



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

E-mail-iittmnlr@gmail.com, Website: www.iittm.ac.in/www.iittmsouth.org

Supply and installation of ABC type Fire Extinguishers at Indian Institute of Tourism & Travel Management, Golagamudi, Nellore (AP),.

Tender No. : No. IITTM/NELLORE/2019/01
Tender Date : 16th July 2019
Last Date of submission : 5th August 2019 at 6.00 pm

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, Golagamudi, Nellore -524321, Andhra Pradesh

Tel: 9866274850, email: iittmnlr@gmail.com, Website:www.iittmsouth.org. or www.iittmac.in

Tender Fees: Rs 1000/-

Sealed quotations are invited from reputed companies/authorized distributors/dealers for **Supply and installation of ABC type Fire Extinguishers**. Bid document with other terms & conditions can also be downloaded from IITTM Website: www.iittm.net and be submitted with bid fee and notified EMD as per following:

Last Date for submission of bids and Time	Date and time for opening of Bids
05.08.2019 by 06.00 p.m.	on 06.08.2019 at 05.00 p.m .

Eligibility Criteria:

1. The Bidder should be a reputed and an authorized firm/supplier having after sales service agreement with the OEM (Proof for the same to be enclosed along with address, phone nos. & E-mail etc.).
2. If ISO certified Company, enclose documentary proof.
3. The bidder should have experience of more than five years in execution and maintenance of equipments quoted (A certificate of establishment to be provided).
4. The bid document complete in all respect should reach the Nodal Officer, Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321 (India) on or before 05.08.2019 upto 06.00 p.m. No bids after the last date shall be entertained.

Sequence of documents to be provided/enclosed in each copy of the bid documents:

1. Forwarding letter duly signed by the Authorized person.
2. Central Sales Tax/VAT.
3. Proof of the authorized agent/distributors/supplier.
4. Name and address of registered office/ Head Office of the company with name and phone numbers.
5. Format of Schedule of Requirements at Annexure-I
6. Self-declaration at Annexure-II
7. Format for Supplier/Distributor information at Annexure-III
8. Financial Bid at Annexure- IV
9. Acceptance of all clauses of bids specification duly signed page-wise.

Sd/-
DIRECTOR, IITTM

Conditions of Contract

Terms & Conditions:

1. The bidder shall be required to deposit **2% Earnest Money** of estimated value of goods to be supplied through Bank Draft drawn in favour of **'The Director, IITTM, Nellore.'** No bid shall be accepted without the Earnest Money.
2. The successful bidder will submit a Security Deposit equivalent to 5% of the total value of purchase order before supply / installation which would remain valid for a period of 60 days beyond the date of completion of all obligations of the supplier including warranty obligation. EMD will be released to successful bidder after submission of Bank Guarantee. IITTM shall forfeit Bank Guarantee in the event of a breach of contract by the successful supplier.
3. Bids would be rejected for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.
4. The bids received after the deadline for submission of bids prescribed by the IITTM will be rejected and such bids shall be marked as late and not considered for further evaluation.
5. The IITTM may, at its discretion, extend the deadline for submission of bids by amending the bid documents in accordance with clause relating to Amendment of Bidding documents in which case all rights and obligations of the IITTM and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
6. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid. Further, over-writings on documents, if any should be supported by signatures.
7. The bidders may submit their duly sealed Bid by post or by hand at the address specified in the Notice Inviting Quotation not later than the time and date specified therein. In the event of the specified date for the submission of bid being declared a holiday for the IITTM, the bid will be received up to the appointed time on the next working day.
8. Issuance of bid documents should not automatically be construed that the bidder is considered qualified. The Director, IITTM has the right to reject any bids on technical grounds without assigning any reason.
9. IITTM shall not be responsible for any delay, loss or non-receipt of bid documents sent by post.
10. Prices shall be quoted in Indian Rupees and should be FOR, IITTM destination.

11. Payment shall be made only after delivery, successful installation, testing and commissioning and inspection of equipments.
12. Prices quoted should be inclusive of all taxes, FOB/FOR, IITTM, Golagamudi, Nellore (AP) inclusive of all charges required to make the equipment functional to the satisfaction of IITTM.
13. Delivery should be within specified days mentioned in Purchase Order. If the equipment/instruments are not delivered within the stipulated time, the supplier shall be liable to pay a penalty of 1% of the total order value for each delay of 10 days or part thereof and the amount will be deducted from the payment on account of purchase.
14. The suppliers will undertake warranty of equipment/instruments from the date of installation and shall have to mention clearly the period of warranty in financial bid.
15. The quotations must be valid for 180 days (six months) from the date of opening of the financial bids. No change in prices and change in terms and conditions will be permitted.
16. All quoted items may carry brochure/catalogue/Pamphlets/Technical Literature and related documents.
17. The supplier further warrants that the goods shall be free from defects arising from any act or omission of the supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in India.
18. Installation, testing, commissioning of the equipments shall have to be carried out by Technical experts of the company/supplier up to the satisfaction IITTM authorities.
19. IITTM reserves the right to purchase varying quantity of material, less or more.
20. In the process of evaluation, comparison of bids, IITTM reserves the right to reject any or all bids.
21. In case replacement of a part becomes necessary during warranty period, the parts of the same make and same or better configurations as were originally there in the equipments shall be used. The cost of the parts will be borne by the supplier.
22. In case of complaint regarding repairing/replacement of equipment/instrument within the warranty period, the supplier will provide repair/replacement immediately. In case of non-compliance or delayed compliance, supplier will be penalized with an amount mutually agreed upon and it would be deducted from the Security Deposit.
23. The Director, IITTM shall be the final Authority for settlement of any dispute and his interpretation of any Clause of this document shall be final and binding and the jurisdiction for Court of Law shall be Nellore (AP).

Authorize Signature of the firm:

Name:

Designation:

**ANNEXURE –I
FORMAT OF SCHEDULE OF REQUIREMENTS**

Sl. No.	Name Equipment/ Instrument	Unit	Qty.	Delivery Schedule	Installation schedule
1.	Supply and installation of ABC type Fire extinguishers with mechanism, having mono ammonium phosphate (MAP) and ammonium sulphate as extinguishing agent, with tamper-proof safety seal, easy-grip plastic handle, pressure gauge, squeeze grip activation mechanism for controllable discharge of dry powder manufactured as per ISO 9001 and CE certifications, and conforms to ISI standards. The product shall have 5 Year Warranty.			Within 10 days after issuing purchase order	Within 07 days after delivery
	1) 4Kg capacity	Each	12 nos.		
	2) 6 Kg capacity	Each	03 nos.		

Authorised Signatory:
Name:
Designation:
Name of the firm with seal :

ANNEXURE-II

Self-Declaration to be given by the bidder

Bid's Reference No. & Date :

Bidder's Name & Address

Person to be contacted:

Designation:

Telephone No.: Fax No.: Email:

To,
The Director,
IITTM , Nellore

We, the undersigned Bidder, having carefully read and examined in detail the Terms and Conditions, specifications and all bidding document in regard to the supply of equipments/instruments at IITTM, Nellore and accept the same.

We also do hereby declare

1. that we have not been blacklisted/debarred by any Government/Undertaking.
2. that the rates quoted are not higher than the rates quoted for same item to any Government/Undertaking.
3. that the bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

For and on behalf of the firm
(Firms Name & Address)

(Signature of Authorized Signatory)

Name:

Designation

Phone No.:

Seal:

Date:

Place:.....

ANNEXURE-III

FORMAT FOR OTHER INFORMATION

(To be filled in by the bidder)

1. Name of the firm:
2. Address:-
3. Telephone/Mobile No.
4. Fax Number:-
5. Email:-
6. TIN/VAT/CST No.:
7. Firm Registration No.:
- (if any)
8. PAN :
- (attach photocopy)
- 9. Earnest Money (Bids Security) @ 2% of the estimated value of the goods to be provided.**

- a) Bank Draft/Pay Order No .
- b) Date .
- c) For Rs .
- d) Drawn On .

(Signature of the authorized person)

Name of contact person

Name of Firm

Contact No.

Seal

Place

Date.....

**ANNEXURE-IV
FINANCIAL BID**

S.No.	Equipments & Specifications	Qty.	Rate quoted per unit	Amount
1.	Supply and installation of ABC type Fire extinguishers with mechanism, having mono ammonium phosphate (MAP) and ammonium sulphate as extinguishing agent, with tamper-proof safety seal, easy-grip plastic handle, pressure gauge, squeeze grip activation mechanism for controllable discharge of dry powder manufactured as per ISO 9001 and CE certifications, and conforms to ISI standards. The product shall have 5 Year Warranty. 1) 4Kg capacity 2) 6 Kg capacity	12 nos. 03 nos.		
GRAND TOTAL				

SIGNATURE OF AUTHORIZED SIGNATORY

NAME :

NAME OF FIRM :

CONTACT NO. :

SEAL :

INVITATION OF TENDER FOR

**Mess Contract for
Boys and Girls Hostel Mess**

Tender No.	: IITTM/Mess/1-Inst./2019
Tender Date	: 16.07.2019
Last Date of submission	: 05.08.2019 (06.00 PM)
Opening of Tender	: 07.08.2019 (03.00 PM)
Cost of tender	: Rs.1000/- (Rupees One Thousand only) (Non-refundable)

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

Annexure-1

TENDER DOCUMENT

Tender for Mess **Contract for Boys and Girls Hostel Mess, IITTM, NELLORE (AP)**

Date of publication of Tender

Document : **16.07.2019**

Last date for submission of tender : **05.08.2019 by 06:00 PM**

Date of opening of technical bids : **07.08.2019 at 03.00 PM**

Date of opening of commercial bids : To be announced

Instructions

- 1) This Tender Document contains 15 pages.
- 2) Read the tender document carefully before filling.
- 3) Each page of the tender document must be signed with seal of the firm/agency.
- 4) Part A (**Annexure I**) i.e. Technical bid should contain
 - a) Profile of the firm/agency, with all relevant signed documents as mentioned in Terms and Conditions (General).
 - b) EMD

Sealed cover with superscription "**Tender for Mess Contract for Boys and Girls Hostel of IITTM Campus, Nellore**". Part A.

- 5) Part B:- (**Annexure II**) should contain only the Commercial Bid.

Seal the cover with superscription "**Commercial Bid for Mess Contract for Boys and Girls Hostel of IITTM Campus, Nellore**". Part „B“.

- 6) Put Part „A“ and Part „B“ in separate sealed covers and put both the sealed covers in one cover addressed to the "**The Director, IITTM, South Campus, Golagamudi (Vill), Nellore (AP)**". with superscription on the covers as "**Tender for Mess Contract for Boys and Girls Hostel of f IITTM Campus, Nellore**", and send it to Director-IITTM so as to reach on or before the closing date and time.
- 7) Application form can be downloaded from the Institute's website. **Error! Hyperlink reference not valid..** Completed applications should be accompanied by the **Pay Order/Demand Draft** of Rs. 1000/- (non refundable), drawn in favour of, **Director, IITTM, Nellore**' payable at Nellore towards the cost of the Tender Document.
- 8) If any bidder is exempted for non- submission of form cost and EMD, may provide the valid document in support of his claim along with a certificate from the competent authority for running the mess work only.
- 9) Application without the prescribed fee will not be considered.

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

1. Scope of Work:

The mess contract will be awarded to successful Tenderer for running the mess for the students residing in Boys and Girls Hostel of IITTM, Nellore, Campus and presently numbering around 120.

To prepare and serve morning tea, breakfast, lunch, evening tea with snacks, and dinner for students, staff guests and visitors of the Institute as per decided menu. It is required to maintain the mess and its surroundings neat and clean. The workers have to work under the guidance of mess Supervisor. The workers will work in Kitchen and dining hall in coordination with other staffs of IITTM, NELLORE. Cleaners will not be engaged for kitchen work.

2. Job Specification:

- 1) To provide morning tea, breakfast, lunch, evening tea with snacks and dinner. The number of boarders in the mess will be approximately **120**, which may vary.
- 2) To make necessary arrangements for all cooking utensils, crockery, gas cylinder, stoves including utensils for serving food to the students. Plates, Bowls, stainless steel tumbler glasses, tea spoon, table spoons and forks.
- 3) The food to be prepared in clean, hygienic and safe conditions as per the menu decided by students and the authorities of IITTM-Nellore with mutual consent.
- 4) The garbage collected from the kitchen, dining hall, dish wash area will be disposed of every morning and evening through garbage van in closed bins by separation of bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.
- 5) The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch and dinner) and disinfected once in a month or as and when required.
- 6) High quality of hygiene, sanitation and safety will be maintained in kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily.
- 7) The mess will be opened at 5.00 am and closed by 10.00 pm and keys of the mess shall remain with the successful contractor on all the seven days of the week. Any changes in the timings will require the approval of the authorities at IITTM-Nellore.
- 8) Food shall be served through counters on self-service basis. Water shall be served on the dining tables.
- 9) After every meal (breakfast, lunch and dinner) all the plates, cups, Bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for the next meal. All the vessels used for cooking also should be washed in soap solution and hot water and properly cleaned vessels should be made available for cooking the next meal. The cleaning material used should be of approved quality.
- 10) After every round of meal, table including floors should be cleaned / wiped before serving next batch of students.

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

- 11) Water coolers and purifiers should be cleaned every 15 days and should be maintained as per the instructions from the authority.
- 12) Proper cleaning of all vessels, utensils, dining area, kitchen, water coolers etc. should be of high quality. Any shortcoming in this regard attracts penalty.
- 13) The contractor will be responsible for the loss of any items provided by IITTM i. e. equipments, furniture, electrical equipment, RO utensils etc and make up the loss if found damaged or short.
- 14) Electricity charges as per actual, Maintenance charges and water charges have to be paid by the contractor as decided by the competent authority of the institute.

3. Terms and conditions: (General)

- 1) Tenderer should be registered and licensed contractor/firm/caterer for the said job type as specified in Section-2. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
- 2) Tenderers should have a minimum of **five year's experience** in providing similar type of services. A Tenderer who has worked with Government/ Public Sector undertaking / Large industrial establishment / organizations / companies / institutions shall be given preference and a certificate of performance should be enclosed duly indicating the period of contract and type of payment received.
- 3) The Tenderer should have a minimum turnover of Rs. 60,00,000/- (Rupees Sixty Lakhs) Per Annum on average basis for the last three years. Balance sheets for the last three years, duly certified by Chartered Accountant, to be submitted with the tender document.
- 4) The Tenderer should have valid PAN, GST and CST/VAT Registration as applicable.
- 5) The Tenderer shall deposit **EMD of Rs. 2,00,000/- (Rupees Two lakhs only)** by way of crossed Demand Draft / Banker's Cheque, drawn in favour of **Director, IITTM, NELLORE**, payable at Nellore. EMD should be valid for at least 45 days beyond final bid validity period. EMD will not carry any interest and the same will be refunded to the unsuccessful Tenderer within 30 days from the date of tender opening or finalization of the tender whichever is later. Any tender without EMD in Part-A will be summarily rejected.
- 6) Only successful vendor's EMD will be retained as a part of security deposit and is refundable after 06 months of termination of the contract without any interest, after deducting dues if any, to the institute.
- 7) If, two or more tenderers are found quoting L-1, then the Tenderer who is found to have the highest number of years of experience with maximum turnover during the last 03 years will be most preferred by IITTM-Nellore as successful bidder.
- 8) The tenderers quoting mess charge less than Rs. 3500/- PM per student (all inclusive), their tenders shall be rejected forthwith. The tenderers are therefore advised not to quote the minimum mess charge less than Rs. 3500/- per student PM (all inclusive).

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

- 9) The tender document is non-transferable.
- 10) Tender should be submitted in two parts, namely, Part A and Part B.
- 11) If the contractor fails to carry out the jobs as per the terms and conditions agreed upon, he is liable for forfeiture of EMD/Security Deposit in additions to penalty.
- 12) The contractor shall be solely responsible either for any injury, damage, accident to any worker by the agency or for any loss or damage to the equipment/property in the areas of work.
- 13) The workers employed by the contractor shall wear uniform and name badge, which is provided by the contractor and the agency, shall be responsible for the discipline of his workers. The workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. The workers shall have to follow the security regulations as directed by Security and Fire Fighting unit of the Institute. Workers shall not form union or carry out trade union activities in the campus.
- 14) The institute reserves the right to terminate the contract on 01 months' notice, without assigning any reason. The contractor can also terminate the contract by giving 01 month's notice and clearing all the dues to the Institute, if he is not willing to continue the contract.
- 15) The performance of the successful bidder will be watched for initial three months. In case, the performance is found un-satisfactory the contact will be terminated forthwith without assigning any reason thereof.
- 16) The institute reserves the right to terminate the contract on 1 month notice anytime, if the performance is not found satisfactory.
- 17) If, at any time it is found that the tender was awarded based on any false/misleading information furnished by the Tenderer, the institute reserves the right to terminate the contract immediately.
- 18) The contractor will have no right to ask for any accommodation or space, in the campus, for mess-workers, etc.
- 19) Sub-letting/sub-contracting the work is not permissible under any circumstances.

