

No 1223 /Estate & Maint.Date: 15.03.24**TENDER CALL NOTICE**

Sambalpur University, Jyoti Vihar, Burla invites bids from the eligible bidders for Tender for Maintenance, House-keeping and in house catering service of University New HRDC Guest House, on or before 2nd April, 2024 by 5.00 P.M. by Registered Post/Speed Post only. Mere submission of tender does not entitle the applicant to stake any claim. The University authorities reserve the right to accept any or reject all the tenders without assigning any reasons thereof. For details including terms and conditions please visit University website www.suniv.ac.in.

Memo No. 1224 /Estate & Maint.Date: 15.03.24Registrar 15/3/24

Copy forwarded for information and necessary action to

1. Director, e-Gov, Nodal Centre with a request to display the Tender Call Notice (TCN), Tender papers and terms & conditions in the University website for wide circulation.
2. Notice Board of Administration Block/Chairman PG Council Office, Sambalpur University.
3. PA to Commissioner, SMC, Sambalpur with a request to display the TCN at their Notice Board for wide circulation.
4. PA to Collector cum-District Magistrate, Sambalpur with a request to display the TCN at their Notice Board for wide circulation.
5. PA to Director, VIMSAR/IIM with a request to display the TCN at their Notice Board for wide circulation.
6. PA to Vice Chancellor, VSSUT/GMU/OSOU with a request to display the TCN at their Notice Board for wide circulation.

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Memo No. 1225 / Estate & Maint.Date: 15.03.24Registrar 15/3/24

Copy forwarded for information and necessary action to:

1. Chairman, PGC, S.U.
2. Comptroller of Finance, S.U.
3. Account Officer, S.U.
4. SO, Account I/Cash Section, S.U.
5. Secy. to VC for kind information of Hon'ble Vice Chancellor, S.U.

Registrar 15/3/24



SAMBALPUR UNIVERSITY
JyotiVihar, Burla-768019

Tender Document: For Maintenance, House-keeping and in-house catering service –University New HRDC Guest House, Sambalpur University, Jyoti Vihar, Burla.

Period of issue of Tender Document	:15.03.2024 to 02.04.2024
Last Date and time for receipt of Tender Document	:02.04.2024(by 5pm)
Date and time for opening of	
i) Technical Bids	:04.04.2024
ii) Financial Bids of eligible Bidders	:08.04.2024

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INSTRUCTION TO TENDERERS

1. The tenderer shall submit the tender in two parts, i.e., technical bid & financial bid each in separate cover and both the cover shall be sealed in a third separate cover. **Tender Cost (non-refundable)** in shape of DD (Demand Draft) of **Rs. 1, 000/- (Rupees One thousand only)** and **Earnest Money Deposit (EMD)** in the form of DD (Demand Draft) for **Rs. 1,00,000/- (Rupees One Lakh only)** in favour of “Comptroller of Finance, Sambalpur University” payable at SBI, Burla from any nationalized Bank. Demand Draft for the EMD should remain valid for a period of **45 days** beyond the bid validity period from the date of opening of bids. EMD of unsuccessful bidders shall be returned within **30 days** after the award of the contract. The tender documents (Technical bid & Financial bid) along with **EMD** and **Tender Cost** in an envelope addressed to the **Registrar, Sambalpur University, Jyoti Vihar, Burla – 768 019, Odisha** and superscripted with **“Tender for Maintenance, House Keeping and in house catering service-University New HRDC Guest House, Sambalpur University”** should reach through **Speed Post / Registered Post** only. No other mode of submission of tender is acceptable.
2. Tender shall be treated as **invalid and rejected** if EMD and Tender Cost are not submitted along with the tender documents.
3. The cover containing the DD for both EMD, Tender Cost shall be opened first at the time of opening of technical bid. The technical bid of those Tenderers, whose EMD and Tender Cost are found in order, will be opened immediately thereafter. Otherwise the offer will be considered as invalid and other parts will not be opened.
4. The tender shall remain valid for **90 days** from the date of opening of the financial bid and withdrawal in between shall entail forfeiture of Earnest Money Deposit (EMD).
5. Tenders not received in the prescribed format will be liable for rejection.
6. The Tenderers shall furnish the following documents as part of technical bid

Sl. No.	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid	Yes/ No	Page No
1	The Bidder should be registered as Proprietary Firm, Registered Partnership Firm, Private Limited Company, Public Limited Company, Cooperative / Society/Registered Shop license etc. (Out of 4 tick any one and provide a copy of same) Note: The Intending bidder must have in its name or proportionate share as a member of Partnership firm experience of having successfully completed similar works, as a ‘prime contractor’ or as the ‘owner of a hotel’, during last 3 (three) FY years ending before last day of month previous to the one in which bid applications are invited (eligibility period).	<ol style="list-style-type: none"> 1. In case of Proprietary Firm, self-attested copy of affidavit of Sole Proprietor. 2. In case of Partnership Firm, self-attested copy of Partnership deed along with amendments if any and proof of registration if any. 3. In case of Limited Companies, Memorandum and Articles of Association, Certificate incorporation, name of directors. 4. In case of Cooperative / Society, attested copy of the valid certificate of registration. If required the original documents shall have to be produced for verification. 		

