

TENDER FOR

Providing Integrated Guest House Management Services such as Front Office, House Keeping, Kitchen, Food & Beverage (Non-Alcoholic) services in dining, operation and Maintenance for Main Guest House with **48** Rooms and Centenary Visitors' House with **106** Rooms

TENDER NO. R(CMC)/MGH & CVH/2021-01 DATED 18/12/2021

(<https://iisc.ac.in/all-tenders/>)



**CONTRACT MANAGEMENT CELL
INDIAN INSTITUTE OF SCIENCE
BANGALORE-560012**

SCHEDULE OF EVENTS

Schedule A

| | |
|---|---|
| Tender No. | R(CMC)MGH & CVH/2021 -01 Dated 18.12.2021 |
| Download the tender Document from | https://iisc.ac.in/all-tenders/ |
| Tender Release Date | 18.12.2021 |
| Site Visit | 06.01.2022 - 10.00 am |
| Pre-bid clarification | 06.01.2022 - 04.00 pm |
| Late date for receipt of bids | 20.01.2022 till 03.00 pm |
| Validity of bid | 180 days from the date of opening of tenders |
| Earnest Money Deposit | Rs. 5,00,000/- DD drawn in favour of “The Registrar, IISc, payable at Bengaluru |
| Date & Time for opening of Technical bid | 21.01.2022 @ 04.00pm |
| Place of opening the bids | Contract Management Cell, Central Lecture Hall Complex, IISc. Bangalore 560 012. Phone No 080-22932500/2049 |
| Date & Time of opening of commercial bids | Will be announced later |
| Contract commencement date | 01.03.2022 (Tentative) |
| Contract Duration | 3 years (renewable each year after review) |
| Performance Security Deposit | Rs 35 lakhs |
| Financial turn-over of bidders | Rs. 10 crore per annum for the last 3 financial years, exclusively from Integrated Guest House Management Services. |

TENDER NOTICE

1. Sealed tenders are invited under TWO-COVER BID SYSTEM i.e. Technical bid and Commercial Bid in separate covers from reputed, experienced and financially sound companies/Firms/Agencies for

Providing Integrated Guest House Management services such as Front Office, House Keeping, Kitchen, Food & Beverage (Non Alcoholic) services in dining, operation and Maintenance for Main Guest House with **48** Rooms and Centenary Visitors' House with **106** Rooms

2. The tender documents can be downloaded from the
Website: <https://iisc.ac.in/all-tenders/>
3. Interested agency should submit their bid for both guest houses in the prescribed format (Annexure II to Annexure V). Incomplete or partial responses are liable to be rejected.
4. Interested Companies/Firms/Agencies may deposit bid documents, complete in all respects along with Earnest Money Deposit (EMD) and other requisite documents, in the **Tender Box** kept at the Contract Management Cell, located in Central Lecture Hall Complex. IISc., Bangalore- 560 012, on or before the deadline indicated in Schedule A.

DOCUMENTS TO BE SUBMITTED

- Techno Commercial Evaluation : Annexure - I
(Attach all documents, declarations, details etc.)
- Technical Bid : Annexure - II
(Attach all documents, declarations, details etc.)
- Commercial Bid : Annexure - III
(Attach documents, details/bills of quantities etc.)
- Scope of work : Annexure - IV
(Detailed scope of work for guest house
management and reception services)
- Check List : Annexure - V

FEES TO BE DEPOSITED

(Attach separate demand draft with the technical bid)

E.M.D. : Rs.5,00,000/-

Note: Bidders must submit the Technical and Commercial Bids in separate sealed envelopes; each super scribed as "**Technical Bid**" and "**Commercial Bid**" respectively and put them in a bigger sealed cover, subscribing "Tender Notice" No. R(CMC)MGH/CVH/2021-01 Dated 18.12.2021 and "**Providing Integrated Guest House Management Services for Main Guest House and Centenary Visitors' House**". The tender fee and EMD drawn on any scheduled bank in favour of The Registrar, Indian Institute of Science, Bangalore 560 012, as separate demand drafts, should be enclosed in the Technical Bid.

GENERAL INFORMATION OF THE GUEST HOUSES

Indian Institute of Science (IISc) an autonomous academic Institute under the Ministry of Education, Government of India is desirous of appointing a contractor /firm for “Providing Integrated Guest House Management Services such as Front Office, House Keeping, Kitchen, Food & Beverage (Non Alcoholic) services in dining, operation and Maintenance” for its Main Guest House and Centenary Visitors House.

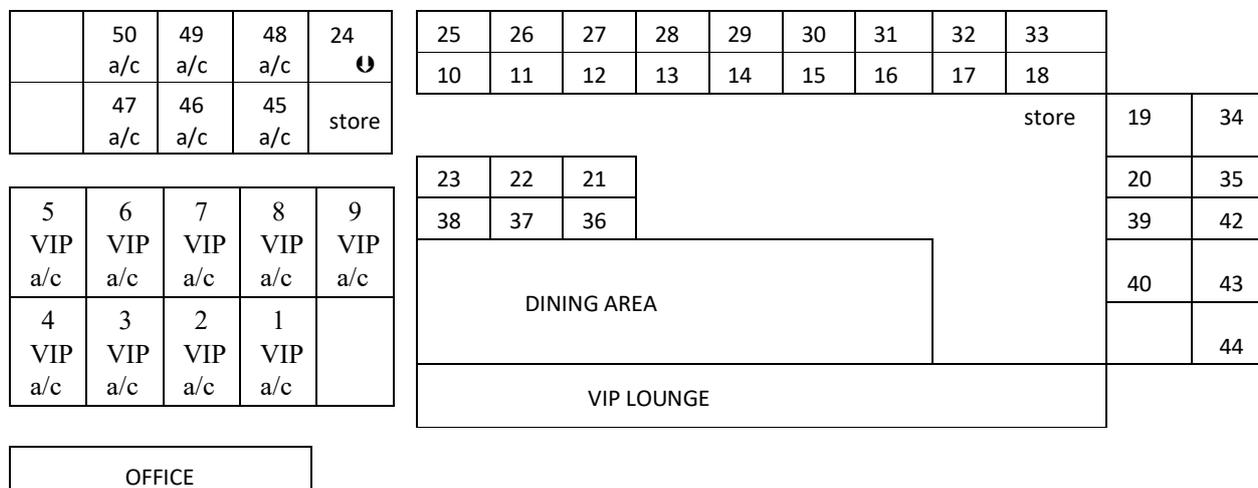
1. The Main Guest House (MGH) consists of 48 guest rooms, out of which, 15 are executive rooms. Apart from these rooms, the reception area, office, kitchen, dining area, storage area, lounge & VIP lounge, open party area, etc. are to be maintained by the contractor. A covered external dining area of about 165 sq.m at the MGH (outside the building complex) is also to be cleaned and maintained. The cooking facilities at both the Guest Houses are required to be maintained by the agency.

Room MAP

MAIN GUEST HOUSE

INDIAN INSTITUTE OF SCIENCE

ROOM MAP



II. Centenary Visitors House (CVH): consists of 106 rooms including 71 studio apartments, 19 single rooms and 16 double rooms with attached bathrooms, kitchen, dining hall, reception counters, store room, office room, lounges, corridors, staircases, lifts and other public areas.

CENTENARY VISITORS' HOUSE

Two Bed Room Apartment

(Ground Floor) (First Floor) (Second Floor) (Third Floor)

| | | | | | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 121 | 122 | 128 | 129 | 221 | 222 | 228 | 229 | 321 | 322 | 328 | 329 | 413 | 414 | 420 | 424 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

One Bed Room (Ground Floor) (First Floor) (Second Floor) (Third Floor)

| | | | | | | | | | | | | | | | | | | | | |
|-----|-----|-----|-----|-----|---|-----|-----|-----|-----|-----|---|-----|-----|-----|-----|-----|---|-----|-----|-----|
| 123 | 124 | 125 | 126 | 127 | C | 223 | 224 | 225 | 226 | 227 | C | 323 | 324 | 325 | 326 | 327 | C | 415 | 416 | 417 |
|-----|-----|-----|-----|-----|---|-----|-----|-----|-----|-----|---|-----|-----|-----|-----|-----|---|-----|-----|-----|

STUDIO APARTMENT (GROUND FLOOR)

| | | | | | | | | | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 101 | 102 | 103 | 104 | 105 | 106 | 115 | 116 | 117 | 118 | 119 | 120 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

STUDIO APARTMENT (FIRST FLOOR)

| | | | | | | | | | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 201 | 202 | 203 | 204 | 205 | 206 | 207 | 208 | 209 | 210 | 211 | 212 | 213 | 214 | 215 | 216 | 217 | 218 | 219 | 220 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

STUDIO APARTMENT (SECOND FLOOR)

| | | | | | | | | | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 301 | 302 | 303 | 304 | 305 | 306 | 307 | 308 | 309 | 310 | 311 | 312 | 313 | 314 | 315 | 316 | 317 | 318 | 319 | 320 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

STUDIO APARTMENT (THIRD FLOOR)

| | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 401 | 402 | 403 | 404 | 405 | 406 | 407 | 408 | 409 | 410 | 411 | 412 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

A pre-bid meeting with the tenderer as indicated in scheduled A to appraise them about the Guest House operations, expectations of the Institute and to familiarize them about the scope of work and obligation in the proposed contract is organised. The prospective tenderers must visit the Main Guest House and Centenary Visitors House and acquaint themselves about the scope and schedule of work, supervision and commitment needed on the dates indicated in Schedule - A.

IISc Bangalore expects the Main Guest House and the Centenary Visitors House to be maintained as a high end facility for our visiting academic community, ensuring state-of-the-art hospitality and service management.

PROCESS OF SELECTION OF AGENCY FOR OUTSOURCING OF SERVICES

1. Release of web advertisement inviting proposals from reputed & registered companies engaged in providing Integrated Guest House Management services of reputed Corporate companies having a turnover of 1000Cr / IITs/IIMs/IISc/ Other Institutes of Eminence(IoE)//Navarathna PSUs.
2. Bidders are required to submit the complete proposal (in two-cover format) along with the supporting documents on or before the deadline given in Schedule A.
3. The Eligibility documents & technical bids (Cover-1) will be opened on the day and time indicated in Schedule A in the presence of authorized representatives of the bidder. Representatives of the bidding firms qualified in Stage -1 of the selection process may be asked to give presentations on their strengths and suitability to meet our standards before the Contract Management Committee of the IISc, Bangalore.
4. Contract Management Committee may enquire or obtain feedback with the clients of the bidders for obtaining confirmation on service quality of the contractor for those who have technically cleared Stage-I with the minimum required marks.
5. The evaluation committee of IISc Bangalore will evaluate the proposals on various parameters (as defined in Annexure I); Agencies meeting the bidder's eligibility criteria and scoring a minimum of 25 marks (out of 50) will be technically qualified. The evaluation of the Contract Management Committee is final and binding.
6. The Financial bid of technically qualified bidders will be opened in the presence of representative of the technically qualified agencies on a date and time to be communicated later.
7. The process of Technical and Commercial evaluation is as detailed in Annexure I.

