. ACs, Fans and lights should be cleaned weekly.
- vi. Scrubbing of washbasin with vim powder and later on disinfecting it.
- vii. Wiping of mirrors with glass cleaning agent.
- viii. Replenishment of liquid soap in the soap dispensers.
- ix. All the SS taps must be wiped dry with dry duster.
- x. Arranging table and chairs properly.
- xi. Special cleaning of floors skirting to ensure that dust accumulated there is removed.
- xii. Removing of cobwebs.
- xiii. The dining hall area should be made ready 15 minutes before every meal.
- xiv. The tables and chairs should be arranged properly.
- xv. It should be ensured that there are enough glasses with cold drinking water on the table.
- xvi. The dining tables, chairs and floor etc. should always be kept cleaned and arranged properly.

2.4. Reception area, Offices, Common Areas, Common Toilets, lobby, waiting lounge, staircases, corridors etc. must be kept neat and tidy at all times.

- i. Cleaning of the glass doors, windows etc. by using glass cleaner.
- ii. Wiping of window panels, door panels, staircase railings with damp cloth.
- iii. Brooming of the floor (Of the corridors, offices, staircases) and mopping the same by mops along with disinfectant.
- iv. Cleaning of the toilet closet by applying toilet cleaner & scrubbing the same with toilet brush. Washing it later on by phenyl solution.
- v. Scrubbing of urinal pots with brush & vim powder & later on disinfecting it with phenyl solution.
- vi. Scrubbing of washbasin with vim powder and later on disinfecting it.
- vii. All the SS taps must be wiped dry with dry duster.

- viii. Wiping of mirrors with glass cleaning agent.
- ix. Replenishment of liquid soap in the soap dispensers.
- x. Clean mugs should be available in the toilets.
- xi. Wiping of the telephones, table tops with the dettol solution.
- xii. Wiping of chairs.
- xiii. Cleaning of floorings with the mops & disinfectant solution.
- xiv. Wiping of the water coolers, AC grills from outside.
- xv. Removing of the old papers/notices pasted if any on the glasses/granite/marble and afterwards cleaning of the wall.
- xvi. Collection of the garbage/waste papers from the respective areas and disposing it off it in the specified manner.
- xvii. All toilets should have the toilet freshener (Like Odonil), Toilet rolls, and naphthalene balls must be put in the urinal pots, nanny traps and washbasins.
- xviii. The garbage should be disposed off at the designated place.
- xix. Special cleaning of the floors by scrubbing it with soap solution and later on mopping it.
- xx. Cleaning of the under tables, corners at the corridors, staircases.
- xxi. Special cleaning of the window panels, door panels with the damp cloth.
- xxii. Special cleaning of floors skirting to ensure that dust accumulated there is removed.
- xxiii. Removal of cobwebs from the offices, corridors, staircases, lobby, reception, toilets and all other area.
- xxiv. Cleaning of the cobwebs from the main porch area by using the water jet machine.
- xxv. Fans and lights should be cleaned weekly.

2.5. Periodic Job

The Service Provider in consultation with Guesthouse In-Charge will provide Pest Control service **as and when required** (at least once in a quarter) to control the insects like cockroaches, ants, spiders, flies, mosquitoes and snakes etc. not to spread germs/ diseases. With prior intimation to the Guesthouse In-charge and recommendation of the same, the Service Provider shall have to do pest control by Third Party Agencies (TPA) who is specialized in the pest control services. The cost of pest control will be reimbursed to the Service Provider on production of proper bill with the recommendation of Guesthouse In-charge.

3. Food Production and Food service (With all consumables, perishables, raw material etc. for cooking)

3.1. Catering Service

- i. All the items should be freshly prepared in the kitchen ensuring good quality by using fresh and good quality ingredients.
- ii. Food will be served as per following schedule:

S. No.	Heads	Timing
1	Breakfast	7:00 AM to 9:30 AM
2	Lunch	12:00 Noon to 2:30 PM
3	Dinner	7:30 PM to 10:30 PM
4	Snacks (Morning)	10:00 AM to 11:45 AM
5	Snacks (Evening)	3:30 PM to 7:15 PM

- iii. The breakfast, lunch, dinner etc will be charged as per the quoted rates in the Schedule of Rates of the Financial Bid.
- iv. The Service Provider will also maintain a complaint/feedback register.

