



**E-TENDER DOCUMENT FOR
Supply/Contract/ Maintenance
for
Out Sourcing Management.**

No.IHM BHUBANESWAR/2025-26/260-A

Dated :19-05-2025

INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR, BHUBANESWAR-751010
Tel No. (0674) 2589241, website-www.ihmbbs.org

Cost of E-Tender Document: -1000/-

Total number of Pages: -27



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E-TENDER NOTICE

INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED NUTRITION, BHUBANESWAR

(An Autonomous Body under Ministry of Tourism, Government of India)

Website: www.ihmbbs.org | E-Tender Portal: www.tenderwizard.com/IHM

E-TENDER NOTICE

E-tenders under one umbrella are invited from established Companies/Firms/Individuals for **supply/contract/maintenance services** at the Institute of Hotel Management, Bhubaneswar. The services are required for the **Institute building, Staff Quarters, Boys' Hostel, and Girls' Hostel** for a period of **one year (from 1st Jun 2025 to 31st March 2026)**, which may be **renewed annually** based on the **satisfactory performance** of the agency and **mutual consent** of both parties.

The contracts are for the following services:

- 1. Outsourcing of Manpower**
- 2. Security Services**

Availability of Tender Documents:

Tender forms can be downloaded from:

- www.ihmbbs.org
- www.tenderwizard.com/IHM

Submission Details:

Completed tender documents must be **uploaded on the e-tender portal: www.tenderwizard.com/IHM**

EMD & Tender Paper Cost Submission:

A **hard copy** of the **EMD** and **tender paper cost** must be **sent by Speed Post/Registered Post only**.

Alternatively, payment may be made via **Online Banking/RTGS/NEFT/Demand Draft** in favour of **"Principal, Institute of Hotel Management, Bhubaneswar."**

Important Dates:

- **Last Date for Submission:** 28.05.2025, by 11:00 AM
- **Opening of Tender:** 28.05.2025, at 11:30 AM (online)
Authorized representatives of the tenderers may be present during the opening.

Note:

The **undersigned reserves the right to accept or reject** any or all tenders **without assigning any reason**.
This tender notice shall form a part of the contract document.

Principal

Institute of Hotel Management

Bhubaneswar

Sd/-
PRINCIPAL

1. CONTRACT FOR OUTSOURCING MANPOWER

GENERAL TERMS & CONDITIONS

a) The tender form must be accompanied by self-attested copies of the following documents:

- PAN Card
- GSTIN Registration Certificate
- Provident Fund Registration
- ESI Registration
- Firm Registration Certificate
- Valid license from the competent authority for outsourcing of manpower
- Latest GST clearance
- Income Tax Return (latest filed)

Additionally, two separate Demand Drafts:

- ₹1,000/- (Non-refundable) towards Tender Form Charges
- ₹1,00,000/- (Refundable without interest) as Earnest Money Deposit (EMD), both in favour of *Principal, Institute of Hotel Management, Bhubaneswar*.

b) Security deposit: ₹1,00,000/-. This may be increased based on Institute's discretion at the time of awarding the contract. Payment must be made via Bank Draft.

c) Upon acceptance, the EMD will be adjusted against the Security Deposit. The Security Deposit will not carry any interest.

d) Bidders are advised to physically inspect the site and assess the nature of work before submitting the tender. No extra charges shall be entertained later.

e) Submission of tender implies complete understanding and acceptance of the scope of work and local conditions.

f) Rates must be quoted both in figures and words.

g) Tenders not meeting all the conditions will be rejected without assigning any reason.

h) The Institute is not bound to accept the lowest tender and reserves the right to make decisions in the best interest of the institution.

i) This tender notice shall form part of the contract document.

- j) Tender validity: 90 days from the date of opening. Contract is up to 31st March 2026, and payments shall be made monthly upon submission of a bill with a service certificate signed by the authorized officer.
- k) In case of unsatisfactory services, the Institute reserves the right to terminate the contract with immediate effect.
- l) Tenders must be submitted through the e-tendering process.
- m) No post-submission negotiation requests shall be entertained.
- n) The successful tenderer shall execute a formal agreement at their own cost.
- o) Late submissions are liable to be rejected. All required documents must be submitted along with the tender.
- p) Rates should comply with the Government of Odisha's Wages Act.
- q) The firm must be registered as a shop or commercial establishment.
- r) The firm must have sufficient experience in the relevant field.
- s) **Working hours** for deployed manpower:
Monday to Friday, 9:00 AM to 5:30 PM (with a 30-minute lunch break from 1:30 PM to 2:00 PM). Deployed personnel may be called on holidays for which payment shall be made as per norms. Attendance register will be maintained at the Institute.
- t) Any loss or damage to Institute property due to negligence will be recovered from the bill or security deposit.
- u) No enhancement of rates will be entertained during the contract period except for changes in Government wages.
- v) Tender envelope must be clearly marked "*Tender – Outsourcing of Manpower*" and reach the Institute by **11:00 AM on 28.05.2025** via **Speed Post/Registered Post**.
The tender will be opened on **28.05.2025 at 11:30 AM** in the presence of the bidders or their representatives.
- w) Police verification of the firm and all deployed personnel must be submitted.
- x) The agreement must be executed before deployment of personnel.
- y) Names, photographs, Aadhaar card copies, and biodata of all personnel must be submitted before deployment. Any change during the contract period must be communicated.
- z) No advance payment will be made.