2	The Bidder should be registered under appropriate authority. <i>(Bidders are requested to provide attested copy of all the documents)</i>	1. Valid Food License issued by FSSAI		
		2. EPF		
		3. ESI		
		4. PAN		
		5. GSTIN		
3	<p><u>Experience Criteria:</u> The Bidder must have completed: Three (3) similar works each cost not less than the amount equal to or greater than Rs. 100.00 lakhs during eligibility period.</p> <p>Note: The Intending bidder must have in its name or proportionate share as a member of Partnership firm experience of having successfully completed similar works, as a 'prime contractor' or as the 'owner of a hotel', during last 3 (three) FY years ending before last day of month previous to the one in which bid applications are invited (eligibility period).</p> <p>(i) In case the bidder is a Prime Contractor: Work Experience must have been obtained from any Government/ Public Sector Undertakings (Central/ State) Organization OR (ii) In case of owner of Hotels (with minimum 15 rooms), the "Annual Financial Turnover" of One Hotel in any one financial year during the eligibility period will be considered equivalent to One "Similar Completed Work".</p>	Copies of the work order from the previous authorities.		
4	The Registered Office / Branch Office of the firm/proprietor etc. must be located within the jurisdictional area of the user Department/Office.	Valid Address proof of the office (Copy of the Electricity Bill/Rent Agreement and copy of rent receipt/Trade License/ GST Registration certificate).		
5	Must have average annual financial turnover of Rs. 100 lakh (Rupees one-hundred Lakh Only) during the last three financial years.	Enclose copies of audited Balance Sheet/IT Returns/ CA Certificate for the concerned period. <i>(Bidders are requested to enclose a copy of the same)</i>		

6	The Agency should not have been blacklisted by any Central / State Government, or any other public Sector undertaking or a corporation as on the date of this RFP	An undertaking to this effect to be furnished by the Bidder as per the prescribed format. (Form-T2)		
7	Must not have any pending judicial proceedings for any criminal offences against the Proprietor / Director / Persons to be deployed by the Service Provider.	An undertaking to this effect to be furnished by the Bidder as per the prescribed format. (Form-T3)		
8	Declaration by the Bidder	An undertaking to this effect to be furnished by the Bidder as per the prescribed format. (Form-T4)		

7. Tender by a partnership firm shall be signed in the firm's name by one of the partners duly authorized by other partners. Tender by Company shall be signed in the name of the company, by a person duly authorized on its behalf. A power of attorney or other satisfactory proof showing that the person signing the tender document on behalf of the company is duly authorized to do so, shall accompany the tender. Tender submitted without furnishing the full particulars or tender documents without adhering to the stipulation contained herein shall be rejected.

8. **Banning of Business Dealings:**

If it is found during processing of the Tender or execution of contract the Tenderer or his employees, representative has resorted to corrupt, fraudulent practices including misrepresentation of facts and / or fraud / forging / tampering of documents, the bid submitted by the Tenderer shall be disqualified or work order if issued shall be cancelled and a ban for further business dealings shall be imposed for a specified period.

If it is found during the validity of the Contract that the tenderer or his agent / representative or any other person claiming interest under him, indulges in any malpractice / activity prejudicial to the interest of the Sambalpur University or detrimental to the Sambalpur University, Jyoti Vihar, Burla, the Contract may be terminated at once and a ban on any further business dealings shall be imposed for a specified period.

9. **Disqualification:**

Persons convicted for any criminal offence involving moral turpitude / economic offences would not be eligible for execution of Contract and if such person secures the work order by suppression of information, it may lead to cancellation of work order.

10.0 **Bid Opening Procedures**

10.1 The technical and financial Bids will be opened at Sambalpur University, Jyoti Vihar, Burla, on the specified date and time by a Committee constituted by the competent authority of Sambalpur University, Jyoti Vihar, Burla.

10.2 The financial bids of those bidders whose technical bids are accepted shall be opened by the Committee on the specified date and time. Owners or their authorised representatives may attend the opening of the technical bid & financial bid if he/she so likes.

11.0 Technical Bid Evaluation

The following points shall be taken in to account by the Tender Committee at the time of technical bid evaluation.