MINIMUM QUALIFICATION REQUIRED FOR BIDDING

Eligibility Criteria for Bidder

The bidders having following minimum qualification are eligible to apply:

1. The bidder should have minimum four years of experience in managing guest house having minimum of 100 rooms in a single location in IITs/IIMs/IISc/ Other Institutes of Eminence(IoE)/Corporate companies having a turnover of 1000Cr/Navarathna PSUs, providing Integrated Guest House Management services in those locations, which include front office, guest receiving (reception), room allotment, complete check-in and check-out formalities. Housekeeping services includes property upkeep, cleaning of room and public area and timely maintenance, catering services to provide food and beverages as per requirements, general maintenance services and ensuring guest securities etc.
2. The bidder shall have a minimum annual turnover of Rs.10 Crores (from front office, housekeeping and catering services only) in the last 3 financial years. The bidder should submit the audited balance sheet and P & L accounts of last 3 financial years. The CA certificate towards the annual turnover is required to be submitted along with technical bid.
3. The bidder /Company / Firm / Contractor should have at least 2 successfully completed contracts of integrated guesthouse management as detailed above for managing minimum of 100 rooms guest house in single location with at least one ongoing contract.
4. The bidder/ company/ firm/ contractor should have HACCP Certification or ISO 22000:2005 Certification
5. The contractor should have OHSAS 18001:2007 certification or ISO 45001:2021
6. The bidder/ Company / Firm / Contractor should be registered with the appropriate registration authorities (Labour commissioner etc.).
7. The bidder /Company / Firm / Contractor should be registered with Income Tax, Goods and Service Tax and all other relevant departments.
8. The bidder /Company / Firm / Contractor should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.
9. Either the Registered Office or one of the Branch Offices of the bidder should be located in Bangalore.
10. The bidder /Company / Firm / Contractor should have its own Bank Account.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted along with the Technical bid of the bid document (Cover-1) duly stamped and signed by the authorized person of the agency.

INSTRUCTIONS TO THE TENDERERS

1. The Director, IISc Bangalore may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director shall be final and binding on the bidders.
2. The Director IISc Bangalore reserves the right to withdraw/relax/interpret any of the terms and condition mentioned herein.
3. Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
4. Tenders received after the closing date and time will be rejected.
5. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and conditions, laid down by the institute.
6. While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.
7. Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening of Technical and Commercial Bids.
8. The person/officer signing the tender/bid documents on behalf of the Agency/contractor should be delegated with an appropriate power of attorney (Duly endorsed by a Notary public) by the Chief Executive Officer / Managing Director of the company to sign such documents. An appropriate declaration must be enclosed.
9. Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
10. No tenderer will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his/her EMD will be forfeited.
11. The Service provider should not sublet work to any other contractor. No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification. All staff should undergo regular medical examination every year.

12. Bids shall remain valid for acceptance for a period of 180 days from the date of opening of the commercial bid. Any benefit for downward reversion of prices, should be extended to IISc. The Price bid should not be exposed along with technical bid else this will lead to rejection of the bid.
13. Companies must enclose a Compliance List (or check list) along with the technical bid and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned. Company/firm conferred with latest ISO certification, BVQs, HACCP, Special recognition/awards etc., must mention this in their technical proposal, along with a copy of the said certification
14. E.M.D should be kept in an envelope and enclosed with the technical bid document. It is mandatory to enclose the said EMD, unless otherwise the contractor /organization is entitled for an exemption while submitting bids to government Institutions/ Offices etc., as evidence from the authorization letter/ certificate issued by appropriate State/ Central Government Authority granting such exemptions.
15. The engagement of the personnel by the contractor /firm/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IISc Bangalore.
16. The Asst Registrar, CMC will be the contact point (Nodal Officer), on and behalf of the Director, IISc Bangalore for any queries related to the tender, and can be contacted at his phone no. 080-22932500/2230, e-mail: cmc.unit3@iisc.ac.in & vasanthan@iisc.ac.in
17. Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lakh only) should be in the form of a demand draft drawn on any nationalized bank in favour of “The Registrar, Indian Institute of Science, Bangalore” should be enclosed in the separate envelope submitted along with the Technical Bid & Financial Bid envelopes. EMD shall not carry any interest. Tender bid submitted without the EMD will be summarily rejected.
18. EMD in respect of the agencies which do not qualify in the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the contractor fails to deploy manpower and deliver services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited ,without giving any further notice and the contract will be terminated.
19. Bidders must submit EMD, Eligibility Documents, the Technical bid and Financial Bid in separate sealed envelopes, each superscripted as “EMD”, “Eligibility Documents”, “PART (A) & PART (B)- "Technical Bid” and “Financial Bid” respectively and put these in a bigger sealed cover, super subscribing “Tender Notice" No: R(CMC)MGH & CVH/2021 -01 Dated 18.12.2021 and the title “Tender for Providing Integrated Guest House Management Services". such as Front Office, House Keeping, Kitchen, Food & Beverage (Non Alcoholic) services in food service dining, Operation and Maintenance of MGH & CVH.

20. The successful bidder will have to provide a Performance Security Deposit amount of Rs 35 lakhs subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security deposit shall be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of The Registrar, Indian Institute of Science” payable at Bangalore. The performance security deposit should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider i.e for 3 years and 6 months.
21. Govt of India MSME guidelines will be followed in case of Earnest Money deposit waiver.

CONDITIONS OF CONTRACT

1. INTRODUCTION:

Indian Institute of Science (IISc.) is a public, deemed, research university for higher education and research in science, engineering, design, and management established in the year 1909, now under the Ministry of Education, New Delhi. It is an Institute of Eminence declared by Ministry of Education.

2. DEFINITIONS:

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning here under respectively assigned to them:

1. The expression "Owner" and /or "Institute" occurring in the tender documents shall mean IISc., Bangalore.
2. The expression "Bidder" shall mean the tenderer who submits the tender for providing service and shall include the successor and permitted assignees of the tenderer.
3. The expression "Contractor/ agency/ Service Provider " shall mean the successful tenderer selected by the Institute for carrying out the subject work, and shall include the successor and permitted assignees of the contractor.
4. "The Deputy Registrar" shall mean any representative of the Institute authorized to act as the Deputy Registrar of the work or any specified part thereof. "The Assistant Registrar" shall mean any representative of the Institute authorized to act as the Assistant Registrar of the work or any specified part thereof.
5. "Work " and "scope of work" shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipments, laundry services and staffing required for commencement, performance, provisions or completion thereof.
6. "IISc" shall mean Indian Institute of Science, Bangalore.
7. "Contract" shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IISc, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.

8. "Course" shall mean regular academic program and short term management/executive development program, including academic/scientific training program or events, seminars, workshops, conferences, summer or winter schools etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis.
9. "Meals" shall include all input from the dining hall/kitchen, including bed tea, breakfast, lunch, evening tea, snacks and dinner including those served by the Service Provider under special arrangements on various occasions.
10. "Guest House" shall mean in present tender, the Main Guest House and Centenary Visitors House, IISc. Bangalore.
11. "Competent Authority" shall mean the Director, IISc, Bangalore or any other officer designated by the Director for the purpose of this work/tender pertaining to the Main Guest House and Centenary Visitors House, maintenance thereof and powers delegated thereto, for the conduct of the defined work and smooth running of the Main Guest House and Centenary Visitors House.

2. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

2.1 Housekeeping and Facility Management:

1. Receiving and allotting (accommodation) rooms to the guests coming to stay at the Main Guest House and Centenary Visitors House as per booking details (direction from the Institute) Services include manning the reception and office, round the clock, on all days of the year, maintenance of allotment register, billing, perfect upkeep of rooms by good housekeeping and room service which includes provision of two bottled drinking water (500 ml). Coffee, tea/creamer/sugar sachets (2 each), toiletries (soap, shampoo, moisturiser, toilet tissue rolls (2 nos.), liquid hand wash, sanitizer and professional room service.
2. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venation blinds and all fixtures/furniture's at the Guest House including the office/meeting rooms on the ground floor/first floor and other rooms belonging to the Guest House, shall be the duty of Service Provider. A status report on day to day basis will be maintained by the service provider as a permanent records to be sent to the office daily.
3. Cleaning of lawn area, toilets, wash basins, terrace, open area for facilitating outdoor catering (outside MGH) cleaning of New Dining Hall, Kitchen, Wash-Basins etc. Cleaning and maintenance of Mini-Conference room, reading room and the surrounding areas of both the Main Guest House and at the Centenary Visitors House.
4. **The agency shall provide the linen for the guests at their own cost. The quality of linen supplied by contractor should be white satin self stripe with 300 and above TC only. The agency shall replace the linen as and when the life of the linen is completed or damaged. Any complaints about the quality or maintenance of linen will be viewed seriously and subjected to penalties.**
5. Bed room linen and bathroom towels shall be changed whenever the rooms are in use on daily basis. In case of higher requirement (during high occupancy), fresh linen, towel etc should be provided as per requirement. A floor register for purpose shall be maintained by the agency

and will be scrutinized by IISc official from time to time. Requests of guests should be accommodated, such as additional towels, soap, shampoos etc. and logged in the floor register.

6. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/chemicals. (Harmless WHO certified chemicals) and will be kept clean at all times. Carpets wherever available, shall be cleaned daily by vacuum cleaner and dry cleaning will be done on quarterly basis or earlier, as per the requirement. Cleaning of sofa sets, covers, curtains will also be done on monthly/quarterly basis, as per the schedule given in Annexure IV. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, Sterlization, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as per the schedule given in **Annexure IV**.
7. Bathrooms/toilets shall be cleaned thoroughly every day and mopped, Air filters of split air conditioner will be thoroughly cleaned (every month). Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispenser/bath soap, tissue rolls, toilet paper, bathroom fresheners (Odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, hand wash in each bathrooms/toilets etc. will be provided by the contractor.
8. The contractor should be responsible for quality cleaning of beds and bath linens as well as Dining cloth napkins as per Star Hotel standards. The contractor should maintain the room and Dining laundry register on daily basis & send for checking to the Guest House office. The contractor should also provide laundry services to the guest(s) on payment basis at rates approved by IISc. Reception / Help Desk should assist the guests' requirement.
9. Toiletry items from reputed brand(s) to be supplied daily in a 30ml refill containers consisting of Shampoo, Conditioners, Moisturizer, along with Soap etc., Daily supply can be on the basis of usage of room. A liquid hand wash from a reputed brand should be kept in each room, outside wash rooms and hand wash areas. Further the contractor shall provide Two newspapers in English and one newspaper in Kannada in the reception of the Guest House.
10. The contractor should provide electrician and a plumber (or a handyman) to address minor repairs when reported. The charges for providing this service should be inclusive in the financial bid.
11. The contractor shall ensure overall general maintenance like drainage clean, clear and disposal of garbage (dry and wet /plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), repairs and services of electrical, plumbing, carpentry etc. breakdowns, emergency relief and help on urgency basis. **To ensure that managers/supervisors are sufficiently trained and equipped with mobile phone/cordless phones. The services and repairs are required to be initiated within an hour of the complaint and there should be a separate grievance redressal staff to handle the complaints. There has to be an escalation system to ensure the services are ensured and repairs are resolved.** The Grievance redressal matrix has to be placed in the notice board of the CVH/MGH and further if the Grievance is not attended, the agency will be subjected to penalty clause as decided by the IISc
12. The agency has to provide adequate staff for housekeeping, kitchen, dining hall, reception, general cleaning etc. as required for both the Guest Houses (MGH & CVH).