4. Submission of Tender:.

Part A

- a) Profile of the Tenderer
- b) Tender Document duly signed and stamped
- c) EMD
- d) Self-Evaluation Sheet

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

Part B

a) Commercial Bid stating the rates

The tender should be submitted under “Two Cover System”, the first cover is termed as Part-A, which shall contain tender documents, profile of the Tenderer, EMD of Rs. 2,00,000/- (Rupees Two Lakhs only) and self-evaluation sheet. This cover should be super scribed as Tender for Mess Contract for Boys and Girls Hostel Mess of IITTM, Nellore Campus Contract Part-A. The second cover is termed as Part-B, which should be superscripted with Tender for Mess Contract for Boys and Girls Hostel Mess of IITTM, Nellore Campus Contract Part-B. Both covers should be placed in a bigger cover with superscription **Tender for Mess Contract for Boys and Girls Hostel Mess of IITTM, Nellore Campus**, addressed to the Director IITTM, Golagamudi (Vill), Nellore (AP) and submitted on or before the last date of tender submission.

- 1) Quotes price should be for the tentative menu provided as **Annexure III**.
- 2) Quoted price should be inclusive of all taxes and duties.
- 3) **The quoted price should not be less than Rs.3500/- per month per student (all inclusive).**
- 4) The offer should be valid for a period of at least 06 months beyond the date of the tender opening and no condition whatsoever can be attached to the price offered.
- 5) The contract will be for a period of one year, which could be extended further, on satisfactory services and on mutual consent of both the parties at the end of one year.
- 6) Institute reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Competent Authority shall be final and binding.
- 7) All tenders and covers should bear the name and address of the Tenderer and all the pages of the tender document must bear the seal and signature of the Tenderer.
- 8) The completed tenders should reach to the office of the Director, IITTM, Nellore as per the schedule mentioned as Annexure – 1.
- 9) The technical bids will be opened as per the schedule mentioned in Annexure – 1 in the Institute in the presence of the tenderers who may wish to be present, either by themselves or through their authorized representatives.
- 10) On the scheduled date, only Part-A i.e., technical bids will be opened on the basis of information provided in Part-A, Commercial Bid in Part B submitted by the short listed tenderers, will be opened at the later date under intimation to such tenderers.
- 11) The Institute may form a committee to inspect the food quality provided by the Tenderer elsewhere. The institute may also ask the Tenderer to provide the items or sample testing before the finalization of the bids.
- 12) The contractor shall fulfill all statutory requirements pertaining to minimum wages and other statutory benefits like EPF, ESI etc., and proper account of payments including minimum wages being made to the workers of the agency. The contractor shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against all such liabilities, which are likely to arise out of the agency’ failure to fulfill such statutory obligations.
- 13) In case of any conflicting and/or conditional terms and conditions in the tender, the tender shall be summarily rejected.
- 14) The workers employed by the contractor should not have any criminal background; an affidavit to this effect must be attached with the tender by the Tenderer.
- 15) Successful contractor shall execute an agreement on a prescribed format.

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

5. Terms and Conditions as part of agreement

- 1) **Disputes:-**All disputes that may arise shall be referred to the Nodal Officer, Indian Institute of Tourism and Travel Management, Golagamudi, (Vill), Venkatachalam (Mandal), Andhra Pradesh Nellore, whose decision shall be final.
- 2) **The duration of the contract:** The duration of this contract is for a period of **one year**, this may be extended further, on mutual consent and subject to satisfactory performance of the contract.
- 3) **Payment Terms:** The payment will be made monthly on satisfactory completion of job contract services and related miscellaneous works mentioned in the scope of work and job specifications and as per actual manpower supplied. In case of shortfall in supply of manpower, the payment will be deducted at the rate of 1.25 times of the applicable wages in addition to the penalty as specified in our tender document under Penalty clause. The bill should be submitted on or before 10 of succeeding month and payment will be made within 20 days after the bills are duly certified by concerned person of the Institute, who will supervise the above work. The contractor has to indicate bank account no. attached with Aadhar card for arranging ECS payment. The proof in the form of copy of challans for payment of statutory taxes to be furnished to the Institute quarterly.
- 4) **Indemnity:** The Institute shall be indemnified for all losses due to commissions and omissions of any person deployed by the contractor. There shall not be any loss or damage caused to the Institute (people and/or property) on account of any employees or staff and the same shall be commissions of contractors. It shall be made very clear that the employees/ staff engaged by the contractor shall not be treated or considered as employees of the Indian Institute of Tourism and Travel Management, Golagamudi (Vill), Nellore under any circumstances. The contractor shall defend, indemnify and hold the Institute harmless from any liability or damage, law suits, penalties imposed by any State and Central Government Department or statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The Institute shall not be liable for any damage or compensation payable to any worker or to any person as a consequence of his work and the Institute shall be completely indemnified accordingly.
- 5) **Security Deposit:** The contractor shall provide Performance Bank Guarantee as Security Deposit of Rs. **3,00,000/- (Rupees Three Lakhs Only)** from the nationalized bank in favour of the Director, Indian Institute of Tourism and Travel Management, payable at Nellore before the commencement of the contract.

If the contractor fails to carry out the entrusted job contract services and related miscellaneous works within the stipulated time and as per the scope of work and job specification, Institute reserves the right to impose penalty as specified in the Penalty Clause and has the right of getting the work done through someone else.

The security deposit furnished by the contractor will not carry any interest and will be refunded:-

- i. On completion of job contract service entrusted to the contractor satisfactorily. If the work is not satisfactory he is liable for forfeiture of security amount deposited.
- ii. The security deposit made by the contractor to be released only after producing the proof of compliance and provident fund, minimum wages etc.

The books of accounts regarding attendance, acquaintance, wage paid, PF accounts etc., are to be maintained properly and produced for inspection to the Institute, whenever asked for and the Institute can take penal action for the non-compliance.

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR

(An Autonomous Body under Ministry of Tourism, Govt. of India)

The contractor shall provide the required number of efficient and reliable workers, in the respective categories for all shifts on all the days of week.

The contractor shall be responsible for the discipline of his workers.

The normal working hours of all the mess are from 5.00 am to 10 pm. However, the Institute may call for special services that may be at times beyond these hours on special occasions, without any additional payments.

6. The guidelines for the workers employed by the contractor

- 1) Shall not act in any way detrimental to the interest of the Institute.
- 2) Are not employees of the Institute and shall not have any claim whatsoever on the Institute.
- 3) **Uniform:** All personnel appointed by the contractor shall wear approved uniforms provided by the agency during working hours for proper identification of employees of different agencies.
- 4) The Contractor shall provide ID cards to the staff. It will be verified and certified by Indian Institute of Tourism and Travel Management, Golagamudi (Vill), Venkatachalam, (Mandal), Andhra Pradesh Officer.
- 5) How to follow the security instructions as directed by the Security Supervisor.
- 6) They shall not participate in any strike or protest in any form.
- 7) The Contractor workers can take rest in the room provided in the mess during break timings.
- 8) All the contractor workers are required to do their duty maintaining hygienic, cleaning and safety.
- 9) The List of workers profile has to be submitted to Programme Officer of the institute for approval and should be employed only on the approval by the Competent Authority.
- 10) The workers should not have any criminal background.
- 11) Contractor shall ensure that the behavior of the workers/staff with the students/mess users is decent. Contractor shall be responsible for any misbehavior and/or abusive language by the workers/staff and necessary action may be taken in any of such occurrence.
- 12) Smoking and consumption of alcohol by any of the mess staff in the Institute premises is strictly prohibited.
- 13) All the required quantity of materials and laborers for Mess Contract and related miscellaneous works will be at the cost of the contractor, he shall furnish the staff position, implements, equipments, tools and plants for this work as proposed to be deployed by him. Whenever any claim for the payment of whether liquidated or not, money arises out of or under this contract against the contractor, the Institute shall be entitled to recover such sum by appropriating part or whole, the security deposit by the contractor. In the event of security deposit money being insufficient, then the balance or the total sum recoverable, shall be deducted from any sum then due or which at any time thereafter may become due to the contract under this or any Security Deposit shall be withheld till such claims of the Institute and finally adjudicated upon and paid by the contractor.

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, GWALIOR
(An Autonomous Body under Ministry of Tourism, Govt. of India)

7. Termination of contract in the initial stage

The Institute reserves the right to cancel the award of the contract in case the food items/ meals are not found satisfactory for first 15 days from the date of the commencement of the contract.

8. Penalty Clause

1. Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded (Cleanliness, sufficient staff, service quality, food quality & quantity, quality of raw material etc. are some of the parameters for evaluation.)
2. Penalty shall be a maximum of Rs. 10,000/- per fault/unsatisfactory work to be decided by Wardens as per the recommendations of the Mess Committee.
3. If a written complaint is received (verified by a minimum of 10 students) on shortage of food, an amount equivalent to 100 student's meals shall be deducted from the payment on three such occasions the contract shall be liable to be terminated.
4. The cost of execution of the work at the risk as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit, which has to be made good within 15 days of the short fall.
5. If the quality of raw materials are not up to the mark in surprise/routine checking by the authority, 10-50% amount of that day will be deducted based on the low grade quantity. If any eatable of expiry date is found, penalty of Rs. 2000/- per incidence shall be imposed and all such material will be seized by the Institute. On three such occurrences the contract will be liable to be terminated.
6. If the food quality is not up to the mark and/or insufficient quantity on inspection, 10-50% amount of that day will be deducted. On three such occurrences, the contract will be liable to be terminated.
7. Periodic feedback will be taken from the students/ mess users. Contractor has to take care of the suggestions/concerns of the mess users and should report the action-taken to the concerned warden.

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Annexure I

Technical Bid

Note: Put in Part A

Profile of the Tenderer (Technical Bid)

PART - A

Tender for job contract for boys and girls students mess at IITTM, Golagamudi (Vill),
Nellore Campus

1. Name of the firm/ Organization:
2. Address:
3. Telephone No./ Mobile No. & Name of the Contract person:
4. Fax No.
5. Email ID:
6. Month and year of establishment
7. Name of Proprietor/ Partners/ Directors
8. No. of years of experience in this field, with references and Certificate
9. Annual Turnover during the last three financial year
(Enclose copies of Audited Financial Statement)

2018-19
2017-18
2016-17
10. PAN No. and Copy of the latest assessment in order
11. Registration No. (Attach Proof)
12. CST /GST No. (Attach Proof), as applicable.
13. Bank Details (Bank Name, No. (attached Aadhar Card),
& Address) (For ECS Payment)
14. Details of EMD

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Technical Bid

Note: Put in Part A

Details of Previous Contracts

Period of contract		Name and address of the organization with reference letters	Name of the contact person & Phone No.	Value of contract and other details	*Nos of Workers Employed By the Agency	Remarks
From	To					

Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials

Period of contract		Name and address of the organization with reference letters	Name of the contact person & Phone No.	Value of contract and other details	*Nos of Workers Employed By the Agency	Remarks
From	To					

*EPF details with proof (to be attached also)

Place

Date

Signature of the Tenderer

Annexure II

Commercial Bid

Note: Put in Part B

PART - B

**Commercial Bid for boys and girls students mess at IITTM, Golagamudi (Vill), Campus
Nellore (AP)**

Rate to be quoted per students per month (morning tea/breakfast/ lunch/ tea &
snacks/dinner) as per attached menu.

Rs. ----- per student per month (all inclusive)

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(An Autonomous Body under Ministry of Tourism, Govt. of India)

Self-Evaluation Sheet

Please fill up this “Self-Evaluation Sheet” and indicate the appropriate reference (Page Number) for following items to establish technical eligibility. Failing to fill up this sheet may lead to disqualification.

Keep this sheet on top of all other documents, for easy evaluation.

Sl. No.	Particular	Mentioned Yes/NO	Mentioned Ref.No./ Page No.
1	Copy of valid licenses/ registration certificates		
2	Affidavit for not convicted by the court of law		
3	Copy of balance sheet for the last three financial years or IT returns		
4	Documents in support of experience for last five		
5	Copy of VAT/CST/GST/Service Tax registration Certificates as applicable		
6	EMD in favour of Director, Director, IITTM at Nellore		
7	Copy of PAN Card		
8	Technical bid (all pages) signed by tenderer		
9	Financial bid (all pages) signed by tenderer		

(Signature of the Tenderer)
With name and Seal

Place: _____

Date: _____

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Annexure-III

(Tentative Menu)
(Subject to Upgradation)

Days	Breakfast	Lunch	Snacks	Dinner
Monday	Idly Vada (2) Sambar Chutney Tea (100 ml)	Rice /Chicken Biryani +Chicken Curry / Fish Curry Paneer Butter masala for vegetarian + Rasam & Buttermilk Pachhadi+Fryems+Roti/Pulka	Bread Pakoda-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Pulka+Curry+Curd Rice & Pickle
Tuesday	Poha/Khichidi/Upma Chopped onions Coconut chutney Tea(100 ml)	Rice +Dal / Rajma Dal Cabage Poriyal + Buttermilk +Pappu chaaru Pachhadi+Fryems+Roti/Pulka	Samosa-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Chapathi+ Green Pease Masala+ Onion Pulao
Wednesday	Carrot onion uthappam Peanut chetney Hot chutney Tea (100 ml)	Rice+Dal+ Potlakaya Curry Rasam+ Buttermilk +Gongura Pachhadi+Fryems+Roti/Pulka	Veg Cutlet (75 gm)-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Pulka+Aloo dum+ Coconut Rice / Tamoto Rice / Lemon Rice with pickle
Thursday	Chole bhaturi masala Tea (100 ml)	Rice + Sambar + Gobi-65 Rasam & Buttermilk Pachhadi+Fryems+Roti/Pulka	Veg sandwich-2 + Tea/Coffee (200 ml) + Tomato Sauce	Boiled eggs (2) / for vegetarian Aloo Bonda (2)+Pulka + Any curry
Friday	Masala Dosa Peanut chetney Hot chutney Tea (100 ml)	Rice /Chicken Biryani +Chicken Curry / Fish Curry Paneer Butter masala for vegetarian + Rasam & Buttermilk Pachhadi+Fryems+Roti/Pulka	Onion/Palak Pakoda (75 gm) + Tea/Coffee (200 ml) + Green Chutney/	Eggnoodles +Mixed vegetable rice+ketchep
Saturday	Chapathi Aloo Masala Tea (100 ml)	Rice +Dal / Rajma Dal Cabage Poriyal + Buttermilk Pachhadi+Fryems+Roti/Pulka	Aloo Tikki-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Pulka+Lemon rice+Any curry
Sunday	Aaloo Paratha (200 gm), Pickles and Curd and Mint chutney Tea (100 ml)	Rice +Sambar+Veg fry +Rasam + Buttermilk + Pachhadi+Fryems+Roti/Pulka	Khasta Kachaudi Chat + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Tamota Chutney+Peas Pulay+ Roti/Pulka

- It may be noted that curry for dinner should differ on each day.

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(An Autonomous Body under Ministry of Tourism, Govt. of India)

II. IMPORTANT NOTE:

- (a) Salt, Pepper, Green chilies, & Paper napkins shall be available on all days at the time of Lunch & Dinner along with above mentioned items
- (b) Quantity of breakfast, lunch and dinner shall be unlimited

III. MEAL FOR SICK STUDENTS:

*Kichdi, Dalia, Curd, Milk, Fruits or as advised by Doctor. It shall be order in advance (except emergency cases).

IV. FESTIVE SPECIAL MEALS (Excluding)*

Festive meals shall be served on the following occasions as decided by the students committee:

- | | | |
|----------------|---------------------|--------------|
| 1 New Year | 4. Ugadi | 7. Diwali |
| 2 Republic Day | 5. Independence day | 8. Eid |
| 3 Sankranthi | 6. Dussera | 9. Christmas |

* Schedule of festive meal shall be finalized by Mess committee / IITTM authorities.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

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**Providing of General and Specialized
Cleaning & Sanitation Services in the campus of
IITTM Nellore.**

Tender No. IITTM/NLR/CLEANING/ACCOUNTS/2019
Tender Date : 16.07.2019
Last Date of submission : 05.08.2019, 6.00 PM
Date of tender opening : 07.08.2019 at 11.00 AM

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, Golagamudi,
Nellore -524321, Andhra Pradesh

Tel: 9866274850, email: iittmnlr@gmail.com, Website: www.iittmsouth.org. or www.iittmac.in

Tender Fees: Rs 1000/-

Sub.: Providing of general and specialized cleaning, sanitation services to IITTM, Nellore in its Administrative Building, Academic Blocks, Hostels, Residential Area, Roads, Mess, Canteen, Auditorium, Disposal of Garbage, cleaning of institute's campus chambers with a suction pump and Hostels etc.,

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

E-mail: iittmnlr@gmail.com, Website: www.iittm.net/www.iittmsouth.org/www.iittm.ac.in

CONTENTS

Sl.No	Description	No. of Pages
1	Notice Inviting Tender	3-4
2	General Instruction	5-7
3	Schedule of works	8-9
4	Specific Conditions	10-16
5	Draft Agreement	17-22
6	Tenders Information	24-25
7	Detail of Experience	26
8	Financial Bid	27-28

Paid Rs. 1000/- (Rupees: One Thousand only) in favour of Director IITTM, Nellore.
Demand Draft / Pay order no..... dated towards cost
of tender document.