- (a) Financial and technical credential of the firm.
- (b) Past experience of the firm in similar business.
- (c) Verification of Statutory Certificates / Documents as furnished by the Tenderer.

12. Financial Bid Opening/ Evaluation Procedure

The Financial Bid shall be in format attached at Form-F1. The Financial Bids of those tenderers only who have successfully qualified the technical bid shall be opened on a specified date & time by a committee constituted for the purpose.

(a) Technically qualified bidders who have submitted financial bid in the prescribed format i.e. Form-F1 will only be considered.

(b) Tender of the party Quoting **highest** price for monthly rent of the Guest House shall be accepted.

(c) In case if two or more parties quote the same price, then selection will be done on the basis of Highest Turnover and experience.

- 14. Tenders containing over writing or erasing, without authentication and without full signature in the page(s) of documents and amount / quantity not shown in figures and words may be rejected.
- 15. The rates quoted in the tenderer shall be in figure as well as in words. In case of discrepancy in the rate(s) amount between figure and words, the value written in words shall be taken as finally quoted rate(s) / amount.
- 16. Any request from the tenderer in respect of additions, alterations, modifications, corrections etc. of either terms and conditions or rates of his tenders after opening of the tenders, shall not be entertained under any circumstances.
- 17. Canvassing in any form is strictly prohibited and tender submitted by the tenderer who resort to canvassing, will be liable for rejection.
- 18. Authority of Sambalpur University, Jyoti Vihar, Burla reserves the right to accept/ reject any or all tenders without assigning any reason.
- 19. Tender documents are not transferable.
- 20. The EMD deposited by the Tenderer who do not qualify shall be refunded without any interest. The **EMD submitted by the successful bidder shall be converted into Security Deposit.** The successful bidder has to deposit an amount of **Rs.5,00,000 (Rupees Five lakh) only towards Performance Security Deposit** in the form of DD drawn in favour of "Comptroller of Finance, Sambalpur University" payable at SBI, Jyoti Vihar, Burla from any nationalized Bank. **The amount is refundable without any interest.**

Sd/-
REGISTRAR

GENERAL CONDITIONS OF CONTRACT

1. The contract means to management, running, maintenance, Housekeeping and in-house catering service of the Sambalpur University Guest House by keeping the entire premises of the guest house neat and clean and in good hygienic condition and providing good, hot food, snacks etc. under the terms and conditions as mentioned in the special conditions of contract and scope of the work.
2. In case of vacancy, the bidder can also host his own guests, may organize events, social gatherings, exhibitions and can carry out other such similar activities for them in the premises.
3. For reservations of rooms, priority shall be given to university's guest over others.
4. The minimum manpower (Caretaker- 1 nos, Housekeeping – 2 nos, Cook- 1 no, Security Guard – 3 nos, Sweeper – 2 nos) to be engaged by the Contractor at his own cost. The Contractor must comply all laws including labour laws as applicable with his establishment.
5. The University New HRDC Guest House of Sambalpur University is having 36 nos of Room, kitchen, lobby area and dining hall.
6. The contract for operating the Guest House will be decided on the basis of:
 - (i) **Highest open bid** available from the interested bidders, satisfying all other parameters. In addition the Electricity charges as per actual has to be paid separately by the Contractor to TPWODCL.
 - (ii) The rates towards providing **Catering Services** for refreshments, snacks, tea, meals etc. must be **reasonable and negotiable** with the Guest House advisory committee.
7. The monthly rent must be deposited to the **Comptroller of Finance, Sambalpur University** through cheque latest by 10th day of every month and Electricity charges to **TPWODCL on regular monthly basis**.
8. The contractor shall take care **of minor repair and maintenance at his/her own cost** including repairing of AC's, fridge, replacement of electrical bulbs and switches, water and sanitary fittings, carpentry and minor civil repair works. However, major civil and electrical maintenance work shall be done by the Institute.
9. Validity of the Contract will be for **Three years** from the date of signing the agreement and can be extended further subject to satisfactory performance and due approval of the University Authority. The **rent will be increased** at the rate **of 5 % during each year of extension**. The Authority reserves the right to terminate the contract at any time after giving **one month's notice**, if not satisfied with the performance of the said contractor. The contractor, if desires, may also seek termination of the contract by giving written notice **at least three months** advance, during the agreement period.
10. There shall be no compromise on the good hygienic condition of the Guest House and the quality of food supplied by the contractor.
11. In case of failing to fulfill any of the obligation of the contract at any time during the contract period, action deemed fit, including steps for termination of the contract shall be taken by the university authority.
12. The successful bidder fulfilling all the requirements as per the tender documents will have to sign a contract of agreement with Sambalpur University initially for three years

on **non-judicial stamp paper of Rs.100/- at his own cost** before taking the handover of the University Guest House.