13. The agency shall commit to making the employees undergo a refresher course at least every 3 months in order to ensure that the quality of service consistently remains at the level of a 3Star hotel or above.
14. The contractor should keep a small inventory (25 units each) of (good quality) tooth brush, toothpaste, razor, shaving cream, combs, sewing kits, ear buds, facial tissues (small packs) which may be provided to guests, if needed, at MRP rate in both guest houses.
15. The kitchen and service staff should have **FOSTAC** Training Certificate.
16. Fresh replacement of bed and bath linen should be provided to all check – out & occupied room. Monthly cleaning schedule to be maintained for vanishing blinds in rooms, roller curtain in dining hall etc. by contractor.
17. House Keeping Management during several institute events in MGH and CVH guest house shall be the sole responsibility of contractor.
18. Supervisors should be trained and have adequate knowledge about Fire Safety Aspects. The Supervisors should have knowledge about the operation of Fire Extinguishers, Fire Hydrants etc. during fire emergency and also should give awareness about fire safety to all staff working round the clock. The contractor should arrange periodical awareness (once in three months) on Fire Safety to all staff. The agency should engage reputed launderer to clean and press all the linen taken from Guest House at his own cost. It is the responsibility of the Contractor to ensure that the laundry delivered should be neat, clean and well pressed to the satisfaction of the Officer in- charge.

2.2 Catering (Food & Beverages)

The agency shall take up the responsibility of cooking delicious hygienic food and serving breakfast/lunch/dinner as well as morning/evening tea/coffee/Snacks/ for the guests. The menu for breakfast/lunch/dinner is as per commercial bid in **Annexure-III**.

1. The agency shall supply additional lunch/dinner as requested by the departments/units on a chargeable basis. Such requests will be placed, as far as possible, a day in advance.
2. The agency shall also be asked to supply and serve special lunch/dinner for departments/units and served in the Guest House premises, as requested on mutually agreed rates and approved upon.
3. The required CCGT (Cutlery, Crockery, Glassware, Tableware) and buffet ware items will be supplied by the contractor. The crockery will be ceramic for dining hall buffet and chinaware for the VVIP table service in MGH, heavy good quality cutlery (All samples to be approved by the Officer-In-Charge, MGH & CVH). The contractor shall be responsible for proper cleaning, washing and maintaining of the cutleries, crockery, glassware, tableware's and other kitchen utensils used for preparing and serving coffee/tea/break-fast/lunch/dinner. The agency shall ensure high standards in the preparation and food service. Broken/chipped and stained plates/bowls/cutleries/crockery's must not be used. However, an inventory of the existing cutlery crockery table ware etc. will be handed over to the contractor on the commencement date and it will be responsibility of the contractor to maintain the same and to handover in good condition after the expiry/termination of the contract bearing basic minimum wear and tear will be absolved by IISc.

4. However, the kitchen utensils, vessels and the food warmers and allied items available in the guest house are to be listed and taken charge in the commencement of the contract.
5. The contractor will arrange for any other things that may be required at no extra charge. The Agency is responsible to return the CCGT/utensils and vessels of the Institute in good condition. In order to ensure, high standards of quality, the ingredients to be used for food preparation should be genuine FPO/ AGMARK products and should be of approved brands only.
6. Refilling of gas cylinder, minor repair and maintenance of the items, like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder, kitchen equipment, Washing Machine and other housekeeping and electrical equipment's etc. will be done by the Service Provider at no extra charge.
7. The agency is permitted to utilize the kitchen and store available in the both the guest houses for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the Guest House Kitchens. The agency shall keep the store-room, kitchen and dining area clean and free of any pests as per **FSSAI** norms/requirements.
8. The agency shall maintain the account of the number of Beverages/ breakfast/lunch/dinner provided on daily basis and submit the bill to the Institute at the end of every month.
9. The agency is responsible for charging the guests for the number of breakfast/lunch/dinner/coffee/tea they have ordered. The contractor has to arrange himself all the provisions, consumables and all the required items necessary for the completion of the prescribed menu. The Guest house will be available for operation in and as is condition, for maintaining it upright and in good condition.
10. Dining hall/kitchen/cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, managers, supervisors/ steward / receptionist etc. details of which may be indicated. Appropriate pest-control treatment in kitchen/store-room, in an around areas must be undertaken periodically (once a week).
11. Meals should be provided as per the agreed menu and the rates as fixed. The menu details are given in **Annexure III** for which the rate is to be mentioned. Menu/rates should also be indicated for events or special occasions (viz., seminars, workshops, conferences, summer/winter schools etc.) on per head basis for lunch/dinner for vegetarian and non vegetarian dishes.
12. Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the Service Provider.
13. The agency has to provide specific and qualified number of staff necessary (Chef, cooks, assistant cooks, waiters and other assistants) as required for the both the guest houses (MGH & CVH)
14. The agency should provide Indian(South & North Indian dishes), continental and other cuisines as is in Vogue. Appropriate charges if any collected from the Guests shall be deposited with the Guest house office.
15. DTH recharge will be under the scope of the Service Provider.

16. Towels, bed sheets, bed covers, mattress, protector cover, pillow, pillow cover, etc. as per requirement should be provided by the contractor which is of reputed brand and highest quality.

Note: The contractor needs to maintain records for various departments (as per **Annexure - IV**) which shall be subject to examination by the designated officer of the guest house, IISc Bangalore. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Adequate monitoring and control system should be put in place for best services.

3. OBLIGATIONS OF IISc. BANGALORE AND SERVICE PROVIDER

The Institute shall provide following inventory during the commencement of Contract:

1. Furnishing of Rooms.
2. Air conditioners, Washing Machine, voltage stabilizers, TVs, geysers, fridge, induction stove, Electric kettle, cable network, Set top box, Water Purifier will be provided by the Institute as one time measure at the beginning of contract, however all major and minor repairs after taking over of these items will be borne by the service provider only.
3. Provision of curtains, mirrors, wall clocks, table lamps, wall hangings as per requirements.
4. Telephone instruments and extensions, computer/modem/WiFi connection.
5. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided at the time of handing over of the facilities. It is the responsibility of the agency to maintain the same and replace whenever required..
6. Payment of electric charges, water charges, telephone bills, house/municipal tax shall be taken care of by IISc.
7. Renovation/addition to the building, solar water heating, fire fighting equipment's emergency power line etc. shall be taken care of by the Institute.
8. Matter related to civil or major electrical works of E & M Department etc. shall be taken care of by the Institute.
9. Racks, almirahs, room locking arrangements, shoe /luggage rack etc. as one-time support.
10. IISc will hand over to the agency materials like cots, beds, chairs, tables in the rooms and the agency has to keep proper acknowledgement and maintain these items properly. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract/termination thereof, the agency is liable to return the same to IISc in good working condition barring normal wear and tear. For shortage/misplacement/theft replacement cost of the items will be recovered from the final bill or security deposit.
11. The Contractor shall be able to manage by providing the software based Application for room reservation/ allotment and complaint redressal mechanism.

4. General terms and conditions

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever. Any conditional bid shall not be considered and will be outrightly rejected in the very first instance. The bidder shall quote the Technical and Financial bids as per the format enclosed as Annexure II and III – V respectively. The Earnest Money will be forfeited if the bidder rescinds from the offer. The bidder should include the list of firms where they have provided similar services at least in the last 4 years, along with name, phone and contact person/persons so that references for their services can be obtained, if required.
2. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Cuttings, if any, in the Technical Bid must be initialled by the person authorized to sign the bid.
3. IISc being an Educational Institution, the contractor will not allow or permit their employees to participate in any trade union activities or agitation in the premises of IISc.
4. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IISc.
5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IISc.
6. The contractor shall appoint fully qualified and competent associates; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of three stars and above hotel standards and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IISc. The contractor as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfil their obligations under this agreement with enough reasons for doing so.
7. The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may transfer its employees / workmen and in accordance with their needs, in consultation with the Officer In-Charge, Guest House Facilities/the officer designated by the Director, IISc. Adequate and necessary numbers of employees / workmen are deployed by the contractor for fulfilment of their contractual obligations under this agreement, shall be the sole responsibility of the Service Provider to ensure that their employees/workmen, deployed by him to fulfil the obligations under taken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
8. The number and composition of staff required for MGH and CVH should be given in prescribed forms. The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained in F & B service, housekeeping, reception and maintenance work as per tender requirements.

9. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to IISc before the commencement of work:

- a. List of Manpower short listed by contractor for deployment at IISc. containing full details i.e. educational background, Work experience, date of birth, marital status, address etc.
- b. Bio-data of the persons with passport size photograph.
- c. Reference check and self-conduct declaration.
- d. Certificate of verification of antecedents of persons by local police authority.
- e. Their deployment will be only after the clearance from the security unit of IISc, Bangalore.
- f. Complete Medical check-up certificate, certification for two doses of COVID vaccination taken is to be submitted mandatorily.
- g. ID proof and Address proof of each of the staff.

10. The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the MGH /CVH and it to be endorsed by the Security Office of IISc.

11. The Contractor shall follow all security rules as may be framed by the Institute from time to time regarding movement of materials and equipment to Site, issue of identity cards, control of entry of personnel and all similar matters. The Contractor and his personnel shall abide by all Security measure imposed by the Maintenance Engineer or his duly authorized representative from time to time. Contractor shall also follow all rules and regulations applicable in the event of subject area been declared/proclaimed under emergency from time to time by any other statutory order, nothing extra will be payable on account of stoppage / hindrance of work on this account. The contractor has to arrange for police verification for obtaining temporary pass for himself and his work force as governed by the rules.

12. Services shall be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed preferred age group: 21-55 years of certified character and antecedents be Indian nationals and must display name badges and identity cards signed by the contractor and be conversant in speaking Hindi, English and Kannada.

13. . The contractor should provide uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the Guest Houses. The specified uniforms are as follows:

- i. F&B Personnel - Appropriate uniform along with head caps, gloves and masks as per 3 star hotel standard for gents and ladies.
- ii. Chefs / Commis/ Utility workers - Appropriate uniform as per 3 star hotel standard with Apron, Chef Caps, gloves and masks.
- iii. House keeping staff – Appropriate uniform as per 3 star hotel standard for gents and ladies.
- iv. Front Office / Reception staff - Appropriate uniform as per 3 star hotel standard for gents or ladies.
- v. Maintenance team: Appropriate uniform as per 3 star hotel standard for gents.

