



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

No.IHM BHUBANESWAR/2023-24/096

Dated :24-04-2023

**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/-

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CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751010
Tel No.(0674) 2589241, website-www.ihmbbs.org
E-TENDER NOTICE**

E-tenders under one umbrella are invited from the established Companies/firms/Individual for supply/contract/maintenance of following departments of Institute of Hotel Management, Bhubaneswar in it's Institute building, staff quarter, Boy's hostel and Girl's hostel for the period of one year (1st July 2023 to 30st Jun 2024) or may be renewed years together subject to satisfactory performance of the Agency with the mutual consent of both the parties.

Contract for Out sourcing manpower .

1. Contract for Maintenance of House Keeping .
2. Contract for Security services.
3. Contract for maintenance of Garden

The tender forms may be down loaded from our website www.ihmbbs.org and www.tenderwizard.com/IHM. The tender paper completed in all respects should be uploaded in e-tender portal www.tenderwizard.com/IHM . Hard copy of EMD & Paper cost dispatched by Speed Post/Regd. Post only. The cost of EMD and cost of Tender paper can also be paid through online Banking/ RTGS/ NEFT/ Demand Draft **in favour of Principal , Institute of Hotel Management, Bhubaneswar,**. The last date for receiving of tender will be Dt.09. 05.2023, 5.00p.m. The tender paper shall be opened at 11.30 a.m.on dt.10.05.2023 through online in presence of tenderers or their authorized representatives who may wish to be present. The undersigned reserves the right to cancel any or all the tenders without assigning any reason. This Tender Notice shall be the part of the contract documents.

**Sd/-
PRINCIPAL**

Certain terms and condition of each department

1. Contract for Out sourcing manpower

GENERAL TERMS & CONDITIONS;

- a) The tender form should be accompanied with the Xerox copies of PAN CARD , GSTIN REGISTRATION CERTIFICATE ,PROVIDENT FUND,REGISTRATION OF FIRM,LICENSE FROM COMPETENT AUTHORITY FOR OUTSOURCING OF MANPOWERS, ESI REGISTRATION ETC, GST Clearance and Income Tax Return filing(last year) . Separate DD of Rs.1000/- and Rs.1,00,000 made in favour of Principal, Institute of Hotel Management, Bhubaneswar should be attached with the form towards form charges(non-refundable) and earnest money(refundable with out interest) respectively.
- b) The amount of security will be Rs.1,00,000/- .It can be increased in case it is felt that at the time of awarding of contract that the specified security deposit is inadequate. The security is to be deposited by bank draft.
- c) On acceptance of tender, the earnest money will be treated as a part of the security deposit. **The security deposit will carry no interest.**
- d) The tenderers are advised to inspect and examine the site, its surrounding and nature of work involved and to satisfy themselves before submitting their tender as to the nature and quantity of work and in general shall themselves obtain all necessary information as to risks contingency and other circumstances which may influence or affect their tender. The tenderer shall be deemed to have full knowledge of the work whether the tenderer inspect it or not and no extra charges shall be allowed.
- e) Submission of a tender implies that he / she had read this notice and documents and has made himself / herself aware of the scope and satisfactory conditions of the work to be done and of local conditions of the work to be done and of local conditions and other factors for the execution of work.
- f) A tenderer should quote in figures as in words in which rate tendered.
- g) A tenderer shall submit the tender which satisfies each and every condition laid down in the notice, failing which the tender will be liable to be rejected without assigning any reason there of.
- h) This Institute do not bind themselves to accept the lowest or to give any reason for their decision.
- i) This Tender Notice shall be the part of the contract documents.
- j) The validity of the tender shall be up to 90 (Ninety) days from the date of opening of the tender. Though the contract is upto 31st March 2024 after issue of the work order, the payment shall be made monthly on production of the bill along with service certificate duly signed by the authorised officer.
- k) In case, the services are not satisfactory, the management has the right to terminate the services with immediate effect without assigning any reason.
- l) The tender should be through e-tender process.
- m) The tenderer should not accompany or follow any request for negotiation from tenderers.
- n) The successful tenderer shall have to enter into an **AGREEMENT** at their own cost.
- o) The tenders received late are liable to be rejected. Required forms attached here with have to be submitted along with the tender form.
- p) Rates should be quoted as per the format provided in the tender paper, as per the wages act of Government of Odisha.
- q) The intending firm should have been registered as a shop and commercial establishment..
- r) The intending firm should have sufficient experience in relevant field.