13. As the nature of work itself inclusive of all i.e. maintenance, housekeeping and in house catering service. Therefore the bidder having partly experience i.e. having experience in maintenance, housekeeping but not in in-house catering service or having experience in in-house catering service not in maintenance, housekeeping in that case their bids are not taken into consideration and will be summarily rejected during the technical evaluation stage itself.
14. Any other terms and conditions may be incorporated with mutual consent of both parties.
15. In case of any dispute arising out of or in connection with the aforesaid contract either during subsistence of the contract or thereafter, it will be under the jurisdiction of the competent court at Sambalpur only.

Sd/-
REGISTRAR

SPECIAL CONDITIONS OF CONTRACT & SCOPE OF WORK

1. Reception and accommodation of the guest coming to stay at Guest House Sambalpur University, Jyoti Vihar, Burla, and Service including manning there caption and officer round the clock on all the days. Maintenance of allotment register, allotment and opening of rooms for bonafide occupants and up keep of rooms by good housekeeping, room service for AC/Non-AC rooms (which includes provision of bottled drinking water and waiter service).
2. The contractor has to arrange for himself all the provision/items for cooking& serving materials, cleaning materials, labourers, skilled and supervisory staff etc. The Guest House will be available for operation in as it is condition, for maintaining it in upright, spic and span good condition.
3. Services will 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 18-45 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/ contractor and be conversant in speaking Hindi, English and local languages.
4. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen dining hall, glass windowpane and all fixtures / furniture at the Guest House including the office / meeting rooms and other rooms belonging to the Guest House shall be the duty of contractor. A status report on day to day basis will be maintained by the supervisor as a permanent record and may be sent to the office as and when required.
5. Bedroom linen and Bathroom towels shall be changed at every day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning materials be arranged by the contractor. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by Sambalpur University from time to time.
6. Floors of the rooms and corridor will be cleaned daily with ISI mark detergent / Phenyl (harmless WHO certified chemicals) and will be kept clean at all the time. Carpets whatever available, shall be cleaned daily by vacuum cleaner and dry cleaning will be done on quarterly basis, as per requirement. Cleaning of sofa set, cover curtains will also be done on monthly /quarterly basis, as per requirement. The contractor at his own expenses shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/ fumigation, rodent and pest control, fly/ ultrasonic repugnant etc., shall be done periodically by the contractor at no extra cost.
7. Bathroom/ toilet shall be cleaned daily and mopped up with ISI marked phenyl. Air filters of Split/Window type air conditioner will be thoroughly cleaned. Deodorant / Colin / Room spray shall be used for better results. Liquid soap dispenser/ bath soap,

- tissue rolls, toilet paper, odonil, naphtholin balls, room fresheners, harpic, duster brooms and the cleaning / sanitary materials etc. will be provided by the contractor at no extra cost.
8. Cleaning of towels and bed sheets should be done every day in case of usage of room. Curtain to be dry cleaned in every three months and blankets also to be dry cleaned every quarter during winter by the contractor at no extra charge.
 9. Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc. Daily supply can be on the basis of usage of room, i.e., one sachet per person on per day occasion. A liquid hand wash, good quality shoe shine / polish, shoe brush and pair of disposables slippers be also kept as general reserved in each room.
 10. Dining hall/ kitchen / cafeteria service shall be rendered in hygienic condition by trained chefs, cook, cleaners etc., details of which may be indicated.
 11. The contractor should be responsible for quality cleaning of bed and bath lines as per industry norms. The contractor should also provide laundry services to the guest(s) on payment basis. Travel / Help Desk and other facility/information should be provided to the guest(s) as and when required by them.
 12. Suitable potted decorative plants, flowering plants, seasonal flowers, flower arrangements at reception, rooms and common areas etc. shall be done by the contractor.
 13. The contractor shall ensure general maintenance, drainage cleaning, garbage disposal (dry and wet garbage/ plastic and non-plastic waste disposal etc. in an eco-friendly manner, using protective/ closed bins) services and repairs (electrical, plumbing etc.) breakdowns, emergency relief and help on urgency basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones. **Overall Contractor shall take care of minor repair and maintenance at his/her own cost** including replacement of electrical bulbs and switches, water and sanitary fittings, carpentry and minor civil repair works. However, major civil and electrical maintenance work shall be done by the Institute.
 14. The contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange pool of standby manpower for special occasions. A proper record and register should be made and presented as a record and checking purpose of the OIC, Guest House / Designated Officer on demand.
 15. Meal should be provided at **rates/ menu to be fixed menu/ rates** should also be indicated for events or special occasions (viz. **seminars, workshops, conference** etc.) on per head basis for Lunch/ Dinner, for vegetarian and non-vegetarian dishes.
 16. The Institute shall place under the care of the Contractor well-furnished guest rooms with attached bathrooms or separate bathrooms along with all sanitary, electrical fittings and air conditioner which are the exclusive properties of the institute.
 17. Sambalpur University will hand over the service provider with materials like beds, cots, chairs, tables etc., and the service provider has to agree to keep proper