- aa) The agency must ensure timely PF/ESI contributions and provide uniforms, food, transportation, and medical aid.
- bb) Monthly submission of PF, ESI, and GST deposit proof (individual-wise) is mandatory. Failure to do so will result in withholding of payment. An undertaking to this effect must be submitted upon award of contract.
- cc) The Institute reserves the right to terminate the contract at any time without assigning any reason.
- dd) All necessary tender-related documents must be submitted when requested.
- ee) Deployed personnel must be courteous, disciplined, and have a clean background. They must be healthy, energetic, and above 18 years of age.
- ff) Required manpower includes:

- Electrician
- Electrical Helper
- Plumber
- Sweeper
- Bus Driver
- Bus Helper
- Office Assistant
- Head Gardener
- Gardener
- Cook
- Cook Helper
- Store Assistant
- Senior Attendant
- Attendant
- Pantry Boy
- Supervisor

gg) Payment will be made on a **monthly basis**.

hh) **Final Authority:**

Any appeal regarding this tender shall be directed to the Principal/Secretary, Institute of Hotel Management, Bhubaneswar. The decision shall be final and binding.

ii) **Arbitration Clause:**

Any disputes shall be resolved amicably. Failing that, disputes shall be referred to an **Arbitrator appointed by the Institute**, whose decision shall be final.

Contract for Security Services

GENERAL TERMS & CONDITIONS

1. Skill and Knowledge Requirements

The security personnel and the agency must be well-versed and skilled in the following areas:

- Principles of security
- Basic knowledge of Odia, Hindi, and English
- Access control
- Personal control

- Material control
- Vehicle control
- Search procedures
- Fire prevention and control
- Identification of explosives
- Use of security equipment and devices
- Crowd control
- Security communication and role play

2. Duties and Operational Requirements

- Security guards' duties must be regularly supervised by the agency's supervisory staff.
- Attendance registers must be maintained at staff quarters, Institute entrance, and Boys' & Girls' Hostels for visitors. Registers must record all relevant visitor information.
- Attendance of guards will be monitored by the Institute's Administrative Officer.
- Security personnel posted at the lobby must check all incoming and outgoing bags of staff, students, suppliers, and visitors.
- Sleeping while on duty will result in deduction of wages from the bill.
- All guards must wear full uniform and identity cards with photographs while on duty.
- Continuous duty beyond one shift (8 hours) must be strictly avoided.
- Monthly payments will be made upon submission of duplicate bills.
- Departments must not be opened on holidays without prior permission from the Principal.
- Guards must not engage in close personal relationships with Institute staff or form associations.
- The firm must be able to deploy additional security personnel from the pre-approved list as and when required.
- Monthly submission of documents related to EPF, ESI deductions, downloaded individual statements, and proof of GST deposit (previous month) is mandatory. Non-compliance will result in withholding of payment. An undertaking in this regard is required at the time of contract award.
- The service provider shall deploy trained, mentally and physically fit, disciplined, and dedicated security personnel to safeguard the premises, assets, equipment, etc.
- Security personnel must be deployed round the clock in three shifts, as required.
- The service provider must control the movement of authorized personnel, vehicles, and materials as per instructions issued by the Institute.
- Security personnel must patrol the premises regularly and remain alert to prevent untoward incidents.
- The service provider must inform IHM Bhubaneswar about any security-related issues and assist in investigations when required.

3. Personnel Standards

- Security guards must have a minimum height of 5'6" and should be physically and mentally fit.

4. Financial Conditions

- No request for an increase in the rate or any additional charges will be entertained during the contract period, except in case of revisions by the Government of Odisha.

5. Document Submission

- All tender-related documents must be submitted promptly whenever required by the Institute.

Final Authority

If the tenderer wishes to appeal any matter, the appeal must be directed to the Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar. The decision of the Principal/Secretary shall be final and binding.

Sd/-
PRINCIPAL

ANNEXURE – B

SALIENT FEATURES OF SECURITY SERVICES

1. The successful tenderer shall provide **24-hour security services** on an **8-hourly shift basis**.
2. The tenderer shall be **fully responsible** for the **off-duty arrangements, accommodation, health, uniforms, EPF deductions**, and other statutory requirements of their security guards.
3. The tenderer must **supervise the duties of the security guards at regular intervals** to ensure efficiency and discipline.
4. **Three-cell torch lights with batteries** must be provided by the tenderer for night security guards.
5. All security personnel must be in **clean, complete uniforms** and wear **photo identity cards** while on duty.
6. The tenderer shall be **liable to compensate any loss or theft** caused due to the **negligence of security guards**. The value of the stolen material as fixed by the Institute authority shall be **final and binding** and must be reimbursed in the same month the incident occurs.
7. **Timing and location** of duty assignments will be **communicated** to the successful tenderer by the Institute.
8. The Institute will pay a **consolidated amount per guard per duty** based on the **approved rate**.
9. The successful tenderer must enter into a **formal agreement within ten (10) days** of receiving the **contract award**.
10. **Lowest price will not be the sole criterion** for finalizing the tender.
11. The undersigned **reserves the right to cancel** any or all quotations **without assigning any reason**.
12. **Bills must be submitted with copies of tax, PF/ESI deposit challans** for processing.
13. An **Attendance Register**, signed by the security guard and supervisor, must be maintained and will be kept under the custody of the **Administrative Officer** of the Institute.