- s) The manpower deployed by the agency shall be required to work manually 8.00 hrs. per day as per the Institutes working days i.e. from Monday to Friday from 9.00am to 5.30pm with a lunch break of half an hour from 1.30pm to 2.00pm. However, in exigencies persons deployed may be called on Saturdays, Sundays and Other holidays for which additional payment will be made as per wages Act. An attendance register will be maintained in our Institute for their attendance.
- t) During the duty/contract period if any loss or damage to the Institute property caused by the deployed personnel due to negligence in duty will be recovered from the amount of bill/security deposit.
- u) Request for enhance of rate during the contract period will not be considered at any cost except the changes of wages made by the Government of Odisha.
- v) The tender (marked tender **Outsourcing of Manpower**) should be reached by speed post/regd.post on or before dt.09.05.2023, 5.00p.m.. The tender shall be opened 10.05.2023 at **11.30 a.m** in presence of attending tenderers or their authorised representative.
- w) Police verification report of the firm and deployed personnel engaged in the Institute should be provided.
- x) The firm has to enter into an agreement at your own cost before deployment of manpower.
- y) List of names of persons with their bio-data including the photograph and adhar card xerox should be submitted to this office before deployment. Any change of personnel by the firm during the contract period should be informed to the Institute with their bio-data and photograph.
- z) There will be no advance payment.
- aa) It will be the responsibility of the Agency/firm to see that PF, ESI deposits are made regularly and facilities like transportation, food, medicine/medical treatment, uniforms are adequate/properly provided to the personnel provided to the Institute.
- bb) The firm should submit the documents relating to the deposit of EPF, ESI deduction and the down loaded statement of EPF, ESI of individual persons deployed every month and downloaded copy of GSTIN deposit(previous month) failing which payment will be withheld. An undertaking in this regard to be given during the award of contract.
- cc) The undersigned reserves the right to terminate the contract/services with immediate effect without assigning any reason.
- dd) Any paper related to tender should be provided as and when required by the Institute.
- ee) The persons deployed by the agency must be courteous and should bear good conduct/moral character and such person should not have any past criminal record. The persons should be young, energetic and possess a good health and free from all contagious diseases. No worker below the age of 18 years shall be deployed for the duty at the Institute.
- ff) Requirement of Man powers - Electrician, Electrical Helper, Plumber, Sweeper, Bus Driver, Bus helper, Office Assistance, Supervisor, etc.
- gg) Payment will be made monthly.
- hh) **Final Authority**
- ii) If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar whose decision on such matters shall be final and conclusive.
- jj) **Arbitration**
- kk) Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.

House Keeping Services

GENERAL TERMS & CONDITIONS ;

Housekeeping activities will be performed with maximum use of machinery rather than manual cleaning. The house keeping personnel shall carry out the cleaning and other connected operations at daily/weekly/monthly/yearly frequencies as enumerated below by using appropriate cleaning materials of approved quality and make.

UNIT	CLEANING WORK	FREQUENCY
Entrances/ Lobbies/ Common Corridors	<ul style="list-style-type: none">▪ Clean entrance/entry doors, door hinges (if any)▪ Empty and clean rubbish bins▪ Clean floors (dry sweep / damp mop / machine wash), floor mats▪ Check, spot cleaning any spillage that may occur	Daily / depend on operation
	<ul style="list-style-type: none">▪ Clean glass walls, windows (if any)▪ Clean furniture, planters, displays, fixtures, steel railings (if any)▪ Wet clean floors (machine wash)	Weekly
	<ul style="list-style-type: none">▪ Clean ceilings, light fittings, air vents, wall papers▪ Clear cobwebs	Monthly
Lift Lobbies /Lift Landings	<ul style="list-style-type: none">▪ Clean exterior lift doors, lift buttons	Daily / depend on

	<ul style="list-style-type: none"> ▪ Empty and clean rubbish bins ▪ Clean furniture, planters, displays, fixtures (if any) ▪ Clean floors (dry sweep / damp mop) ▪ Check, spot cleaning any spillage that may occur 	operation
	<ul style="list-style-type: none"> ▪ Clean glass walls, windows (if any) ▪ Wet clean floors (machine wash) ▪ Clean light fittings, ceilings, air vents ▪ Clear cob-webs 	Weekly
Lift Cars	<ul style="list-style-type: none"> ▪ Clean lift button panels, lift interior including walls, mirrors (if any), interior of lift doors ▪ Clean floors (damp mop) 	Daily / depend on operation
	<ul style="list-style-type: none"> ▪ Clean ceilings, light fittings, air vents, displays, air vents ▪ Clear cob-webs 	Monthly
Staircase / Staircase landings	<ul style="list-style-type: none"> ▪ Clean doors and hinges ▪ Clean floors, steps, landings (dry sweep / damp mop) ▪ Clean handrails, signage ▪ Clean drains (if any) 	Weekly
	<ul style="list-style-type: none"> ▪ Clean ceilings, light fittings, ducting, trucking, piping, air vents ▪ Clear cobwebs ▪ Wet clean floors (machine wash if require) 	Monthly
Toilets / washrooms	<ul style="list-style-type: none"> ▪ Replenish consumables (i.e., fresheners, hand soap, odonil, urinal cubes, toilet rolls, air Neutralizers, etc.) ▪ Clean urinals and toilet bowls ▪ Clean sanitary fittings, walls and doors ▪ Clean vanity tops, mirrors, wash-hand basins and other fixtures 	Daily / depend on operation

	<ul style="list-style-type: none"> ▪ Empty and clean rubbish bins ▪ Check, spot cleaning any spillage that may occur 	
	<ul style="list-style-type: none"> ▪ Wash floors, cubical partitions, walls ▪ Clear ladies sanitary towel disposal bins 	Weekly
	<ul style="list-style-type: none"> ▪ Clean air vents, fans, windows (if any) ▪ Clear cob-webs 	Monthly
General office areas	<ul style="list-style-type: none"> ▪ Empty and clean waste bins and recycled bins ▪ Clean horizontal surface (i.e., table-top, counter-top, fixtures, fire extinguishers, planter, chairs, etc.) ▪ Check, spot cleaning any spillage that may occur 	Daily / depend on operation
	<ul style="list-style-type: none"> ▪ Clean non-carpet floors (dry sweep or damp mop) ▪ Clean glass walls, windows (if any) Vacuum carpeted floors (if any) ▪ Dusting of Blinds, wall papers Cleaning of all type of metal surface ▪ Cleaning of all type of metal surface 	Weekly
	<ul style="list-style-type: none"> ▪ Clean interior windows ▪ Vacuum clean and wipe light/fan/air conditioning fittings ▪ Clear cob-webs 	Quarterly
	<ul style="list-style-type: none"> ▪ Shampoo carpeted floors, chairs (if any) 	Yearly
	<ul style="list-style-type: none"> ▪ Polishing the wooden floor and wall using appropriate chemical (if any) 	every 3 years
Pantries	<ul style="list-style-type: none"> ▪ Empty and clean rubbish bins ▪ Clean horizontal surfaces (i.e., table-tops, counter-top, fixtures, fire extinguishers, 	Daily / depend on operation