- acknowledgement and service provider shall take care to maintain the items properly. Malfunctioning of any equipment shall not to be entertained as an excuse for unsatisfactory services. Upon end of contract / termination thereof, the service provider is liable to return the same to Sambalpur University 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.
18. Kitchen items and utensils, except available in the Guest House will be arranged by the contractor as per the requirement at no extra charge. Refilling of gas cylinder and repair maintenance of the items under contractor control like gas, refrigerator water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipment etc will be done and supplied by the contractor at no extra charge.
 19. Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the contractor.
 20. The contractor needs to maintain records for various departments which shall be subject to examination by the designated officer of the guest house, Sambalpur University, Jyoti Vihar, Burla. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Minor repair work at the time of urgency will be attended by the contractor at no extra cost. Adequate monitoring and control system be put in place and best services.
 21. The fitting, fixtures, furniture, furnishing 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 institute representative of the Guest House, Sambalpur University, Jyoti Vihar, Burla. Each room shall display the inventory list and be reconcile done quarterly basis with compulsory annual inventory verification of the complete Guest House.
 22. The Contractor shall accept guests only **with prior approval of the Institute**. He may, however accept guests provisionally after filling up an appropriate requisition form and entering the information on a register if rooms are available with the permission of Sambalpur University Authority. The forms and the register are to be submitted to the designated Officer of the Institute on the next working day.
 23. The EMD amount of **Rs.1 lakh** (of the successful contractor) shall be **converted into Performance Security Deposit**. The successful bidder has to deposit an amount of **Rs.5,00,000/- (Rupees Five Lakh) only towards Performance Security Deposit** in the form of DD drawn in favour of “Comptroller of Finance, Sambalpur University” payable at SBI, Jyoti Vihar, Burla from any nationalized Bank. **The amount is refundable without any interest.**
 24. The contractor will have to pay an amount **as quoted per month + GST as applicable** in favour of “Comptroller of Finance, Sambalpur University” **and the electricity charges** has to be paid **separately by the Contractor to TPWODCL**. In addition, the contractor has to pay the expenditure per month towards the engagement of security

persons, sweepers etc. The Contract is valid for 03 years. However, for every **consecutive year of extension the rent will be increased** at the rate of **5 %** on the **last rent received.**

25. It is necessary that:

- a. The Contractor shall provide catering service to guests as per the menu and price decided. **No alcoholic drink or tobacco products are allowed** in the premises of the Guest House.
- b. All guests staying in the guest house must be served food **in hot condition** at dining hall. In case of functions buffet lunch or dinner/snacks may be placed on table so that guests can help themselves.
- c. The Contractor is permitted to provide catering service to persons other than those staying in the Guest House or participants of Continuing Education Programmes / Conferences. He may however, provide catering service to employees of Institute from the facilities just like any other Caterer for certain social functions at his own cost.
- d. Normally other caterers will not be permitted to serve food in Guest House dining hall or in the premises of the guest house. In case, if other caterers are permitted by the institute authorities to serve food in Guest House the Contractor shall cooperate with outside caterers to ensure proper treatment of guests.

26. The contractor to:

- a. Maintain arrival and departure list of guest.
- b. Maintain the check-in and check-out register and in e-system for proper record.
- c. Make entry on allotment of rooms in the Guest House as per the directive received from OIC Guest House.
- d. Prepare credit bills of departmental / project guest and send to the concerned department for settlement.
- e. Manage cash, Credit/debit Card entries, and credit register on weekly basis and report to the OIC, Guest House.
- f. Submit category wise occupancy report and meal records on monthly basis to OIC, Guest House.
- g. Arrange safe handling of baggage of the guest.
- h. Maintain the Complaint / Suggestion Register which should be available on the front desk and/or demand by a guest.
- i. Arrange emergency transport as and when required by a guest.
- j. Provide information with regard to rail / air timings and information related to campus to the guests on request.
- k. Ensure overall cleanliness in the surrounding areas of the Reception Counter, lobby, porch area.