- vi. Other Personnel: Appropriate uniform as per 3 star hotel standard for gents and ladies
18. The contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
19. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, IISc Bangalore or an Officer- In- charge, Guest Houses and the same will be deducted from the monthly bill of the contractor.
20. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the Institute.
21. The services shall be provided round the clock on all days of the year (24 hrs. x 7 days x 365 days) with sufficient number of manpower required to run the operation. Leave of the employees of the contractor as per the statutory norms and followed strictly.
22. No items shall be taken out of the Guest Houses without written permission of the Assistant Registrar or Officer In-charge, Guest Houses or the designated officer nominated by the Director, IISc. Normally no inventory is shifted from one room/ place to another, without approval of Officer In-charge, Guest Houses /designated officer and making valid entry in the stock register of the inventory.
23. The allotment of rooms (accommodation), in MGH and CVH Guest Houses will be done by a nominated official of the institute and it will be directed to the service provider the information regarding the guests details with room numbers.
24. Room and catering charges will be collected by the contractor and the same shall be remitted to the guest house office on the daily basis. However, during Saturdays, Sundays and notified holidays it should be deposited on the next working day, failing which 24% interest will be charged on the withheld amount from the contractor.
25. No Accommodation for workforce, Supervisors and proprietor shall be provided by the institute, the Contractor shall have to make his own arrangements for the lodging and boarding of their work force.
26. The contractor or his representative will not allow any unauthorized person including company officials to stay in the Guest Houses. If at any time or during surprise check it is found that any unauthorized person is staying in the Guest House, the contractor will be directly responsible and a financial penalty of Rs.10,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.
27. IISc will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards

health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.

28. Compliance of policy regulation viz., payment of central government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be the sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IISc against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner as and when required. Failure to comply with such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IISc. for verification and record. They should also have license under the relevant act.

29. The contract is for a period of 36 months, subject to satisfactory review of the services by the contractor which shall be reviewed every 12 months. The contract may be extended, on same terms and conditions, for further periods, subject to a maximum of 2 year.

30. The Contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and served by him to both the guest houses. (MGH & CVH) including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, FSSAI License, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.

31. The Contractor/agency shall provide cable network connection/ DTH connection in all rooms with the recharge package of minimum Rs. 300/-. The recharge pack should includes important news channels in English/Hindi/ and Regional languages, entertainment channels in English/Hindi and Regional Languages, Sports channels, Discovery, and other free channels. For this purpose the agency/contractor may use the existing facilities/network available in MGH & CVH.

32. It shall be the responsibility of the contractor to keep the guest house premises free from the menace of rats, ants and other pests. It shall be the responsibility of the Contractor to ensure maintenance of the lawns and surrounding places including parking area in the CVH/MGH

33. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer In charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be Charged the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IISc to the vendor.

34. Bids not following the two-cover format, or including commercial information in the technical bid shall be rejected

35. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.

36. Agency should have experience in handling quarantine guest and positive cases during Covid period for their stay and meals by maintaining safety at place . Agency should maintain and use proper PPE with regards to safety code and COVID . Any additional requirement during pandemic will be fully under scope of vendor.

37. Agency will be responsible to provide Man ,Material ,Consumable and minor equipments ,IISc will provide only major equipment. Further excluding Major equipment providing all other equipment will be under the scope of vendor

38. For housekeeping equipment or accessories brought by the service provider, any spares, consumables, replacement- parts etc will be in the service provider's scope.

SOLID WASTE MANAGEMENT

- 1) Responsibility of segregations of waste lies with the Agency/service provider. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 notified by Union Ministry of Environment, Forests and Climate Change (MoEF&CC).
- 2) Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost.
- 3) The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time.
- 4) Penalty will be imposed for violation and disposing the waste not as per Institute norms. Penalty will be charged as per norms available in force and decision of the Institute will be final and binding on the Agency/Service provider.

LEGAL:

For all indents and purposes, the bidder shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IISc.

1. The selected agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. IISc. shall in no way, be responsible for settlement of such issues whatsoever. IISc. shall not be responsible for any damages, losses, financial or other

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

2. The manpower deployed by the Service Provider shall not have any claims of Master and Servant relationship vis-a-vis IISc nor have any principal and agent relationship with or against IISc.

3. The manpower deployed by the Service Provider for the service shall not be entitled for claim, pay, perks, and other facilities which may be admissible to casual, ad-hoc regular/confirmed employees of IISc, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and all have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IISc. The Service provider should communicate this information to all their man power deployed in IISc by the Contractor.

4. The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of appropriate Government. The bidder will maintain proper record as required under the Law/Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of Institute and officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant laws applicable from time to time for carrying out the service. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and /or from the security deposit of the contractor.

5. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IISc.

6. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IISc to concerned tax collection authorities from time to time as per existing rules and regulations and submission of a copy of the receipts/returns to IISc, if required.

7. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IISc or any other authority under Law.

8. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provision of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by IISc.

9. In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof IISc is put to any loss/ obligation, monetary or otherwise, IISc will be entitled to get itself reimbursed out of the outstanding bills or from the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

10. The selected agency will indemnify IISc from all legal, financial, statutory, taxation and associated other liabilities.

11. To resolve any dispute/legal issue matter will be referred to sole arbitrator i.e., Director, IISc. or a person nominated by him. If any dispute/ legal issues are not settled through arbitration, then legal jurisdiction would be Bangalore only.

12. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.

13. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to his effect, failing which the arbitrator shall be entitled to precede-novo.

14. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitrator at the time of invocation of arbitration under the clause. It is a terms of the contract that cost of an arbitration shall be borne by the parties them self. The venue of arbitration, if any, shall be at Bangalore.

15. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

PUBLICITY

This Agreement does not permit the either party to use the Logo/Trademark of the other party or issue any press releases or make any public announcements regarding the services undertaken by the Service Provider for IISc. In the event, either of the party is required to make any public announcements vis-à-vis the services rendered by the Service Provider for IISc, the requestor party must take prior written consent of other at every instance.

SCOPE AND AMBIT

It is hereby made clear that the scope and ambit of this Agreement is only to provide Facility management, Integrated Guest House Management services, Hospitality Services, maintenance, housekeeping and catering services to IISc at the premises as mentioned in the schedule. Under no circumstances shall this Agreement be construed as any demise of right title or interest by IISc in favour of the Service Provider. This Tender is strictly a Service Contract and shall not be either construed as a License or a Lease in favour of the Service Provider. Therefore, the Service Provider shall not make any claim of tenancy or license in the said property.

FINANCIAL

1. The EMD in respect of the agencies who do not qualify the Technical Bid (First Stage)/ Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to commence services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
2. The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at IISc, must be provided by the selected agency to IISc every month along with the claim bill, failing which the claim bill shall not be settled.
3. The successful bidder will have to deposit a Performance Security Deposit of Rs 35 lakhs, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of the Registrar, IISc, Bangalore, payable at Bangalore. The performance security should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider.
4. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
5. The agency shall raise the bill, in Triplicate, along with the following documents in respect of the persons deployed and submit the same to The Assistant Registrar/designated officer, Guest Houses, IISc, in the third week of the subsequent month or earlier, but after disbursement of wages to its employees. As far as possible the payment will be released within four weeks from the date of submission of bills in all respects.
 - a. Current month invoice copy.
 - b. Proof of payment of wages.
 - c. Current month Attendance Register.
 - d. GST challan
6. In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
7. The claims in bills regarding GST if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till such proof is furnished, at the discretion of IISc.
8. The rate/price quoted for catering (**Annexure - III**) are subject to a nominal escalation each year (up to a maximum of 5%); the exact increase will be negotiated by the contract

management cell/Asst Registrar Guest House on the basis of All India Consumer Price Index.

9. All other charges (other than statutory levies) will remain fixed during the duration of the contract.

7. EXPERIENCE AND QUALIFICATION OF STAFF

The experience, qualification of the staff being developed by the Agency should be:

1. The Facility Manager should have minimum 5 years of industry experience and diploma/degree in Hotel Management and Catering Technology from recognized Institute or Catering College will be desirable. Fluency in English, Hindi and at least one local language is essential.
2. Facility Supervisor should have 3 to 5 years of experience in a reputed hotel, large industrial canteens, establishment or Institution. One-year craft course in F&B service is desirable. Fluency in English, Hindi and at least one local language is essential.
3. The chief Cook (Chef) should have at least 3-5 years-experience in a reputed-hotels, large industrial catering in multi-cuisine preparation. One-year craft course in cookery is desirable. Fluency in English, Hindi and at least one local language is essential.
4. Cooks and Assistant Cooks should have 2-3 years in reputed hotel and large institutional cooking experience. Fluency in English, Hindi and at least one local language is essential.
5. Catering Manager - should have 3-5 years-experience in Hotel Industry of reputed to the level of 3 Star, Catering Diploma/Degree or 3 years training in Hotel Industry under apprenticeship category is desirable.
6. Steward - 2-3 years of experience in a 3 Star Hotel level with one-year Craft course in F & B service is desirable. Fluency in English, Hindi and at least one local language is essential.
7. Other contract personnel for house-keeping, room-boy, and waiters for dining area, being engaged by the agency should have minimum experience of 2-3 years-experience in their respective fields.
8. The service personnel being engaged by the Agency should be polite, smart and physically sound.
9. The service personnel being engaged by the Agency should wear the formal dress. Formal dress means white full-sleeves shirt, bow tie, and black trouser and black shoes. They should be provided with appropriate safety gears like head caps, hand gloves, face masks etc. The reception staff should have preferably a degree or a course in reception and book keeping is preferable. They should be fluent in English/Hindi/and the local language. They should have a pleasing personality, well dressed, presentable and lively. They should be knowledgeable in computer operations.
10. The reception staff should have preferably a degree or a course in reception and book keeping is preferable. They should be fluent in English/Hindi/and the local language. They

should have a pleasing personality, well dressed, presentable and lively. They should be knowledgeable in computer operations.

12. One office attendant to assist the Reception and the Guest House office for correspondence, delivery, handling guests luggage and any other work assigned from time to time.

HANDING/ TAKING OVER:

The fittings, fixtures, furniture's furnishings, linen, gadgets and all other items will be properly handed over after making separate kit inventory/bar coding and details of each items giving specification, duly signed by Asst Registrar of the Guest House, IISc, and the selected Agency for the Guest House. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete Guest House items by the agency and the institute authorized official.

EMD:

1. The tender document, terms and condition and qualification required can be obtained from the Institute website (<https://iisc.ac.in/all-tenders/>).
2. The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of Rs.5,00,000/- to be paid by Demand Draft drawn in favour of the Registrar , Indian Institute of Science, Bangalore payable at SBI, IISc. Bangalore Branch (**Branch Code: 002215**), from any nationalized/scheduled bank.
3. The EMD deposit via demand draft should remain valid for at least 90 days (three months) from the last date of submission of tender.
4. No interest is payable on refund of EMD.
5. The tender fee and the EMD should be enclosed in the Technical Bid.

TERMS OF PAYMENT

1. The Service Provider will be paid as per approved rate (award of contract/work order) on monthly basis by IISc. for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that satisfactory services have been rendered during the month.
2. Attendance sheet, with signature/attendance status of person deployed and verified by the identified person of the Institute shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the Service Provider with the monthly bills. A certificate that previous month payments of the employees under the Service Provider and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement.
3. Monthly payment will be made within 30 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after

making necessary deductions (income Tax/TDS/GST surcharge, other statutory taxes, losses, penalty etc). The tax component (if applicable, as per rules) shall be paid on submission of documentary proof.