	<ul style="list-style-type: none"> planter, etc.) ▪ Clean floors (dry sweep or damp mop) ▪ Clean and clear sinks, drains ▪ Check, spot cleaning any spillage that may occur 	
	<ul style="list-style-type: none"> ▪ Vacuum clean and wipe light/fan/aircon fittings ▪ Clean interior windows (if any) ▪ Clean refrigerator/microwaves (if any) 	Monthly
Meeting rooms / Conference / auditorium	<ul style="list-style-type: none"> • Empty and clean rubbish bins (if any) • Clean horizontal surfaces (i.e. counter-top fixtures, fire extinguishers, planter, etc.) • Clean furniture (i.e. tables, chairs, etc.) • Clean floors (dry sweep / litter picking) 	Daily / depend on operation
	<ul style="list-style-type: none"> • Vacuum carpet floors, chairs (if any) • Clean non-carpet floors (damp mop) 	Weekly
	<ul style="list-style-type: none"> • Clean interior window • Vacuum clean and wipe light/fan/aircon fittings • Clean cob-webs 	Quarterly
	<ul style="list-style-type: none"> • Shampoo carpeted floors, chairs (if any) 	Yearly
Other room/ Common Facilities	<ul style="list-style-type: none"> • Empty and clean rubbish bins (if any) • Clean horizontal surfaces (i.e. table-top, counter-top, fixtures, fire extinguishers, planter, signage, display, PA systems, CCTV camera, etc.) • Clean floors (dry sweep / damp mop) • Vacuum clean and wipe light/fan/aircon fittings • Clean interior windows (if any) 	Depend on operation
Glazing and Facade	<ul style="list-style-type: none"> • Clean Glass & ACP Glazing and Façade (both exterior and interior) • Clean Entrance Glass Canopy 	Quarterly

Drainage / Sewerage and Sump	<ul style="list-style-type: none"> • Cleaning using Drainage/Sewerage Sump HighPressure water jet 	Quarterly
Bin Centres / Bin Compounds	<ul style="list-style-type: none"> • Empty and clean the refuse bins • Clear and clean recyclables (if require 	Daily
	<ul style="list-style-type: none"> • Wash floors, wash areas • Clear drains 	Weekly

➤ DAILY OPERATIONS:

- Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM. Continuous moping to be done at reception floor and other floors during office hours (9.30 AM to 7.00PM)
- Wet mopping with phenol of Stair Case Area, Lift lobbies, Office corridors, Balcony and terrace twice a day and as and when required.
- Thorough cleaning of toilets & urinals with required quality/standard detergent & phenol, wash basins with disinfectants at least thrice daily (at 8.30 AM, 12.00 Noon & 3 .30 PM), as and when called for. Maintain the toilets floors dry during office hours. Cleaning of mirrors to keep them dry and stain free. Re-filling of toiletries such as fresheners, hand soap, odonil, Naphthalene balls, urinal cubes, toilet rolls, air neutralizers etc to ensure continuous availability of these materials in requisite place/container.
- Flushing system of all toilets are to be checked at regular interval every day
- Regular use of room freshener in all the cabins & meeting rooms
- Lifting, carrying and disposing the dead birds' animals, rats, insects etc. if found in and around the office building.
- Clearing and cleaning of dust bins/waste paper baskets twice a day in the morning and in the afternoon/evening.
- Spraying of room fresheners wherever required and as directed.
- Cleaning and moping of pantry area, electrical rooms and other common area.
- Dusting, vacuum cleaning of carpets with suitable vacuum cleaner.
- Dusting and cleaning of door mats.
- Removal of garbage and dump it into garbage dump at designated garbage area outside office premises.
- Cleaning of chokage in sewer and pumping lines within premises as and when required.

- Cleaning and sweeping of open area including balconies and roof tops with brooms.
- Cleaning of art objects, paintings and artificial plants.
- Any other specific jobs assigned from time to time connected with housekeeping.

➤ **WEEKLY OPERATIONS:**

- Thorough cleaning of furniture, motorized blinds, partitions, doors/knobs and window glasses/grills with soap water/cleaning agent.
- Thorough wash of all toilets with chemical, acids, detergents etc. without damaging their shine.
- Vacuum cleaning of the entire office floor area (including carpets), Furnitures, etc. once in a week and when required.
- Cleaning of all light fittings like ceiling/pedestal fans, tube light fittings, air conditioners etc.
- Removing of beehives and cobwebs/honey webs from the office building and its premises
- Polishing of the metal name plates/boards & cleaning of all the signage.
- Thorough cleaning of walls, floors, electrical fittings and ceiling of the office building.
- The bathroom/toilets shall be cleaned properly and remove any choking.
- Dusting of all blinds.
- Cleaning of lift walls and other metal surface with silver/brass liquid cleaner. All the Brass/SS door handles/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using approved quality polishing agents including buffing as and when directed.
- Cleaning of duct and shaft spaces

➤ **MONTHLY/ QUARTERLY OPERATIONS:**

- Sweeping and brushing of entire floor area with water and/or necessary chemicals as per need.
- Removing accumulated stains at the edges of the walls.
- Clearing of any chokings in the drainages, manholes etc. by using suitable drain cleaning equipment including Sewer Cleaning Pull out Tools, Drain Cleaning Machines, Super Sucker and high-pressure jet machine with washing complete.
- Cleaning and Dusting of wooden/steel office furniture.
- All floor areas with scrubbing machines. Floors shall be properly wax polished.
- Shampooing and spot cleaning of carpet and furniture's i.e. chairs/sofas, table etc. and shall be carried out as hereunder:

Spot cleaning: Dip a sponge into appropriate Solution mild and give a gentle wipe on the spots of the surface. The wiping should be done horizontally first and then vertically. Keep repeating the process till the spots disappear.