Declaration

I / We have read and fully understood the terms and conditions of the tender for the **Annual Contract for Security Arrangement at IHM, V.S.S. Nagar, Bhubaneswar**, and **accept them unconditionally**.

I / We are pleased to quote our rates accordingly.

Note: The rates quoted must conform to the **Government of Odisha Rules & Regulations**.

News paper NIT



INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
(Under Ministry of Tourism, Govt. of India)
V.S.S. NAGAR , BHUBANESWAR-751007
Tel No.(0674) 2589241

Website: www.ihmbbsr.org | Tender Portal: www.tenderwizard.com/IHM

No. IHM BHUBANESWAR/2025-26/260-A

Dt.19.05.2025

NOTICE INVITING TENDER (NIT)

E-Tenders are invited by IHM, Bhubaneswar under **Two-Bid System** (Technical & Financial) from **Individuals/Companies/Firms** registered in India and fulfilling the eligibility criteria as mentioned in the tender document for:

Supply / Contract / Maintenance Services for Outsourcing Management
(Security Services, Housekeeping, and other allied services as applicable)

Key Details:

- **Tender Type:** E-Tender (Two-Bid System)
- **Mode of Submission:** Online only
- **Last Date for Submission of Tender:** 29.04.2025 at 05:00 PM

For Complete Details:

Please visit the following websites:

www.tenderwizard.com/IHM
www.ihmbbsr.org

Principal
Institute of Hotel Management
Bhubaneswar

Sd/-
PRINCIPAL

1. NOTICE INVITING TENDER

1.1 *Introduction*

Tenders are invited from eligible **Bidders (Firms/Agencies)** to provide the following **Outsourcing Services** to the **Institute of Hotel Management, Bhubaneswar (IHM Bhubaneswar)** at its **Institute Campus, Boys' Hostels, and Girls' Hostel**, Bhubaneswar. The services will be engaged on an **outsourcing basis** under a **Service Contract**, governed by specific terms and conditions.

The tender documents can be downloaded from the following websites:

www.ihmbbs.org

www.tenderwizard.com/IHM

Completed tender documents must be uploaded on the **e-Tender Portal**www.tenderwizard.com/IHM.
Hard copies of the EMD and Tender Document Fee must be sent by **Registered/Speed Post only**.

1.1.1 *Tender Document & Fee Details:*

- **Cost of Tender Document:** ₹1,000/- (Non-refundable, inclusive of GST)
- **EMD & Tender Fee Payment Mode:** 1,00,000/-
Through Online Banking / RTGS / NEFT / Demand Draft in favour of:

Principal, Institute of Hotel Management, Bhubaneswar
Payable at Bhubaneswar

Bank Details for Online Transfer:

Particulars	Details
Bank & Branch	Indian Overseas Bank, Mancheswar, Bhubaneswar
Account Name	Principal, IHMCT & AN, V.S.S. Nagar, Bhubaneswar
Account Number	091502000001017
IFSC Code	IOBA0000915
Bank Address	Mancheswar, V.S.S. Nagar, Bhubaneswar
Email ID	hospitality@ihmbbs.org
Contact Number	9437001241

1.1.2 *Submission of Bids:*

- Both **Technical and Financial Bids** must be submitted in the prescribed formats.
- Bids must reach the e-Tender portal by **28.05.2025 at 11:00 AM**.
- **Late bids will be rejected.**

1.1.3 Selection Methodology:

- The **Facility Management Service Provider** will be selected through **Quality and Cost-Based Selection (QCBS)**.

1.1.4 Mandatory Uploads:

- Scanned copies of e-payment receipts towards **EMD** and **Tender Document Fee** must be uploaded on the e-Tender portal.

1.1.5 Vendor Registration:

- Intending bidders must register at www.tenderwizard.com/IHM to obtain a **User ID, Digital Signature Certificate (DSC)**, and pay necessary **Vendor Registration and Processing Fees**.

1.1.6 Amendments to Tender:

- Any amendment/corrigendum shall be published only on the websites mentioned above.
- Bidders must regularly check the website and stay updated before submitting their bids.

1.1.7 Tender Document Availability:

- Physical copies of the tender document will **not be sold**.
- The process is **fully online** via the e-Tender portal.

1.1.8 Declaration by Bidders:

- A declaration must be submitted stating that the bidder has **not altered or modified** the downloaded tender document in any way and that it is **identical to the original version** available online.

1.1.9 Tampering Clause:

- Any **correction/addition/deletion/alteration** found in the tender document shall render the bid **non-responsive and liable to rejection**.

1.1.10 Child Labour Prohibition:

- **Engagement of child labour** is strictly prohibited in all departments under this contract.

1.1.11 General Terms:

Note:

- a) IHM Bhubaneswar reserves the right to **accept or reject** any personnel provided by the successful bidder. The Institute may conduct **skill testing** and accept candidates based on internal requirements. The Institute also reserves the right to **revise the salary/remuneration structure** of specific categories of staff if required.
- b) In the event the **last date of submission/opening** falls on a **holiday**, the same will be automatically rescheduled to the **next working day** at the same time. Any other changes will be published on the Institute's website/e-Tender portal/newspapers.
- c) The **decision of IHM Bhubaneswar** regarding acceptance or rejection of bids shall be **final and binding**.