- l. Attend minor non-functional electrical gadgets (Fan, Lights, etc.) and other maintenance issues (**at his/her own cost**) of the rooms as well as common areas. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the OIC Guest House on demand.
 - m. At the time of check-out, ensure that all the items provided in the room (linen, remote etc.) are available.
 - n. Engage good, experienced and cultured person to ensure hospitality.
 - o. The Guest feedback forms must be kept in all guest rooms. Contractor shall keep record of all filled up forms and shall submit them to the OIC, Guest House.
 - p. Newspapers (Odia & English) shall be provided to the guest house by the Contractor daily and be kept in the lobby.
 - q. The personnel's engaged by the Contractor are to be treated as employees of the contractor and they will work under the supervision and control of the Contractor. Sambalpur University official may guide them if required to ensure good service to the guests.
27. The Contractor shall prepare bills separately for boarding and lodging of individual guest staying in the Guest House and take the following actions:
- a. Bills in respect of important guests for both boarding and lodging are to be directly submitted to the concerned office (booking person) of Sambalpur University for processing. The amount towards boarding charges as per fixed menu and rate shall be reimbursed by the Institute (booking person).
 - b. Boarding and fooding charges in respect of all other guests (i.e. other than University Guest shall be directly collected by the Contractor from the concerned guests or their local hosts and the Institute shall **not be responsible** for any dislocation thereof.
 - c. The Contractor must ensure that the room tariff collected for a particular month should match the booking register. In case of any mismatch the same should be reported with reason along with monthly bill.
 - d. The ledger book and all the counterfoils of the official orders and receipts shall be produced before the competent authority of the institute for the purpose of auditing and verification as and when required and asked by the authority.
 - e. The Contractor shall ensure effective execution of the above mentioned responsibilities faithfully, diligently with utmost honesty and sincerity.
28. Workers engaged by the Contractor should be free from any contagious disease or sickness that is considered unacceptable for handling food. In such case substitute shall be deployed by the Contractor at his cost.
29. Only authorized brands/products as approved by the institute can be used to ensure quality. A committee of the Institute will monitor the same including quality / brand of input materials and hygiene. Persons authorized by the Institute must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic

- is liable to be disposed of without any compensation. Further punitive action, as deemed fit shall be taken against the Contractor.
30. Only purified water (purified by Aqua guard / RO purifiers of reputed brands or other purifier of similar standard) has to be served in the guest house. The institute has installed water purification machines inside the guest house. It shall be maintained at the cost of contractor. It must be ensured to serve clean drinking water to all guests at all times and any default shall be treated as breach of contract.
 31. The premises of the guest house shall not be used for any other purpose unless otherwise prior special permission is granted by the University Authority.
 32. No trash is to be thrown inside or outside the Guest House premises except in properly covered bins supplied by the Steward, at his own cost.
 33. Use of any other fuel except cooking gas is forbidden. Use of electricity for cooking is discouraged except in emergency, with due approval of the institute authority.
 34. The contractor needs to provide an undertaking and declaration, and detail particulars.
 35. The institute shall have no responsibility towards payment of wages, social security, medical care, safety or any benefit to the personnel engaged by the Contractor. Any unpleasant incident occurring during the contract period is the sole responsibility of the Contractor. The institute shall in no way be liable for any such incident or financial liability if any.
 36. The Contractor must **comply all laws including labour laws** as applicable to his establishment.
 37. The Contractor shall abide by all statutory rules and regulation as applicable to his establishment and for execution of the contract and must indemnify Sambalpur University if any liability is created on Sambalpur University.
 38. The Contractor and his employees shall always be treated as “LICENCEE” and Institute as “LICENSOR”. As such, the Contractor and / or his employees shall be bound to vacate the premise failing which shall be treated as unauthorized occupant on the termination/end of the contract. They are liable for eviction if not vacated voluntarily.
 39. If the service of the contractor is not found satisfactory they will be issued two months’ notice for improvement by the Sambalpur University authority. If satisfactory improvement is not found even after this notice, a final **one month’s notice** will be issued to the contractor by the Sambalpur University authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
 40. In case the contractor is required (or decide otherwise) to discontinue the contract he/she should **give at least three months’** notice to Sambalpur University and shall remain essentially working for the said period of notice, till alternate arrangements are made.

41. The Contractor shall pay all taxes, fees, license charges, deposit dues or other charges, payments to concerned beneficiaries / authorities. In case of any default the institute shall recover the same from the security deposit, and pay to the concerned beneficiaries/Authority.
42. 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.
43. The contractor is not allowed to create any permanent structure in the allotted Guest House.
44. Any kind of renovation inside the premises needs prior approval of Sambalpur University Authority.
45. The assets and articles provided by the institute shall be the property of the institute and the Contractor shall be merely the custodian of such assets and articles. Once the contract period is over or terminated, all such property shall be handed over to the Institute in good condition, and the Contractor shall give vacant premises to the Sambalpur University, Burla.
46. In case on non-performance and poor service by the service provider, Sambalpur University may at its discretion, recover liquidated damages upon recommendation of Officer in-charge, Guest House. In the event of appeal, the decision of Vice-Chancellor, Sambalpur University, Burla shall be final and binding.
47. The bidder has to provide subsidized rate to the guest (other than its own guest) coming to the University on different academic/non-academic purposes. The rate tariff is mentioned in the following table for different categories of guests.