Shampooing: Stain Removers shall be used to remove small stains on the carpet, the foam is generated by the machine and it has to be run on a circular motion, in case of deep stains good concentrated stain removers shall be used and a complete Vacuuming has to be done after the process and it should be allowed to dry naturally.

Contract for Security services

GENERAL TERMS & CONDITIONS ;

- 1) The security personnel and also the security agency should have knowledge and skill regarding the following.
 - (a) Principle of security
 - (b) Basic language Odia ,Hindi, English
 - (c) Access control
 - (d) Personal control
 - (e) Material control
 - (f) Vehicle control
 - (g) Search procedure
 - (h) Fire prevention and control
 - (i) Identification of Explosive
 - (j) Use of security equipments & devices
 - (k) Crowd control
 - (l) Security communication & role play
- 2)
 - * There should always be supervision of duties of the security guards deployed by your supervisory staff.
 - * An attendance register should be maintained at staff quarter, Institute, Boys & Girls hostel premises for the outsiders visiting the premises. The registers are to be maintained with proper format indicating all relevant information of the visitors. The attendance register of guards for both the premises will be verified/checked by our Administrative Officer as and when required.
 - * Guard deployed at Institutes lobby are required to check all the bags carry bags (for in coming and outgoing) of staffs, students, suppliers and outsiders.
 - * Any guard found sleeping while on duty then wages will be deducted from the bill.
 - * Guard should perform their duties with full uniform, identity card with photo.
 - * More than continuous duty for one shift (8 hours) should be strictly avoided.
 - * Payment will be made on monthly basis on production of bill in duplicate.
 - * On holidays no department will be opened without permission of the principal.
 - * The guards should neither keep any intimacy with any employee of this Institute nor should form any association among themselves.
 - * The firm shall have to provide extra security guard out of the given list as and when required by this Institute on usual payment.
 - * The firm should submit the documents relating to the deposit of EPF, ESI deduction and the down loaded statement of EPF,ESI of individual guard deployed every month and downloaded copy of GSTIN(all deposits of previous month) failing which payment will be with held. An undertaking in this regard to be given during the award of contract.
 - * The Service Provider shall provide security services by deploying adequately trained, mentally & physically sound, dedicated and well-disciplined security personnel. They will safeguard the premises, movable and immovable assets, equipment, etc
 - * The security personnel shall be deployed round the clock in 3 shifts at different places of the premises as will be required.
 - * The Service Provider shall ensure inward and outward movement of authorized persons, materials and vehicles, etc. as per instructions issued fromtime to time by the authority concerned.

- * To carry out surveillance of the allocated area.
 - * Any other services on need basis as and when informed by the authority concerned.
 - * The security personnel deployed shall take regular rounds of the premises and should be vigilant and remain alert to avoid any unforeseen event
 - * The Service Provider shall keep the authority of IHM, Bhubaneswar informed of all the matters relating to security and co-operate in the investigation of any incident relating to security problems
3. The height of the guard to be deployed for duty should be minimum 5'6" with sound health.
 4. Request for enhance of rate or any other charges during the contract period will not be considered at any cost except the changes made by the Government of Odisha.
 - 5 Any paper related to tender should be provided as and when required by the Institute.

Final Authority

If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar whose decision on such matters shall be final and conclusive.

Arbitration

Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.

Sd/-
PRINCIPAL

ANNEXURE - B **SALIENT FEATURE OF SECURITY SERVICES**

- 1 The successful Tenderer shall have to provide **24 hours security service on 8 hourly Basis.**
- 2 The Tenderer will be responsible for off duty of their guards, accommodation, health, Uniform, provident fund deductions etc.
- 3 The Tenderer shall have to **supervise** the duties of the guards at regular intervals.
- 4 Three **cell torch light** with battery shall be provided by the tenderer for night security guard.
- 5 The security guard should be with clean **full uniform, identity card** with photo while on duty.
- 6 The Tenderer shall liable to **compensate any lose/theft** caused due to negligence of security guard on duty. The cost theft material fixed by authority is final and binding on the part of the tenderer to pay the cost in the month incident.
- 7 The timing and place of duty will be intimated to the successful tenderer.
- 8 The Institute will pay a **consolidated amount per guard per duty** as per the rate approved by the Institute.
- 9 The successful tenderer shall have to enter into a formal agreement within ten days of award of contract.
- 10 The lowest will not be only criteria for finalization of the tender.
- 11 The undersigned reserve the right to cancel any or all quotations without assigning any reason.
12. The bill must be accompanied with the copy of the tax, provident fund/ESI deposit challan.
13. Attendance Register to be signed by the security guard and supervisor which will be available with our Administrative Officer.

I / We have gone through the terms & conditions of tender for Annual contract for Security Arrangement at IHM, V.S.S. Nagar, Bhubaneswar and it is accepted by me / us.

I / We are pleased to quote our rate. Rate should be quoted as per the rates of Government of Odisha Rules & Regulations.