SIGNATURE OF THE TENDERER

DETAILS OF EARNEST MONEY DEPOSIT

1. Amount Rs: _____

2. Demand Draft / Pay Order number & Date _____

3. Name of the Bank & issuing Branch: _____

4. Payable at: _____

Date: _____

Signature of the Tenderer

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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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NOTICE INVITING TENDER

Sealed tenders are invited from financially sound parties in prescribed format by the Director IITTM, Nellore for awarding of work "Providing of General and specialized cleaning, sanitation services NELLORE in its Administrative Building, Academic Blocks, Hostels, Residential Area, Roads, Mess, Canteen, Auditorium, Disposal of Garbage, cleaning of institute's campus chambers with a suction pump and Hostels etc., for an initial period of 01 Year, which can be extended, subject to satisfactory performance of the work assessed on yearly basis. The estimated cost of the work is Rs.10.00lakhs approximately per annum.

The Contractor should fulfill the following requirements:

1. Experience of similar work in Central/State Govt./Autonomous Bodies/Public Sector Undertaking/ Govt. Institutions should be of minimum **Rs 30,00,000/-** per annum during last three years ending 31.03.2019 duly certified by the Chartered Accountant along with audited balance sheets of the last three years.
2. Registration Certificate / License issued from Assistant Labour Commissioner / Regional Labour Commissioner (Central).
3. Registration Certificate from EPF, ESI and Service Tax authorities.
4. Copy of PAN Card.
5. The Contractor should have local office and bank account at Nellore for ensuring satisfactory fulfillment of contractual obligations.
6. Proof of submission of EPF and ESI deposit (Along with two years ECR & Challan) with the concerned authorities.

Tender document of the contractor not producing proof of possessing documents listed from item No.1 to 6 are liable to be rejected without any notice.

The tender will be in two bid system. Cover-I shall be super scribed as "Technical Bid" and shall contain the following:

1. Tender Fee of Rs.1000/- (Non-refundable):
 2. EMD of Rs. 2% of total tender value
- } Separate Demand Drafts drawn in favour of Director, IITTM, Nellore.

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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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3. Requisite experience proof along with certificate regarding satisfactory completion of work.
4. Registration Certificate from EPF, ESI and Service Tax authorities.
5. Registration Certificate/License issued from ALC/RLC (Central).
6. Copy of PAN Card.
7. Duly filled in and signed Tender document except price bid.
8. Character certificate from District Magistrate not more than one year old.
9. Proof of submission of EPF/ESI registration with the concerned authorities.
10. Up to date Income Tax & Service Tax return filed.
11. A copy of partnership deed, in case of partnership firms.
12. Full particulars, in case of Co-operative society for satisfactory running of Co-operative for preceding two years.

Cover-II should be superscribed as “Financial Bid” and should contain only the contractor’s quoted rates in the enclosed format. Cover-II will be opened only if the Institute is satisfied with the technical bid which will be opened first. Any type of correction, overwriting or erasing will lead to disqualification of the tender. Both the Cover I and Cover II may be placed and submitted in another wax sealed cover superscribed *“Providing of General and specialized cleaning, sanitation services to IITTM, NELLORE in its Administrative Building, Academic Blocks, Hostels, Residential Area, Roads, Mess and Canteen, Auditorium, Disposal of Garbage, cleaning of institute’s campus chambers with a suction pump etc.* addressed to the Director, IITTM, Nellore. Institute will not be responsible for any postal delays etc. The contractor shall execute an agreement on a stamp paper of required value for due performance of the contract within one week after award of work but before commencement. Security deposit will be @10% of the tendered value of the work (including EMD).

Before submitting the tender please go through all the terms and conditions on which the work will be awarded and is to be executed by the successful tenderer. Tender papers along with terms & conditions can be downloaded from the Institute’s website: www.iittmsouth.org and the duly completed tenders may be dropped in the tender box kept at the Reception, Administrative Building, IITTM, Nellore, in a wax sealed cover, duly superscribed *“Providing of General and specialized cleaning, sanitation services to IITTM, NELLORE in its Administrative Building, Academic Blocks, Roads, Mess, canteen, Auditorium, Disposal of Garbage, cleaning of institute’s campus chambers with a suction pump and Hostels etc.* on or before closing date i.e., on 05.08.2019 up to 6.00 pm. Technical Bid will be opened on 07.08.2019 at 11.00 am in the presence of tenderers or their authorized representatives, present if any. The opening date of Financial Bids of the successful technical bidders will be intimated by post/telephone/ mail/fax.

Director, Indian Institute of Tourism & Travel Management, NELLORE reserves the right to accept or reject any tender bid without assigning any reasons whatsoever and his decision will be final and binding on all the parties.

Director
IITTM South Campus
Golagamudi
Nellore, (AP)

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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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GENERAL INSTRUCTIONS

1. Sealed tenders in prescribed forms duly filled-in must be submitted to the Director IITTM Nellore latest by 05.08.2019 up to 6.00 PM .
2. The technical bid of tenderers will be opened on 07.08.2019 at 11.00 AM at IITTM, Nellore in the presence of tenderers or their authorized representatives, present if any.
3. The tender should be clearly filled in ink legibly or typed. Any type of correction, overwriting or erasing will lead to disqualification of the tender . The tender form should be signed by the tenderer himself or an authorized signatory on behalf of the Company/Firm. Attested copies of the Registration Number of the Firm, License No., under Contract Labour Act, Provident Fund Account No. allotted by the Provident Fund Commissioner, ESI Number, PAN Number allotted by the Income Tax Dept., satisfactory performance certificate issued by concerned agencies/ organizations where such type of works/jobs have been performed by the contractor earlier etc., shall also be enclosed.
4. Every paper in the tender should be signed by the tenderer with seal of the Agency/Firm and forwarding letter should clearly indicate the list of enclosures attached with the tender.
5. The following information should be indicated on the envelope of tender document:
 - a. Last date of receipt of tender 05.08.2019 at 6.00 PM.
 - b. "Providing of General and specialized cleaning, sanitation, services to IITTM, NELLORE in its Administrative Building, Academic Blocks, Hostel, Residential, Area, Roads , Auditorium, Disposal of Garbage, cleaning of institute's campus chambers with a suction pump & Hostels etc.
 - c. Name of the Firm.
6. The tenderer should take care that the rate quoted should be written in words and figures. No blank spaces should be left which would otherwise make the tender liable for rejection.
7. Security deposit in the shape of Bank Guarantee/DD/Banker's Cheque (pledged to Director, IITTM (Nellore), payable at Nellore, in favour of Director, IITTM, Nellore @ 10% of tendered value including EMD) shall be deposited by the successful tenderer. The earnest money will be (adjusted against security deposit. No interest shall be paid on earnest money or security deposit by the IITTM, NELLORE. The earnest money will be liable to be forfeited, if the tenderer withdraws or makes any amendment, within the period of validity of the tender.
8. Tender placed in sealed envelope with the name of work and due date written on the envelope, may be dropped in the tender box kept at the Reception in the Administrative Building, IITTM, NELLORE latest by 05.08.2019. up to 6.00 PM . Technical Bid will be opened on 07.08.2019 at 11.00 AM.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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Envelop-I – should contain Technical Bid

Envelop-II- should contain Financial / Price Bid

Envelop-III-should contain envelop –I & II

- 8.1 The tender documents may be downloaded from the institute's website www.iittmsouth.org The tender documents shall only be considered on fulfillment the following conditions:
- a) Separate Demand Draft/Pay Order for tender cost and EMD of the amounts as mentioned above in favour of Director, IITTM, from a scheduled bank or nationalized bank guaranteed by Reserve Bank of India.
 - b) Self attested copies of all the documents required for assessment of eligibility. Original documents will be required to be produced as and when required by IITTM, Nellore.
- 8.2 Incomplete tender documents shall be summarily rejected.
- 8.3 Tenderer shall submit the tender in three sealed envelopes marked as Envelope-I (technical bid) and Envelope-II (Financial / Price bid). The two envelopes should be put in a common Envelope-III duly sealed.
- 8.4 In case a holiday is declared on the opening day of the tender. Then it will be opened at the same time on the next working day.
9. Eligibility Criteria: Experience of similar work in Central / state govt. autonomous Bodies / Public Sector undertaking/Govt. Institutions should be of minimum **Rs.30,00,000/-** per annum during last three years ending 31.03.2019.
10. The Institute will deduct income tax at source under Section 194-C of the Income Tax Act, 1961 and other taxes & levies as applicable from time to time under the relevant rules.
11. The tenderers will be abided by the terms and conditions contained in the tender, in token of which, the tenderer will put his signature on all the pages of the formats of terms and conditions while submitting the tender.
12. In the event of any breach / violation or contravention of any terms and conditions contained tender and signed by the party, the contract will be terminated and the said security deposit of the tenderer shall stand forfeited.
13. The IITTM, Nellore reserves the right to cancel/reject full or any part of the tender.
14. No inquiry, verbal or written, shall be entertained in respect of acceptance / rejection of the tender.
15. The contractor shall execute an agreement on a non-judicial stamp paper of Rs.100/- after award of work but before its commencement, within 7 days, failing which a penalty @ 1000/- per day

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

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will be charged up to 15 days. If he fails to execute the agreement within 15 days, the work awarded will be cancelled and his EMD forfeited. The format for agreement is enclosed with the tender.

16. The contractor shall comply with the legal requirement for obtaining License under Contractor Labour (R&A) Act, 1970 (Central).
17. The Contractor's staff shall be available at correct time as per their duty roster and they shall not leave their place of duty without prior permission of the supervisor of the contractor.
18. The contractor shall be responsible to provide immediate replacement of the worker/labour, who does not make himself available for duty, and such other additional staff as may be required for additional duty, for which prior intimation will be given. In case, contractor fails to provide replacement, a sum of Rs.300/- per day per worker may be deducted from his bill.
19. The contractor shall also be responsible for compliance of all relevant provisions of Labour Laws including payment of minimum wages and to provide all the benefits viz. EPF, ESI, etc. to eligible labourers / Workers engaged by the contractor.
20. The contractor shall have to produce documentary proof in support of address of his firm/establishment.
21. Quotation/tender must be unconditional. Conditional tenders are liable to be rejected.
22. The IITTM, Nellore shall have the right to ask for the removal of any person of the contractor, who is not found suitable in discharging of his / her duties and an efficient worker in exchange will be provided by the contractor.
23. The contractor staff shall carry out such other duties as and when are entrusted to them in exigencies.
24. The contractor staff shall not engage any sub-contractor or transfer the contract to any other person in any manner.
25. The tenders not conforming to these requirements will be rejected and no correspondence in that regard, shall be entertained.
26. The antecedents of the staff as deployed by the contractor shall be got verified by the contractor from the Local Police at his own cost and the photocopies of the documents after verification of antecedents shall be submitted to the IITTM, Nellore at the time of deputing the workers initially for duty.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

E-mail-iittmnlr@gmail.com, Website: www.iittm.net/www.iittmsouth.org/www.iittm.ac.in

27. The requisite satisfactory work performance certificate from the other Employers for the similar works stated to have been executed in the support of eligibility criteria, must be attached with the tender in original.
28. Attested copies of each of the required documentary proof may be supplied. **All the documents / certificates must be serially arranged and indexed lest the tender is liable to be rejected.**

SCHEDULE OF WORK

I) OBJECTIVE

The housekeeping services are not restricted to broomstick operation but something more than this and it includes creation of hygienically clean internal environment besides keeping premises of IITTM, Nellore at spick-and-span condition. Service Provider to provide the comprehensive housekeeping service at IITTM premises with manpower and equipment's.

II) DEFINITION

1. Director – Director, Indian Institute of Tourism & Travel Management Nellore.
2. Nodal Officer- Nodal Officer, IITTM, Nellore or any other representative authorized by the Institute on his behalf.
3. IITTM / the Institute – Indian Institute of Tourism & Travel Management Nellore (First Part)
4. Service Provider/ Tenderer - The Individual or Firm or Company whether incorporated or not, but undertaking the work of providing housekeeping, sanitation & General Maintenance Services (Second Part).
5. Agreement - The formal agreement executed between Indian Institute of Tourism & Travel Management Nellore and the Service Provider.

III) SCOPE OF WORK- The scope of work encompasses cleaning the Institute's entire premises, i.e, the whole premises from the entrance onwards are clean and presentable at all times. The housekeeping services will be of a comprehensive nature as under:-

- Sweeping and moping of all rooms once a day
- Sweeping and cleaning wet moping, drying all common areas like corridors, passages,

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

E-mail-iittmnlr@gmail.com, Website: www.iittm.net/www.iittmsouth.org/www.iittm.ac.in

- stairs, entrance, etc. at regular interval.
- Cleaning the whole premises including open areas
 - Cleaning wet moping, drying, dusting etc. of the furniture & fittings etc.
 - Cleaning the windowpanes, door panels, electrical gadgets etc.
 - Any other cleaning requirements that may arise from time to time
 - The job points will be manned as per the instructions of competent authority of the IITTM.
 - Care taking and housekeeping work will be done as per the instruction of competent authority of IITTM.
 - Care taking of all buildings / blocks / hostels / mess / canteen / roads/ quarters / and all buildings including quarters and open space.
 - Care taking of stores, store siding, stacking, loading unloading etc.
 - Cleaning of all chambers with a suction pump in the campus.
 - Collection of all waste, plastic, glass & other solid waste from hostels, mess & Canteen, **auditorium**, open areas, various offices, quarters and shifting it daily out of the IITTM campus to the Municipal Corporation's dumping site on service provider's vehicle.

1. Daily Cleaning - The cleaning routine shall be taken as per mutual convenient time so that the staff and others are not put to inconvenience. The daily cleaning routine would comprise of cleaning the premises at regular intervals so that they remain spick-and-span at all times. As far as the toilets are concerned special attention will be paid to keep them hygienically clean at hourly intervals. While cleaning, the toilets including the floor and disinfectants would be used every time the cleaning is undertaken. The cleaning work would commence in the morning one hour before the start of working hours so that the offices are completely and hygienically ready for work. Similarly, the cleaning staff will continue to be on duty/per building till one hour after the closing time. Once the offices are closed the service provider will undertake cleaning of each office and remove all unwanted papers which are found on the floor or in the waste paper baskets and any other obnoxious item lying around so that the place of work looks clean at the beginning of the next day.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

E-mail-iittmnlr@gmail.com, Website: www.iittm.net/www.iittmsouth.org/www.iittm.ac.in

2. **Toilets and Wash Areas** - Service Provider will pay special attention to these areas, as they are prone to unhygienic conditions if not cleaned properly. All the urinal stands, toilet bowls, wash basins, w/c etc are cleaned with disinfectants, dried and kept hygienic all the time. d Trained staff to clean windows from inside as well as outside. In a supremely professional way the service provider will have to monitor timely cleaning and various check lists prepared and maintained on hourly basis.

3. **Weekly Cleaning** - As a complementary and composite service, the weekly cleaning is undertaken on holidays when the premises are closed during which, the whole premises is thoroughly cleaned from ceiling to floor. During this time the premises is washed, dried, dusted including all overhead fittings, windows, door panes, partitions are given through cleaning.

SPECIFIC CONDITION OF THE AGREEMENT

- 1.The Service Provider should go through all the terms and conditions carefully and clear all his doubts before submitting the tender.
- 2.All prices shall be inclusive of all taxes/ duties as applicable at present. Service Tax applicable will be paid extra on production of valid documentary evidence. Tenderer may submit the tax / duty structure considered by him while quoting the rates. The PF/ESI & service tax charges will be reimbursed on production of proof of payment.
- 3.The institute has reserved the rights to award/cancel the tender. The tenderers have no rights to claim any loss or damage in these regard.
- 4.All the necessary tools, equipment, machinery & manpower required for this purpose are to be borne by the Service Provider. He has also to take care necessary and ensure safety and insurance of all the above mentioned items. Cleaning material will be provided by the institute.
- 5.All the transportation expenditure in this connection will be borne by the Service Provider.
- 6.The security requirement of the materials, tools, equipment's etc. is the responsibility of the Service Provider. Institute will not entertain any claim in these regard.
- 7.Prior written approval from authorized person of the institute will be required to carry out any major shifting work etc., which may involve extra cost.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

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8. Any other minor work other than housekeeping, sanitary and general maintenance service will be carried out by Service Provider.
9. The tenderer in his own interest shall inspect the site of the proposed work before quoting the rates.
10. Penalty: For any damage, loss in the furniture/equipment/owner's property which occurs due to the negligence of the Service Provider or his staff, the institute will have every right to charge the actual cost of damage or loss plus 10% from the Service Provider.

SCHEDULE PART I – PREMISES DETAILS

Premises where, Sanitary and General Maintenance Services are to be provided:

- a) Main Building – Three floors, entrance porch, reception, rooms, computer labs, library (including Basement), classrooms & syndicate rooms, faculty cabins, passages, toilets, offices, Canteen, Mess, terrace, area between the main gate and adjoining areas etc.
- b) Seminar / Conference/Auditorium Hall and its Premises, corridor, passage, wash area and toilets in the Seminar / Conference Hall/Auditorium Hall in the institute campus.
- c) Boys and Girls hostel Block, including the new blocks under construction – Three floors, entrance porch, rooms, outer mess, dining hall, common hall, passages, toilets, Electric room, laundry room, stair case, terrace, area between Hostel Block to Kitchen & Dining Hall and adjoining areas etc.
- d) All New building, viz, faculty block, offices, quarters etc,
- e) Roads and path ways in the Institute's premises
- f) Cleaning of drainage, sewer line and main hole chambers inside the campus with a suction pump and shifting of slush outside the campus.
- g) Library premises
- h) Engineering Office and its premises at the Campus
- i) Utility blocks
- j) Sports Complex/grounds
- k) All other areas & buildings besides above
- l) Removal of honey bee hives and removal of stray dogs from the Campus.