3.2. Preparation of the Raw Material and Cooking

- i. The Service Provider shall provide all groceries, vegetables, oils, masala etc., required for preparation of food. The Service Provider shall get the samples approved by the Guesthouse In-Charge of Establishment Section before procurement.
- ii. The lentils, rice should be handpicked.
- iii. The vegetables should be soaked in salted water to ensure that the traces of pesticides are removed and then it should be washed thoroughly.
- iv. Cooking should be done in reputed brands of ingredients, bearing the 'Agmark' wherever available.
- v. The food preparation should be done under hygienic conditions.
- vi. The food should not have excessive oil, spices, chillies and salt.
- vii. The food items being provided should not be artificially coloured and should be free of silver foil, especially sweets.
- viii. Special care should be taken in the preparation of chapattis. It should be prepared fresh prior to the mealtime to ensure that it is hot and fresh.
- ix. Curd should be fresh.

4. Serving of Food

- 4.1. The serving of food shall be as per directions of the Guesthouse In-Charge and/or Manager of the Service Provider.
- 4.2. The food should be piping hot at the time of service.
- 4.3. The Service Provider will serve the food and take care of the other related requirements of the persons coming to have meals.
- 4.4. The Cooks and other kitchen staff should wear proper uniforms and the protective gears to ensure that no accident takes place.

5. Kitchen

- 5.1. The kitchen should be cleaned thoroughly including the tiles, drainages and flooring on daily basis.
- 5.2. The chopping boards, knives should be cleaned properly on daily basis.
- 5.3. The cleaning of the thalis and the kitchen utensils should be done properly and the utensils etc should be kept sparkling clean.
- 5.4. Special cleaning of the equipment, etc., including the kitchen area may be done every week or as and when needed/directed by the Guesthouse In-Charge.
- 5.5. All the cooks, kitchen staff should maintain proper hygiene and wash their hands while entering the kitchen area.

6. Stores

- 6.1. The storage of the raw material should be done properly.
- 6.2. The cleaning of the Stores should be done every week and also as and when directed by the Guesthouse In-Charge to ensure that pests and rodents are not there.
- 6.3. The food items like pickles, jams, sauces etc., should not be stored beyond the expiry dates.

7. Laundry

The Institute Guesthouse has bulk amount of linen items viz. bed covers, bed sheets, pillow covers, hand towels, bath towels, curtains, table clothes. For providing clean linens items to the Guests, the Institute requires laundry services from the Service Provider under housekeeping service. All the linen items owned by the Institute are to be kept under custody of the Guesthouse In-Charge.

- 7.1. Providing the laundry facility for the guests.
- 7.2. Laundry facility for the Guesthouse linen by using premium quality washing agents.

8. Timing

The Service Provider shall deploy the requisite staff on all days for round the clock service. The Service Provider has to provide an active mobile no. of the manager to contact him for any exigencies that may arise during the whole period of service.

9. Responsibility of Inventory

9.1. Institute's Obligation

- i. Hard and soft furnishing items like furniture, curtains, carpets, bed linen, bath room linen, table linen etc. in the common area and guest rooms.
- ii. Television with Cable connection.
- iii. Telephone instruments and connection.
- iv. Wifi connection.
- v. Air conditioners, voltage stabilizers, water purifiers.

- vi. Hot water system in the bathrooms.
- vii. All electrical fittings.
- viii. The kitchen equipment and furniture, viz. kitchen exhaust chimney, burners, kitchen sink, chopping table, storage racks, etc. **However, the Service Provider shall maintain at their own cost.**
- ix. LPG connection and cylinders as available.
- x. Uninterrupted water supply
- xi. Uninterrupted electricity supply
- xii. Payment of electricity, room telephone, cable connection charges
- xiii. Newspaper and magazine in the reception.
- xiv. Limited accommodation only for the on-duty staff of Service Provider.

9.2. **Service Provider's Obligation**

- i. As per the clauses of this document, the service provider has to maintain the items provided by the Institute.
- ii. The service provider shall be responsible for any breakage and missing of the items provided by the Institute, to the extent of their actual cost.
- iii. Uniforms (at least two sets) with name tag and shoes to the workers.
- iv. Headgears and hand gloves for the kitchen and dining hall staff.
- v. Electric kettle, Water jug, drinking glass, mosquito repellent
- vi. Toiletries in the washrooms.
- vii. The crockery and cutlery of 3-star hotel standard.
- viii. Required electrical equipment and appliances like refrigerator, mixer grinder, toaster, dough maker, etc.
- ix. The kitchen equipment and furniture provided by the Institute should be maintained by the Service Provider at their own cost.
- x. Refilling of LPG cylinder as per requirement.
- xi. Cleaning equipment like vacuum cleaner, floor cleaning machine etc.
- xii. Waste paper bin, disposal bins in the rooms and waste bins in the kitchen & dining hall.
- xiii. Service trolley in the kitchen and dining hall.
- xiv. Regular health check-up of all the staff is mandatory.
- xv. Inventory of the rooms and common areas to be carried out by the service provider at regular interval.