Sd/-
Principal

1. Terms of Reference (TOR)

1.1 Eligibility Criteria

Interested bidders must comply with the following eligibility conditions to participate in the tendering process:

1.1.1 Office Location

The bidder must have either its **registered office** or **operating office in Odisha**.

Document Required: Self-attested copy of Certificate of Incorporation / GST Registration Certificate or any valid address proof.

1.1.2 Relevant Experience

The bidder must have a **minimum of 10 years of experience** (as of 31st January 2025) in providing outsourcing services to one or more organizations.

In the last 10 years, the agency must have provided facility management services to any of the following:

Hotels / Educational Institutes / Guest Houses / Hospitals / Residential Buildings, and **at least two** of the following eight service categories:

1. Security Services
2. Housekeeping Services
3. Providing Experienced Attendants
4. Electrical and Other Technical Maintenance Services
5. Public Health (PH) Maintenance Services
6. Providing Cook and Cook Attendant
7. Gardening Services
8. Manpower Outsourcing Services

Document Required: Self-attested copies of service contracts, agreements, work orders, completion certificates, or performance certificates from previous clients.

1.1.3 Experience with Government Clients

The agency must have successfully provided similar services to **at least two Government/Semi-Government/PSU clients** for a **minimum continuous period of 12 months** during the last 10 years.

Document Required: Self-attested copies of work orders/completion or performance certificates from the concerned authorities.

1.1.4 Financial Capacity

The agency must have executed similar facility management or manpower outsourcing work of **average ₹50 Crores** during any of the following three financial years:

- 2018–19, 2019–20, and 2020–21 **or**
- 2019–20, 2020–21, and 2021–22

Document Required: Self-attested copies of relevant contracts/work orders/certificates indicating project value.

1.1.5 Statutory Registrations

The bidder must have valid registrations under applicable laws:

- Shops & Establishment Act or other relevant laws
- Labour Law
- Income Tax (PAN)
- ESI and EPF
- GST
- ISO Certifications
- License for security services

Document Required: Self-attested copies of all registration certificates.

1.1.6 Private Security License

The bidder must hold a valid **Private Security Agency Regulation Act (PSARA)** license issued by the competent authority.

Note: Subcontracting of security services through another licensed agency is **not permitted**.

Document Required: Self-attested copy of PSARA License.

1.1.7 Staff Strength

The bidder must have employed **at least 100 field-level staff** (non-administrative) providing similar services across various client locations.

Document Required: Self-attested copies of **EPF and ESI returns** for any one of the **three months preceding** the bid submission date.

1.1.8 Annual Turnover

The agency must have a **minimum annual turnover of ₹50 Crores** in each of the last three financial years:

- 2021–2022
- 2022–2023
- 2023–2024

Document Required: Self-attested copies of **audited Profit & Loss Accounts and Balance Sheets** for the above years.

Note: Provisional financial statements **shall not** be accepted.

1.1.9 Mandatory Certifications

The bidder must hold the following valid ISO certifications:

- ISO 9001:2015 (Quality Management System)
- ISO 45001:2018 (Occupational Health & Safety)
- ISO 27001:2022 (Information Security Management)

Document Required: Self-attested copies of all ISO certificates.

1.1.10 MSME Registration (Preference)

Preference will be given to bidders registered under **MSME** (with valid Udyam Certificate).

Document Required: Self-attested copy of Udyam Registration Certificate.

1.1.11 Authority Discretion

The **Institute of Hotel Management, Bhubaneswar** reserves the **right to accept or reject** any or all tenders without assigning any reason. The authority may also opt to re-tender the entire scope of work at its discretion.

2. Responsibilities of the Institute of Hotel Management, Bhubaneswar

The Institute shall undertake the following responsibilities to ensure smooth execution of the contract and effective coordination with the selected Agency:

2.1 Infrastructure & Space Allocation

- The Institute will provide necessary space for the **safe storage and issue of consumables and uniforms**, maintaining records, and seating arrangements for the **supervisors or executives** deputed by the Contractor.

2.2 Scope & Methodology

- IHM Bhubaneswar will clearly define the **cleaning areas, frequency, and methods of cleaning** for respective locations to ensure clarity and uniformity in service delivery.

2.3 Coordination & Support

- The Institute will **cooperate with the deployed staff** to facilitate the smooth conduct of daily operations and assigned tasks by the Contractor.

2.4 Supervision of Sensitive Areas

- The Institute will directly supervise the deployed personnel while cleaning **critical or sensitive areas** such as computer rooms, office spaces, etc., to avoid any form of damage, disruption, or accidents.

2.5 Monitoring & Documentation

- IHM Bhubaneswar will develop and maintain essential tools such as **logbooks, control sheets, and checklists** for effective documentation, **routine monitoring**, and **quality assurance** of services.

2.6 Flexibility in Manpower Deployment

- The number of staff required under each category is **indicative** and **subject to variation** at the time of issuance of the Work Order.
- The Agency shall be paid for any **additional personnel** deployed on request by the Institute, in accordance with the **rates quoted in the Financial Bid (Annexure 2)**.

3. Cost of Tender Document, Earnest Money Deposit (EMD), and Performance Security

3.1 Submission of Tender Cost and EMD

- All bidders are required to submit the **Cost of Tender Document** of ₹1,000/- (Rupees One Thousand only) **along with their Technical Bid** in the form of **Demand Draft/Pay Order**, drawn in favour of "*Principal, Institute of Hotel Management, Bhubaneswar*", payable at Bhubaneswar.
- Bidders must also submit an **Earnest Money Deposit (EMD)** of ₹1,00,000/- (Rupees One Lakhs only) in the same manner.
- However, **MSME (Udyam Registered)** and **NSIC Certified** bidders shall be **exempted** from payment of Tender Document Fees and EMD, subject to submission of valid supporting documents.