Documentation – To maintain proper record of employees deployed, statutory compliance, bin cards of the respective area/department and getting it signed by the assigned personnel on day to day basis.

SCHEDULE PART II – WORK SCHEDULE

a) Daily Work:

- Sweeping and moping all rooms, cabins, corridor areas.
- Dusting table, chairs, cupboards, cabin etc.
- Cleaning windows, windowpanes, glass panels, walls, parapets etc.
- Cleaning all dustbins, removing wastes and disposing of the same in an appropriate place.
- Cleaning of telephone instruments, computer, printers etc.
- Cleaning, moping and drying common areas like passages, corridors, entrance, reception and toilets with regular intervals etc (at least thrice a day).
- Cleaning roads and parking, storm water drain areas in the campus
- Cleaning and clearing open drainage line, chambers and septic tank blockages with a suction pump as and when necessary in the institute premises and fishing out the slush out of the chambers and main holes with shifting of the same out of the institute premises.
- Minor shifting work in the institute premises.
- Cleaning of path ways in the campus
- Collection of all solid waste, plastic, glass & other solid waste from IITTM campus, hostels, auditorium, open areas, various offices, staff quarters and shifting it to the Municipal Corporations dumping site on service provider's vehicle

b) Weekly Cleaning - Weekly cleaning shall be done on Saturdays and Sundays

- Cleaning light fixtures, electrical gadgets
- Removal of cobwebs, posters, banners and other hard stench which are difficult to attend in the normal process of cleaning/ sweeping with the help of specialized materials twice in a week.
- Removing stains from partition, walls, furniture and fixtures
- Removing cobwebs from wherever they are found
- Thorough cleaning of reception areas, common areas, roads and parking areas.
- Weekly cleaning shall be done on Saturdays and Sundays

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

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c) Monthly Cleaning:

- Mechanized sweeping of roads/open areas
- Scrubbing of passages floor, toilet floor
- Cleaning of chambers with a suction pump.

VI GENERAL TERMS & CONDITIONS

1. In case of poor performance or failure to carry out this contract or the part of the contract, the
Institute will have the authority to get the work done by other agency at the cost of the tenderer/service provider. The Institute will also have the right to impose any penalty and adjust the same either through security deposit or by deduction from the bills payable to the service provider.
2. In case of delay or poor quality of work on the part of the service provider, Institute will have the right to terminate the contract and the Security Deposit or to get it recovered from sources at service provider's cost and risk.
 - a. Service Provider will submit weekly progress of work to the Institute so as to keep watch on the progress of work and to take suitable action if it is not found satisfactory.
 - b. The service provider will use his own tools in carrying out the jobs.
 - c. Any lapse in the proper fulfillment of contract along with various terms and conditions, shall result in forfeiture of the security deposit and disqualifications.
 - d. The work will have to be carried out in accordance with the time and work schedule given by Institute or its representative on weekly basis without causing any delay. Penalty for delay, on pro-rata basis will be calculated for the number of days of delay and will be imposed. If delay is so inordinate that it is not acceptable then the Institute will have the right to get it done from other sources at service provider's

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- risk and cost without any further notice.
- e. The Institute can terminate the contract given to the service provider at any time giving one-month notice in writing without assigning reason(s) thereof.
 - f. The Institute reserves the right to accept or reject any or cancel all the tenders without assigning any reason.
 - g. The rates should be valid for one year.
 - h. In the event of any question, dispute or difference arising under this agreement or in connection there with except as to the matter, the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator to be appointed by the Director,-IITTM, Nellore and the decision of the Arbitrator will be binding on both the parties of this agreement.
3. After the tenders have been opened and taken into consideration, no revision or abatement of any kind will be permitted.
 4. The bank guarantee furnished as security deposit should be valid for a period of not less than fifteen months from the date of agreement. If required the period of validity can be extended by the competent authority for a period considered necessary.
 5. The service provider will be required to provide the sanitation and general maintenance services as specified herein on the rates as quoted in the proforma of tender by deploying his own employees in a shifts (08:00-17:00) at the premises of the Institute, for five days a week i.e. all 365 days in a year. The garbage will be removed twice a day.
 6. The service provider shall submit to the Institute in the first week of every month its bills along with copy of ESI, PF Contribution, payment sheets and service tax payment challans of the preceding month in respect of the services rendered during the previous months in terms of the Schedule hereunder for scrutiny and verification. The bill will not be cleared till the service provider submits the ESI, PF Contribution payment challans for his employees deployed in the Institute. After the process of scrutiny and verification is over to the satisfaction of the Institute, the Institute shall make payment thereof by means of a

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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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crossed-cheque. However, the service provider will not charge any interest/penalty for delayed payment and all the payments to the workers will be made by him through the cheque.

7. Income Tax and Commercial Tax, as applicable on the bill, which has been passed, will be deducted as tax at source under relevant Government Rules. However, if any new legislation comes into the effect for deduction of tax at source, the deduction will be made under that legislation. Necessary tax deduction certificate will be issued by the Accounts Officer-IITTM, for the amount so deducted as tax at source at the time of payment of each bill.
 - a. During audit or internal check if any over payment is noticed, the same shall be recovered from the service provider.
 - b. The service provider shall be solely responsible for his own manpower for the purpose of providing necessary services to the Institute. For all legal and other purposes, the Service Provider shall be the employer; and the Institute shall in no case be treated as an employer of any such person or persons employed by the Service Provider for the purpose of providing the service to the Institute under this Agreement.
 - c. The service provider has to employ sufficient trained employees for undertaking the work and to ensure that adequate supervision for the services. Casual and the occasional staff will not be accepted by the Institute.
 - d. The Service Provider shall ensure that it deploys sufficient manpower for the purpose of providing necessary services to the Institute, failing which the Institute shall be at liberty to utilize such services from other available sources and such expenses shall be borne by the Service Provider. The service provider will also be required to provide sufficient number of equipments and modes of transport facilities for communication and mobility of its employees for smooth functioning in the IITTM.
 - e. The Service Provider will obtain the full details about the names and addresses of all its employees to be engaged by him in the institute to enable him to go for police verification of their character and antecedents and satisfy himself about their suitability for deployment in the institute. Any change of the staff by the service provider will be intimated to the

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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Institute in advance before deployment.

- f. The Service Provider shall provide to its employees, deployed at IITTM premises, clean uniforms and safety equipment's in conformity with the nature of work to be performed and to ensure that the personnel engaged wears the uniform and use safety equipments at service provider's cost. The Service Provider's employees shall be required to display their identity cards as a part of their uniform.
8. The Service Provider shall see that the workman/employee engaged by him to carry out the work of the Institute observe strict discipline, behave courteously, act diligently, and faithfully. If anyone behaves improperly or discourteously, the matter shall be reported to the Service Provider, who shall take immediate action for replacing him by another suitable person.
 - i. The Service Provider shall assume all liability for and give the Institute complete indemnity against all claims, actions or suits or proceedings arising out of or in connection with the performance or rendering of service whether such actions and/or proceedings are brought by workmen and/or their unions or any competent authority functioning under various labour legislations or enactment.
 - ii. The Service Provider shall be duty bound to make good to the Institute any loss or damage to the Institute's property, caused by or attributable to the lapse or negligence on the part of the Service Provider or his employees or his agents.
 - iii. It is specifically clarified that for the purpose of this agreement, the party of the second part being service provider to provide the personnel, and the personnel being the employees of the party of the second part, any incident or accident causing damages during work, results in the death or injury or causing disability, etc. shall be the sole responsibility of the party of the second part and the part of the first part being IITTM shall not in any way be

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responsible for the same.

- iv. In case the service provider fails to provide services to the full satisfaction of the Institute or commits any of the lapse(s), the penalty deemed appropriate will be imposed by the IITTM and it would be deducted/recovered from the payment/s due to the Service Provider.
- v. In view of exigency of work, if it is considered necessary to carry out the work by some other means or to assign the work to some other parties due to the failure on the part of the contractor, 7 days time will be given to the contractor to correct or complete the work failing which the work can be got done by other means at the cost of the contractor.
- vi. Penalty also will be applicable for defective workmanship not corrected within the specified time.
- vii. It is agreed and declared by and between the parties hereto that so far as it concerns the jurisdiction of any court in enforcing any of the rights or remedies of any of the parties hereto against each other or one another, a Court in the city of Nellore alone shall have jurisdiction, so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under this Agreement and the terms and conditions thereof, in any Court except the Court or Courts having jurisdiction in the City of Nellore.

COMPLIANCE OF LABOUR LAWS :

- i. It shall be the sole responsibility and liability of the service provider to carry out the obligations arising out under various labour legislations such as Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, Industrial Disputes Act 1947, Employees Provident Funds and Misc. Provisions Act 1952, Employees' State Insurance Act 1948, Women's Compensation Act 1923, Motor Vehicles Act and such other

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- relevant enactments as are in force from time to time as may be applicable in respect of the services provided.
- ii. In the case of State or Central Government or a Labour Court and/or a Tribunal or any other Competent Authority makes an order or direction prohibiting the employment of contract labour in any operation of work covered under the Agreement, the present Agreement shall be forthwith liable for termination in respect of an operation or process that is prohibited. The service provider in that event shall deal with such workman concerned as he deems fit and the Institute shall have no liability or responsibility in respect of such workman of the service provider. If, however, any liability thereof is fastened on the Institute, the service provider shall make good the expenditure and loss suffered by the Institute and shall indemnify it with regard to all actions necessary to defend itself against any such claims made by any workman, or their union, or any competent authority under any statute.
9. All instructions, notices and communications etc., under the agreement is given in writing, and if sent to the last known address of the service provider, shall be deemed to have been served, even if sent by ordinary Post.

AGREEMENT

Agreement made on this 1st Day of date BETWEEN **Indian Institute of Tourism and Travel Management, Nellore** being a society registered under the provisions of the Societies Registration Act (Act 44 of 1973) having its registered office at Nellore (hereinafter referred to as "the Institute" which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the FIRST PART and M/s being a having its registered office.....(hereinafter referred to as "the Service Provider" which expression shall unless repugnant to the context or meaning thereof include his/its heirs, executors, administrators and assigns) of the SECOND PART.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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WHEREAS the party of the FIRST PART runs its Institute wherein regular training is imparted to deserving competent aspirants in the field of management. AND WHEREAS the party of the First Part is desirous of entrusting the work of providing, sanitary and general maintenance service. AND WHEREAS the party of the FIRST PART had invited tenders for providing the aforesaid services.

AND WHEREAS the party of the FIRST PART agrees to entrust the aforesaid contract of providing, sanitary and general maintenance services and the party of the SECOND PART agrees to undertake and carry out the same on the terms and conditions hereinafter contained to which both the parties have agreed.

NOW THIS AGREEMENT witnesses as under:-

1. The duration of this agreement shall be one year commencing on and fromand automatically ending on without the necessity of service notice of termination. The same can however be extended further with the consent of the parties hereto.
2. The Institute shall pay the Service Provider at the rates specified in the Schedule Part IV hereunder written, the Service Provider agrees and undertakes to provide to the, sanitation and general maintenance services, which includes cost of cleaning materials, deploy personnel, transport and equipments. In consideration of this remuneration, the service provider agrees and undertakes to provide to IITTM Nellore the sanitary and general maintenance services as set out more particularly in the schedules Part I to III hereunder written.
3. The Institute shall pay actual expenses plus service charges excluding service tax, for the work other than sanitation and general maintenance services.
4. The Service Provider shall provide the sanitary and general maintenance services, as specified herein above, by deploying his own 18 employees from 08 am to 05 pm at the premises of the Institute, on all the seven days of the week i.e. all 365 days in a year. The garbage will be removed twice a day.
5. The Service Provider will manage a Help Desk in the institute and depute a Supervisor to receive

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complaints/suggestions. The Supervisor on receiving the complaint/suggestion, make necessary entry in the register and give the complaint number to the complainant. All complaints/requirements will be met immediately on the same day considering the nature/urgency, and at the end of the day the status of the complaints/suggestions will be given to the Institute's representative.

6. The Service Provider shall provide all manpower as particularly mentioned in the Schedule, and as may be necessary for providing sanitary and general maintenance services under this agreement. The Institute will provide cleaning material, container / storage tanks for collection of garbage / waste and collection of all solid waste, plastic, glass & other solid waste from hostels, auditorium, open areas, various offices, staff quarters and take garbage out from the campus to the Municipal Corporation's dumping site.
7. The Service Provider shall carry out all cleaning, minor shifting and general maintenance work as per Schedule in a systematic manner using the best quality toiletry & general items after approval by the Institute prior to usage.
8. It has been agreed and declared by and between the parties that it shall be the sole responsibility of the Service Provider to employ its own manpower for the purpose of providing necessary services to the Institute. For all legal and other purposes, the Service Provider shall be the employer of the manpower to be provided by him for rendering the above mentioned services at the Institute and the Institute shall in no case be an employer of any such person or persons employed by the Service Provider for rendering the services to the Institute under this Agreement.
9. The Service Provider shall ensure that it deploys sufficient manpower as per the number set out for the purpose of providing necessary services to the Institute, failing which the Institute shall be at liberty to utilize such services from other available sources and such expenses shall be borne by the Service Provider. The Institute shall be entitled to recover such expenditure by deduction from the next payments due to be made to the Service Provider.
10. In case the service provider fails to provide services to the satisfaction of the Institute or for any of the lapse(s) mentioned herein below, penalty will be imposed by the Institute and it would be deducted/recovered from the payment/s due to the Service Provider.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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- a) Penalty of Rs. 1,000/- on each occasion for not attending to the cleaning work in the open area/office/quarters/hostels/mess & canteen/academic blocks/toilet or not maintaining the cleanliness.
- b) Penalty for any other lapse – as decided by the institute.
11. The Service Provider shall furnish the Institute with the names and addresses of all the employees to be engaged by him in whose case police verification of character and antecedents have been done for satisfaction of the institute about their suitability to be deployed in its premises.
12. The Service Provider will disburse wages/salary of his employees deployed at the Campus, on a fixed day, not later than 7th of every month, in the presence of the authorized representative of the institute as per A.P Govt. (LABOUR & EMPLOYMENT DEPTT.) minimum wages prescribed. The Service Provider will pay the wages from his own resources and then after submitting the bill along with all documents, payment will be made by the IITTM Nellore.
13. The service provider shall submit to the Institute in the first week of every month its bills along with copy of ESI, PF Contribution and service tax challans of the preceding month in respect of the services rendered during the previous month in terms of the Schedule hereunder for scrutiny and verification. The bill will be cleared provided the service provider submits the ESI, PF Contribution payment challans for his employees deployed in the Institute during the immediate preceding month. After the process of scrutiny and verification is over to the satisfaction of the Institute, the Institute shall make payment thereof by means of a crossed-cheque within 10 day's time thereof. However, the service provider will not charge any interest/penalty for delayed payment.
14. It shall be sole responsibility of and liability of the Service Provider to carry out the obligations arising out of various labour legislation such as Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Industrial Dispute Act 1947, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Employees State Insurance Act 1948, Women's Compensation Act 1923 and The Motor Vehicles Act and such other relevant enactments as are in force from time to time and as may be applicable

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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in respect of the services provided.

15. The Institute shall be at liberty to recover the amounts required to be paid by it in connection with contributions, (employer's and employees) by way of Provident Fund under the provisions of Employees Provident Fund and Miscellaneous Provisions Act and/or Employees State Insurance Act 1948 in respect of an employee or employees employed by the Service Provider, either by way of deduction from any amount payable to the Service Provider by the Institute under this or any other agreement or as a debt payable by the Service Provider. The Institute shall have no liability in this respect and Service Provider is to ensure that Institute is in no way part to above disputes in any way, if it is applicable in respect of this agreement.
16. The Service Provider shall see that the manpower deployed by him for the work of the Institute wear, the clean and appropriate dress in conformity with the nature of work to be performed. The Service Provider's employees are required to display their identity cards as a part of their uniform.
17. It is specifically clarified that for the purpose of this agreement the party of the second part being service provider to provide the personnel, and the personnel being the employees of the party of the second part, any incident or accident causing damages during work results in the death or injury or causing disability, etc. shall be the sole responsibility of the party of the second part and the part of the first part shall not in any way be responsible for the same.
18. The Service Provider shall see that the workmen/employee engaged by him to carry out the services at the Institute, observe strict discipline, behave courteously, act diligently and faithfully. If anyone violates discipline in the institute, the matter shall be reported to the Service Provider who shall take immediate action for replacing the concerned person by another suitable person.
19. The Service Provider shall assume all liability for and give the Institute complete indemnity against all claims, actions or suits or proceedings arising out of or in connection with the performance or rendering of service whether such actions and/or proceedings are brought by workmen and/or their unions or any competent authority functioning under various labour legislations or enactment.
20. The Service Provider shall be duty bound to make good any loss or damage to the Institute property caused by or attributable to the lapse or negligence on the part of the Service Provider or his employees or agents.