Section VI: FORMS, ANNEXURES AND FORMATS

Form I- Bidder's Information Form

1	Bidder's Name	:	
	Postal Address	:	
	Telephone No.	:	
	Contact Person	:	
	E-Mail Address	:	
	Headquarter Office Address	:	
	Local Assam Branch Office Address with Telephone No. and Fax No	:	
2	Name and Address of the Directors/ proprietor /partners	:	
3	Registration No. of Agency/Company/Firm	:	
4	Type of organization (Whether proprietorship, partnership, private limited, limited company)	:	
5	Year of formation of the company/ experience as a housekeeping, catering and maintenance agency	:	
6	Branches in other cities in India and contact details	:	
7	Total Number of Employees of the Organization/Firm/Agency	:	
8	Whether the Organization/Firm/Agency has been associated with any financial dealings with IIT Guwahati in the past or present. If yes, attach attested copy of "No Dues" certificate from IIT Guwahati Authority	:	
9	Annual turnover for the last three financial years (Please enclose copies of ITR/audited balance sheet and PandL A/c /etc.) for FY 2024-25, 2023-24, FY 2022-23)	:	
10	GST Number with Certificate	:	
11	PAN Number	:	
12	EPF Registration Number	:	
13	ESI Registration Number	:	
14	Experience of Similar Work in the field during the last three years (attach the proof of the same)	:	
15	Specimen signature of the bidder/bidders	:	1..... 2. 3.

Signature of the Bidder with official seal/ stamp

Date :.....

*** NOTE:** Please strike out which is not applicable

Form II – Acceptance of Tender Terms

To,

The Head of Section (Establishment)
Indian Institute of Technology Guwahati
Guwahati -781039.

Sub: Acceptance of tender terms

Dear Sir,

We do hereby declare that we are happy to accept all the terms and conditions as per the NIT for providing ROUND THE CLOCK HOUSEKEEPING, MAINTENANCE AND CATERING SERVICE.

In case of our failure to comply to any terms and conditions of this tender you may cancel our bid or take any other actions as deemed fit by the Competent Authority of IIT Guwahati.

Signature of the Bidder with official seal/ stamp

Date:

Form III – Technical Bid

(To be submitted on Letterhead of the Bidder)

NIT No _____ Dtd. _____

1.	Name of the Organization/Firm/Agency		
2.	Registered Office with Pin-code		
3.	Details of Authorized Representative	1. Name: 2. Address: 3. Mobile: 4. E-mail:	
4.	Bidder's Average Turnover in last 3 year ending on 31 st March, 2025	1. Average Turnover = (inclusive of GST) 2. Average Turnover = (exclusive of GST)	
5.	Bidder's Average Contract Value of Similar Works completed in last 3 years ending on 31 st March, 2025	1. Average Turnover = (inclusive of GST) 2. Average Turnover = (exclusive of GST)	
6.	Bidder's Experience in providing housekeeping, catering and maintenance service to Organizations of repute (Yes / No)	Central Autonomous Institutions / Universities / IITs/ NITs AIIMS	
		Banks / PSUs / Central and State Org. / Private Organizations	
		School / colleges and Hospitals	
7.	Numbers of years of Experience in providing housekeeping, catering and maintenance service to Organizations of repute till 31 st March, 2025	Central Autonomous Institutions / Universities / IITs/ NITs AIIMS	
		Banks / PSUs / Central and State Org. / Private Organizations	
		School / colleges and Hospitals	
8.	Bidder's Highest Single Work Order Contract Value for Providing housekeeping, catering and maintenance service	Contract Value	
		Year of Award	
		Starting Date	
		Completion Date	
		Organization Name	
		Nos. of Manpower	
9.	Bidder's Experience in Similar Work Completed (i.e. Providing housekeeping, catering and maintenance service) till 31 st March, 2025	Nos. of Contract	
		Nos. of Years	
10.	Bidder's Experience in Similar Work Continuing (i.e. Providing housekeeping, catering and maintenance service) till 31 st March, 2025	Nos. of Contract	
		Year of Award (longest)	
		Start Date (longest)	
		End Date (longest)	
		Contract Value	
		Nos. of Manpower	
11.	Bidder's Total number of Manpower Deployed in Similar works under all Contracts in last 6 months ending on 31 st	As per Work Order	
		Payroll (Bank transfer)	
		EPF Return	