4. The Service Provider need to provide details of his Bank Account Number, name and address of the bank, branch, branch code & IFSC code etc., to facilitate payment through bank (e-payment process) and also register with the vendor payment portal of IISc (<https://hellovendor.iisc.ac.in/>)

5 .If the scope of service increases (as per written communication and record) and or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.

6. IISc. Authority will have the right to inspect the books of accounts of the firm/agency.

PERFORMANCE SECURITY DEPOSIT

The Service Provider shall submit a bank Guarantee or Demand Draft for an amount of Rs 35 lakhs in favour of The Registrar, Indian Institute of Science, Bangalore, drawn on any nationalized /scheduled bank, towards Performance Security Deposit. The Security deposit shall not carry any interest and shall be forfeited in case the contractor, who fails to discharge its duties/ commitments breach of agreement or whose contract is terminated prematurely. The security money so deposited with the Institute will be released after six months of expiry period if not extended otherwise.

TERMINATION OF CONTRACT

1. If the services of the contractor are not found satisfactory they will be issued a written notice for improvement by the IISc authority. If satisfactory improvement is not found (with 2 weeks) after this notice, a final notice will be issued to the contractor by the IISc authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.

2. Independently, IISc reserves the right to terminate the contract by giving two months' notice to the agency.

3. In case the contractor is required to (or decide otherwise) to discontinue the contract, the Agency should give at least three months' notice to IISc and shall remain essentially working for the said period of notice, till alternate arrangements are made.

4. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving a month notice.

5. The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.

6. In case of breach of any terms and condition attached to the contract, the Performance Security deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.

7. The contractor shall give vacant premises to IISc Bangalore and return all the equipment/fixtures and other items, facilities etc., once the contract period is over or terminated.

8. **The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously. Any serious violation leading to health hazards will lead to termination of contract without any notice.**

DAMAGES AND LOSSES

All the equipment's and the items at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by IISc. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the Service Provider. The Service Provider or his representative shall be present during the stock taking. If the contractor or his representative does not make themselves available, the stock taking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of God, beyond the control of either party, IISc will replenish the same, as per obligation mentioned above.

COMPLAINTS:

The Service Provider shall keep a suggestion box to record any suggestion/complaints on performance of services by the guest and produce to IISc or its representatives for perusal during their visit to ensure that prompt action has taken on such complaints and measures taken to avoid their re-occurrence. The Service Provider shall attend to all the complaints and address as early as possible to the satisfaction of IISc. The Service Provider will provide guest feedback forms in each room and collect it to tabulate/display the observations /feedback, grievances or risk and discuss during a monthly meetings with IISc/Guest House authorities.

MISBEHAVIOUR OF EMPLOYEES:

The employees of the Service Provider shall maintain strict discipline, Use any violent, abusive offensive languages while inside the premises is strictly prohibited. In case of misbehaviour, IISc has the right to terminate the contract. It will be mandatory for the Service Provider to brief their personnel in advance and apprise them of the conduct, expected of them, while working in an institution of national importance. Nothing prevents IISc to advise the Service Provider about any such issue, or any erring personnel engaged by the Service Provider, which warrant urgent action in the interest of work and its fast disposal.

The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously.

The selected agency shall not involve in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs.10,000/- for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.

Any personnel deployed by the Agency, refuses work or creates indiscipline would have to be immediately replaced with the consent of the Assistant Registrar, Guest House/the designated officer. IISc reserves the right to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of non compliance of duties or if found guilty of misconduct. IISc will no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Agency.

In case, the person employed by the successful bidder commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence/security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

BREAKAGE

All damages/breakage to the equipment/inventory in the charge of the Service Provider, if caused due to negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of IISc.

REPLACEMENT

Replacement of articles (viz. linens, crockery, cutlery, consumables items/inventory etc.), which have been lost will have to be borne by the supplier as per the decision taken by the Director IISc.

PENALTY

Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the guest house, common places/ facilities etc., will be made from the monthly bill. The recovery will be decided by the Assistant Register, Guest House, designated officer. The methodology for deduction will be as under.

1. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the Service Provider. Further each occurrence of absenteeism in excess of 20%per shift for 3 continuous days, will entail a penalty of 10% of the monthly bill charged by the Agency, subject to a maximum of 20%. Stern disciplinary action and a fine will be levied if manpower shortage continues for more than 3 days and issuing formal notices of termination.

2. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs.1500/- per event etc., from the bill of the Service Provider, taking into account the loss of goodwill and inconvenience caused to the guest/institute.

3. In case on non-performance and poor service by the Agency, IISc may, at its discretion, recover Liquidated Damages upon recommendation of Asst Registrar Guest House. In the event of appeal, the decision of Director, IISc Bangalore shall be final and binding upon the Agency.

The quantum of penalty shall be as follows for non-compliance or poor service.

(a) Rooms including Reception, Lobby Rs. 1,500/day

(b) Non-compliance with laundry requirements Rs.500/day.

(c) Negligence in reporting of non-functioning of Telephone and other amenities Rs.200/day.

(d) Non-compliance of environment friendly waste disposal methods Rs.100/day.

(e) Not wearing of uniforms by Agency's employees/untidy uniform Rs.100/day/person.

(f) Supply of food not as per approved Menu and/or insufficient quantity Rs.1,000/meal

(g) The penalty for unsatisfactory and substandard catering service Rs.1000/- per complaint.

(h) Un serviceability of Washing Machine, TV, Refrigerator, Induction cooker, Geyser and all other major electrical items more than 24 hrs is Rs 500/-per day

(i) Un serviceability of Water Purifier, DTH (Including not recharging with minimum package) more than 24 hrs is Rs 500 per day

(j) Penalty for not following the COVID appropriate behaviour will Rs 250 per violation. Any particular employee of the agency violates the COVID appropriate behaviour and penalised more than one occasion should be replaced by the agency/Contractor on the same day.

(k) Supply of poor quality of linen – Rs. 250 for first of such occasion in the month. Rs. 500 per occasion for the subsequent defaults in the same month.

4. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly a officer In charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be Charged the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IISc to the vendor.

5. In case of unforeseen or peculiar circumstances, the decision of the Assistant Registrar, Guest House/the designated officer, so far as imposition of penalty is concerned, shall be final.

6. If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., The Assistant Registrar, Guest House/the designated officer will have the right to get the same done by another agency. The charges on

account of this shall be deducted from the Service Provider bill. Decision of the Assistant Registrar, Guest House/ the designated officer shall be final in this regard.

PAYMENT

The IISc shall make payments to the Service Provider in consideration for the Services to be rendered under this Agreement in accordance rates approved within Twenty One (21) days of the receipt and acceptance of each invoice as submitted in complete form by IISc from the Service Provider.

All monthly services' invoices must be raised and submitted by the Service Provider to IISc within the first fifteen days of the succeeding month else the same will not be entertained by IISc. All payment shall be made within the due date. Any dispute on the invoice has to be raised/notified within a period of two (2) days, otherwise it will be deemed accepted. In case of delay in payment beyond 60 (Sixty) days from the date of receipt of the invoice, Service Provider may charge an interest on such delayed payment at the rate of 1% per annum on such delayed invoices starting from the due date and continuing until paid in full, provided the reasons for delay cannot be attributed to the contractor.

For Services rendered by the Service Provider for catering, housekeeping and maintenance shall be paid as per approved rates calculated in total.

PAYMENT OF STAMP DUTY CHARGES:

The Cost of stamp duty if any, payable on this contract shall be borne and paid by the Service Provider only.

ANNEXURES:

All Annexure to this document, annexed presently or which may be annexed in future, shall form an integral part of and treated as a part and parcel of this contract.

ADDRESSES FOR CORRESPONDENCE, ETC:

Any notice and/or communications between the Parties shall be deemed sufficient, if delivered by hand under acknowledgement or sent by registered post acknowledgement due to the:

If to IISc at: **The Registrar,**
Indian Institute of Science,
Bangalore - 560 012
Phone Nos. 080-22932444/22932440
Email: Office.registrar@iisc.ac.in

GENERAL INFORMATION:

1. The Service Provider shall provide catering and other ancillary services to the Main Guest House consisting of 48 Rooms and Centenary Visitors House consisting of 106 Rooms at the IISc campus for occupants, guests and Bonafide visitors of the said Guest House which shall include breakfast, lunch, evening snacks and dinner. Service Provider shall not under any circumstances serve any alcoholic beverages, liquor, or banned substances, goods of a hazardous nature in the Guest House. The Service Provider shall serve fresh food, beverages, eatables and shall maintain the highest and stringent hygienic standards for preparation, service and for quality of food served. The Service Provider shall not serve left over or stale food items. If at any time, the Service Provider serves any substandard or spoiled food, the IISc shall claim suitable damages from Service Provider as per law, apart from being entitled to terminate the license. All food items, dry and wet should be stored as per FSSAI norms. The service provider should be registered with FSSAI

2. Service Provider shall be provided with one time crockery , cutlery, utensils, vessels and other machinery items. Any damage to the same shall be borne by the Service Provider only. Service provider shall ensure telephones are working in rooms and also report non functionality of telephones to the guest house office. All essential telephone no's of various services should be with the reception for use by the guests.

3. The Service Provider shall arrange for sealed bottled water of 2 nos. of 500ml to the room guests every day. Additional request for water from the guest should be provided and charged in the respective bills.

4. The Service Provider is permitted to use electrical appliances like microwave ovens, water coolers, fridges, mixers/blenders, electric stove/heater, apart from the Gas burners, steam cooking range, wet grinders, vegetable cutting machines, dough kneader etc., for cooking and heating food/eatables/ beverages served in the guest houses will be provided by the Institute.

5. The grains and provisions, meat, fish and poultry etc. will be purchased from reputed suppliers and IISc shall be at liberty to inspect the materials bought by the Service Provider at any time and also to reject any sub-standard items of materials which will be at the cost of the Service Provider.

6. Service Provider shall have to adhere to directions given by the IISc to change the menu/food eatables/beverages served in order to ensure/add greater value for the food/eatables/beverages prepared in the guest house. IISc shall also be entitled to give necessary directions to the Service Provider with regard to quantity and quality of the food/eatables/beverages served.

7. The Service Provider shall provide the following to its guests with Morning Tea/Coffee, Breakfast, Lunch, Evening Tea and Snacks and Dinner. **The service provider shall provide tea and coffee all the time.**

8. IISc shall provide service provide suitable kitchen with a cooking area, Store room, dish wash room, grocery store room, utensils store room, etc. The requisite utensils, crockery and cutlery items will be handed over to the service provider and a list of all such items shall be

prepared and acknowledged by the service provider. These items must be kept in safe custody and shall be the sole property of IISc exclusively meant for the catering service.

9. IISc shall provide the service provider 6 (Six) commercial & 9 (Nine) domestic, empty cooking gas cylinders. A separate gas cylinders store room with a pipeline layout shall be handed over to the service provider who shall make arrangements to pay towards refilling of the same for use. Service Provider will be wholly responsible for custody, safety and protection from all fire hazards.

10. Service provider shall ensure that the personnel deployed by him possess the requisite training in operating the fire extinguishers which shall be supplied by IISc and adequate precautions, safeguards and preventive measures against fire accidents.