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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21. In case the State or Central Government or a Labour Court and/or a Tribunal or any other competent authority makes an order or direction prohibiting the employment of contract labour in any operation or work covered under the contract, the present agreement shall forthwith be liable for termination in respect of an operation or process that is prohibited. The Service Provider in that event shall deal with such workman concerned as he deems fit and the Institute shall have no liability or responsibility in respect of such workman of the Service Provider. If, however, any liability thereof is imposed on the Institute, the Service Provider shall make good the expenditure and loss suffered by the Institute and shall indemnify to all actions necessary to defend itself against any such claims made by any workman or their union or any such competent authority under any statute.
22. If any breach of terms and conditions is made by the Service Provider, the Institute shall be entitled to terminate the Agreement by giving one month's notice in writing.
23. It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Nellore alone shall have jurisdiction. None of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under the agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Nellore.
24. If at any time the service provider makes any default in the course of the work and continues to do so even after the notice in writing is given or commits any default in completing any of the terms and conditions even after the notice in writing is given to the service provider on that behalf by the representative of the Institute, may without prejudice to any other remedy accrued or shall accrue thereafter to the Institute, by written notice, terminate the contract as a whole or part thereof.
25. All workers will enter in the campus from the main gate only after marking attendance in the register kept at the gate.
26. In case the attendance is less, proportionate deduction from the man power payment will be made.
27. The agreement can be terminated by either party giving one month's notice to the other party of its intention to do so.
28. In the event of any question, dispute or difference arising under this agreement or in connection

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there with except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator appointed by the Director, Indian Institute of Tourism & Travel Management Nellore and the decision of the Arbitration will be binding on both the parties of this agreement.

29. The terms and conditions mentioned for successful tenderer in the tender document for sanitation & general maintenance contract at IITTM Nellore and all communications from the Institute from time to time in connection with this agreement will also form part of this agreement.

SCHEDULE PART I – PREMISES DETAILS

Premises- where Sanitary and General Maintenance Services are to be provided:

- a) Main Building – Ground & Two floors, entrance porch, reception, all rooms, computer labs, library, classrooms & Syndicate rooms, faculty cabins, passages, toilets, offices, Canteen, mess, terrace areas and adjoining open areas including all roads in the institute’s premises etc.
- b) Conference/Seminar Hall and its Premises, corridor, passage, wash area and toilets in the Conference/Seminar Hall in the institute campus.
- c) Boys and Girls hostel Block, including the new blocks, entrance porch, rooms, mess, dining hall, common hall, passages, toilets, Electric room, laundry room, stair case, terrace, area between Hostel Block to Mess Hall and adjoining areas etc.
- d) All New building, viz, faculty block, offices, housing, etc,
- e) Roads and path ways in the Institute’s premises
- f) Open drainage, sewer line and Main Hall surrounding inside the campus or related to outside the campus
- g) Library including its premises
- h) Engineering Office near substation and its premises at the Campus
- i) Utility blocks
- j) VIP room
- k) Sports & common areas
- l) All other areas & buildings besides above
- m) Removal of honey bee hives and removal of stray dogs from the Campus

Documentation – To maintain proper record of employee’s deployed, statutory compliance, bin cards of the respective area/department and getting it signed by the assigned personnel on day to

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

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day basis.

SCHEDULE PART II – WORK SCHEDULE

a) Daily Work:

- ❖ Sweeping and moping all rooms, cabins, corridor areas.
- ❖ Dusting table, chairs, cupboards, cabin etc.
- ❖ Cleaning windows, windowpanes, glass panels, walls, parapets etc.
- ❖ Cleaning all dustbins, removing wastes and disposing of the same in an appropriate place out of the campus daily twice a day.
- ❖ Cleaning of telephone instruments, computer, printers etc.
- ❖ Cleaning of water jugs, tumbler and filling of drinking water in jugs.
- ❖ Cleaning, moping and drying common areas like passages, corridors, entrance, reception and toilets with regular intervals (at least thrice a day).
- ❖ Cleaning roads and parking, storm water drain areas in the campus
- ❖ Cleaning open drainage line, chambers and septic tank blockages as and when necessary in the institute premises and shifting the slush out of the campus at an appropriate place.
- ❖ Minor shifting work in the institute premises.
- ❖ Cleaning of path ways in the campus
- ❖ Collection of all solid waste, plastic, glass & other solid waste from hostels, auditorium, open areas, various offices staff housing and taking out of the campus on daily in service provider's vehicle

b) Weekly Cleaning – Weekly cleaning shall be done on Saturdays and Sundays

- ❖ Cleaning light fixtures, electrical gadgets
- ❖ Removal of cobwebs, posters, banners and other hard stencches which are difficult to attend to in the normal process of cleaning/ sweeping with the help of specialized materials twice in a week.
- ❖ Removing stains from partition, walls, furniture and fixtures
- ❖ Removing cobwebs from wherever they are found
- ❖ Thorough cleaning of reception areas, common areas, roads and parking areas.
- ❖ Weekly cleaning shall be done on Saturdays and Sundays

c) Monthly Cleaning:

- ❖ Sweeping of roads/open areas by equipments
- ❖ Scrubbing of passages floor, toilet floor
- ❖ Cleaning of all chambers with a suction pump, of the campus

INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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TENDERER MUST FILL THIS FORM BEFORE SUBMITTING THE TENDER

Form - I

1. Name of the Tender :
2. Name of the Firm :
3. Address with telephone number :
4. Is the firm registered? : Yes/No, If yes (Registration No)
5. Give name and address of partner/sole owner -

NAME	ADDRESS
------	---------

(a)

(b)

(c)

6. Partnership Deed : Please enclose with the tender

7. Name of Bankers: M/s

8. Power of Attorney: Enclose attested Power of Attorney in case of Firm

9. Name & address of the person(s)

Holding power of attorney. :

10. EPF registration Number :

11. ESI registration Number :

12. Service Tax registration No. :

13. P.A.N. No. :

14. Shop and Establishment registration No. :

15. The details of earnest money deposited :- (a)

Amount	Rs.	
_____ (Rs. in words only).		

(b) Bank draft / Banker Cheque may be made in favour of the Director, IITTM, Nellore.

(c) Date of issue Bank Draft/Banker Cheque

(d) Name of issuing authority

Tender :

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I/we accept all the terms and conditions received/ mentioned in the tender document.

16. Any other information

17. Declaration by the contractor –

This is to certify that I / we before signing this tender have read and fully understood all the terms and conditions contained herein and undertaken myself/ourselves to abide by the said terms and conditions.

Signature of Tenderer

Name

Designation

Address

Phone No.

(O)

(R)

E-mail:

1. Rate should be mentioned both in words and figures.
2. Cutting/ overwriting and use of correction fluid are not allowed. Such tenders are liable to rejected.

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Form -II

DETAILS OF EXPERIENCE

Detail of the works completed satisfactorily during previous last five years

Sl. No	Name of The work	Site of Work	Period of Work	Value of work/Annual Turnover	Name of the Organization Contact Person Tel. No & e-mail Address
1.					
2.					
3.					
4.					
5.					

Certificate of satisfactory completion of works signed by Head of Office/ Administrative Officer showing annual turnover must be attached.

Signature of Tenderer

Details of Quote (Consolidated quote amount inclusive of all taxes, duties, levies, excluding service tax)

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for sanitation and general maintenance services, which includes cost of cleaning materials.

Form – III
Financial /Price Bid

From:

To

The Director,
 IITTM, Golagamudip
 Nellore – 524321

Sub: Submission of Financial Bid for the work Providing General and specialized cleaning, services to IITTM, Nellore.(to be kept in a separate envelop).

<i>S/N</i>	<i>Category of Personnel</i>	<i>Number of required persons</i>	Monthly Rate per unit based on A.P Govt. Minimum Wages Inclusive all taxes.# (in Rs)	Monthly Total based on A.P Govt. Minimum Wages Inclusive all taxes. (in Rs) (Serial No. C x D)	Service Charge (in Rs)
(a)	(b)	(c)	(d)	(e)	
1	Unskilled Staff	08			
	Total	08			

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Note: The Institute revises the minimum unit rate as and when the /State Government revises the daily minimum wage rates.

Service Provider shall be paid Rs. _____/- (Rupees _____ only) per month (all taxes, fees, duties, and levies inclusive) subject to change / variance depending upon service provided by the service provider from time to time being inclusive of service charges and applicable service tax against the submission of his bills on monthly basis. This is all inclusive of statutory payments, duties and taxes and any other liability out of the same shall be borne by the service provider. TDS as applicable, will be deducted from the amount payable to the service provider. The rates must be quoted separately for each of the above items and not on composite basis, otherwise the tender may be rejected.

9. Any other relevant details _____

10. Declaration – I/We have gone through the terms and conditions of tender and agree upon them. I/We are ready to provide the services as per terms and conditions and ready to commence the services on receipt of the order from IITTM Nellore. I/We declare that the foregoing information is correct and complete to the best of my/our knowledge and belief and nothing has been concealed/ distorted. If I/We am/are found to have concealed/ distorted any material information, IITTM Nellore has the absolute right to cancel the contract anytime without any notice

Date : Signature

Name & Seal of the Tenderer

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UNDERTAKING

I hereby certify that the foregoing particulars are correct and true. I understand that my tender can be cancelled and the EMD/Security Deposit paid by me forfeited if any of the particulars given by me in the tender form are subsequently found to be wrong/incorrect.

SIGNATURE OF AUTHORIZED PERSON OF AGENCY WITH SEAL

Note: It must be ensured that rates quoted should not be unreasonable. Contractors, before quoting the rates must ensure that they take into consideration various aspects such as deduction of Income tax at source, deployment of their own supervisor(s) responsible for effective control, other expenses to run the establishment effectively, payment of statutory charges to their contract persons as well as to the state Govt/statutory bodies.

Place :

Date :

Mobile No.

Signature :

Name :

Seal :



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Providing Human Resource to IITTM Nellore on Outsource Basis

Tender No. : IITTM/ Manpower/2019/Accounts

Tender Date : 16th July 2019

Last Date of submission : 05.08.2019 at 06.00 PM

Opening of Tender : 06.08.2019 at 11.00 AM

**Indian Institute of Tourism and Travel Management, Golagamudi,
Nellore-524321 (AP)**

Tel.: 9866274850, email : iittmsouth.org / www.iittm.ac.in

Tender Fees : Rs.1000/-

Sealed tenders are hereby invited from reputed service providers/firms for ***Providing Manpower to IITTM Nellore on Outsource basis*** as per the terms and conditions laid down in the tender document. The tender Document can be downloaded from IITTM website www.iittmsouth.org / www.iittm.ac.in from **05.08.2019** onwards. The agency should attach the tender document fee of Rs. 1000/- (Rupees One Thousand only) through Pay Order/ Demand Draft in favour of the Director IITTM payable at Nellore along with the completed tender document. For details of tender document etc, please visit institute's website iittmsouth.org / www.iittm.ac.in

**Director
IITTM,
Golagamudi,
Nellore (AP)**



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TENDER FOR PROVIDING HUMAN-POWER ON OUTSOURCE STAFF

S.No	Particulars	Page No.
1.	Tender documents	3
2.	General Instructions for Tenderer	4
3	Terms and Conditions	5-10
4	Tentative requirement of manpower, Annexure-I.	11
5.	Technical Bid, Annexure- I.	12-13
6.	Affidavit, Annexure- III.	14
7.	Financial Bid, Annexure- IV.	15
8.	Draft Agreement	16-17



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TENDER DOCUMENT

The engagement of an agency for providing man-power on outsource basis for IITTM Nellore:-

Sealed tenders are invited on behalf of the Director IITTM Nellore from reputed and registered service providers/firms/agencies for providing manpower to the IITTM Nellore on outsource basis depending upon the requirements from time to time as per the terms and conditions laid down in the Tender Document. The services of manpower agency would be required initially for a period of one year, extendable further subject to satisfactory performance of the contract by the concerned firm, for another 1 year.

Eligibility Criteria: - The agency should meet the following criteria for evaluation of bids:-

- 1)** Service Providers having experience of minimum five years of supplying manpower services to Ministries/Govt. Departments/Govt. Institutes/PSU's/Corporate Sector/Autonomous Bodies, of at least 50 persons. A certificate of successful completion/running of the contract, from the existing/previous clients showing providing of manpower of at least 50 persons must be enclosed.
- 2)** Must be registered with EPF (Along with Two year ECR & Challan), ESI (Along with Two year ECR & Challan), Service Tax Authorities. Registration certificate along with return of last two years from appropriate authorities and registration with Income Tax department (PAN no.), valid labour license minimum 50 persons at a point issued by Regional Labour Commissioner, Govt. of India, and firm registration must be enclosed with the technical bid.
- 3)** Minimum average annual turnover of **Rs. 50 Lakhs** during each of the last three years for the manpower supply services.
- 4)** The agency should not have been blacklisted by any Govt./ Autonomous/PS Organization etc. The Agency must enclose declaration to this effect at the time of submission of bid as per format provided along with Tender Document.
- 5)** The Tenderer should sign on each page of the Tender Document and affix the Official Seal/Stamp below each signature.

Opening of Tender:

1. First, envelope containing EMD shall be opened.
2. Second, the technical bids of those bidders shall be opened whose EMD is found in order.
3. Third, Price bid of technically qualified bidders will be opened later on.
4. The date and time of opening of Price Bid shall be informed to technically qualified bidders only.



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GENERAL INSTRUCTION FOR TENDER

Technical Bid:

Technical bid is to be submitted in a sealed cover superscribing “Technical bids for providing man power on outsource basis IITTM Nellore”. The envelope must contain the following:

- i) Required formats.
- ii) Tender fee of Rs.1000/- by demand draft/ Pay Order drawn in favour of “Director IITTM” payable at Nellore.
- iii) EMD of 2% of total tender value by demand draft/ Pay Order drawn in favour of “Director IITTM” payable at Nellore.

Financial Bid:

The financial bid is to be submitted in a sealed cover superscribing “Financial bid for providing of manpower on outsource basis at IITTM Nellore”.

- i) The rates are to be quoted in the prescribed format of financial bid.
- ii) Overwriting or erasing in the bid document shall render the same invalid
- iii) The financial bid shall be valid for a period of not less than 180 days after the deadline for submission of bids.

Submission and Evaluation of Bids:

i) The technical bids and financial bids are to be submitted in separate sealed covers. Both these sealed covers may then be put inside a bigger sealed cover super scribing “Bid for providing man power to IITTM Nellore on outsource basis ” and submitted to the Director, Indian Institute of Tourism and Travel Management, Golagamudi, Nellore. The last date and time of receipt of the offer is up to 6.00 PM on 05.08.2019. The technical bid shall be opened at 11.00 AM on 06.08.2019. The bids received after the due date and time will not be considered. If the last date happens to be a holiday, tender will be opened on the next working day at the same time.

ii) The technical bids would be evaluated by a Committee. The bids which do not contain the information as desired in the tender or are not supported by necessary documents including bid security/tender fee will be treated as non-responsive and will not be evaluated. Only those bids will be evaluated which are determined to be substantially responsive and meet the requirements set forth by the Institute.

iii) Only the technically responsive bids recommended as qualified by the Committee would be intimated about the date and time for opening of financial bids. The financial bids of only the technically qualified responsive bids would then be opened.



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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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DETAILS OF MANPOWER REQUIRED:

Tentative requirement of manpower is as per Annexure- I.

Terms & conditions

EMOLUMENTS:

The remuneration to be paid to the manpower shall be decided in consultation with IITTM Nellore.

The Agency will make payment to its staff on a monthly basis by the 7th of each month in the individual accounts of the outsourcing staff or by **crossed cheque**. The Agency will submit the invoice/claim to the institute on a monthly basis duly supported by proof of disbursement of salary to its staff, in triplicate for payment. The payment to the Agency shall be released within 15 days from the date of receipt of invoice provided the claim of the Agency is found to be in order from all angles. The Income Tax deducted at source and such other taxes /levies as are required by law to be deducted shall be deducted from the charges payable to the Agency. The Agency shall furnish details of disbursement made to the staff indicating the amount of remuneration received from the IITTM Nellore against each individual, amount deducted on account of statutory deductions such as ESI/EPF etc., as employee's share and net amount paid to each individual duly supported by details of payments made to the contractual staff before presenting claim for the next month. The proof of payment of statutory obligations such as ESI, EPF etc. any other applicable taxes must be furnished by the Agency indicating the names of the employees and the amount deposited in respect of each, failing which subsequent payment to the Agency shall be withheld.

Terms & conditions:

1. The manpower services provided by the contractor to the IITTM, Nellore shall be initially for a period of one year from the date of award of contract and may be extended further subject to satisfactory performance and compliance of all terms and conditions of agreement. Subsequent extension will be at the sole discretion of the Director, IITTM Nellore.
2. Based on the requirement of each job, the candidates recommended by the Agency for engagement/deployment will be decided by Director IITTM, Nellore and decision of the Director, IITTM, Nellore will be final in this regard. In case Director, IITTM, Nellore in its discretion finds any deployed person as not desirable and not suitable for whatever reasons the Agency shall be liable to withdraw such person (s) forthwith and substitute by a person(s) acceptable to the Director, IITTM, Nellore. The contractor alone shall exercise the control over the personnel deputed and the personnel shall be governed by the rules and regulations of the contractor.
3. That the contractor will submit the EPF/ESI account of each individual employee appointed on outsource basis showing therein the total deposit of EPF/ESI account



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in a particular financial year to the Institute for information.