	March, 2025 (to be authenticated by reports as mentioned)	ESI Return	
		Highest of above (a)	
		Lowest of above (b)	
		Average (a and b)	
12.	Bidder's Highest number of Manpower Deployed in Similar work in a Single Organization under Contract in last 3 years ending on 31 st March, 2025 (to be authenticated by reports as mentioned)	Payroll (Bank transfer)	
		EPF Return	
		ESI Return	
		Month/ Year	
		As per Work Order	
		Organization Name	

Statutory Declaration

I, _____ on behalf of M/s _____ as in the capacity of Authorized Representative declare that all the information given in this Technical Bid and supporting documents attached/ uploaded with this Tender as evidence of information provided by me on behalf of my Organization/Firm/Agency is true and authentic to the best of my knowledge and belief.

I also acknowledge that my Organization/Firm/Agency has followed all the Instructions and accepted all Terms and Conditions as given in the NIT.

Name of the Organization/Firm/Agency	
--------------------------------------	--

Date:

Authorized Signatory

Place:

Name:

Designation:

Organization Seal

Form IV: Declaration of Clean Track / No legal Action

(To be submitted on the Letterhead of the responding Organization/Firm/Agency)

To
The Head of Section (HOS) (Establishment)
Indian Institute of Technology Guwahati
Guwahati 781039
India.

Subject: Declaration for not involved in any litigation with IIT Guwahati, not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units

Dear Sir,

We, the undersigned, hereby declare that

- We are/are not involved in any litigation with IIT Guwahati
- We are not under a declaration of ineligibility for corrupt or fraudulent practices
- We are not blacklisted with any of the Government or Public Sector Units.

If the information given here are found to be false after verification at any point of time, the Institute reserves the right to cancel the contract and forfeit the EMD or take any other action deemed fit by the Competent Authority of the Institute.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Date : _____

Place : _____

Seal

Annexure-1: Financial Information Sheet

Annual Turnover and Financial Information

(To be submitted on Letterhead of the Bidder)

NIT No _____ Dtd. _____

1.	Name of the Organization/Firm/Agency		
2.	Registered Office with Pin-code		
3.	Details of Annual Turnover (in Rupees)		
	Financial Year	Annual Turnover (Inclusive of GST)	Annual Turnover (Exclusive of GST)
	2024-25		
	2023-24		
	2022-23		
4.	Details of Annual Turnover of Similar Works (in Rupees)		
	Financial Year	Annual Turnover (Inclusive of GST)	Annual Turnover (Exclusive of GST)
	2024-25		
	2023-24		
	2022-23		
5.	Details of Highest Single Work Order of Similar Works (in Rupees)		
	Financial Year	Annual Contract Value (Inclusive of GST)	Annual Contract Value (Exclusive of GST)
	2024-25		
	2023-24		
	2022-23		

Details to be furnished duly supported by Facts and figures in Balance sheet/profit and loss account certified by the Chartered Accountant / Statutory Auditor, as submitted by the applicant to the Income Tax Department (Copies to be attached)

Certified that Financial Information
Provided above are true and Correct

Authorized Signatory
Name:
Designation:

(Signature of Chartered Accountant)
Name :
Address :
UIN / Id :
Seal

Organization Seal

Annexure – 2 – Previous Experience Form (Completed works)

Work performed as prime bidder (in a similar nature/services during the last three years and more years)

(Please use a separate sheet with duly signed and sealed if required)

Sl. No.	Name of the organization with complete postal address	Private Sector/ Govt. Body/ PSU/ Education Institute	Name and Designation of the contract person with Tel. /Mobile No(s).	Description/ Nature of work	Contract/ WO No. and date	Contract Value (Rs. In lacs)	No. of persons deployed by the Organization/Firm/Agency (Skilled/ Semi- Skilled /Unskilled)	Contract period (from and to)	Remarks on performance report

**** Attach authentication certificate(s) from the Employer.**

Date: _____

Place: _____

Signature of Authorized Signatory

Seal

Annexure – 3 – Running Contract Declaration Form

(Please use a separate sheet with duly signed and sealed if required)