11. IISc shall permit Service provider access to use Service Areas (all storage, kitchen Dinning, pantry, preparation, catering area, common areas, immediately surrounding and adjacent to the foregoing and other similar areas of the facility), together with utility system (i.e. all heating, ventilation, air-conditioning, electrical, water, sewer, general lighting, fans, exhaust, conduit, wiring, panel boxes and connections and mechanicals etc., and all elevators at the Premises), the Service Equipment, Additional Equipment etc. at the Premises.

For any violation in any of the statutory compliances as applicable including the Prevention of Food Adulteration Act and Food Safety and Standards Act, it shall be the sole responsibility of the Service Provider and shall have to bear the consequences arising thereof and IISc shall be at liberty to claim damages caused as a result of the same. The catering provided by the Service provider will be subject to FSSAI audit by empanelled agencies of IISc

12. The Service provider to ensure that Water purifier and Washing machine is in working condition all round the year and any cost required for repairs has to be ensured by the Service provider. The service provider may also avail AMC facility offered by the Manufacturers to ensure to provide the best services to the guest of CVH and MGH.

13. The Service provider to ensure that the entrance of CVH is maintained as per international standards. The beautification of entrance along the space in and around the entrance stairs is done by planting seasonal flowers and using flower pots all round the year

14. At the end of the working hours, each day the Service Provider shall ensure that the Premises where the work is being undertaken is cleaned in all respects and all debris/waste is cleared as per norms.

The timings of provision of meals shall be as follows:

| | |
|---|----------------------|
| Morning Tea | 6.00 am to 8.00 am |
| Breakfast | 7.30 am to 9.30 am |
| Lunch or as required in exceptional circumstances | 12.30 pm to 02.00 pm |
| Evening tea and snacks as required in exceptional circumstances | 04.30 pm to 06.00 pm |
| Dinner or as required in exceptional circumstances | 7.30 pm to 09.30pm |
| Tea and Coffee | Throughout the day |

However the service provider shall ordinarily provide Tea/ Coffee/snacks (sandwich, Omelette etc.) throughout the day as and when requested by the guests on chargeable basis. Further the above timings can be modified as per the requirement from time to time by Asst Registrar Guest House.

17. The Service Provider shall serve lunch or dinner for official meetings/conference/departmental meeting etc. Subject to prior orders placed by designated/authorized members of IISc for which payments shall be made by the said department/authorized official of IISc.

18. No items served for Lunch shall be served for dinner. The quantity and quality served must be to the satisfaction of the guests.

19. The menu of a day must be displayed in the morning. In the event the Service Provider is unable to adhere to the Menu notified for a day for some reason, it shall be incumbent upon the Service Provider to intimate the guests and prior permission shall be taken by the Service Provider from the designated personnel of IISc or the Assistant Registrar (Guest House) IISc.

20. Ala-carte menu and rates to be specified in the commercial bid. The Service Provider must provide/procure the following items for cooking/service items from reputed brands mentioned below:

| Sl. No. | ITEM | BRAND |
|---------|--------------------|---|
| 1. | Rice/ Basmati Rice | Sona Mausuri, Old Raw Rice/Kohinoor/Badsha/Dawat |
| 2. | Atta | Captain cook/Ashirvad/Annapurna/ Pilsburry/Fresh chakki Atta |
| 3. | Masala | All Masala powders must be from a reputed brand as approved. |
| 4. | Oil | Refined sunflower Oil Postman/ Sun drop/ Godrej/ Sun Pure. Brand approved by IISc., |
| 5. | Ghee | Amul/ KMF |

| | | |
|-----|----------------------|--|
| 6. | Butter & Cheese | Amul/KMF/Nilgiri's |
| 7. | Papad | Lijjat/Anil/MTR |
| 8. | Pickles | Priya/Kisan/Maggie/Mother's Recipe |
| 9. | Jam | Kissan/Sil or brand approved by IISc., |
| 10. | Sauces | Maggie/Kisan/Sil |
| 11. | Cornflakes Kellogg's | Wakefield/Kelloggs |
| 12. | Milk | Fresh Milk Amul Dairy/ KMF/Nilgiris (In Poly pack from Local Dairy Co.) |
| 13. | Tea | Taj mahal/ Society/ Tata, Twinning's, Tetley Brooke bond (both tea bags+ packet tea) |
| 14. | Coffee | Nescafe/ Bru/ Filter/Coffee day/Kothas/coffee Board |
| 15. | Sweets | Haldiram/ KC Das/MTR/ Asha /A2B/Kanthi/Agrawal etc. |
| 16. | Biscuits | 5-6 varieties of Britannia/Parle |
| 17. | Water | Aquafina / Bailey / Kinley / Bisileri |
| 19. | Pulses & Grains | Brands approved by IISc. |
| 20. | Bread | Modern Bread/Nilgiris/Bread Basket |
| 21. | Ice Creams | Joy/Amul/Vadilal/Arun/KMF |

ANNEXURE – I
CRITERIA FOR TECHNO-COMMERCIAL EVALUATION (A)

The Technical evaluation will be for 50 marks and based on the following scheme

| Description | Marking Scheme | Max. Marks | Min. Marks |
|--|---|------------|------------|
| No. of years of experience in providing Integrated guest house management services with 100 guest rooms as mentioned clause 1 of the eligibility criteria | 6 marks for 4 years of experience, and 1 mark each for additional year subject to a maximum of 12 marks | 12 | 06 |
| Experience in Integrated guest house management for the contracts covered as per clause I of the eligibility criteria (Only Completed contracts) | 4 marks for 2 such contract, and 2 marks each for an additional contract) subject to maximum of 10 marks | 10 | 04 |
| No of ongoing contracts in providing integrated guest house management | 2 marks for one such contract and additional 1 mark for each additional contract subject to maximum of 5 marks | 5 | 2 |
| Minimum annual turnover of Ten crore in Integrated guest house management providing housekeeping, catering and front office management during the last 3 financial years | 10 marks for minimum average turnover of Ten crore during the last 3 years and one mark each for additional one crore of average turnover facility management providing housekeeping and front office management subject to a maximum of 15 marks | 15 | 10 |
| Feedback from Present Clients (from 3 clients) for Integrated Guest House Management services | Feedback obtained directly by the IISc Committee | 08 | 03 |
| | Total | 50 | 25 |

EVALUATION OF COMMERCIAL/FINANCIAL BID (B)

The commercial/Financial bid will be evaluated based the sum of the following to arrive at L-1.

- a Cost of maintaining the occupied rooms at 50% occupancy in CVH and MGH for a month of 30 days.
- b Cost of maintaining the un-occupied rooms at 50% occupancy in CVH and MGH for a month of 30 days.
- c Price quoted for housekeeping of common areas for a month of 30 days.
- d Cost of Food served for 50 no. of visitor at given point of time during breakfast, lunch and dinner and special buffet Veg/Non veg. The cost will be calculated for the month of 30 days
- e The agency is expected to carry out all activities of the maintenance of guest house by engaging the sufficient manpower for running the operations from within the price quoted by them. No additional establishment cost will be paid
- f If the same lowest price is quoted by more than one bidder, the L1 will be decided based on the highest score in the technical evaluation.

Annexure II

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

FOR providing House Keeping, Maintenance and Catering Services at the Guest House

1. Name of Tendering Company/ Firm / Agency : _____
(Attach certificate of Registration)
2. Name of Proprietor / Director : _____
of Company/Firm/agency
3. Full Address of Reg. Office with Regn. No. _____
4. Telephone No. : _____
5. Fax. No. _____
6. E-Mail Address _____
7. PAN / GIR /TIN No. (Attach Attested Copy) _____
8. Labour Regn. No. (Attach Attested Copy) _____
9. GST Regn. No. (Attach Attested Copy) _____
10. E.P.F. Regn. No. (Attach Attested Copy) _____
11. E.S.I. Regn. No. (Attach Attested Copy) _____
12. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 financial Years:
(Attach separate sheet if space provided is insufficient)

| COMMERCIAL Year | Amount (Rs. In Lakhs) | Remarks, if any |
|-----------------|-----------------------|-----------------|
| 2018-19 | | |
| 2019-20 | | |
| 2020-21 | | |

13. Give details of the major contracts handled by the tendering Company/ Firm / Agency on behalf of in IITs/IIMs/IISc/ Other Institutes of Eminence(IoE)/Corporates/Navarathna PSUs in the following format. Attested copies of work orders may also be attached.

| S.No | Details of client along with address, telephone no, Email ID | Amount Contract (Rs. in Lakhs) | Duration of Contract | | No of Rooms served | IIT/IIM/IISc/IoE/ Navarathna PSU /Corporates |
|------|--|--------------------------------|----------------------|----|--------------------|--|
| | | | From | To | | |
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |

(if the space provided is insufficient, a separate sheet may be attached)

14. Details of Earnest Money Deposit :

D.D. / P.O. No. & Date & Bank

15. Additional information, if any

(Attach separate sheet, if required)

16. Manpower Deployment Details

| Man-power Deployment Details | No of Staff |
|---|-------------|
| Unit Manager | |
| Receptionist, Help Desk Supervisors | |
| Electrical/Plumbing Technician (Handy man) | |
| Executive Housekeeper | |
| Housekeeping Shift Supervisors | |
| Housekeepers | |
| Executive Chef | |
| Cooks (MGH & CVH) | |
| Kitchen & F&B Executive | |
| Food Preparation Staff, Distribution/Serving Staff, Cashier and Kitchen Utility Workers | |
| Total | |

CERTIFICATE OF ETHICAL PRACTICES

- I. I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.
- II. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities /practices in my / our dealing with the Institute.
- III. I / We will have no conflict of interest in any of our works / contracts at the Institute.

Signature & Seal of the Service Provider with date

Note: This is to be submitted in a separate sealed envelope super scribing “Technical Bid”, and name of the bidder. Attach all relevant documents duly signed and sealed. The Price bid should not be exposed along with technical bid else this will be lead to rejection of the bid.

DECLARATION

1. I , Son/Daughter of Shri.....

Proprietor/Partner/Director/Authorized signatory of M/s.

I am competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information/documents furnished along with the above application are true and authentic to best of my knowledge and belief.

4. I/We are well aware if the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Authorized Person

Date:

Full Name:

Place:

Company Seal:

Note: The above declaration, duly signed and sealed by the authorized signatory of the firm/company, should be enclosed with the Technical Bid Documents.