Contract for maintenance of Garden

GENERAL TERMS & CONDITIONS ;

01. The tenderers are advised to inspect and examine the site, its surrounding and nature of work involved and to satisfy themselves before submitting their tender as to the nature and quantity of work and in general shall themselves obtain all necessary information as to risks contingency and other circumstances which may influence or affect their tender. The tenderer shall be deemed to have full knowledge of the work whether the tenderer inspect it or not and no extra charges shall be allowed.
02. Submission of a tender implies that he / she had read this notice and documents and has made himself / herself aware of the scope and satisfactory conditions of the work to be done and of local conditions of the work to be done and of local conditions and other factors for the execution of work.
03. Though the contract is for one year after issue of the work order, the payment shall be made monthly on production of the bill along with service certificate duly signed by the authorised officer.
04. The tenderer should not accompany or follow any request for negotiation from tenderers.
05. The tenders received late are liable to be rejected. Required forms attached here with have to be submitted along with the tender form. The job description of above different work is also attached for tenderer's reference. The salient feature of works is given in **annexure- B**.
06. While quoting the rate the tenderer should take the minimum wages prescribed by Government for the employees to be engaged by them.
07. The intending firm should have been registered as a shop and commercial establishment or should have Provident Fund Registration.
08. The intending firm should have sufficient experience in relevant field.
09. Child labour should not be engaged.
10. The bill must be accompanied with the copy of the tax, provident fund deposit challan.
11. Attendance Register to be signed by the gardener, supervisor which will be verified by the Administrative officer.
12. Any paper related to tender should be provided as and when required by the Institute.

Final Authority

If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar whose decision on such matters shall be final and conclusive.

Arbitration

Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.

Sd/
PRINCIPAL

ANNEXURE- B

SALIENT FEATURE OF LAWN AND GARDEN WORK

The Lawn & Garden inside the Institute to be maintained properly throughout the year as per the following :-

1. Lawn grass to be cut size and unwanted shrubs, small trees are to be removed regularly in the institute premises.
2. Seasonal flower trees to be planted on the ground & pots.
3. Minimum 100 flower pots and plants to be maintained.
4. Watering to garden & flower pots
5. Grown up trees are to be cut to size at regular interval.
6. To make flower pots ready to participate in flower show competition.
7. The Lawn and Garden should be maintained neat and clean and should be free from dry leaves and dead branches.
8. Compost and Manure should be used as per the requirements.
9. All the materials such as Manure ,Seeds ,Plants ,Fertilisers, Pesticides ,and Fungicides, 100 nos. earthen pots(12") etc. are to be supplied by the tenderer.
10. All the Gardening Equipments like Phawrah ,Pick axe, Lawn Mower, Garden Pipe, tree cutting machine etc shall have to be arranged by the tenderer .
11. During the work if any damage to the Institute property caused by the tenderer will be recovered from tenderer's bill/security deposits.
12. The tenderer should engage minimum of **Two Gardeners in each day** of the week throughout the contract period.
15. Name and other details of regular and substitute gardeners with photograph should be submitted to the Institute.
16. Any paper related to tender should be provided as and when required by the Institute.
17. Payment will be made monthly.

News paper NIT



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Dt.24-04-2023

NOTICE INVITING TENDER

E-tender is invited by IHM, Bhubaneswar on two bid system from Individuals/Companies/Firms registered in India fulfilling the eligibility conditions, as per tender document for supply/contract for the Institute.

Last date of submission of tender : 09-05-2024 at 05:00 p.m

For details please visit our websites www.tenderwizard.com/IHM or www.ihmbbsr.org

Sd/-
PRINCIPAL

1. Notice Inviting Tender

1.1 Tenders are invited from eligible Bidders (Firms/ Agencies) interested to provide Following different Outsourcing Services to Institute of Hotel Management, Bhubaneswar (IHM, BHUBANESWAR) in its Institution, Boy's Hostels and Girl's Hostel at Bhubaneswar on outsourcing basis as per a service contract with specific terms and conditions. The tender forms may be down loaded from our website www.ihmbbs.org and www.tenderwizard.com/IHM. The tender paper completed in all respects should be uploaded in e-tender portal www.tenderwizard.com/IHM. Hard copy of EMD & Paper cost dispatched by Speed Post/Regd. Post only.

Category of Manpower

Category	Nos
Facility Executive– SPOC	
Sweeping and Cleaning Staffs	
Head Gardener	
Gardener	
Head Security Guard	
Security Guards	
Plumber	
Electrician	
MST	
WTP/STP Operators	
Dish Washer	
Cook	
Cook Helper	
Office Assistant (IT)	
Asst store keeper	
Senior Attendant	
Attendant	
Bus Driver	
Bus Helper	

- 1.1.1 The contract shall be initially for a period of one year, which may be renewed for **another two year** subject to satisfactory performance of the Agency and with the mutual consent of both the parties.
- 1.1.2 Interested Bidders can download the Tender document containing detailed terms and conditions, scope and eligibility criteria from the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR, website: hospitality@ihmbbs.org. The cost of the Tender document is Rs.1000/- (Rupees One thousand) only including GST, which is non-refundable. The cost of EMD and cost of Tender paper can also be paid through online Banking/ RTGS/ NEFT/ Demand Draft in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar from any Nationalized/ Scheduled Bank. in following manner.