Sl. No.	Name of the organization with complete postal address	Private Sector/ Govt. Body/ PSU/ Education Institute	Name and Designation of the contract person with Tel. /Mobile No(s).	Description/ Nature of work	Contract/ WO No. and date	Contract Value (Rs. In lacs)	No. of persons deployed by the Organization/Firm/Agency (Skilled/ Semi- Skilled /Unskilled)	Contract period (from and to)	Remarks on performance report

**** Attach authentication certificate(s) from the Employer.**

Date : _____

Place : _____

Signature of Authorized Signatory

Seal

**Annexure – 4 – Performance Certificate Form (from each Organization
bidder already worked)**

FORMAT FOR PERFORMANCE CERTIFICATION FROM EMPLOYER(S)

1. Name of the contract and location:

2. Agreement No./ Work Order No.:

a) Scope of Contract:

b) Contract Cost:

c) Date of start:

d) Contract period:

e) Amount of compensation levied, if any:

f) Average development of staff in a month:

g) No. of rooms/ areas covered under the scope of work:

h) Overall grading of service: Excellent/ Very good/ Good/ Average/ Poor

i) Compliance of all statutory requirements: Yes/ No.

Date : _____

Place : _____

Signature of Authorized Signatory

Seal

Annexure – 5 - Performance Guarantee Format

To

The Registrar
Indian Institute of Technology
Guwahati- 781 039

WHEREAS (Name of the Service Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract No:, dated: 20... to provide housekeeping service hereinafter called "the contract".

AND WHEREAS it has been stipulated by you in the said contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the the Service Provider's performance obligations in accordance with the order.

AND WHEREAS we have agreed to give the Service Provider a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the the Service Provider, up to a total of (*Amount of the Guarantee in Words and Figures*) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the order and without cavil or argument, any sum or sums within the limit of (*Amount of Guarantee*) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of 20.....

Signature and Seal of Guarantors

.....
.....
.....
Date.....20....
Address:.....
.....
.....

All correspondence with reference to this guarantee shall be made at the following address:

The Joint Registrar
Establishment Section
Indian Institute of Technology
Guwahati- 781 039, Assam

Annexure - 6 - Checklist for TECHNICAL BID

(Please enclose copy of proof for each and every criterion below)

Sl. No.	Item	Particulars	Copies enclosed in Page No.
1.	Name of the Bidder: Address: Name of the Authorised Person, Designation: Tele. Nos. Mobile No., Email		
2.	The bidder must have at least three years' experience (ending month of March prior to the bid opening) of providing guesthouse/hospitality/catering services to Central/State Universities/Educational Institutions/ Medical Colleges/Government Guesthouses/PSUs. (proof has to be submitted)		
3.	The bidder must have served a minimum of 40 rooms for guesthouse/ hospitality where they have been providing similar services during last three (03) years Or in case of catering services, it must have served in hostel of at least 500 people where they have been providing similar services during last three (03) years.		
4.	The annual turnover of the bidder for each of the last three financial years (FY-2024-25, FY 2023-24, FY-2022-23) in similar works shall not be less than Rs. 2.5 Crore. (Attach Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant must be submitted for last 3 financial years accompanied by supporting schedules)		
5.	The bidder should have a minimum working strength of 50 employees. At least 02 employees should have hotel management diploma or 05 employees in certificate courses or 10 years of experience in catering and housekeeping. Copies of the certificates of those employees must be provided. (A copy of EPF or ESI Challan should be submitted)		
6.	Location and address of the local office at Guwahati with contact number and email.		

Sl. No.	Item	Particulars	Copies enclosed in Page No.
	(proof has to be submitted)		
7.	The bidder should be a verified ISO Certified Company. (A copy of ISO certificate to be submitted)		
8.	The bidder must have TIN/PAN and GST registration. (proof has to be submitted)		
9.	The bidder shall have EPF, ESI registrations (proof has to be submitted)		
10.	The bidder should be registered under Company's Act, or Partnership Act or a proprietorship firm. (proof has to be submitted)		
11.	The bidder should have valid license from competent authorities under FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA Act. (proof has to be submitted)		
12.	The bidder should have a valid Trade license with registration no. from the appropriate Govt. Authorities. (proof has to be submitted)		
13.	The bidder should not have pending court cases (i) against IIT Guwahati, and (ii) against our services with any organisation, on the date of submission of tender		
14.	The bidder should not be blacklisted by Central/State Govt. Organizations/PSUs/Govt. Autonomous bodies on the date of submission of tender. (Undertaking in Form-IV has to be submitted)		
15.	Have you filled up Form I to IV and Annexure 1 to 11 and attached along with supporting documents with the tender document?		
16.	Whether you have enclosed Earnest Money Deposited in the form of Demand Draft? If yes, mentioned the draft No..... date and amount Rs.....		
17.	Whether you have enclosed Tender Fee in the form of Demand Draft? If yes, mentioned the draft No..... date and amount Rs.....		