3.2 Performance Security

- The **Performance Security** shall be **1% of the total annual contract value**.
- The **successful bidder** shall deposit the Performance Security in the form of **Demand Draft/Pay Order**, drawn in favour of "*Institute of Hotel Management, Bhubaneswar*", payable at Bhubaneswar, **within 10 days of receipt of the Letter of Award**.

3.3 Refund of EMD

- The **EMD of all unsuccessful bidders** shall be refunded without interest **after the successful bidder has deposited the Performance Security and signed the Contract Agreement**.

3.4 Forfeiture of Performance Security

- The **Performance Security may be forfeited** in the event of:
 - Failure to fulfil contractual obligations by the Contractor.
 - Any **damage caused to the property or assets** of the Institute due to negligence or misconduct of the Contractor or its deployed personnel.

3.5 Refund of Performance Security

- The **Performance Security** shall be returned to the Contractor **within 30 days of successful and satisfactory completion of the contract period**, subject to clearance of all dues and satisfactory handing over.

3.6 Interest Clause

- The **EMD and Performance Security are non-interest bearing** and will not accrue any interest during the retention period.

3.7 Disqualification Clause

- **Tenders submitted without the prescribed EMD (unless exempted under valid MSME/NSIC registration) shall be summarily rejected.**

4. Payment Terms and Price Validity

4.1 Monthly Payment

- The Agency shall be paid on a **monthly basis** at the contracted rates as per the Financial Bid (Annexure 2). The quoted price shall be **inclusive of all costs**, including manpower, statutory compliances, administrative expenses, etc.

4.2 Statutory Compliance Documentation

- Payment for the **first month** shall be made after submission of the monthly bill.
- From the **second month onwards**, the monthly bill shall be processed **only upon submission of documentary proof** of statutory compliance such as **EPF, ESI, GST returns**, and any other applicable statutory payments for the preceding month.

4.3 Price Validity

- The price quoted by the Agency shall remain **firm and unchanged during the contract period**, except:
 - In case of any **revision in the Minimum Wages by the Government of India**.
 - Or if any specific change is instructed/approved by the **IHM Bhubaneswar Authority** in writing.

4.4 Applicable Taxes

- Applicable **GST and other taxes** shall be paid as per the prevailing rates at the time of billing. Any changes in tax structure by the Government shall be applicable accordingly.

4.5 No Price Escalation

- **No request for enhancement** of rates or for additional charges of any nature shall be entertained during the contract period **under any circumstances**, other than those explicitly stated above.

5. Period of Engagement

5.1 Duration of Contract

- The initial period of engagement shall be **One (1) Year**, effective from the date of **actual commencement of services**.

5.2 Commencement of Services

- The successful agency shall **sign the contract agreement** and commence services, i.e., **deploy the required personnel**, within **15 days from the date of issue of the Letter of Award (LoA)** or written intimation by the Institute.

6. Termination / Suspension of Agreement

6.1 Termination by Either Party

- The **contract may be terminated** at any time by either party, with **30 days' notice** in writing to the other party, prior to its completion.

6.2 Suspension by IHM Bhubaneswar

- The **Institute of Hotel Management, Bhubaneswar (IHM Bhubaneswar)** reserves the right to **suspend the agreement** at any time by issuing a written notice, if the service provider fails to perform any of their obligations, including carrying out the services.
- Such notice of suspension shall clearly specify the nature of the failure and request remedy of the failure within **15 days** of receiving the notice.

6.3 Termination by IHM Bhubaneswar

- IHM Bhubaneswar may terminate the agreement by providing a **30-day clear notice in writing** expressing its intention to terminate, along with the grounds for such termination, under the following circumstances:
 1. **Failure to remedy the performance failure:** If the service provider does not remedy a failure in the performance of their obligations within 15 days of receipt of notice or within an extended period approved by IHM Bhubaneswar in writing.
 2. **Insolvency or Bankruptcy:** If the service provider becomes **insolvent or bankrupt**.
 3. **Force Majeure:** If, as a result of **force majeure**, the service provider is unable to perform a significant portion of the services for a period of **not less than 60 days**.
 4. **Engagement in Corrupt or Fraudulent Practices:** If, in the judgment of IHM Bhubaneswar management, the service provider is engaged in **corrupt or fraudulent practices** while competing for or executing the project.

7. Final Authority

- In case the service provider desires to appeal against any matter, the appeal shall be made to the **Principal/Secretary**, Institute of Hotel Management, Bhubaneswar. The **decision of the Principal/Secretary** shall be **final and conclusive**.

8. Arbitration

8.1 Dispute Resolution

- Any **dispute or difference** between the parties regarding this document, and all related matters, shall first be **discussed and settled amicably**.
- If the parties fail to resolve the dispute, it shall be referred to a **sole arbitrator** appointed by the Institute of Hotel Management, Bhubaneswar. The decision of the arbitrator shall be **final and binding** on both parties.

8.2 Final Decision

- In case of any dispute arising out of the contract, the **decision of the Principal of IHM Bhubaneswar** shall be **final and binding**.