Name of the Bank & Branch	Indian Overseas Bank, Macheswar, Bhubaneswar
Accounts Name	Principal, IHMCT & AN. V.S.S.Nagar, Bhubaneswar
Account No.	091502000001017
IFSC Code	IOBA0000915
Address of the Bank	Macheswar V.S.S.Nagar, Bhubaneswar
E-Mail id	hospitality@ihmbbs.org
Contact No.	9437001241

- 1.1.3 The Bids (both technical and financial) in the prescribed formats and manner must reach the Office of the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR within due date and time (i.e. 19.03.2023 at 05.00 P.M.). Bids received after due date and time shall be rejected.
- 1.1.4 The Facility Management Service Provider will be selected through Quality and Cost- Based Selection (QCBS).
- 1.1.5 The scanned copies of E-Payment receipt towards EMD/BID security, Cost of bid document have to be uploaded in the e-Tender portal of INSTITUTE OF HOTEL MANAGEMENT BHUBANESWAR i.e. www.tenderwizard.com/IHM

- 1.1.6 Intending bidders are requested to register themselves with Institute of Hotel Management Bhubaneswar through the website www.tenderwizard.com/IHM for obtaining user-id, Digital Signature etc. by paying Vendor registration fee and processing fee for participating in the above mentioned tender.
- 1.1.7 Amendments, if any, to the tender document will be notified in the above website as and when such amendments are made. It is the sole responsibility of the bidders who have downloaded the tender document from the website to keep themselves abreast of such amendments before submitting the tender document.
- 1.1.8 IHM Bhubaneswar has decided to use the process of e-tendering for inviting this tender and thus the physical copy of the tender would not be sold.
- 1.1.9 The bidders shall furnish a declaration that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on Web-site (www.tenderwizard.com/IHM)
- 1.1.10 In case of any correction/ addition/ alteration/ omission is found in the tender document; the tender bid shall be treated as non-responsive and shall be rejected.
- 1.1.11 Engagement of child labour is strictly prohibited in each department.

Note: a) **INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR reserves the right not to accept any category of person provided by the successful bidder and it may resort to testing of skills of the persons and accept the qualified persons as per its own requirement. INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR reserves the right, salary of each head /selective category will may be enhanced/reduced as and where if required.**

b) **In case the last date of submission / opening of bid is declared to be a holiday, last date of submission/ opening of bid will get shifted automatically to next working day at the same schedule time. Any change in bid submission/ opening date due to any other unavoidable reason will be notified through the IHM Bhubaneswar Web site/ or e-Tender portal and /or newspapers. IHM Bhubaneswar is the final authority to accept or reject the tender bids.**

Sd/-
Principal

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply with the following criteria to participate in the tendering process -

- 2.1.1 Must have either its registered office or operating office in Odisha. **(Self- attested copy of documentary evidence like Certificate of Incorporation, GST Registration Certificate, etc. to be furnished along with the technical Bid)**
- 2.1.2 Must have minimum Ten years of experience (as on 31st Jan 2023) in providing different outsourcing services either to a single organization or multiple organizations. In last 10 years, the Agency should have provided Facility Services at any Hotels/Educational institutes/ Guest House/Hospitals/ Residential Buildings and at least Two categories of services **combinedly** out of the eight categories of services i.e. (1) Security Service, (2) Housekeeping Service, (3) Providing Lab Attendants, (4) Electrical and Other technical Maintenance Service, (5) PH Maintenance Service, (6) Providing Cook and Cook Attendant, (7) Gardening Service and (8) Manpower outsourcing Services. **(Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical Bid)**
- 2.1.3 Must have provided similar Facility Management Services to at least Two Government/Semi-Government/public sector undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 12 months during the **last 10 years**. (Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/ Performance Certificates from the Employers or any other valid proof to be furnished along with the technical Bid)
- 2.1.4 Must have executed similar Facility Management/ Manpower Outsourcing Work for at least Average **Rs.10 Crores** during last 3 financial years i.e. **2018-19, 2019-20 & 2020-21 or 2019-20, 2020-21 & 2021-22** **(Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/Performance Certificates from the Employers to be furnished along with the technical Bid)**
- 2.1.5 Must have valid registration under Shops & Establishment Act or other relevant Act/ Rules, Labour Law, Income Tax, ESI, EPF, GST, **ISO Certifications** etc. **(Self- attested copies of such Registration Certificates to be furnished along with the technical Bid)**
- 2.1.6 Must have **own** license to engage in the business of Private Security Agency (**PSARA**) from Competent Authority. The bidder can't provide security service by way of outsourcing the same from another agency having required license from Competent Authority to engage in the business of Private Security Agency. **(Self-attested copy of PSARA (Private Security Agency Regulation Act) Certificate of the bidder to be furnished along with the technical Bid)**
- 2.1.7 Must have employed not less than 100 (one hundred) field level staff (non- administrative) to render similar services at clients' locations (either single location or multiple locations). **(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 along with the technical Bid)**
- 2.1.8 Must have a minimum Annual Turnover of **Rs.10 Crores** during each of the last 3 Financial Years i.e. **2018-19, 2019-20 & 2020-21 or 2019-20, 2020-21 & 2021-22**. **(Self-attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished along with the technical Bid. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.)**
- 2.1.9 Must have ISO **9001:2015 & ISO 14001:2015** certification. **(Self-attested copy of ISO 9001:2015 & ISO 14001:2015 Certificate to be furnished along with the technical Bid)**
- 2.1.10 Preference will be given to the Organization those **MSME Registered (Having Udyam certificate)**.
- 2.1.11 The Authority reserves the right to accept or reject any or all the tenders without Assigning any reason thereof or order for re tender of entire work at any time.

3. Responsibilities of the IHM Bhubaneswar:

3.1 Provide space for safe storage and issue of consumables, uniforms, maintenance of Records and place of sitting for Supervisors or executives (deputed by the contractor).

3.2 Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.

3.3 Co-operate with the deployed staff for smooth conduct of the assignments by the Contractor

3.4 Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like computer room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.