Sl. No.	Item	Particulars	Copies enclosed in Page No.
18.	Proprietors/Partners/Names of the Directors with Addresses and Contact Numbers		
19.	Overall Experience (in Years) in the field of providing housekeeping, catering and maintenance services (Attach Proof of Experience)		
20.	Nature of any other business carried by the bidder		
21.	Enclose copy of latest remittance made by the Bidder towards ESI		
22.	Enclose copy of latest remittance made by the Bidder towards EPF		
23.	Performance certificates from at least two (2) from past and existing clients in case you have contracts as per criteria		
24.	Details of any other information / document which may help the Institute in understanding the bidder's capabilities.		

I, the undersigned, certify that all the information furnished above is true to my knowledge.

I have no objection if IIT Guwahati verify any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorized signatory in the capacity of _____.

Date : _____

Signature: _____

Place : _____

Name : _____

Designation : _____

Seal of the Bidder

Annexure 7

FOOD ITEMS (Fixed Charge)

General Structure of Menu					
A	BREAKFAST		Minimum price (in ₹)		
Breakfast Buffet	Tea/Coffee/Milk/Juice/Cornflakes/Muesli and Bread Jam/Bread Butter/Sprouts, Boiled Pulses, Corn / Seasonal Cut Fruits		150		
	Two Indian Dishes	Toasted/Normal White and Brown Bread			
		Sprouts, Boiled Pulses, Corn			
		Seasonal cut Fruits			
		Milk with Bournvita/Complan/Boost/Horlicks (1 tablespoon) or Tea or Coffee			
		Butter, Jam			
		Eggs to Order (Boiled/Scrambled/Sunny Side Up/Poached/Omelettes			
	The Caterer can include 2 Indian items in the menu from the below mentioned options				
	Flattened rice with jaggery, yoghurt and banana				
	Upma				
	Poha				
	Idly-Masala Idly-Vada-Sambar-Coconut chutney				
	Onion Uttapam-Sambar-Coconut chutney				
	Poori-Aloo masala				
	Masala Dosa-Sambar-Coconut chutney-Tomato chutney				
	Aloo Paratha/Mixed Veg Paratha-Ketchup-Chutney-Curd				
	Veg Fried Maggie-Ketchup				
	Veg Cheese Sandwich-Green chutney-Ketchup				
	Pav-Bhaji-Green chutney				
B	LUNCH AND DINNER		Minimum price for Veg (in ₹)	Minimum price for Special Veg (in ₹)	
Lunch and Dinner Buffet	One Vegetable curry		200	250	
	One dry vegetable				
	Plain Rice along with special rice items				
	Chapati (with and without Ghee)/Bhature (when chole is served)				
	Dal + Sambhar/Rasam		200	250	
	Salad (Onion, Cucumber, Carrot, Beetroot, Tomato) + Papad+ Pickles				
	Curd/Lassi/Chaas/Seasonal drinks/Soup/Neembu Pani/Jaljeera				
	One Sweet dish				
	Dry Vegetable Options	Jeera Aloo/Aloo chokha/ Aloo tomato/Aloo Gobi Matar/Mixed veg./Chana masala/Parwal Chana/ Cabbage Green Peas/ Bhindi fry/Aloo Shimla/ Tawa Veg/ Chilli Paneer/ Dry Veg. Manchurian/ Aloo Gobhi Karela Aloo matar tomato dry/ Soyabean Chilly/ Aloo Jeera/Aloo			

		Baigan Masala / Veg do pyaza/ Baigan chokha/ bharta/ Lauki Chana Dry/Aloo beans/ Red Pumpkin chana/ Any other seasonal dry vegetable					
	Vegetable Curry Options	Dum Aloo/Kathal (Jackfruit) curry/ Aloo-soyabean curry/ Rajma/Veg Manchurian/ Chole curry/ Veg Kofta/ Lauki kofta/ Malai kofta/ Corn Palak/Aloo Palak curry/Any other seasonal curry					
	Dal Options	Dal fry/Dal tadka/Urad dal/Moong dal/ Dal lehsuni/Toor dal/ Masoor dal/Mix Dal/Dal makhana/Kadhi					
	Optional Non-Veg Dish	Egg Curry/Fish Curry/Chicken Curry/Mutton Curry <i>(preferably in Assamese style)</i>	Minimum price for Egg Curry	Minimum price for Fish Curry	Minimum price for Chicken Curry	Minimum price for Mutton (On special request)	
			₹50	₹150	₹150	₹300	
	Authentic Assamese Thali (Only on order)	Steam rice in banana leaf, yellow dal, Assamese style black dal, Assamese style seasonal mixed vegetables, mashed potato, raw papaya khar, dry fish chutney, green chutney, red chutney, maasor tenga, khorika chicken, ranga lao bor, salad, papad, bhut jolokia achaar, bilahi tok/ starfruit tok/bogori tok/ olive tok, black joha rice payesh (dessert)		Minimum price ₹500 (Only on order)			