9.0 Instructions to Bidders

9.1 Submission of the Bid

9.1.1

The Bid must be submitted in a **sealed envelope** clearly marked with the following inscription on the top:

“TENDER FOR OUTSOURCING OF DIFFERENT SERVICES, TENDER REFERENCE NO. _____”

It must be submitted before the **due date and time** specified in the tender notice.

9.1.2

The Bid shall consist of **two parts**:

- **Cover-A:** Technical Bid
- **Cover-B:** Financial Bid

9.1.3

Each part must be submitted in a **separate sealed envelope**, with the following inscriptions:

- “**TECHNICAL BID; TENDER REFERENCE NO. _____**” on **Cover-A**
- “**FINANCIAL BID Submitted Online**

Both these sealed envelopes shall then be placed inside a **third envelope**, which should also be sealed and marked as per Clause 6.1.1 above.

9.1.4

The **successful bidder** will be required to enter into a formal **AGREEMENT** with the Institute at their own cost.

9.1.5

The submitted bid shall remain **valid for a minimum period of 90 days** from the **last date of submission** of the Tender.

9.2 Contents of the Bid

9.2.1 Technical Bid

The **Technical Bid**, in addition to proof of eligibility, shall include the following:

- All required information, documents, and clarifications as per **Annexure 1** and **Terms of Reference (ToR)**.
- **Earnest Money Deposit (EMD)** and **Tender Document Cost** (in the form of **DD/PO/NEFT**), unless exempted.
- **A copy of the complete Tender Document**, duly **signed on every page** by the authorized signatory.
- **Authorization Certificate** issued by the agency, authorizing the signatory to represent and sign on behalf of the bidder.

9.2.2 Financial Bid

- The **Financial Bid** must be submitted in the **prescribed format** given in **Annexure 2**, and enclosed in a separate sealed cover marked accordingly.

9.3 Evaluation and Selection

9.3.1 Two-Stage Evaluation

The bids will be evaluated in **two stages**:

1. **Technical Evaluation**
2. **Financial Evaluation**

9.3.2 Technical Evaluation

- The Technical Bids shall be evaluated first based on the eligibility criteria, documents submitted, and scoring pattern given in **Annexure 4**.
- Bidders must score a **minimum of 80 out of 100 marks** in the technical evaluation to qualify for the financial bid opening.

9.3.3 Financial Evaluation

- Only those bidders who score **80 marks or above** in the technical evaluation will be eligible for opening of their financial bids.
- The **Financial Bids** will be opened in the presence of representatives of technically qualified bidders who wish to attend.

9.3.4 Venue and Communication

The financial bids shall be opened at:

**INSTITUTE OF HOTEL MANAGEMENT
Catering Technology & Applied Nutrition
V.S.S. Nagar, Bhubaneswar – 751007**

- The **date and time** of opening the financial bids will be **communicated separately** to the technically qualified bidders.

9.4.1 Financial Evaluation and Combined Score Calculation

- For the purpose of **financial evaluation**, only the **price excluding tax** shall be considered.
- After the financial bids are evaluated, a **combined evaluation** (technical + financial) will be carried out to determine the final ranking of the bidders.

Terminology Used:

- **Ts** = Technical Score of the bidder
- **Fm** = Lowest evaluated Financial Bid
- **Fs** = Financial Score of the bidder
- **F** = Price of the Bid under consideration
- **T** = Weight assigned to the Technical Bid
- **P** = Weight assigned to the Financial Bid
- **S** = Combined Score

Evaluation Process:

1. **Financial Score Calculation (Fs):**

The bidder offering the **lowest financial bid (Fm)** will be awarded the **maximum financial score** of 100 points.

The financial score of other bidders will be calculated using the following formula:

$$Fs = (100 \times Fm) / F$$

2. Combined Score Calculation (S):

The **combined score (S)** for each bidder will be calculated by assigning weightages to the **Technical Score (Ts)** and **Financial Score (Fs)** as follows:

$$S = (Ts \times T\%) + (Fs \times P\%)$$

Where:

- **T = 70%** (Weight for Technical Bid)
- **P = 30%** (Weight for Financial Bid)
- **T + P = 100%**

3. Bid Ranking:

The bids will be ranked in **descending order of their combined score (S)**. The bid with the **highest combined score** will be considered for award of contract.

9.5 Award of Contract

9.5.1 The **contract shall be awarded** to the bidder whose bid is found to be **substantially responsive** and who has secured the **highest combined technical and financial score** as per Clause 3.3(f)(ii).

9.5.2 In the event that **two or more bidders secure the same highest combined score**, the contract shall be awarded to the bidder having the **highest average annual turnover** during the last **three financial years**, i.e.,

- Either 2017–18, 2018–19 & 2019–20
- Or 2018–19, 2019–20 & 2020–21

9.5.3 Any **attempt by a bidder to influence** the decision of the **INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR** in **bid evaluation or contract award** may lead to **rejection** of the bid.

9.5.4 Any **legal dispute** arising out of this tender shall be subject to the **jurisdiction of courts in Bhubaneswar only**.

9.5.5 The **INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR** reserves the right to accept or reject **any or all bids**, without assigning any reason or providing further clarification.