**SAMBALPUR UNIVERSITY NEW HRDC GUEST HOUSE FOR HOUSEKEEPING,
MAINTENANCE AND INHOUSE CATERING SERVICES**

Sl. No.	Name of the Guest House	No. of Rooms
01.	New Guest House	36

CATEGORIES OF GUEST & TARIFF

Category-I:

Persons invited by the University (VC's Office or Registrar's Office) to transact University Business.

Category-II:

Persons invited officially by other units of the University (other than VC's Office or Registrar's Office) to transact University Business. These Units will normally include PG Departments, Examinations, Distance Education, Private Cell, Library, UGC DRS Programme, PG Council under unassigned grants, Self Financing Courses, HRDC, CDC, NSS etc.

Category-III:

1. Guest of University Teachers
2. Retired University Teachers/ Officers of Sambalpur University
3. Parents of Girl students staying in Hostels.
4. Guest of nearby Sister Institutions at Burla
5. Government officials not below the rank of Class-II

Admissible Charges Per day

Room Type	Category-I (Rate per day)	Category-II (Rate per day)	Category-III (Rate per day)
DSB	Nil	400	700

* The booking of Single/ Double occupancy requires approval from the Registrar, Sambalpur University.

* * * * *

APPLICATION – TECHNICAL BID

(For Providing Guest House Services to Sambalpur University, JyotiVihar, Burla)

(BIDDER LETTER HEAD)

COVERING LETTER

To

The Registrar
Sambalpur University
JyotiVihar, Burla-768019
Sambalpur, Odisha

Sub: Tender Document: For Maintenance, House-keeping and in house catering service –University New HRDC Guest House, Sambalpur University, Jyoti Vihar, Burla.

Sir,

I, the undersigned offer to participate in the tender process in accordance with your Tender Notice No._____, Dtd._____. We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I do hereby declare that all the information and statement provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to 90 days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I do hereby unconditionally undertake to accept all the terms and conditions as stipulated in the tender document. In case any provision of this tender are violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit absolutely.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:_____

Address of the Bidder:_____

FORM-T1

1	Name of the Bidder	
2	Details of Tender Cost: (Demand Draft Details)	DD No.
		Date:
		Amount (Rs.)
		Drawn on Bank
3	Details of Earnest Money Deposit:(Demand Draft Details)	DD No.
		Date:
		Amount (Rs.)
		Drawn on Bank
4	Name of the Director/Owner	
5	Full Address of Registered Office	Postal Address:
		Telephone No:
		FAX No:
		E-mail Address:
6	Name & telephone number of authorized person signing the bid	Name & Designation:
		Mobile Number:
7	Bank Details	Account Number:
		Bank Name:
		Bank and Branch:
		IFSC Code:
8	PAN No. (Attach self-attested copy)	
9	GSTIN (Attach self-attested copy)	
10	EPF Registration No. (Attach self-attested copy)	
12	ESI Registration No. (Attach self-attested copy)	
13	Valid Food License issued by FSSAI(Attach self-attested copy)	
14	Valid Labor Licenses(Attach self-attested copy)	
15	Acceptance to all the terms & conditions of the tender (Yes/No)	
16	Power of Attorney / authorization letter for signing the bid documents	

17	Please submit an undertaking that no criminal case is pending with the Police at the time of submission of bid.	
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18. Financial turnover for the last 3 financial years.

Financial Year	Amount (In Rs.)	Remarks, if any
FY:2022-23		
FY:2021-22		
FY:2020-21		

19. Total Years of Experience in said Works:

20. Details of Guest House Maintenance (Housekeeping) and Catering Services executed in Govt./ PSU (State or Central) organization in last 3 years (Please submit certificates from the authorities):

Sl. No.	Organization Address	with	Period of Execution	Value (Rs.)	Completion Certificate (Page No.)
1.					
2.					
3.					

21. Additional information, if any:

(Attach separate sheet if space provided is insufficient)

DECLARATION BY THE BIDDER

I/We confirm that the information furnished above is correct to the best of my/our knowledge and belief. I/we hereby declare and affirm that I/We have read and understood the terms and conditions of the contract and abide by the same.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

APPLICATION – FINANCIAL BID

(For Providing Guest House Services to Sambalpur University, Jyoti Vihar, Burla)

(BIDDER LETTER HEAD)

COVERING LETTER

To

The Registrar
Sambalpur University
JyotiVihar, Burla-768019
Sambalpur, Odisha

Sub: Tender Document: For Maintenance, House-keeping and in-house catering service –University New HRDC Guest House, Sambalpur University, Jyoti Vihar, Burla.