3.5 Develop log book, control sheet, checklist for documentation, regular monitoring and Quality assurance.

3.6 The nos. of staff under all categories are approximate in nature, which may vary at the time of issue of Work Order. The Agency will be paid for the extra persons deployed as required & requested by INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR at the rates quoted against the categories of persons in the Financial Bid at **Annexure 2**.

4. Cost of TENDER Document, EMD and Performance Security

4.1 The bidders shall submit along with the Technical Bids, the cost of Tender Document for **₹. 1000/- (Rupees One Thousand)** only in the form of Demand Draft/ Pay Order in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar and EMD of **₹. 1,00,000/- (One Lakhs)** only in form of Demand Draft/ Pay Order in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar. Whereas MSME (Udyam Registered) / NSIC certified company will be Exempted from submitting **Tender document fees and EMD**.

4.2 Performance Security shall be 1% of annual contract value. The successful bidder shall deposit the Performance Security in the form of Demand Draft (DD)/ Pay Order (PO) in favour of Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar within 10 days of notification of award.

4.3 EMD of all the bidders shall be returned once the successful bidder deposits the Performance Security and signs the Contract.

4.4 Security money may be cancelled in failing of duty of any damage of Institute properties.

4.5 Performance Security of the successful bidder shall be returned within 30 days of successful completion of the contract period.

4.6 The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

4.7 The tender paper submitted without EMD mentioned above, will be summarily rejected.

5. Payment & Price Validity

5.1 The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower.

5.2 While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as EPF, ESI, etc. for the previous month.

5.3 The price as quoted by the Agency (as per **Annexure 2**) shall remain unchanged in the operation tenure unless any change in Government Minimum wages Act or any changes made by the IHM Bhubaneswar Authority.

5.4 GST/ Taxes, if any, shall be paid at the applicable rate and liable to change as per Govt. Terms and Order.

5.5 Request for enhance of rate or any other charges during the contract period will not be considered at any cost.

6.0 Period of Engagement

6.1 The engagement shall be for a period of **One year** from the date of actual operation (beginning of service).

6.2 The agency shall sign the contract and start providing services (actual engagement of personnel) within 15 days of issue of Letter of Award/Intimation.

7.0 Termination /Suspension o Agreement

7.1 The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.

7.2 The INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR may, suspend the agreement any time by a notice in writing , if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension shall specify the nature of failure, and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

7.3 The INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving the service provider reasonable opportunity of being heard.

7.4 If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR) have subsequently approved in writing.

7.5 If the service provider becomes insolvent or bankrupt.

7.6 If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or

7.7 If , in the judgment of the Management of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

Final Authority

If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar whose decision on such matters shall be final and conclusive.

Arbitration

i. **Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.**

ii. **In case of any dispute arising out of the contract between the two contracting parties, the decision of the Principal, IHM Bhubaneswar shall be final and binding**

8.0 Detail of Office Premises

- 8.1 Total indoor floor area including Administrative block, Academic Block, Class Rooms, Labs, Kitchen, Auditorium, Hostel, EDC Building, Boy's hostels, Ladies Hostels, common area, reception/ waiting area, store, restroom, toilet, security room, Central Warehouse, .
- 8.2 Bidders are requested to visit the office premises of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR to assess the actual floor area, outdoor workload including internal road, lawn, parking area, rest shed, etc., to assess the actual area to be covered and the quantum of work preferably on the day of the pre-bid meeting.

9.0 Instructions to Bidders

9.1 Submission of the Bid

9.1.1 The Bid shall be submitted in a sealed envelope with clear inscription as **"TENDER FOR OUTSOURCING OF DIFFERENT SERVICES, TENDER REFERENCE NO. _____"** on top of it before due date and time.

9.1.2 The Bid shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Bid and "Cover-B" shall contain the Financial Bid.

9.1.3 Technical and Financial Bid shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL BID; TENDER REFERENCE NO. _____" on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above

9.1.4 The successful tenderer shall have to enter into an AGREEMENT at their own cost .

9.1.5 The bid shall remain valid for a period not less than 90 days after the last date of submission of Tender.

9.2 Contents of the Bid

9.2.1 The technical Bid in addition to proof of eligibility shall contain: All the information, documents and clarifications as required under **Annexure 1&To R**

9.2.2 EMD (in form of DD/PO/NEFT) and TENDER Document Cost (in form of DD/PO/NEFT).

9.2.3 Copy of the TENDER Document signed on every page by the duly authorized Signatory

9.2.4 Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR for this Tender.

9.2.5 The Financial Bid shall be submitted in the format given in Annexure 2

9.3 Evaluation and Selection

9.3.1 The Bids shall be evaluated in two stages i.e. technical evaluation and financial evaluation.

9.3.2 The Bids shall be evaluated in two stages i.e. technical evaluation and financial evaluation.

9.3.3 The Financial Bids shall be opened of those bidders who will qualify in the technical evaluation.

9.3.4 The minimum qualifying score in technical evaluation shall be 80 marks out of 100 marks and the financial Bid of the bidders who secure the minimum 80 marks shall be opened. Format for technical evaluation is given in **Annexure 4**.

9.3.5 Financial Bid shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below–

INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751007

Date of Opening of financial Bid shall be communicated to the technically qualified bidders.

9.3.6 For financial evaluation, Price excluding Tax shall be taken into consideration i.e. After the evaluation of the financial Bids, combined evaluation will be carried out.