9.6 Special Conditions of Contract

a) The staff deployed by the Agency must be **skilled, competent**, and possess **requisite physical fitness** for the assigned duties.

b) The deployed personnel must perform their duties with **sincerity, diligence, efficiency, and punctuality**.

c) The personnel engaged must not have any **police records or criminal cases** pending against them.

d) IHM Bhubaneswar reserves the right to **advise the Agency to disengage any personnel** found negligent in their duties. Disengagement must occur within **24 hours of prior intimation**.

e) The **Agency shall be fully responsible** for the conduct and behaviour of the personnel it engages. IHM Bhubaneswar shall not bear any responsibility in this regard.

f) IHM Bhubaneswar shall provide **space for storage** of tools, equipment, chemicals, and consumables. The **safe custody** of such materials shall be the sole responsibility of the Agency.

g) All personnel engaged shall be **covered under insurance** by the Agency against any **personal accidents**. IHM Bhubaneswar shall bear **no liability for compensation or claims** in this respect.

h) The Agency must **maintain all statutory registers** as per applicable laws and must **produce them on demand** to IHM Bhubaneswar or any statutory authority.

i) The Agency shall be liable for **timely deposition of all applicable taxes, levies, cess, etc.** and must provide **documentary proof of compliance** to IHM Bhubaneswar as and when required.

j) **Tax Deducted at Source (TDS)** shall be applicable as per the Income Tax Act. IHM Bhubaneswar shall issue **TDS certificates** to the Agency accordingly.

k) The Agency shall ensure **compliance with all statutory provisions** related to payment of minimum wages, EPF, ESI, insurance, etc. IHM Bhubaneswar shall **not be held liable** for any such statutory obligations.

l) IHM Bhubaneswar shall not be responsible for **any statutory non-compliance** by the Agency. It shall also **not be a party to any dispute** arising from such non-compliance, particularly regarding labor laws, EPF, ESI, Insurance, or Minimum Wages Act.

m) In case of **non-performance, partial performance, or statutory non-compliance** due to the Agency's negligence, **penalties shall be imposed** proportionate to the default, at the discretion of IHM Bhubaneswar.

n) IHM Bhubaneswar shall not be liable for **any financial loss, injury, or compensation** to any staff deployed by the Agency during the course of their duties.

o) The deployed personnel shall not be entitled to **any pay, perks, or benefits** available to regular employees of IHM Bhubaneswar during or after the contract period.

p) Upon **termination or expiry** of the contract, the deployed personnel shall have **no claim for absorption** into regular services of IHM Bhubaneswar.

q) The Agency shall ensure that its personnel **shall not claim benefits or regularization** under the Industrial Disputes Act, 1947, the Contract Labour (Regulation & Abolition) Act, 1970, or any other statute or rule.

r) In case of any anticipated resignation or unavailability of a staff member, the Agency must **provide a suitable substitute well in advance**. Any **overlapping period** of payment between the outgoing and substitute personnel shall be the **sole responsibility of the Agency**.

9.7 Penalty Clauses

In the event of the contractor failing to commence or execute the work as stipulated in the agreement, or in the case of any breach of the terms and conditions of the contract, **INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR** reserves the right to impose penalties as detailed below:

- a. A penalty of 0.5% of the total contract/order value per week of delay**, subject to a **maximum of two (2) weeks**, shall be levied for failure to commence work on time.
- b. If the delay exceeds two weeks**, IHM Bhubaneswar reserves the right to:

- **Cancel the contract** and terminate the agreement;
- Engage another contractor to complete the job at **competitive market rates**;
- **Blacklist the defaulting contractor** for a period of **two (2) years**;
- **Recover the differential cost**, if any, from the contractor by **forfeiting the Performance Security** or through other legal means.

c. For any breach, violation, or contravention of the contract terms, a **penalty of ₹1,000/- (Rupees One Thousand only)** shall be imposed on the **first occasion** upon the Agency.

d. In case of repeated lapses or continued breaches, the penalty amount shall be **doubled progressively** on each subsequent occasion.

e. The following are illustrative examples (but not exhaustive) of instances where penalties may be imposed:

- If deployed personnel are found **smoking, drinking, or sleeping** during duty hours;
- If any deployed personnel exhibits **discourteous behavior** towards IHM Bhubaneswar officials;
- If **unauthorized personnel** are found on duty, i.e., personnel not listed in the **approved deployment list** submitted by the Agency;
- In the case of **loss, theft, or damage** to IHM Bhubaneswar property, or **stains and defacement** of floors/walls, where the responsibility is established, the cost of the loss or damage shall be **recovered** from the Agency's **Performance Security Deposit** or the **upcoming bills**, in one or more installments.

f. If the Agency fails to deploy the **required number of personnel**, the payment shall be **reduced proportionately** for the period of deficiency.

g. Any **loss or damage** to IHM Bhubaneswar's property caused by the negligence of the deployed personnel shall be **recovered from the Agency** through deduction from the monthly bills or security deposit.