ANNEXURE – III

COMMERCIAL BID

SCHEDULE OF PRICES FOR CATERING

| SI # | Particulars | | Qty | Price per Meal |
|----------|--|--|-----------|----------------|
| 1 | BUFFET BREAKFAST | | UNLIMITED | |
| | Bread (White / Brown/ Croissant) | | | |
| | Butter | | | |
| | Jam / Marmalade | | | |
| | Corn Flakes / Wheat Flakes | | | |
| | Honey | | | |
| | Milk | | | |
| | Sugar | | | |
| | Coffee / Tea with Milk | | | |
| | Eggs / Boiled / Fried / Omlette | | | |
| | Cheese | | | |
| | Daily one variety out of each item | | | |
| | Puri / Aloo Masala / Chutney | | | |
| | Idly / Vada / Upma / Uthapam / Chole Bhatura / Coconut chutney / Gingely oil | | | |
| | Masala / Plain / RawaDosa / Chutney / Sambar / Gingely Oil | | | |
| | Pongal Vada / coconut Chutney / Sambar | | | |
| | Khara / Kesari Bath / Coconut chutney | | | |
| | Aloo parata / Raitha / Chutney | | | |
| | Rawa / Onion Dosa / Chutney / Sambar / Gingely oil | | | |
| | Chapati with acompliment (Whole wheat Atta) | | | |
| | Fruits (seasonal) | | | |
| | Fruit Juice (Fresh fruit juice) Seasonal | | | |
| | *Etc | | | |

1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

| Sl # | Particulars | Items | Qty | Price per Meal |
|----------|--|---|-----|----------------|
| 2 | Buffet Lunch | (one variety out of each item) | | |
| | Soup | Cream of Almond, Tomato Shorba, cream of broccoli, sweet corn, cream of leeks, mushrooms, beet root etc. | | |
| | Roti | Tandoori / Kulcha / nan / parata / bathura / romali / chapathi / Pulka etc. | | |
| | Non Veg (any one item to be served from this list) | Fish fry / tawa fry / curry / fish mint / steamed fish / fish finger / goan fish curry / prawns fry / manchuri / mutton chettinad gravy / roganghosh / kalmi / chicken manchuri / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / chicken drums of heaven / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken / nilgiri chicken / tiger prawns (chilli / fry) etc. | | |
| | Veg. Curry | Panneer butter masala / pannier shahi khurma / panneer green peas / pannier kadai masala / palak panneer / veg. makhanwala / veg Kadai / Veg kofta / malai kofta / navatnakurma / gobi mutter / aloo posta / avial / green peas masala etc. | | |
| | Veg Dry | Chilly panneer / panneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry / aloo gobi dry / Taiwan gobi / baby corn / veg golden fry / gobi Manchurian / rajasthan bhindi fry / stuffed mushroom / mushroom corn dry / arvi masala / arvy roast etc. | | |
| | Curd | Nandhini/Home made/Nilgiris/Milky Mist etc. | | |
| | Flavoured Rice | Veg pulav / north – south / veg biryani / veg. hyderabad biryani / jeera rice / peas pulav / Ghee rice / veg. fried rice / bisibele bath / vangi bath / tomato bath / puliogare / my fruits pulav / aloo biryani / panneer biryani / mushroom biryani / pasta / spaghetti etc. | | |
| | Dal / Sambar | Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu etc. | | |
| | Rasam | Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic | | |
| | Salad / Curd | Kimchi / waldrof / pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc. | | |
| | Sweet | Bengali sweet / ice cream / gajjar ka halwa / kasha halwa / dumroot halwa / gulabjmoon / cashew burfi / badam burfi / ghee mysorepak, etc. | | |

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1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

| Sl # | Particulars | Item | Qty | Price per Meal |
|----------|---|--|--|----------------|
| 3 | Buffet Dinner | (one variety out of each item) | | |
| | Soup | Cream of Almond, Tomato shorba, Cream of Broccoli, Sweet corn, cream of leeks, mushroom, beetroot, tomato etc. | U N L I M I T E D | |
| | Roti | Tandori / kulcha / butter naan / coin paratha / bathura / pallak / romali / ghee chapathi / kashmiri naan / paneer and mushroom roll etc. | | |
| | Non Veg (any two item to be served from this list) | Fish fry / tawa fry / curry / fish mint / steamed fish / fish finger / goan fish curry / prawns fry / manchurian / mutton chettinad gravy / roganjosh / kalmi / chicken Manchurian / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / chicken drums of heaven / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken / nilgiri chicken / tiger prawns (chilli fry) etc. | | |
| | Veg Curry | Paneer butter masala / paneer shahikurma / paneer green peas / paneer kadai masala / palak paneer / veg makhnwala / veg kadai / veg kofta / malai kofta / navratnakurma / gobi mutter / aloo posta / avail / green peas masala etc. | | |
| | Veg Dry | Chilly paneer / paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry/ aloo gobi dry / taiwangobi / baby corn / golden fry / gobi Manchurian / Rajasthan bhindi fry / stuffed mushroom / mushroom corn dry etc. | | |
| | Curd | Nandhini / Homemade/ Milky Mist etc. | | |
| | Flavored Rice | Veg Pulao / north-south / veg biryani / veg. hyderabadi Biryani / jeera rice / peas pulao / ghee rice / veg fried rice / bisibele bath / vangi bath / tomato bath / pulliogere / fruits pulao / aloo biryani / paneer biryani / mushroom biryani / pasta / spaghetti etc. | | |
| | Dal / Sambar | Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu etc | | |
| | Rasam | Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic etc. | | |
| | Salad / Curd | Kimchi / waldrof / pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc. | | |
| | Sweet | Bengali sweet / gajjar ka halwa / kasha halwa / dumrot halwa / gulabjamoon / cashew burfi badam burfi / ghee mysorepak / ice cream etc. | | |

1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

| SI # | Particulars | Item | Qty | Price per Meal |
|------|--|---|-----|----------------|
| 4 | Spl. Buffet Non Veg. / Veg (one variety out of each item) | | | |
| | Soup | Cream of Almond, Tomato shorba, Cream of Broccoli, Sweet corn, cream of leeks, mushroom, beetroot | | |
| | Roti | Tandori / kulcha / butter naan / coin paratha / bathura / pallak / romali / ghee chapathi / kashmiri naan / paneer and mushroom roll | | |
| | Non Veg (any two item to be served from this list) | Fish fry / tawa fry / curry / fish mint / steamed fish / fish finger / goan fish curry / prawns fry / manchurian / mutton chettinad gravy / roganjosh / kalmi / chicken Manchurian / lemon chicken / smoked chicken / chicken 65 / chicken lollipop / chicken drums of heaven / garlic chicken / malai kebab / tandoori chicken / butter chicken / pepper chicken / nilgiri chicken / tiger prawns (chilli fry) | | |
| | Veg Curry | Paneer butter masala / paneer shahi khurma / paneer green peas / paneer kadai masala / palak paneer / veg makhanwala / veg kadai / veg kofta / malai kofta / navratnakurma / gobi mutter / aloo posta / avail / green peas masala | | |
| | Veg Dry | Chilly paneer / paneer tikka / aloo methi dry / bhindi tomato dry / aloo green peas dry / aloo gobi dry / taiwangobi / baby corn / golden fry / gobi Manchurian / Rajasthan bhindi fry / stuffed mushroom / mushroom corn dry / arvi masala / arvy roast | | |
| | Curd | Nandhini | | |
| | Flavored Rice | Veg Pulao / north-south / veg biryani / veg. hyderabadi Biryani / jeera rice / peas pulao / ghee rice / veg fried rice / bisibele bath / vaqngi bath / tomato bath / pulliogere / fruits pulao / aloo biryani / paneer biryani / mushroom biryani / pasta / spaghetti. | | |
| | Dal / Sambar | Dal tadka / yellow dal / dal makhani / rajma dal / dal panchratna / dahikadi / channa dal tadka / vathakolambu / kharakolambu | | |
| | Rasam | Tomato / pineapple / beetroot / drumstick / dal pepper / tamrind / lemon / garlic | | |
| | Salad / Curd | Kimchi / waldrof / pineapple / mint / hawain / channa chat / aloo chat / Russian salad etc. | | |
| | Sweet | Bengali sweet / ice cream / gajjar ka halwa / dum root halwa / gulabjamoon / cashew burfi / badam burfi / ghee mysore pak etc. | | |
| | Pan | Sweet / saada etc | | |
| | Fruits | Bannana / apple / fruit custard / orange / fruit salad etc. | | |

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1. *etc :- to be introduced in consultation with Guest House In-charge.
2. Weekly Menu to be displayed on the notice board after the approval of the Guest House In-charge.

| Sl # | Particulars | Ala -Carte | Qty | Price per plate |
|------|---|-----------------|-----|-----------------|
| 5 | Beverages | Coffee/Tea/Milk | 1 | |
| | <p>Mention the items that will be made available with quantity and price separately like Bonda/Chutney Samosa/chutney Veg Puf/Sauce maddur vada/ chutney Veg Sandwich/Fruit Sandwich/ Dhokla / Pakoda/Mint Sandwich etc. All ala-carte items proposed to be specified Vegetarian and Non vegetarian dishes with quantity and price</p> | | | |

** Quoted price should be exclusive of GST. GST as applicable shall be paid extra to the appointed contractor**

SCHEDULED PRICES FOR HOUSEKEEPING

| Particulars | Rate Per day |
|---|--------------|
| Housekeeping Service at CVH and MGH Total No. of Rooms: CVH - 106 Rooms MGH- 48 Rooms | |
| Living Rooms - Unoccupied (CVH and MGH) Cleaning of room including attached toilets , cleaning, and sweeping, mopping, dusting, scrubbing, disinfecting, cleaning of glass panes at least ones in two days. | |
| Living Rooms - Occupied (CVH and MGH): Cleaning of rooms including attached toilets, Sweeping, mopping, dusting, scrubbing, disinfecting, cleaning of glass panes (all rooms to be ready by 12.30 p.m. daily) once a day - cleaning of tea/coffee cups and glass tumblers , as per requirement. Change soiled bed linen (every day) and towels and napkins (daily) with washed and pressed ones Bed making : once a day (if required twice a day) Provision of packaged drinking water in the room and replenish as per requirement Provision of toiletries -Provision of tea/coffee/sugar/creamer sachets in the rooms. - Provision of one popular English newspaper (the name as approved by officer In charge- Guest House) and one Kannada newspaper to be provided in the reception of MGH/CVH and further one English newspaper in each of the occupied rooms daily morning -Arranging for laundry service to room occupants (charges payable by occupants) charges to be approved by the officer In-charge(Guest House) which shall not be more than the charges approved for the Laundromat service available on campus. Providing laundry bag in the room will be under the Vendor's scope of work. If the vendor is not providing the laundry service, the officer in-charge may assign this task to one of the other Laundromat facilities available in campus. The service provider should extend all possible support for this arrangement and payment. | |
| COMMON AREAS: Cleaning, Sweeping, mopping, dusting, scrubbing, cleaning of glass panes, removal of cobwebs etc of CVH and MGH Corridors, lobbies, staircase (rear and front), dust shaft area, Laundromat area, terrace, basement area, store room, court yard etc. Minimum twice a day or as per requirement. Corridors, lobbies, common toilets/bathrooms, staircase, Admin offices, store rooms, electrical panel rooms etc. Cleaning and maintenance of lawn area and the surrounding areas of both the Main Guest House and at the Centenary Visitors House | |

All systems and processes in Catering Services should be designed to achieve the highest standards of hygiene and cleanliness through innovations approaches and integration of trained and qualified human resources, eco-friendly cleaning products and proven processes. The results should be of superior quality performance levels.** Quoted price should be exclusive of GST. GST as applicable shall be paid extra to the appointed contractor**

ANNEXURE-IV

DETAILED SCOPE OF WORK FOR GUEST HOUSE MANAGEMENT AND RECEPTION SERVICES

1. Manage the Reception counter by a professional and experienced person (minimum 1 years of Diploma and at least two years of experience in Front office operations in similar organization) who will attend to the guests, with decent and hospitable manner; Attend to and address any guest complaints promptly.
2. Maintain the check-in and check-out in both Registers and in system
3. Allot the rooms in the Guest house as per the directive received from Main Guest House office
4. Arrange safe handling of baggage of the guest.
5. To attend telephones, and maintain a call Traffic Register
6. Maintain the Complaint Register (standard Format) which should be available on demand.
7. To arrange emergency transport as and when required by the guest.
8. To provide information with regard to rail/air/ timings and information related to campus to the guests on request.
9. To ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby etc.
10. To Report the Room-wise Occupancy status every morning to the In-charge Guest house through Facility Manager of the firm / company;
11. To Report non-functional electrical gadgets (Geysers, Fans, lights, A/c. etc.) and other maintenance issues of the rooms as well as common areas to the Assistant Registrar, Guest House through their Facility Manager. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the In-charge, Guest house daily through Facility Manager;
12. At the time of check-out, to ensure that all the items provided in the rooms are available in the room in case of any missing items the Service Provider will be solely responsible to replace the same at no extra cost.
13. To ensure the room is fully ready with all facilities before allotment.
14. The agency shall ensure that Washing machines and Water purifier is in working condition all the time and in case of any repairs the same shall be serviced within 24 hours at its own cost.
15. The agency shall ensure that D2H is recharged and subscription of the channels for the minimum package of Rs 300/- is in force all the time such that the services to the guest are ensured.