For combined evaluation, the following abbreviations are used –

- a. Ts = Technical score
- b. Fm = Lowest evaluated financial Bid
- c. Fs = Maximum financial score
- d. F = Price of the Bid under consideration
- e. T = Weight given to the Technical Bid
- f. P = Weight given to the Financial Bid
- g. S = Combined score

The combined evaluation will be carried out as follows –

- (i) The lowest evaluated Financial Bid (Fm) will be given the maximum financial score (Fs) of 100 points. The financial scores (Fs) of the other financial Bids will be computed as per the following formula-
 $Fs = 100 \times Fm / F$, in which Fs is the financial score, Fm is the lowest price and F the price of the Bid underconsideration.
- (ii) Bids will be ranked according to their combined technical (Ts) and financial (Fs) scores using the weights (T = the weight given to the Technical Bid; P = the weight given to the FinancialBid; $T + P = 100$), which is **S (combined score) = $Ts \times T\% + Fs \times P\%$.**
- (iii) The weights given to the Technical and Financial Bids are: T = 70 and P = 30

9.4 Award of Contract

- 9.4.1 Contract shall be awarded to the bidder whose bid will be determined to be substantially responsive and who has secured the highest combined technical and financial score as per Clause No. 3.3 (f) (ii)above.
- 9.4.2 In case two bidders secure the same highest combined score, the bidder with the highest average annual turnover during the last 3 financial years i.e. 2017-18, 2018-19 & 2019-20 or 2018-19, 2019-20 & 2020-21 shall be awarded thecontract.
- 9.4.3 Any effort by a bidder to influence INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR in its decision on bid evaluation or placement of Work Order may result in rejection of the bidder'soffer.
- 9.4.4 Any legal dispute arising out of this is subject to Bhubaneswar jurisdiction only.
- 9.4.5 IHM reserves all the right to accept or reject any or all bid without any further clarification.

10 Special Conditions of Contract

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency &punctuality.
- c) The personnel deployed by the Agency should not have any Police records/ criminal cases against them.
- d) INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR may advise the Agency to disengage any of its staff from service, with 24 hours of prior intimation, in case the management of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR shall provide suitable space to the Agency for storage of tools, equipment, chemicals and consumables required for the services and safe custody of all such materials will be Agency's sole responsibility.

- g) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR shall not be liable for any payment on account of compensation.
- h) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR or any other statutory authority.
- i) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*, as and when sought for.
- j) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall provide TDS certificate to the Agency.
- k) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, EPF, etc. *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall have no liability in this regard.
- l) The *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including EPF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR shall be made a party to it in case of any dispute arising out of such non-compliance.
- m) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* proportionate to the extent of default/non-compliance.
- n) *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- o) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR during the currency or after expiry of the Contract.
- p) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.
- q) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- r) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

11 Penalty Clauses

In case the contractor fails to commence/ execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR reserves the right to impose the penalty as detailed below:

a. 0.5% of cost of order/ agreement per week, up to 2 weeks delay.

b. After 2 weeks delay, INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other contractor (s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the differential amount, if any, will be recovered from the contractor by forfeiting the Performance Security deposited by the contractor.

c. For any breach of contract, *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.

d. If the lapse is repeated, the extent of penalty will be doubled on each such occasion. Some of the instances in which penalty would be imposed are enumerated below, but these are not exhaustive and penalty may be imposed on any violation/ breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities.

e. If the personnel working are found indulging in smoking/ drinking/ sleeping during duty hours.

f. If the behavior of the deployed personnel (s) are found to be discourteous to any official of *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.

g. If any person is found on duty other than that mentioned in the approved list provided by the Agency to *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.

h. In case of any loss/ theft of *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*'s property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* will make good the losses by deducting the cost of loss from the Performance Security Deposit of the Agency or next month's bill of the Agency in one or more installments.

i. If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.

j. During contract period if any loss or damage to the Institute property caused by the security personnel due to negligence in duty will be recovered from the amount of bill/security deposit.

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

Sl.No.	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.	a) ISO 9001:2015 Certification b) ISO 14001:2015 Certification (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. 2018-19, 2019-20 & 2020-21 (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 three financial years (2017-18, 2018-19 & 2019-20 or 2018-19, 2019-20 & 2020-21)	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.	MST	
10.	WTP/STP Operators	
11.	Dish Washer	
12.	Cook	
13.	Kitchen Helper	
14.	Office Assistant (IT)	
15.	Asst. Store Keeper	
16.	Senior Attendant	
17.	Attendant	
18.	Bus Driver	
19.	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:

1. 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.
2. 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.
3. 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.
4. 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.
5. If the firm submitting the lowest evaluated bid does not accept the correction of errors, its Bid shall berejected.
6. 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							
MST							
WTP/STP Operators							
Dish Washer							
Cook							
Kitchen Helper							
Office Assistant (IT)							
Asst. store keeper							
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)	5 Years or More but Less Than 7 years	5		
b)	7 Years or More but Less Than 10 years	10		
c)	10 Years or More but Less Than 15 years	15		
d)	More Than 15 Years	20		
2	Average Turn Over Last 3 Financial year	Max.25 Marks		
a)	Less or Equal to 10 Crs	10		
b)	More Than 10 Crs and Less Than 15 Crs	15		
c)	More Than 15 Crs and Less Than 20 Crs	20		
d)	More or equal to 20 Crs	25		
3	Quality Related Matrix	Max.30 Marks		
A)	ISO 9001 : 2015	Max.15 Marks		
a)	ISO 9001 Less or equal to 5 Years	5		
b)	More than 5 years Less Than 10 Years	10		
c)	ISO 9001 More or equal to 10 Years	15		
B)	ISO 14001:2015	Max.15 Marks		
a)	ISO 14001 Less or equal to 5 Years	5		
b)	More than 5 years Less Than 10 Years	10		
c)	ISO 14001 More or equal to 10 Years	15		
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		