ANNEXURE 1:Profile of the Bidder (To be furnished along with the Technical Bid: Cover "A")

Sl.N o.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation/ Registration (Self-attested copy of Certificate of Incorporation/ Registration to be furnished)	(NGO/ Partnership Firm/ Company/ Others) Date of Incorporation/ Registration
3.	Name, designation, contact no. and address of the contact person/ local representative	
4.	Registration/ empanelment details with different authorities(Self-attested copies of such Registration Certificates to be furnished)	Authority(s):Date of Registration
5	ISO 9001:2015 ISO 45001:2018 & ISO 27001:2022 (Self-attested copy of ISO Certificates to be furnished)	a)Date of Certification: Valid up to: b) Date of Certification: Valid up to:
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years i.e. 2021-22, 2022-23, 2023-24 (Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished) (Separate list for Govt. / Public sector and private sector clients to be furnished)	(1)Name of Client (2) Date of Contract (3) Duration of Engagement (4) Contract Value (5) Contact Status (Completed/Ongoing)
7.	License to engage in the business of Private Security Agency is used by Competent Authority	Self-attested photocopy of License issued by Competent Authority to be furnished.
8.	Number of field level staff engaged at the client locations to render facility management service (Refer Eligibility Clause 2.1)	(1)Supervisory Staff(Field) (2)Service &Support Staff (Self-attested copies of EPF and ESI returns for any one of the three months preceding the month of submission of this Bid to be furnished.)
9.	Financial position and operational results for last five financial years (2018-19, 2019-20 & 2020-21,2022-23,2023-24)	Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
10.	Plan for execution	1. Manpower Planning 2. Monitoring 2. Quality Assurance
11.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- (i) Information to be furnished in separate sheet wherever necessary.**
- (ii) In case of documents, they shall be self-attested photocopies.**

Date:

Place:

Authorized Signatory

ANNEXURE 2: FINANCIAL BID**Name and Address of the Bidder: Price Details:**

(A) Manpower		Unit Price per Month (Excluding Tax)
Sl. No.	Particulars	(Rs.)
1.	Facility Executive	
2.	Sweeping and Cleaning Staffs	
3.	Head Gardener	
4.	Gardener	
5.	Head Guard	
6.	Security Guards	
7.	Plumber	
8.	Electrician	
9.	Cook	
10.	Kitchen Helper	
11.	Office Assistant	
12.	Store Assistant	
13.	Senior Attendant	
14.	Attendant	
15.	Bus Driver	
16.	Bus Helper	
Sub Total Manpower (A)		
Management Fees of the Vendor(B) : (_____ % on A)		
Total Price Excluding Tax: C= A+B		
Taxes (D)		
1	GST @18%	
2	Other Taxes If any	
Total Tax D=(1+2)		
Price Including Tax (E)=(C+D)		

Total Price Excluding Tax: ₹.(inwords.....)only

Note:

- Pl. mention the % of GST as applicable and on which charges it is applicable. Also, the details of Other Taxes, if any, are to be mentioned.
- If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the nos., the unit price shall prevail and the line item total shall be accordingly corrected.
- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be accordingly corrected.
- If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case, the amount in figures shall prevail subject to (2) and (3)above.
- If the firm submitting the lowest evaluated bid does not accept the correction of errors, its Bid shall be rejected.
- If Authority feels the management fees put in the financial bid by the vendor/ Contractor is infeasible, then authority reserves all rights to reject that Bid without any further justification

Date:

Place:

Authorized Signatory
(Signature and seal of the authorized signatory)

ANNEXURE 3: Unit Cost Breakup

Unit Cost Breakup as Per Odisha state MW							
Manpower Details	Minimum Wages with VDA (A)	PF (B)	Bonus (C')	Leave (D)	ESIC (E)	Others If any (F)	Total G=(A+B+C+D+E+F)
		13%	3.25%	18 days	3.25%		
Facility Executive							
Sweeping and Cleaning Staffs							
Head Gardener							
Gardener							
Head Security Guard							
Security Guards							
Plumber							
Electrician							
Cook							
Kitchen Helper							
Office Assistant							
sore Assistant							
Senior Attendant							
Attendant							
Bus Driver							
Bus Helper							

ANNEXURE 4: FORMAT FOR EVALUATION OF TECHNICAL BID

Name & Address of the Bidder:				
Sl.No	Criteria	Maximum Marks	Marks Obtained	Remarks
1	Number of Years in Operations/Experience	Max. 20 Marks		
a)	1 Years or More but Less Than 3 years	5		
b)	3 Years or More but Less Than 05 years	10		
c)	05 Years or More but Less Than 07 years	15		
d)	More Than 10 Years	20		
2	Average Turn Over Last 3 Financial year	Max.25 Marks		
a)	Equal to 50 Crs (Minimum)	10		
b)	More Than 50 Crs and Less Than 75 Crs	15		
c)	More Than 75 Crs and Less Than 100 Crs	20		
d)	More or equal to 100 Crs	25		
3	Quality Related Matrix	Max.30 Marks		
A)	ISO 9001 : 2015	Max.10 Marks		
a)	ISO 9001 Less or equal to 5 Years	5		
b)	More than 5 years Less Than 10 Years	10		
B)	ISO 45001:2018	Max.10 Marks		
a)	ISO 45001 Less or equal to 3 Years	5		
b)	More than 3 years Less Than 6 Years	10		
C)	ISO 27001:2022	Max.10 Marks		
a)	ISO 27001 Less or equal to one year	5		
b)	More than one year less than two year	10		
4	Size and Quality Of client for which Cleaning/Housekeeping/Security Services / manpower are being Provided	Max. 10 Marks		
a)	More than 20 client	10		
b)	15-19 clients	5		
c)	10-14 clients	3		
d)	5-9 clients	2		
5	Single contract with number of manpower	Max.15 Marks		
	Less or equal to 300	3		
	More than 300 and less than 500	5		
	More than 500 and less than 700	7		
	More than 700 and less than 1000	10		
	More or equal to 1000	15		