Sir,

I, the undersigned, offer to provide in accordance with your Tender No. _____ dated _____. Our attached financial price is [Insert amount(s) in words and figures] for the proposed service. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document.

Our financial proposal shall be binding upon as subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of 90 days. I, have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

FINANCIAL BID(FORM-F1)

1. Name of the Bidder :
2. Address :
(With Tel No., Fax& E-mail)
3. Contact Person(s) (with mobile number) :
4. Total Bid Amount(Monthly) :

Rent for Sambalpur University, University New HRDC Guest House

Sl. No.	Description	Rates to be Quoted by Bidder (In Rs.) (a)	GST (b)	Total amount per Month (In Rs.) (c)=(a)+(b)
1.	University New HRDC Guest House, Sambalpur University having 36 nos of room, Kitchen, Dining hall, Lobby area etc.			

Charges for Catering Service for University New HRDC Guest House, Sambalpur University

The rates towards providing **Catering Services** for refreshments, snacks, tea, meals etc. **must be reasonable and negotiable** with the Guest House advisory committee after succeeding the tender process. The indicative requirements for the catering services for inmates of Guest House are as follows:

Service	Items
Bed Coffee	Coffee, Tea (150 ml)
Breakfast	Bread, Butter, Jam, Omelet anyone of the following items with chutney and sambar: a. Idly & Vada, b) Pongal & Vada or b. Stuffed paratha with curd Coffee or Tea (120 ml)
Lunch	Veg (1) Rice / Roti (2) Dalma/Chana dal/Masoor dal/Moong dal (3) Paneer/ Mashroom/Mix veg curry (4) Tomato

	chutney/pickle/salad/chips/papad/curd/dahiboondi/dahibrinjal/dahiraita.
	Non Veg (1) Rice / Roti, (2) Chana dal/Masoor dal/Moong dal (3) Motton / Chicken / Fish / Egg curry, (4)Salad/chips/papad.
Dinner	Veg (1)Rice, Roti (2)Dalma/Chana dal/Masoor dal/Moong dal (3) Panner/ Mashrum/ Mix veg curry, (4) Salad/chips/papad
	Non Veg (1)Rice/Roti (2) Chana dal/Masoor dal/Moong dal (3) Motton / Chicken / Fish / Egg curry, (4) Chips / salad/papad
(Special lunch / Dinner)	Veg - Biryani; naan; roti; poori; plain rice; or dal; 1-Dry item veg/1-Gravy item veg and Ice-cream
	Non-veg Biryani; naan; roti; poori; plain rice; or dal; 1-Dry item nonveg 1-Gravy item non- veg Ice-cream

N.B: Provision to be kept for supplying any food item beyond the list above on special demand of any guest on prior request

DECLARATION

I/We hereby certify that the information furnished above is full and correct to the best of my knowledge. I/We understand that in case any deviation is found in the above statement at any stage, the Concern firm shall be blacklisted and shall not have any dealing with the University in future.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:_____

Address of the Bidder:_____

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING
(BIDDER LETTER HEAD)

To

The Registrar,
Sambalpur University,
JyotiVihar, Burla-768 019
Sambalpur, Odisha

Sub: Authorization for attending tender bid opening

Ref No. Tender no. _____ Date. _____

Dear Sir,

In inviting kind reference to the subject mentioned above, following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of

M/s. _____

(Name of the Firm)

Sl.No.	Name	Signature
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Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

Note:

1. Only one representative shall be allowed.
2. Permission for entry to the hall where bids are to be opened may be refused in case authorization as prescribed above is not produced.

FORM-T2
UNDERTAKING

(On the Stamp Paper of appropriate value in shape of affidavit from the
Notary regarding non-blacklisting)

I, hereby undertake that, our organization has not been blacklisted / debarred by any of the Central / State Government Department / Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

FORM-T3
UNDERTAKING

(On the Bidder's Letter Head regarding not has any pending judicial proceedings for any criminal offences)

I, hereby undertake that there is no criminal case pending in any Court of Law against our company or against the Proprietor / Partner / Persons to be deployed by our company.

I/we further certify that Proprietor / Partner / Persons to be deployed by our company of my company have not been convicted of any offences in any Curt in India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours faithfully,

Authorized Signatory with Date and Seal

NameandDesignation:_____

Address of theBidder:_____

FORM-T4

DECLARATION

(On the Bidder's Letter Head)

1. I, _____ Son/Daughter/Wife of Shri _____ Proprietor/ Partner/ Authorized signatory of the Service Provider, mentioned above, am competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____