Above mentioned buffet for kid between 6 to 12 years of age shall be charged @50% of the quoted rate.					
C	LUNCH AND DINNER FOR PhD Interview/ SPECIAL INSTITUTE GUESTS <i>(To be served with approval of the Establishment Section)</i>		Minimum price ₹500 (includes Fish/Chicken/Mutton on order)		

A LA CARTE MENU			
SOUP	VEG	Veg hot and sour soup	₹60
		Veg manchow soup	₹60
		Sweet corn soup	₹60
	NON-VEG	Chicken hot and sour soup	₹90
		Chicken manchow soup	₹90
		Chicken sweet corn soup	₹90
STARTER	VEG STARTER	Samosas	₹25
		Paneer Tikka	₹120
		Veg Pakora	₹60
		Vada Pav	₹60
		Papdi Chaat	₹60
		Paneer Pokoda	₹100
		Chilli Paneer Dry	₹120
		Veg Manchurian dry	₹80
		Paneer Kathi Roll	₹100
	NON-VEG STARTER	Chicken Tikka	₹250
		Chicken Satay	₹180
		Fish Tikka	₹220
		Chilli Chicken Dry	₹250
		Honey Chilli Chicken	₹250
		Chicken Salt and Pepper	₹220
		Chicken Kathi Roll	₹120
MAIN COURSE	VEG	Dal Tadka	₹100
		Dal Makhni	₹120
		Veg Manchurian	₹160
		Paneer Lababdar	₹160
		Panner Butter Masala	₹160
		Mughlai Shahi Panner	₹180
		Palak Paneer	₹160

		Paneer Tikka Masala	₹180
	NON-VEG	Fish Curry	₹200
		Butter Chicken	₹200
		Malai Chicken	₹200
		Chicken Tikka Masala	₹220
		Kadai Chicken	₹200
		Chilli Chicken Gravy	₹200
		Hot Garlic Chicken	₹200
		Mutton Curry/Mutton Masala Gravy	₹250
		Mutton Rogan Josh	₹250
RICE	Steamed rice		₹50
	Jeera/Lemon/Tomato/Curd Rice		₹60
	Veg pulao		₹80
	Veg Fried Rice		₹80
	Egg Fried Rice		₹100
	Chicken Fried Rice		₹120
	Schezwan Fried Rice		₹120
	Veg Biryani		₹150
	Chicken Biryani		₹180
BREADS	Phulka		₹15
	Plain Roti (Plain/Butter)		₹15
	Tandoori Roti (Plain/Butter)		₹20
	Naan (Plain/Butter)		₹20
	Garlic Naan		₹25
	Kulcha		₹40
	Lachha Paratha		₹30
NOODLES	Veg Hakka Noodles		₹100
	Egg Noodle		₹120
	Chicken Noodles		₹150

	Schezwan Noodles	₹150
DESSERT	Rasmalai	₹50
	Kheer of the day	₹60
	Gulab Jamun with Ice-cream	₹45
	Moong Dal Halwa	₹45
BEVERAGES	Tea /Coffee	₹25
	Lassi	₹60
	Jal Jeera	₹45
	Lemonade	₹45
	Fresh Lime Soda	₹45
	Chaas (Butter Milk)	₹50
Mocktail	Mojito (Non-Alcoholic)	₹50
	Pina Colada (Non-Alcoholic)	₹50
	Roy Rogers (Non-Alcoholic)	₹50
	Orange Sunrise (Non-Alcoholic)	₹50
	Blue Lagoon (Non-Alcoholic)	₹50

Annexure 8
FINANCIAL BID

Sl.No.	Items	Rate
01	Administrative/Service Charge on wages of manpower engaged for providing round the clock housekeeping, maintenance and catering service including the cost of uniform, cost of other equipment and items to be provided by the service provider	%
02	Laundry Service	*Rs.
03	Pest Control/Maintenance Charges	*Rs.
04	Toiletry Items	% discount on MRP

*Price should be quoted EXCLUSIVE of all TAXES.