4. That it is further understood and agreed upon between the parties that any changes in the payment structure viz. ESI, PF, Bonus, gratuity and service tax etc. as per the change in the law, are recoverable from the service provider/IITTM within the said statutory provisions of law.
5. The contractor will have to deposit the proof of depositing its employee's contribution towards EPF/ESI etc. of each employee in every month.
6. That all the payments to be made for the services provided by the contractor, shall be made directly to the contractor who shall raise the bill accordingly on monthly basis. No payment shall be made directly to the personnel so deputed by the contractor.
7. The agency shall not charge any amount from its employees deployed for the institute.
8. The personnel shall be available for work on all office days from 9:30 a.m. to 6:00 p.m. However depending on the exigencies of work, the personnel may be required to work late beyond office hours or on holidays.
9. Agency will be responsible for complying with the obligations under the Labour Laws in respect of minimum remuneration and various other provisions for all its employees deputed for work in the IITTM, Nellore.
10. IITTM, Nellore shall have no liability, whatsoever, towards any other personnel or equipment of the Agency. All statutory requirements for the workmen are to be borne by the Agency and shall be the sole responsibility of the Agency.
11. Agency shall not sub-contract the services of personnel in the contract with IITTM.
12. IITTM, Nellore reserves the right to award the contract/work in full or in part to any Agency and also terminate the contract/work at any stage if the performance of the concerned Agency is not found satisfactory.
13. Security deposit in the shape of Bank Guarantee/DD/Banker Cheque (pledged to Director, IITTM, payable at Nellore @ **10% of Tendered** value (including EMD) shall have to be deposited by the successful tenderer. The earnest money will be adjusted against Security Deposit. No interest shall be paid by the IITTMNELLORE on earnest money or security deposit. The Performance Guarantee from nationalized Bank will be valid up to 3 months beyond the date of expiry of the contract.
14. In case of any loss, theft, sabotage etc. caused by or attributable to any of the personnel deployed by the Agency, the IITTM, Nellore shall have the right to claim the damages from the Agency.
15. The Contractor shall keep the Institute indemnified through a fidelity bond of Rs. **05.00** lacs issued by a reputed insurance company against any loss caused to the Institute by the employees deployed by the Contractor at various points. He shall be liable to pay for any loss caused to the Institute. In case any employee of the Contractor so deployed enters into dispute of any nature whatsoever it will be the sole responsibility of the Contractor concerned to contest the same. In case Institute is also made a party and is required to contest the case, the cost, if any, of the actual expenses incurred towards



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counsel fee and other expenses shall be paid to the Institute by the Contractor. Further, the contractor shall ensure that no financial or other legal liability of any nature falls on the Institute in this respect.

- 16.** The Institute shall have further full right to adjust or readjust or deduct any of the amounts as aforesaid, from the payment to be made to the Contractor under this Contract or out of the security deposits of the Contractor.
- 17.** The contractor shall be liable to meet all the statutory requirements as provided by the Acts governing labour laws i.e. Payment of Wages Act 1936, Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Employees Provident Funds (EPF) Act 1952, Employee State Insurance Act including EDLI, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Private Security Agencies (Regulations) Act 2005, National, Casual, Annual Festival, Maternity, Leave Acts as applicable and as amended from time to time, and or any other rule framed there under from time to time by the A.P State Government, and or any other authority constituted by or under any Law, for the category of persons deployed by contractor. The rates so allowed to and paid to contractor, shall include all such statutory liabilities and no excess amount shall be paid by IITTM Nellore.
- 18.** It will be the full responsibility of the contractor to deposit the statutory liabilities as applicable as per rules to the concerned department of the Central / State Government or the controlling agency, duly furnishing a copy to IITTM Nellore.
- 19.** That the first party i.e. IITTM, Nellore, shall not be liable for any default on the part of the contractor, on his failure to fulfill the statutory requirements and the liability shall be of the contractor alone.
- 20.** That no accommodation, any other allowance, over and above the amount given to the personnel so employed shall be provided for by IITTM, Nellore under this agreement. IITTM, Nellore is at liberty to change this clause of agreement as and when needed.
- 21.** That the contractor shall be responsible for any loss or damage caused or suffered by IITTM Nellore on any account of negligence of the personnel deployed by the contractor. This shall include any physical, financial and vicarious losses. Loss or damage caused to any property of IITTM, Nellore by any act or omission on the part of contractor's employees/ personnel, shall be borne by the contractor. In the eventually or such occurrence of loss or damage, the enquiry shall be made by the officers of the contractor in consultation with the institute's representative. The decision of the institute shall be treated as final in this regard after the said enquiry.
- 22.** That the bio-data of each personnel so provided for the outsourcing shall be supplied to IITTM, Nellore along with a copy of police verification report on the identity and the testimonials of qualifications etc. Before changing any personnel so provided prior information shall be given by the contractor to the IITTM Nellore.
- 23.** An attendance register shall be maintained by the IITTM Nellore for all the personnel deputed by the contractor, who shall mark attendance daily at the beginning and at the end of completion of the duties in the IITTM Nellore office and the payment shall



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be made to the contractor on the basis of the attendance register. The record of Attendance and leave at the end of month shall be forwarded to the agency and the agency would be responsible to keep record of their leave period and the Agency will raise the bill after taking into account the leave/absence as per norms agreed upon.

- 24.** The persons provided by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and administration of the contractor and in no circumstances, a relationship of employer and employee between the said employee and the IITTM Nellore shall accrue /arise implicitly or explicitly.
- 25.** It is further agreed upon that the personnel so employed by the contractor and deputed in IITTM Nellore, shall have no right to employment against any post of the Institute (IITTM Nellore). It is further agreed upon that their services are being taken on a purely on outsource basis in IITTM Nellore and the institute reserves the right to do away with the agreement as and when so required without assigning any reasons.
- 26.** No wage / remuneration will be paid to any staff for the days of absence from duty.
- 27.** The service provider will provide photo identity cards to the persons employed by him and deployed in IITTM Nellore.
- 28.** In case of any deficiency in services by the staff so deployed on outsource basis, provide lesser number of manpower then the minimum required or in the case of disobedience by the staff so deployed on duty, the Director or any other officer authorized by him/her shall be at liberty to impose penalty as may be deemed fit up to a maximum of Rs.1000/- for each such occasion after giving him an opportunity of being heard in person. The decision of the Director, IITTM Nellore shall be final and binding on the contractor.
- 29.** Termination of the Contract :-The contract may be terminated in any of the following contingencies :
 - a) By either party on giving notice in writing of 90 days to the other party (without assigning any reason).
OR
 - b) on the expiry of the contract period, without any notice ;
OR
 - b) on giving one month's notice at any time during the currency of services, in case the services rendered by the Contractor are not found satisfactory or is not found to be in conformity with the general norms and the standard prescribed for the services;
OR
 - c) on assigning/sub-letting of the whole contract or any part thereof or any benefit or interest therein or there under by the Contractor to any third person, without any notice ;

OR



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d) on Contractor being declared insolvent by the competent Court of Law without any notice ;

OR

e) In case the Contractor is not interested to continue the contract subject to the condition that the Contractor shall give minimum three months notice to this effect. If the Contractor does not give the requisite notice as mentioned, in advance, then his security deposit shall be forfeited and Bank Guarantee shall be encashed in proportion to the period falling short of the specified notice period; "Provided that during the notice period for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging his duties as before till the expiry of notice period"

- 30.** In the event or exigencies arising due to the death, infirmity, insolvency of the Contractor or on account of any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Director, IITTM, Nellore may further deem fit in public interest or revoke the contract, namely :
- a) Legal heirs, in case of sole proprietor
 - b) Next partners in the case of company or firm
 - c) Otherwise the Director, IITTM, Nellore shall reserve the right to settle the matter according to the circumstances of the case, as deemed proper.
- 31.** No party shall be allowed to be represented by the lawyer during any investigation enquiry, dispute or appeal.
- 32.** The Courts at Nellore only shall have the jurisdiction for the purpose of this agreement.
- 33.** In the event of any dispute or difference arising out of or in any way touching or concerning this agreement, whatsoever (except the matter the decision of which is specifically provided under this contract) the same shall be referred to the sole arbitration of the Director, IITTM, Nellore or his nominee on mutual agreement of both the parties.
- 34.** The award of such Arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Director, IITTM, Nellore shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the above said terms of the agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. The Arbitration and Conciliation Act, 1996, which came into force on 25.01.1996, shall deem to apply to such arbitration proceedings. The venue of the arbitration shall be decided by the Director, IITTM.
- 35.** The Contractor shall provide the copies of the relevant records during the period of contract or otherwise even after the contract is over whenever required by the IITTM, Nellore etc.



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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- 36.** Director IITTM, Nellore is not bound to accept the lowest quotation and/or assign any reasons for rejecting any or all the bids.
- 37.** IITTM, Nellore may fix one or more agency(s) on the same charges for the outsourcing of the manpower.
- 38.** The Agency will be held responsible to any illegal action by the deployed personnel. Their deployment will be in general shift only, and in exigencies round the clock in 3 shifts at the IITTM Nellore. The Agency will provide to all deployed personnel Identity Cards. The Agency will also ensure that engaged manpower maintains vigil and remain alert on respective official performances. The requirement of manpower in above defined categories or in additional categories may increase or decrease during the initial period of contract also.
- 39.** In case of non-compliance/non-performance of the services according to the terms Of the contract, Director, IITTM, Nellore shall be at liberty to make suitable deductions from the bill without *prejudice* to its right under other provisions of the Contract.
- 40.** The Service Charges payable to the agency in providing the requisite manpower will be claimed as percentage of the total monthly wages payable to the manpower. In This regard, total monthly wages will be calculated on the basis of actual days of deployment of manpower during the month.
- 41.** The Agency shall arrange to maintain the daily shift-wise attendance record of the personnel deployed by showing their arrival and departure time. The Agency shall submit to the Director, IITTM, Nellore an attested photocopy of the attendance record and enclose the same with the monthly bill after verification from the attendance sheet to be maintained in IITTM, Nellore every month.
- 42.** In the event of any personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
- 43.** The Agency shall ensure that the personnel deployed by it are disciplined and do Not participate in any activity prejudicial to the interest of the IITTM, Nellore/ Govt. of India / any State or any Union Territory.
- 44.** IITTM, Nellore shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labour Commissioner of India, above the rates mentioned in the contract and derive statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.
- 45.** IITTM, Nellore reserves the right to accept or reject any or all bids without assigning any reasons. IITTM, Nellore, also reserves the right to reject any bid which in its opinion is non-responsive or violates any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
- 46.** Canvassing in any form is strictly prohibited. The tenderers who are found canvassing in any form will be liable to have their tenders rejected out-rightly .
- 47.** A spare/attested copy of bank scroll/bank challans with details as a proof of deposit



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

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of EPF/ESI etc. payment to the concerned Department will be submitted to this Institute along with the bill for wages for the next month. **Separate EPF/ESI Challans to be filed for the workers deployed in IITTM, Nellore and no clubbing with any other organization/institute will be entertained.**

48. All prices shall be inclusive of all taxes/ duties as applicable for the present. Service Tax applicable will be paid extra on production of valid documentary evidence. Tenderer may submit the tax / duty structure in operation while quoting the rates. The PF/ESI & service tax charges will be reimbursed on production of proof of payment.

Tentative requirement of manpower Annexure-I

S.No.	Name of the Post	Indicative Requirement
1.	Office Assistant	01
2	Electrician cum Plumber	01
3	Matron for Girls hostel	01
4.	Receptionist	01
5.	Computer Lab Assistant	01
6.	Attendant	01
	Total	06*

***Note; Tentative depends on requirement, it may vary.**



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Annexure II

TECHNICAL BID PROFORMA FOR EVALUATION OF TECHNICAL PROFORMANCE OF THE TENDERING FIRM/PERSON

1 Name of the Organization/Firm, Location of Head Office with complete address with Telephone/Fax Nos., if any.

2 Nature of Organization (whether Private/Public Sector Undertaking/Sol Proprietor/Partnership/Cooperative Society etc.) Documentary proof, if any is attached. (In case of the firms other than the sole proprietors, an abstract copy of such Resolution passed by the Executive body authorizing the specific officer/partner for signing the documents for this tender to be attached)

3 Does the firm have experience of minimum three years of supplying manpower services to Ministries/Govt. Departments / Govt. Institutes /PSU's/ Corporate Sector/ Autonomous Bodies with a manpower of at least 50 persons etc., If yes, the name of the Organization(s) along with a certificate certifying that the applicant firm has executed the contract satisfactorily, where at least 50 or more than 50 persons were deployed.

Yes/No

4 Total annual turnover (Minimum average annual turnover of Rs.50 Lakhs during the last three each years through manpower supply services.(Proof Attached)

Yes/No

5 Whether a copy of the last three years audited Balance Sheet attached.

6 Whether the firm is Income Tax Assesses or not? if Yes give income tax number. Does the firm pays Service tax ?if yes give the service tax number.

Yes/No

7 Whether registered with the Labour Dept. or not?

If yes, mention the Registration number and date, attested copies of said certificate and its validity for Nellore be attached.



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8 Has the firm been allotted EPF& ESI Code Nos.?

Yes/No

If yes, mention the Code Nos. and attach proof in support thereof

Yes/No

9. Please submit an undertaking that no case is pending with the Police against the Proprietor/firm/partner or the Company (Agency). In addition to the undertaking, the firm shall produce certificate /verification from local police station. Indicating any convictions in the past against the company/firm/partner.

10. Current list of clients in the proforma given below.

Proforma for Information regarding clients:

S No	Name of Client with Address	Period	No of employees employed	Remarks

UNDERTAKING

I hereby certify that the foregoing particulars are correct and true. I understand that my tender can be cancelled and the EMD/Security Deposit paid by me forfeited if any, of the particulars given by me in the tender form are subsequently found to be wrong.

Place : _____ **Signature of Tenderer / Authorized Signatory**

Dated : _____ **Address : _____**



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**ANNEXURE-III
(To be made on Rs 100.00 Non Judicial Stamp Paper)**

AFFIDAVIT

I/We(Name)_____

Contractor/Partner/Sole Proprietor (strike out which is not applicable of (Firm)

_____ do hereby solemnly affirm and declare that the individual/firm/companies are not black listed by any Government Department or an autonomous body or any public sector undertaking of State/ Central Govt.

DEPONENT

DATE,

THE ADDRESS

VERIFICATION

Verified that the content of above affidavit is true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been kept concealed there from.

DEPONENT

DATE, THE

(NOTE: To be furnished attested by a Magistrate/Notary Public)



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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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ANNEXURE –IV

**FINANCIAL BID
TENDER FOR OURSOURCES STAFF**

Description of work: Contract for providing Manpower on outsourcing basis in IITTM, Nellore as per qualification, pay structure and job requirements of each category of such staff on contract basis as per details mentioned in the tender document subject to fulfillment of other terms and conditions of the Agreement.

Sl. No	Category	Qty*	Monthly Rate per person based on APGovt. Minimum Wages Inclusive of all taxes.# (in Rs)	Monthly based on A.P Govt. Minimum Wages	Total Service Charge (in Rs)
1.	Office Assistant	01	As per A.P G.O.	As per A.P G.O.	
2.	Electrician cum Plumber	01	As per A.P G.O.	As per A.P G.O.	
3.	Receptionist	01	As per A.P G.O.	As per A.P G.O.	
4.	Matron for Girls hostel	01	As per A.P G.O.	As per A.P G.O.	
5.	Computer Lab Assistant	01	As per A.P G.O.	As per A.P G.O.	
6	Attendant	01	As per A.P G.O.	As per A.P G.O.	
	Total	06	As per A.P G.O.	As per A.P G.O.	

**The above figures are only indicative, institute at its discretion may increase or decrease the number and the payment will be made accordingly.*

Rates as per unit should be based on Minimum Wages Inclusive of all taxes as on 01.03.2016.

Note: Break-up of the rate must be provided along with copy of the Order on Minimum Wages to facilitate revision of rates whenever minimum wages are revised by the Govt.

Price bid without proper break-up will not be considered.

Declaration by the Bidder:

This is to certify that I/We before signing this tender have carefully read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note:

i) No other charges would be payable by Client.

ii) There would be no increase in rates during the contract period except as per provisions under the terms and conditions.

**SIGNATURE OF AUTHORIZED
PERSON OF AGENCY with seal**



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DRAFT AGREEMENT FORMAT

This agreement is made at Nellore on the _____ day of _____ Two thousand Thirteen between the Director, IITTM Nellore having its office at GolagamudiNellore524321 (*hereinafter* called 'Client' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Part. Second Part M/s _____, having its registered office at _____

(*herein after* called the 'Agency' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the Second Part.

WHEREAS the 'Client' is desirous to engage the 'Agency' for providing Manpower for IITTM at Nellore on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to the provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc relating to personnel deployed in IITTM Nellore. The Client shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident / medical / health related liability / compensation for the personnel deployed by it at IITTM, Nellore site. The Client shall have no liability in this regard.
3. Any violation of instruction / agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving one month notice on either side.
5. In case of non-compliance of the contract, the Client reserves its right to:
 - a. Cancel / revoke the contract; and / or
 - b. Impose penalty up to 10% of the Total Annual Value of contract
6. Security Deposit equal to 5% of the Annual Contract Value (refundable without interest after three months of termination of contract) in the form of Pay Order / Demand Draft or Bank Guarantee shall be furnished by the Agency at the time of signing of the Agreement.
7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed at IITTM Nellore.
8. The personnel provided by the Agency will not claim to become the employees of IITTM, Nellore and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment at IITTM Nellore.