16. The agency shall ensure that the Bed sheets are changed once in two days for the guest occupied rooms and further if the guest request for change in bed sheets even within a day anytime during his stay, the same is required to be adhered to without any scope of rejection.

HOUSE KEEPING & JANITORIAL SERVICES

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance levels.

1. To ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned regularly as specified in the cleaning service (manual record to be maintained for verification).
2. To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification). These items will be provided by the Institute.
 - a. Bed Sheets
 - b. Bed Covers
 - c. Pillows with Covers
 - d. Blankets
 - e. Blanket linen
 - f. Bath Towels
 - g. Hand Towels
 - h. Tumblers (Glass)
 - i. Hangers
 - j. Buckets
 - k. Mugs
 - l. Foot Mats
 - m. Dustbins
 - n. Bath Mats
 - o. Dustbins
 - p. Refrigerators
 - q. Electrical Kettles

- r. Induction Stove
- s. TV with Remote/cable connections
- t. Telephones

3. The Agency shall supply the following toiletries and consumables in each room for the new occupant.

- a. Bath Soap 50gms per occupant
- b. Shampoo 30ml refill containers
- c. Moisturizer 30 ml refill container
- d. Conditioner 30 ml refill container.

4. The Agency shall supply the following consumables for each room per day.

- a. Coffee, Tea, Milk and Sugar Sachets every day
- b. Two sealed bottles of 500 ml mineral water (Bailey/Kinley/Aquafina/Bisleri)

5. The Agency shall ensure the following items are replenished promptly in each room.

- a. Goodnight/All-out mosquito repellent with refills
- b. Toilet Tissue Rolls (2 nos.)
- c. Room fresheners
- d. Basin Cakes
- e. Hand wash liquid dispenser
- f. Battery Cells (in working condition) for TV, Wall Clock and AC remotes.
- g. All items mentioned above should be of superior / branded quality. The Agency should provide all these items.

Service Standards:

- Basic Standard : Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, car parking and external areas.
- Prestige Standard : High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels – VIP Suites, Conference room, Banquet area, Dining area, Pantries, Reception areas, Lobbies etc.
- Hygiene Standard : Areas where a high hygiene standard is mandatory –Toilets, kitchens, cafeteria, pantry, vending areas, Waste bins, hidden surfaces, hinges, underside of workstations

etc to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

Types of Cleaning:

- Routine Cleaning: Cleaning tasks to ensure that offices, toilets, meeting areas, public areas & all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. Cleaning on daily basis for the guest occupied rooms.
- Reactive Cleaning: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- Periodic Cleaning: Activity includes all deep cleaning and periodic cleaning activities of the common & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and dining area.

Zoning: The Frequency of daily cleaning should be divided into 3 zones:

Green Zone - Cleaning -mechanically / manually. Frequency – Once a day.

Red Zone- Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon requests / instructions.

Yellow Zone - Cleaning - once at commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages, wash rooms etc.

*Colour coded cleaning tools for different areas.

*Colour coding of each type of waste with specific colour bins for easy identification by users.

*Go-green initiatives should be a part of agency's mission with the usage of eco -friendly branded cleaning chemicals.

THE SERVICE OF THE HOUSE-KEEPING IS ROUND-THE-CLOCK OPERATION AND INCLUDES THE FOLLOWINGS:

CLEANING SERVICES:

It is necessary to maintain the environment of the guest house in a healthy and hygienic condition round the-clock at the level of a 3-Star Hotel or above. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

DAILY CLEANING:

1. Sweeping of the entire premises; and cleaning of rooms daily
2. Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;
3. Dusting of desk, table, chair and furniture located in the rooms occupied
4. Special attention will be paid to the cleaning of wash basins.
5. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants;
6. All the wash basins, toilets pans should be kept stain free using harpic, domex etc.
7. All surfaces shall be free of germs, soap and mud at the wash rooms/WCs;
8. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
9. Cleaning of aluminium doors, glass doors and partitions etc
10. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
11. Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
12. All wet and dry wastes from waste baskets, kitchen, dining halls etc. will be collected and disposed off as per the guidelines every day.

Weekly Cleaning:

1. Glass table tops, doors partitions and glass accessories would be cleaned using solvent;
2. Cleaning of bath fittings with silvo.

Cleaning:

1. All glass doors, windows of the premises would be cleaned using damp and dry method;
2. Cleaning of photos, sculptures, panels, glass/board partitions etc.;

3. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
4. Dusting /cleaning of Venetian blinds.

Cleaning:

1. To remove cobwebs from the entire guest house premises wherever they exist;
2. Scrubbing of all floor areas; on a weekly basis.
3. Carpets in Guest Rooms if any to be cleaned with shampoo by an experienced personnel on monthly basis.
4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition as and when required.
5. Washing/dry cleaning, ironing and refitting of curtains on monthly basis.

List of Cleaning Agents to be used:

All the items listed below should be available with the housekeeping dept. of the contractor.

| | |
|--|---------------------------------------|
| 1. Dusting Cloth | 2. Scrubbers with handle |
| 3. All Purpose Cleaner | 4. Dust pan |
| 5. Window Glass Cleaner | 6. Dust brushes |
| 7. Window Applicator | 8. SS Scorch pads/steel wool |
| 9. Window Squeeze | 10. Nylon brooms with sticks |
| 11. Garbage bags large | 12. Floor dust mops with holder |
| 13. Garbage bags medium | 14. Feather duster |
| 15. Garbage bags small | 16. Spray bottles |
| 17. Air Freshener | 18. Toilet brush |
| 19. Insect Killer | 20. Hand brush |
| 21. Naphthalene Balls | 22. Plastic buckets |
| 23. Dettol / other antiseptic liquid | 24. Extension pole for glass cleaning |
| 25. Deodorant / fresheners | 26. Harpic/Flush Clean |
| 27. Toilet paper rolls | 28. Single Disk Scrubber |
| 293 Any other latest mechanised/manual equipment | |

The Agency shall also provide:

1. Official lunch/dinner at the specified location whenever required on order of the In Charge Guest House/Designated person for which payments will be made by concerned department/sections of IISc.
2. The Agency has to ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In Charge Guest House or to his designated officials/persons that Agency is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and fines as per contract terms.
3. Vegetables and non-vegetarian items (meat) used for cooking should be fresh and good quality. Proper care should be taken for perishable items which will be procured daily on need basis.
4. The Agency has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
5. The Agency shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left over's etc. (Same can be checked by the institute authority as and when required).
6. Any of the dishes served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the repeating of menu does not occur. Overall quantity of menu shall remain sufficient to the satisfaction of the IISc Guests. Surplus food should be disposed of and should not be used in the next meal.
7. The menu shall be displayed in the morning. In case menu cannot be followed due to any genuine reason, the agency will have to intimate the same to the Guest and prior permission shall be obtained before changing the fixed menu from Guest House Assistant Registrar or the designated officer.

4. RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

| | |
|---|-----------------------------|
| Log Book | Daily / Weekly/ Monthly |
| Visitor Register | Cleaning Checklist |
| Guest Comment Book | Machine maintenance records |
| Check in and Out Reports | Key Register |
| Attendance Register, Medical Box Checklist | |
| Lost and Found Register, Menu Card Booklet, Grooming Register | |
| Food Bill book, Staff Training File | |
| Staff personal data file, Staff Orientation File | |
| Machine Pre-Maintenance service report | |

ANNEXURE V

Check-List

| | | |
|----|--|--|
| 1 | Technical bid, sealed in a separate envelope super-scribed as “Technical Bid” | |
| 2. | Commercial bid for Housekeeping, Catering, Front Office and Maintenance at the Main Guest House & Centenary Visitors House-COMMERCIAL bid, sealed in a separate envelope super-scribed as “COMMERCIAL Bid” | |
| 3 | Earnest Money Deposit | |
| 4 | Proof of FINANCIAL Turn-over for previous years (CA Certificate to be attached) | |
| 5 | Copy of Registration certificate with Statutory Govt. Authority/Labour Department | |
| 6 | Copy of PAN Card | |
| 7 | Copy of the IT return filed for the last FINANCIAL year | |
| 8 | Copies of EPF and ESI certificates | |
| 9 | Copy of GST Registration | |
| 10 | Copy of HACCP certification or ISO 22000:2005 Certification | |
| 11 | Copy of OHSAS 18001:2007 certification | |
| 12 | Work Experience of Similar work during the previous years (List of firms where they have provided services and details of contact person(s). | |

* * *

ABSTRACT OF FINANCIAL BID (SUMMARY SHEET)- FOR OFFICE USE

| S. No | Description No | Total (Rs) |
|-------|---|------------|
| 1 | Cost of maintaining the occupied rooms at 50% occupancy in CVH & MGH for a month of 30 days (30 days*77 rooms* rate per day for Unoccupied rooms) | |
| 2 | Cost of maintaining the un-occupied rooms at 50% occupancy in CVH & MGH for a month of 30 days (30 days*77 rooms* rate for per day for Occupied rooms) | |
| 3 | Price quoted for housekeeping of common areas for a month of 30 days (30 days* Price quoted per day for housekeeping of common areas) | |
| 4 | Cost of Food served for 50 no. of visitor at any given point of time during breakfast, lunch and dinner and special buffet Veg/Non veg. The cost will be calculated for the month of 30 days (50 * 30 days *((Price per meal of breakfast plus buffet lunch plus buffet dinner plus special buffet Veg/Non veg)) | |
| | Overall Total (Rs) | |

Note: Quoted price are exclusive of GST. GST as applicable shall be paid extra.