Annexure 9
FINANCIAL BID FOR LAUNDRY SERVICE

Sl. No.	Items	Items	Number of rooms x wash per annum (A)	Rate per items (B)	Amount (AxB)
1.	Single Bed Cover	01 no.	60 X 24		
2.	Single Bed Sheet	01 no.	60 X 180		
3.	Double Bed Cover	01 no.	12 X 24		
4.	Double Bed Sheet	01 no.	12 X 180		
5.	Pillow Cover	01 no.	72 x 180		
6.	Hand Towel	01 no.	72 x 180		
7.	Bath Towel	01 no.	72 x 180		
8.	Basin Towel	01 no.	72 x 180		
9.	Table cloth	01 no.	72 x 180		
10.	Tray Towel	01 no.	72 x 180		
11.	Window Curtain (78" x 90")	01 no.	72 x 2		
12.	VIP Window Curtain (78" x 110")	01 no.	12 x 2		
13.	VIP Door Curtain (81" x 44")	01 no.	12 x 2		
14.	Conference Hall Window Curtain (78"x 168")	01 no.	01 x 2		
15.	General Dining Hall Window Curtain (77" x 44")	01 no.	01 x 2		
16.	VIP Dining Hall Window Curtain (78" x 90")	01 no.	01 x 2		
17.	VVIP Dining Hall Window Curtain (82" x 112")	01 no.	01 x 2		
18.	Lounge/Meeting Room Window Curtain (80" x 130")	01 no.	01 x 2		
19.	Mattress Single (dry wash)	01 no.	72 x 1		
20.	Mattress Double (dry wash)	01 no.	72 x 1		
21.	Blankets Single (dry wash)	01 no.	72 x 1		
22.	Blankets Double (dry wash)	01 no.	72 x 1		
23.	Pillow (dry wash)	01 no.	72 x 1		
TOTAL (Exclusive of Taxes)					

NOTE: 1. Washing charges to be levied from guests staying for a longer duration (i.e. guests who exceeds stay in guesthouse beyond 30 days).
2. Washing charges to be levied from guests for personal items or items not included in the table above.

Annexure 10

FINANCIAL BID FOR Discount on MRP for Toiletry Items, Stationaries and cleaning materials Cost

The bidder shall provide all the toiletries, stationeries, and cleaning materials (brand and quality to be maintained) for use in the guest house as per requisition made by the concerned staff of the Institute. Payment for these supplied items will be made monthly to the bidder by the Institute on submission of requisition slip by concerned staff of Guesthouse and proper bills. All the purchased materials should be deposited in the Institute custody, which will be supervised by the concerned staff of the IITG.

Sl. No.	Toiletry items	Sl. No.	Toiletry items
1	Bleaching powder	22	Mosquito repellent machine and refill
2	Broom	23	Mosquito repellent spray
3	Soaps	24	Floor wiper
4	Toothpaste	25	Toilet cleaner (Harpic)
5	Toothbrush	26	Napthalene balls
6	Cleaning liquid (Colin)	27	Mopping cloth
7	Black phenyl	28	Handwash
8	Citronella	29	Room freshener
9	Cloth Hanger	30	Safety rubber gloves
10	Shampoo	31	Toilet brush
11	Body Lotion	32	Toilet roll
12	Face wash	33	Washing powder
13	Comb	34	Pen
14	Hair oil	35	Wooden pencil
15	Slipper	36	Rubber band
16	Shaving razor, brush and cream	37	A4 size paper
17	Shoe polish	38	Spring file
18	Dusting towel	39	Plastic file
19	Ceiling cleaning brush	40	Cello tape (big and small)
20	Bathroom cleaner	41	Note pad
21	Garbage bag	42	Wiper

Annexure 11
Consent for providing services to Guesthouse

To

The Joint Registrar
Establishment
Indian Institute of Technology
Guwahati- 781 039

We, the undersigned, understand that we are permitted to participate in any one or both the tenders.

In case, we are successful in any one or both the tenders, we would like to give our consent to provide our services to Guesthouse-I/Guesthouse-II. (Choose only one)

Signature and Seal of Guarantors

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Date.....20....

Address:.....

.....

.....

All correspondence with reference to this guarantee shall be made at the following address:

The Joint Registrar
Establishment Section
Indian Institute of Technology
Guwahati- 781 039, Assam