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9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the ANDHRA PRADESH Govt.
10. The Agency also agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.
11. Decision of Client in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the Agency.
12. The Agency shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The Agency shall keep Client fully indemnified against liability of tax, interest, penalty etc. of the Agency in respect thereof, which may arise.
13. In case of any dispute between the Agency and Client, Client shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Nellore

THIS AGREEMENT will take effect from _____ day of _____ Two thousand thirteen and shall be valid for one year.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above at Nellore in the presence of the witness For and on behalf of the 'Agency', For and on behalf of the 'IITTM Nellore.

Signature of the authorized Official
Stamp/Seal of the Agency'

Signature of the Director,
IITTM, Nellore

SIGNED, SEALED AND DELIVERED

SIGNED, SEALED AND DELIVERED

By the said _____ By the said _____

_____ (Name) _____ (Name)

_____ on _____ on

behalf of the 'Agency', in presence of behalf of the 'IITTM Nellore' in presence of

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____



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Tender For Providing of Security Services at IITTM Nellore

Tender No. : IITTM/Security/2019/Accounts

Tender Date : 16.07.2019

Last Date of submission : 05.08.2019 at 06.00 PM

Opening of tender : 06.08.2019 at 03.00 PM

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT,

Golagamudi, Nellore-524321, Andhra Pradesh

Telephone No. : 9866274850 Email: iittmsouth.org

Tender Fees: Rs 1000/-



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Tel - 9866274850

E-mail-iittmnlr@gmail.com, Website : www.iittmsouth.org

Tender for Security Services at IITTM Nellore

S No	Particulars	Page No.
1	Notice inviting tender	3
2	General Instructions for Tenderer	4-5
3	Security Personnel lay out plan	6
4	Scope, Terms and Conditions	7-16
5	Technical Bid	17
6	Price Bid	18-19
7	Tentative Positions of Security Personnel Annexure A	20



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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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NOTICE INVITING TENDER

IITTM Nellore is India's one of the premier educational institutes. Sealed tenders from eligible agencies are invited to provide Security Service.

1. Name of Work: Contract for Security Service at IITTM Campus Nellore
2. Earnest Money Deposit: 2% of the total tender value through Demand Draft in favour of Director IITTM payable at Nellore
3. Cost of Tender Document: Rs. 1000 (Non- refundable) payable in the form of Demand Draft in favour of Director IITTM payable at Nellore
4. Date of issue of Tender: **16.07.2019**
5. Last date to submit the Tender: 5th August 2019, at 06.00 pm
6. Date of Opening Technical Bid: 6th August 2019, at 03.00 pm



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The tender Document can be downloaded from IITTM website www.iittmsouth.org from 16th **July 2019** onwards. The agency must attach the tender document fee of Rs. 1000/- (Rupees One Thousand only) through Demand Draft in favour of the Director, IITTM payable at Nellore along with the completed tender document.

The completed tender shall be received by the institute at the address given below till 06.00pm of 5th August 2019. The technical bid will be opened on 06.08.2019 at 03.00 pm in the presence of bidders. If any of the above date(s) happen(s) to be a holiday the scheduled activity would take place on the next working day.

Director
IITTM, Golagamudi,
Nellore-524321(AP)



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GENERAL INSTRUCTIONS FOR TENDER NOTICE

Sealed Tenders in prescribed format are invited from reputed Security Agencies for “Providing security services at the Indian Institute of Tourism and Travel Management, Nellore”

Tender document can be downloaded from the <http://www.iittmsouth.org>. The bidder should submit Technical Bid and Price Bid in separate sealed covers.

- (i) Technical Bid containing information regarding business turnover, experience and other details of the firm to judge the suitability of the service provider.
- (ii) Price bid containing price including minimum wages of Security Supervisors, Security Guards (Ex-serviceman/)/Gunmen & Civil Guards.

The Technical bid will be opened on 6th August 2019 at 3.00 pm in the Nodal Officer’s chamber of the Administrative Block in the presence of the bidders. Price bids of only those bidders will be opened whose technical bids are found suitable by the Committee appointed for the purpose. Date of opening of price bids will be decided after technical bids have been opened and evaluated by the said Committee.

Contract will be awarded initially for a period of *one year* to the successful bidder. This period may be extended on year to year basis up to a maximum of 3 years on satisfactory performance and mutual agreement. The successful bidder shall execute an agreement on non-judicial stamp paper of Rs.100/-. In the event of bidder backing out before actual award or after execution of the agreement, Director, IITTM will have a right to forfeit the earnest money in full. Director, IITTM reserves the right to reject any or all the applications without assigning any reasons.

General Instructions to Tenderers:

1.Pre- Qualification Criteria:

The Agencies that fulfill the following requirements shall be eligible to apply.

- i) The Security Agencies having not less than 150 trained security guards on their payrolls are only eligible to apply. The documentary evidence duly certified by the appropriate authority to this effect should be attached.
- ii) The bidder shall have the following registrations and details of the same be provided in the Technical Bid along with **documentary proof:**
 - (a) PF Registration: Along with challans and ECRs for last two years
 - (b) ESI Registration: Along with challans and ECRs for last two years
 - (c) Service Tax Registration: Along with returns of last two years
 - (d) Valid labour License, minimum 50 persons at a point issued by Regional Labour Commissioner, Govt. of India.
 - (e) Registration with Income Tax Department for permanent income tax code.
 - (f) Registration as proprietary firm, Partnership firm, Limited Company, Corporate body;
 - (g) Valid registration as Private Security Agency under security Act 2005.
- iii) Organized training arrangements for security personnel with clear recruitment policies.
- iv) The Bidder should have continuous experience of providing 150 Security personnel during the last 3 years at a time in one or more organizations with minimum 40 security personnel in a single



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organization. Documentary evidence should be attached.

- v) The bidder should have average annual financial turnover of Rs. 60.00 lacs in each of the last three years, duly certified by Chartered Accountant along with audited balance sheets of the company for the last three years. Documentary evidence in this regard should be attached. The photocopies of year wise service tax paid during the last three years should also be attached.
- vi) Capability to provide licensed radio / wireless equipment's for communication.
- vii) There should be no case civil/criminal/arbitration pending with the police or other statutory institutions against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not have been blacklisted at any point of time in history. An undertaking to this effect on firm's letterhead should be attached.

2. Earnest Money Deposit:

The tenderer shall deposit Earnest Money of 2% of the total tender value and another separate demand draft of Rs.1000/- (Rupees One Thousand only) as a non-refundable tender fee, drawn in favour of "Director, IITTM, "payable at Nellore. The Earnest money so deposited will be refunded to the tenderers whose offers have not been accepted, within 45 days of opening of tenders. Earnest Money Deposit of the successful tenderer will become part of interest free security deposit/performance security till successful completion of the contract.

3. Tender Procedure:

(i) **Tender** must be submitted in a cover super scribed as "Tender for Security Services at IITTM Nellore" The cover should contain two internal covers containing technical bid and price bid in the prescribed forms super scribed as "Tender for Security Services at IITTM Nellore – Technical Bid" and "Tender for Security Services at IITTM Nellore – Price Bid" respectively.

(ii) Technical Bid:

Tenderers must produce the originals of the copies of the documents submitted, for verification when required. If, the technical bids of the tenderers, which are not accompanied with the documents prescribed above, their tenders along with EMD and tender fee, are liable to be rejected forthwith. The technical bid consisting of the following documents shall be submitted by the tenderer:

Technical Bid Form

- a) Details of experience, copies of experience certificates i.e. only completion certificates of the experience issued by the Employer as specified in the eligibility criteria supporting their claim of experience.
- b) Signed Tender Document
- c) EMD and Tender fee as specified.

(iii) Price Bid:

The price bid enclosed to the tender should show only the minimum wage per month for each Security personnel for each 08 hours shift. The tenderers shall quote their service charge separately in percentage only. The monthly wage of one Security Guard (per 8 hours shift) will be calculated as per the rates mentioned in the price bid format on per month basis. The tenderers will be responsible for all the statutory and other obligations like **PF, ESI, Gratuity, Training & Supervision, Bonus, Uniform, Leave, Reliever Cost, Any Special Allowances, and Administrative Charges.**



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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The amount of monthly wages will be revised only on account of revision of rates of minimum wages as applicable by **Government of India** at Nellore. IITTM Nellore will deduct TDS at the prescribed rate from the payment becoming due to the successful bidder. The Price bid of the successful bidder shall be valid upto the date on which the contract expires .

(iv) The tender documents *should be signed on every page by the tenderer* and enclosed with the technical bid as an unconditional acceptance of the terms and conditions mentioned therein.

4. SECURITY PERSONNEL LAY OUT PLAN:

ADMINISTRATIVE & ACADEMIC BLOCK No of Duty Points No of shifts

1) ADMINISTRATIVE BLOCK (01) Two shifts

HOSTELS

3) BOYS (01) Three shift

4) GIRLS HOSTELS (Lady) (01) Three shift

ENTRANCE GATE

7) GATE NO.01 (02) (1 Guard and 1 Supervisor) Three
shifts of one Shift

2. Security Services will include-

- Security Supervisor (Ex-serviceman / other non Ex-servicemen having experience in security field/duty) and Security guards as per plan mentioned above
- Security of the assets of IITTM within the campus at Nellore as per the institute's requirements against theft, pilferage and misappropriation.
- Prevent entry of unauthorized persons including hawkers, vendors etc.
- Maintain records of visitors as directed by IITTM Nellore
- Regulate incoming and outgoing movement of material and vehicular traffic.
- Assist IITTM Nellore in handling emergencies like fire, flood, earthquake etc.
- Liaison with local police and fire station

The scope of work may be modified during the period of the contract by mutual consent.



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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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5. Terms and conditions:

1. The Security Agency shall provide security arrangement for guarding the Institute campus within the assigned premises as required by the Institute. Moreover, the Security Agency shall also protect the Institute Campus from anti-social elements.
2. The Security Agency may *employ personnel with proper screening and verification*. Violation of this condition shall be treated as breach of important contractual condition and shall attract penalty clause/points.
3. Every personnel deputed by the Security Agency should be in good physical health and be minimum SSC(10th class) pass and below 50 years of age with *proper medical certificate*. Violation of this condition shall be treated as breach of important contractual condition and shall attract penalty points.
4. The Supervisor deployed by the Agency shall be In-charge of the security system in the campus and shall be responsible for the efficient rendering of the service under the contract. The security personal shall be equipped with latest communication systems (Walkie-Talkie)/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of the Institute, they shall work under directives and guidance of the Security Officer of the institute or any other official of the institute as authorized .
5. The Security Agency personnel should be smart, and properly turned out with boots / shoes, belt, caps, badge, whistle etc., and carry an identify card duly attested jointly by the Executive of Security Agency and institute's representative. A photocopy of these cards along with personnel data shall be given to the Institute for record, verification etc.
6. The Security Agency shall provide proper uniform including shoes, caps, canes / stick, torch, jerseys (woolen sweaters) & rain coat etc. to every personnel deployed by the agency in the Institute Campus at *agency's own costs and expenses*.
7. On 26th January and 15th August the Agency will ensure that all the personnel deployed are in uniform and the rehearsal of the parade has been done one day in advance and the security supervisor will ensure that the arrangement for the flag hosting is completed in advance in the Institute.
8. The Security Agency shall ensure that before deputing the security staff, they verify the antecedents of all their staff and provide to the Institute a complete dossier of particulars of each security personnel proposed to be deployed. Non-compliance with this provision will deem to be the violation of the contract, inviting penal action including termination of the contract.
9. The Institute shall have the right to check up, from time to time, the uniforms worn by the security personnel as well as their fitness to perform guard duty up to the satisfaction of the Institute. The Institute shall also have the right to check and supervise the Security personnel on duty through an Institute's Security Officer in charge or any other representative to be named by the institute. The decisions of the Director, IITTM/Nodal Officer/Security Officer in Charge shall be binding on the Security Agency.



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
Tel - 9866274850

E-mail-iittmnlr@gmail.com, Website : www.iittmsouth.org

10. Security Agency shall comply with all statutory requirements existing as well as those promulgated from time to time viz. the Payment of Wages Act, Provident Fund Act, Employee State Insurance Scheme, Family Pension Fund Act, Bonus, Gratuity Act, Shop & Establishment Act, Contract Act.

Etc. whichever is/are applicable to the organization of Security Agency and shall be held responsible, accountable, answerable, explainable, as the case may be, for the lapses committed by them in this regard if any,. Further, Security Agency shall not involve the Institute in any way whatsoever in any dispute with regard to compliance of statutory provisions and in case of any violation of any law; the Security Agency shall be solely responsible. In case due to violation of any law explicitly or otherwise, including labor laws etc., any liability is put upon the Institute, the Security Agency shall undertake to indemnify the Institute completely.

11. The Security Agency shall supply a certified copy of their registration No. under the Shop & establishment Act, the Provident Fund Act, ESI, Labor Rules and Income Tax etc.
12. The personnel deployed by the Security Agency in the Institute shall be removed immediately if the Institute considers such removal necessary on administrative grounds. The Security Agency shall also immediately remove a personnel who is found not discharging his duties correctly or is of doubtful character and shall replace him with substitute personnel either on its own or on the demand of the Institute. In case of removal of such personnel, no claim shall be maintainable against the Institute.
13. If the Institute incurs any expenses or any liability is put on it in connection with the deployment of the employee of Security Agency, the same shall be reimbursed by the security agency failing which it will be adjusted from the bill of Security Agency.
14. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the Institute / Govt. of India / any State or any Union Territory.
15. The Security Agency shall make serious efforts to control and eliminate the cattle menace, which include not only cows and buffaloes but also other animals like pigs, monkeys, dogs etc., from the campus premises.
16. The responsibility for taking appropriate security measures shall be entirely that of the Security Agency. The Institute will be entitled for compensation against the Security Agency, in case a proper joint inquiry establishes that the theft or loss or damage has been caused due to negligence of the Security Agency or any of its employees. The said compensation shall be in addition to the findings and recommendations that the joint enquiry committee may propose. The maximum amount of compensation payable by Security Agency will be limited to inspection and supervision charges payable to Security Agency for the month in which the loss or damage occurs. However, after enquiry, if it is found that such theft or loss or damage has been caused by the acts of omission and commission of the personnel of the Security Agency, or, if the personnel of the Security Agency has either taken active part in such acts or has aided and abetted in the acts of such omission and commission, the Institute or its employees to whom loss is caused, shall be indemnified/compensated by the Security Agency on actual basis.



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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17. The security agency has to make its own arrangement for residential accommodation to the deployed staff.
18. The Security Agency shall submit a certificate along with the monthly bills certifying that the personnel employed by them in the campus of the Institute have been paid minimum wages, as enforced from time to time, in accordance with the provisions of the Minimum Wages Act and that all other statutory requirements in this regard have been complied with.
19. The wages/salary shall be disbursed by the agency in presence of the Accounts Officer of the institute and the payments shall be made through Account payee cheques only in their SB Account.
20. Any violation of the provision of Minimum Wages Act shall render the contract liable for termination. The Institute shall also proceed against the defaulting agency as per the provisions of the relevant laws.
21. The contract price shall be all inclusive and nothing extra shall be payable over & above the accepted contract price. However, if the prescribed minimum wages are revised by the Govt. of India, the Security Agency shall revise the wages of the personnel accordingly. The difference in revised minimum wages, with respect to the wages applicable on the date of submission of tender shall be reimbursed to the security agency in addition to the contract amount, subject to production of proof of disbursement of revised wages.
22. The Security Agency shall take into consideration all levies and statutory taxes while quoting the tender. However, if any fresh taxes, charges etc. are levied by the Local / State / Central govt., subsequent to the date of opening of tender the same shall be reimbursed by the Institute against proof of production of payment.
23. The security personnel shall remain on duty for 8 (eight) working hours. The personnel shall not leave his place of duty/duty point until his reliever reports for duty. Deserting the place of duty/duty point by the security personnel without having been properly relieved will attract penalty points.
24. At no time shall there be more than 10% of the contracted manpower on leave or absent from the Institute duty. In case of long-term absence due to sickness, leave etc. Security Agency shall ensure replacement and manning of all security posts by overtime without any additional liabilities to the Institute. In addition, no supervising field staff as well as the guards shall be removed from Institute duty without seeking prior consent of the person authorized by the institute in this regard. Breach of this clause will attract penalty points.
26. All the assets and articles provided by the Institute shall be the property of the Institute and the Security Agency shall be merely the custodian of such assets and articles. On termination of security contract either by efflux of time or any time earlier than the stipulated period as the Institute may decide at its sole discretion, such property shall be handed over to the Institute forthwith.
27. In addition to the number of personnel listed in the Price Schedule, the Security Agency shall undertake to engage / employ and provide additional number of well-trained guards as and when



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required by the Institute, on reasonable notice, as per the accepted rate given in the Price Schedule.

28. The payment for services under this agreement shall be made on monthly basis, through crossed-cheque, drawn in favour of the Security Agency payable at Nellore. The cheque shall be paid within 15 working days of receipt of the bill for each calendar month, duly supported with the requisite details of the daily attendance and other records, which shall be open for inspection by the Institute. The final payment shall, however, be made only after adjusting all the dues/claims of the Institute.
29. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.
30. The persons employed by the Agency for the security of the Institute will be the employees of the Security Agency and the Institute shall have no direct liability related to their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the Institute and the Security personnel employed by the Security Agency shall have no right whatsoever to claim employment from the Institute.
31. The Security staff employed by the Security Agency will not join any union of the Institute nor shall they make any claim on service or other matter. They shall also not form any union associated with the Institute and shall have absolutely no claim to subscribe or for election in any unions/association of the Institute.
32. The Security Agency shall undertake, at its own expense but to the satisfaction of the Institute, a continual updating of skill, processes and procedures followed by the Security staff employed in the security of the Institute by organizing suitable training programs for them on the routine basis. This training program may be included in their duty, ie two hours in a week. It may include various aspects of security of a vital installation, expected major threats, and measures to curtail these threats, use of security equipments, and use of fire arms to armed guards etc.
33. Any payment required to be made by the Security Agency to its personnel in compliance with any of the laws of the land, shall be the sole responsibility of Security Agency. This would include specific responsibility with regard to the provision of the minimum wages act and / or any other law, which may be applicable in the instant case. The Institute will in no case be responsible for default, if any, in this regard. Even if, as per provision of any relevant enacting the liability becomes that of the Institute it is clearly agreed that the same shall be deemed to be that of Security Agency and shall be discharged by them. The Institute's liability towards personnel will be limited to the extent of the contract price accepted by the Institute.
34. The Security Agency in discharge of its duties will be bound by operational parameters.
35. In case of any delay in payment to the Security Agency by the Institute on account of administrative reasons, the security agency will not delay the payment to the security personnel deployed in the Institute and will not depend upon payment by the Institute. It will be the sole responsibility of the Security Agency to make the payment of the wages to the security personnel in time every month and any delay in this regard will invite negative points against the Security Agency.



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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36. All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located in Nellore.
37. The Security Agency shall maintain proper liaison and contact with the local police / civil administration etc. for smooth and peaceful day-to-day working of the Institute. The security agency shall be fully responsible for taking follow up action and for pursuing the First Information Reports (FIRs) lodged by the residents of the campus with the police department.
38. The Security Agency shall submit the following documents along with the tender:
 - i. Up-to-date Income tax Clearance Certificate duly attested by a gazetted officer.
 - ii. Earnest Money Deposit of 2% of the tender value shall be accepted in the form of *Demand Draft* of any scheduled / public sector bank, drawn infavor of the Director, IITTM payable at Nellore.
 - iii. The Earnest Money of the unsuccessful bidders shall be refunded without any interest within 45 days after the written acceptance of tender to the successful bidder. However, the EMD of the successful bidder shall be converted into security deposit and held by the Institute as performance guarantee for the entire period of contract.
39. The Security Agency shall be bound to perform the assigned jobs even though the same may not have been included in the schedule of services. The charges for the extra services not mentioned in the Price Schedule should be settled mutually.
40. No interim quires will be entertained.
41. At any time, prior to the date of submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendment and publish in Institute website.
42. In order to afford prospective bidders a reasonable time to take the amendments into account in preparing their bids, the Institute may, at its discretion, extend the deadline for the submission of bids suitably.
43. The Security Agency shall be responsible to take care of all injuries and accidents to persons employed by them while on duty or otherwise. However, the Health Center facilities shall be available to the personnel only in respect of the injuries sustained by them in execution of the duties, which shall be restricted to the extent of primary health services only without any further encumbrances, monetary or otherwise. The Institute shall stand indemnified in respect of the treatment provided under such exigencies.
44. The Security Agency shall be responsible for the good conduct and behavior of its employees. If any employee of the Security Agency is found misbehaving with the Institute's Employees, Faculty or Students of the Institute, the Security Agency shall terminate the service of such employee at their own risk and responsibility.
45. Individual signing the bid or other documents connected with the contract shall indicate the full name below the signature and must specify whether he is signing as:



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- a) A sole proprietor of the firm or constituted attorney of sole proprietor.
 - b) A partner of the firm, in which case he must have authority to represent for arbitration of disputes concerning the business of the partnership firm either by virtue of the partnership agreement or power of attorney.
 - c) Constituted attorney of the firm. Provided that,
 - i. In case of (b) above, a copy of the partnership agreement or general power of attorney, in either case, attested by a Notary Public, or affidavit on stamp paper of all the partners admitting execution of the partnership agreement or the General Power of attorney should be furnished.
 - ii. In case of partnership firms, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner the tender offer and every partner of the firm should sign all other related documents.
 - iii. A person signing the tender form or any other documents forming the part of the contract on behalf of another shall be deemed to be warranty that he has authority to sign such documents and if, on enquiry it appears that the person has no authority to do so, the Institute may, without prejudice to other civil and criminal remedies, cancel the contract and make or authorize execution of contract / intended contract at the risk and cost of such person and hold the signatory liable to the Institute for all cost and damages arising from the cancellation of the contract including any loss which the Institute may have on account of execution of contract / intended contract. Individual signing the tender or other documents connected with the contract shall indicate the full name below the signature and must specify the capacity and authority under which he has signed such document and shall also submit documentary evidence of his authority duly attested by a Notary Public.
46. In the event of any loss being caused to the Institute on account of the negligence of the employee of the Security Agency, the agency shall make good the loss sustained by the Institute, either by the replacement or on payment of an adequate compensation on actual basis.
47. The Security Agency shall not appoint any sub-agency to carry out any obligations under the contract.
48. None of the employees of the Security Agency shall enter into any kind of private work within or outside the campus of the Institute. Non-compliance with this provision will be deemed to be violation of the contract inviting penal action.
49. The employees of the Security Agency shall be of good character and of sound health.
50. The Security Agency shall maintain Complaint Book at the main entrance gate which will be made available to the supervisory staff of the Institute Security and the residents /employees of the campus.
51. In a manner satisfactory to the Institute, the Security Agency shall provide necessary expertise and trained manpower to attend to the various needs of security services at the Institute buildings, hostels, residences and the campus in general.



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Golagamudi (Vil), Venkatachalam (Md), SPSR Nellore (Dt) - 524321
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52. Security Agency shall ensure protection of all properties and personnel of the Institute, whether on its campus or in transit, against trespass and willful harm, by deploying fail-safe preventive measures, providing early warnings and mobilizing trouble-shooting efforts.
53. Security Agency shall abide by all laws of the land including, Labour Laws, (ESI, PF, BONUS etc.) Companies Act, Tax Deduction liabilities, Welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Security Agency, and it shall not involve the Institute in any way whatsoever.
54. *The Security Agency shall supply trained manpower for the security duties in the campus. It shall also undertake at its expense and to the satisfaction of the Institute, a continual updating of skills and procedures followed by the Security staff.* For this purpose the agency shall organize suitable training camps for its cadres from time to time.
55. In case of any dereliction of duty, gross neglect, an unintended or intended damage caused by the
56. Security Agency or its staff or otherwise, any harm done to the Institute, its properties, its designated officials or other employees, the Security Agency shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty, which the Director, IITTM may deem fit.
57. The agency has to pay Rs **5,00,000** (Rupees Five Lakhs) as a Security Deposit in the form of DD/banker's cheque in favour of Director, IITTM payable at Nellore. Earnest Money may be adjusted against Security Deposit. The security deposit will be released on the successful completion of the contract without interest and after adjusting the recoveries if any.
58. The Security personnel shall be required to work in three shifts. However no Security Guard/Supervisor shall be allowed to perform continuous duty beyond one shift more than 5 times in a month.
59. The Security personnel should keep all firearms, cartridges, Guns etc in their safe custody and at their own risk and cost.
60. Employee of the Security Agency shall work for 26 days in a month.
60. The attendance of the security staff should be through biometric machine/attendance register only. The payment will be made on the basis of the report generated through biometric machine.
61. Any change of security personnel should be done with the prior approval of the Competent Authority of IITTM Nellore.
62. Security Agency shall supply uniforms with name-plates/name-tabs to the persons engaged on duty. The Institute shall not allow any employee of the Security Agency to work inside the Institute without the uniform. If during the period of contract the uniforms are worn out, it shall be the responsibility of the Security Agency to supply another set of uniform to the persons and it will ensure that the persons wear only proper uniform while they are on duty in the Institute. The Security Agency shall get the identity card of each employee attested from the Security Officer of the Institute. The Institute shall not provide any kind of weapons, batons, torch etc. nor incur any expenses in this regard. It would be the responsibility of the Security Agency to supply such minor



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- equipments as necessary for discharge of duty.
63. The Security Agency shall have a regular system of training the Guards before deploying them on duty. The Security Agency shall have proper training facility and profession syllabi for the training.
64. The Security Agency shall have a proper system of checking the guards on duty especially at night. Records of the same should be effectively maintained and shortcomings, if any, should be immediately rectified and brought to the knowledge of the Competent Authority of the Institute.
65. The Security Agency shall have resources to assist the principal employer (i.e. the Institute) in conducting Security Audits, Surveys, and Investigation etc. and shall also be able to render professional advice on matters relating to security, intelligence and surveillance free of charge.
66. Security Agency shall apply to the Labour Commissioner for obtaining a labour license within a reasonable time and will submit a copy of the license to the Institute within 15 days of award of contract.
67. On termination / expiry of the contract, the Security Agency will immediately remove all its personnel from the premises.
68. The tender shall remain valid for a period of 90 days from the date of submission. If a bidder withdraws or modifies the offer within this period, his tender shall be cancelled and 100% (hundred percent) of the Earnest Money shall be forfeited. In exceptional circumstances, the Institute may request the bidders' consent for an extension of the period of bid validity. A bidder may however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.
69. Any of the following action's / commission's / omission's are likely to cause rejection of bid summarily:
- i. Any bid received late without conclusive proof that it was delivered before the specified closing date & time.
 - ii. Any bid not accompanied by required Earnest Money Deposit (EMD) or Tender fee.
 - iii. Any bid received unsealed or improperly sealed.
 - iv. Any conditional bid or bid offering rebate.
 - v. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Document.
 - vi. Any bid received without and latest attested Income Tax clearance copy.
70. Institute reserves the right to negotiate with L-1 bidder to arrive at the fair and reasonable price. In case of L-1 is more than one, then it would be at the discretion of the committee to negotiate with L-1 parties. The decision of the Director, IITTM will be final in all respects and will be acceptable to all the tenderers.
71. The award of work order, when issued to the successful bidder, will constitute the contract with collateral support from terms and conditions of the tender invitation notices as well as formal agreement on non-judicial stamp paper duly executed, all of which finally form the contractual obligations to be adhered and performed by the bidder, and the non-performance of any of such



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- obligations make the bidder liable for consequential effects.
72. The bid shall not contain corrections, erasures or over writing.
73. The Institute does not bind itself to accept lowest or any other tender. The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereto incurring any liability to the affected bidder or bidders on the grounds of the Institute's action.
74. The successful bidder shall have to execute an agreement with the Institute on a non-judicial stamp paper of Rs. 100/- (Rupees one hundred only) and commence the work within 1 (one) month from the date of award, failing which the Institute shall be at liberty to forfeit the earnest money and proceed to appoint another agency as it may deem fit.
75. The rates quoted in the Price Schedule shall be inclusive of all taxes, levies and statutory liabilities, the wages of the personnel and incentives if any, cost of minor equipment such as batons, torch etc., consumables such as electricity etc. and contingent expenditure incidental to the work,
76. contractor's profit etc. Nothing extra shall be payable in addition to the accepted rate for each individual item as per the Price Bid.
77. The security supervisor shall also check the garbage/wastage being taken out for disposal to ensure that none of the useful items are taken out by anybody for disposal.
78. The posts/couriers received (after office hours) at the main gate should be handed over to the dispatch section immediately on receipt. However if the same is not delivered the reason there of should be brought to the notice of the Institute.
79. The security personnel deployed at the main gate of the Institute will also maintain a log-book for vehicles hired from the Transport Contractor for each tour undertaken, name of the officer/faculty using the transport facility, meter readings, place visited etc.
80. The Security Agency shall maintain record of major/minor incidents on daily basis and report the same to the authorized official of the Institute in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The security agency shall also be responsible to lodge complaints with police authorities in such instances with the consent of the Director, IITTM and take follow-up action for recovery of lost material/equipment etc.
80. The Security Agency shall maintain Attendance and Wages registers for all guards engaged under the contract at Institute and will also take out Workmen's Compensation insurance policy. The Contractor must make the payment of wages to guards by 7th of every month . The wages of labour engaged for providing security services shall be not less than the minimum wages notified by the State Govt./ Labour Commissioner Notification, from time to time.
81. The amount of PF/ESI/Service taxes will be reimbursed to the agency on submitting the proof of payment.
82. The bidders are advised to refrain from stipulating any conditions, rebates etc. in violation of the terms of the tender. The Institute reserves the right to reject such tenders in which conditions of rebate is stipulated, without assigning any reasons thereof.



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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83. **Arbitration:** Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before / 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 thereof, shall be referred to a Sole Arbitrator to be appointed by mutual understating of both the parties. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns / withdraws 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 his predecessor left it, if both the parties consent to this effect, failing which the Arbitrator shall be entitled to proceed denovo. 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 this clause. It is also a term of the contract that the cost of arbitration shall be borne by the parties themselves. The venue of arbitration shall be at Nellore. Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

84. **Forced Measures:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the Institute as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract. Provided, also that if the contract is terminated under this clause, the Institute shall be at liberty to take over from the Security Agency, the security personnel & equipment deployed in the campus until a new security agency is appointed and commences the operation.



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OPERATIONAL PARAMETERS

The main security objectives of IITTM Nellore are as under:

1. To work for the safety and security of the institute premises including furniture, fixtures & equipment's. Prevention of loss of the Institute and private property by thefts, burglaries, dacoity etc.
2. Prevention of injury, assault, and violation, of the persons, especially women residents and legitimate visitors. Providing protection to everyone in the Institute.
3. Smooth conduct of functions, conferences, dignitaries' visits, cultural events.
4. Freedom of the campus from cattle, tree poachers, dogs and other unwanted elements.
5. The security parameters will have measures for:
 - i. Theft Prevention
 - ii. Patrolling
 - iii. Discipline
 - iv. General Operational Guidelines.

6. Penalty

On receipt of Complaint, non-adherence of terms & conditions specified in tender document, indiscipline and unsatisfactory operation of security services by the Contractor or its employees deployed in the Institute, a penalty up to Rs. 2000/- will be levied after approval of the Competent Authority.

For Unsatisfactory security services noticed during the inspection by Institute Officials, a penalty upto Rs. 5000/-will be levied after approval of the Competent Authority.



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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INDIAN INSTITUTE OF TOURISMAND TRAVEL MANAGEMENT NELLORE

TENDER FOR SECURITY SERVICES

TECHNICAL BID

1. Name of the Tenderer's Firm :
2. Office Address :
 - a. Tel No. :
 - b. Fax No :
 - c. E-mail Address :

03. Name of authorized representative(s):
04. Registration certificate for

PF	Enclosed/Not Enclosed
ESI	Enclosed/Not Enclosed
Income Tax	Enclosed/Not Enclosed
Service Tax	Enclosed/Not Enclosed

- 05 Turnover during the last three years:

Years	Turnover in Rupees (in words and figures)
2016-17	
2017-18	
2018-19	

Please enclose documentary evidence for above facts

06. Earnest money deposit of 2% of the total tender value is enclosed vide

D D No. _____ Bank _____ Date _____

- 07 .Tender Fee of Rs. 1000.00 Enclosed vide

D.D. No. _____ Bank _____ Date _____



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08. Details of experience in Govt. / Public Sector undertaking/Registered Societies during the last three years as per the attached format.

Years	Name of Employer/ Address /Tel. No	Details of experience Period of Contract with dates of Commencement and termination covering last 3 years	Total Number of Security Guards Employed
2016-17			
2017-18			
2018-19			

UNDERTAKING

I hereby certify that the foregoing particulars are correct and true. I understand that my tender can be cancelled and the EMD/Security Deposit paid by me forfeited if any of the particulars given by me in the tender form are subsequently found to be wrong.

**SIGNATURE OF AUTHORIZED
PERSON OF AGENCY
WITH SEAL**



INDIAN INSTITUTE OF TOURISM & TRAVEL MANAGEMENT
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INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT
NELLORE
TENDER FOR SECURITY SERVICES
PRICE BID

Sl. No	Category	Qty*	Monthly Rate preparation based on AP Govt. Minimum Wages Inclusive of all taxes.# (in Rs)	Monthly Total based on A.P Govt. Minimum Wages	Service Charge (in Rs)
1.	Security Supervisor	03			
2.	Security Guards	11			
	Grand Total	14			

**The above figures are only indicative, institute at its discretion may increase or decrease the number and the payment will be made accordingly.*

Rates as per unit should be based on Minimum Wages Inclusive of all taxes as on 01.03.2016.

Note: Break-up of the rate must be provided along with copy of the Order on Minimum Wages to facilitate revision of rates whenever minimum wages are revised by the Govt.

Price bid without proper break-up will not be considered.

Declaration by the Bidder:

This is to certify that I/We before signing this tender have carefully read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note:

- i) No other charges would be payable by Client.**
- ii) There would be no increase in rates during the contract period except as per provisions under the terms and conditions.**

**SIGNATURE OF AUTHORIZED
PERSON OF AGENCY with seal**



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Annexure A

S. No	Location	Security Supervisor	Security Guards	Total
1.	Main Entrance	03	03	06
2	Administrative Gate		02	02
3.	Boys Hostel		03	03
4.	Girls Hostel		03	03
	TOTAL	03	11	14