भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

शिक्षा मंत्रालय, भारत सरकार द्वारा स्थापित

सैक्टर 81,नॉलेज सिटी,प. ओ. मनोली, एस. ए. एस. नगर, मोहाली, पंजाब 140306

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI

(Established by Ministry of Education, Govt. of India)

Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab

PAN No. - AAAAI1781K GSTIN – 03AAAAI1781K2ZS

• **Phone : +91-172- 2240121** • **Fax : +91-172-2240124** • **http://www.iisermohali.ac.in** • **Email:** tenders@iisermohali.ac.in

CPPP/Institute Website

IISERM(1705)25/26-Pur Dated: 18th July 2025

ई - निविदा आमंत्रण सूचना

NOTICE INVITING E-TENDER

आगंतुक छात्रावास में समग्र आतिथ्य सेवाएं, प्रदान कराने के लिए दो बोली प्रणाली में निदेशक, आईआईएसईआर मोहाली की ओर से ऑनलाइन निविदाएं आमंत्रित की जाती हैं। तकनीकी विनिर्देश और नीचे दिए गए विवरण के अनुसार और सीपीपीपी पर कंपनियों/फर्मों/व्यक्तियों/सोसाइटियों आदि से बीओक्यू सूची अर्थात https://eprocure.gov.in/eprocure/app निविदा दस्तावेज ई-प्रोक्योरमेंट पोर्टल की वेबसाइट https://eprocure.gov.in/eprocure/app और संस्थान की वेबसाइट www.iisermohali.ac.in से डाउनलोड किए जा सकते हैं।

Online tenders are invited on behalf of the Director, IISER Mohali in **TWO BID SYSTEM** for **Providing of overall hospitality services at Visitor's Hostel,** as per technical specification and details given below and BOQ list from the companies/firms/individuals/societies/service providers etc. at CPPP i.e. **https://eprocure.gov.in/eprocure/app**. Tender documents may please be downloaded from the E-procurement portal website **https://eprocure.gov.in/eprocure/app** & Institute website **www.iisermohali.ac.in.**

Sd/-
सहायक कुलसचिव (क्रय तथा भंडार)
Assistant Registrar (Stores & Purchase)

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

शिक्षा मंत्रालय, भारत सरकार द्वारा स्थापित

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CPPP/Institute Website

ई - निविदा आमंत्रण सूचना / E-TENDER NOTICE

Tender Ref.- IISERM(1705)25/26-Pur	Dated : 18th July 2025

Critical Date Sections

S.No.	Description	Date	Time
1.	Tender Publishing Date and time	18th July 2025	6:00pm
2.	Tender Document download start Date & Time	18th July 2025	6:00pm
3.	Bid Submission start Date &Time	18th July 2025	6:00pm
4.	**Pre-Bid Meeting** (Visitor Hostel Conference Room)	**29th July 2025**	**3.00pm**
5.	Bid Submission End date and Time	07th August 2025	Upto 2:30pm
6.	Tender opening Date and Time	08th August 2025	At 3:30pm

Online tenders are invited on behalf of the Director, IISER Mohali in **TWO BID SYSTEM** for following item(s) from the original manufacturer/supplier at CPPP i.e. **https://eprocure.gov.in/eprocure/app**. Tender documents may please be downloaded from the E-procurement portal website **https://eprocure.gov.in/eprocure/app** & Institute website **www.iisermohali.ac.in.**

2. Online Tender fee of Rs 590/- (Non-refundable) should be submitted by bidder favoring Registrar, IISER Mohali through NEFT/RTGS as per account details given below. UTR copy to be uploaded along with the technical bid.

3. EARNEST MONEY DEPOSIT (EMD): Tenderer must submit EMD of Rs. 1,00,000/- (Rupees One Lakh Only) in the format of e-payment / BG **OR Insurance Surety Bonds (ISB) such as, Bid and Performance Bonds issued by the insurance companies in terms of MoF D.O. Letter No. eR-13011/02/2019-Ins.II(Part1) dated 19.12.2024, irrespective of the items quoted i.e. schedule wise EMD amount as mentioned in the document will not be considered.** Without EMD, the tender will be summarily rejected.

A Bank Guarantee of equivalent amount from any Indian Nationalized bank/Scheduled Commercial Banks in a prescribed format **(Format enclosed below in Annexure - I)** favoring Registrar, IISER Mohali. BG should be valid for a period of 6 months. BG is also extendable depending on requirement. Original Scanned copy of Bank Guarantee needs to be uploaded along with tender which will be verified at the time of tender opening. **Original BG copy needs to be send by Post/Courier immediately to Assistant Registrar (S&P), Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab & it needs to be received within 15 days from the date of tender opening. (OR)**

Online E-Payment shall be made through RTGS as per the details given below. However, online payment details i.e. UTR no and proof of current money transaction details are to be enclosed with our technical bid/tender:

Name: IISER Mohali
Account Number 4790101001912
Canara Bank, IISER Mohali Branch
IFSC : CNRB0004790

a) Payment of Earnest Money by cheque, T.D.R and F.D.R. will not be accepted.

b) Request for adjustment of dues from the Corporation towards EMD will not be entertained.

c) **Refund of EMD :-** The EMD of the bidders whose bids are not qualified/not acceptable will be refunded after finalization of tender in the form of e-payment to those bidders who deposited EMD in the form of e payment, without any interest, upon receipt of a written request by the bidder after deducting bank charges, if any. Those who submitted EMD in the form of BGs, the same will be returned duly to the unsuccessful bidders. For successful bidders, EMD will be returned after submission of Security Deposit / PBG (if applicable).

d) **MSMEs in India registered with appropriate authority as per latest notification shall be exempted from EMD payment provided they are registered for the item being quoted. Micro & MSME/NSIC and Firms registered and the firms registered with concerned Ministries/ Departments, the bidders are exempted from payment of Tender Fee/EMD as per GOI notifications/GFR (2017) and Ministry of Finance OM No. F.9/4/2020-PPD dated 12 November 2020, are required to furnish Annexure II.**

e) **BID-SECURITY DECLARATION :** The bidder should submit the Bid-Security Declaration as per the format attached at **Annexure-II. This is APPLICABLE ONLY FOR EMD exempted bidders.**

f) IISER Mohali will not be responsible for any delayed receipt of Original EMD/BG etc. caused by postal authorities/courier services and loss in transit or delay.

ITEM WISE DETAILS

Sr. No.	Description	Qty. (in units)
1.	**Providing of hospitality services at Visitor's Hostel including manpower supply, housekeeping, laundry and kitchen services** **Technical Specifications : As per ANNEXURE-IV**	As per requirement

A) IMPORTANT NOTES:-

I. **The online updated Price BOQ is in INR format. Bids are invited in INR only.**

II. **All MSME/NSIC/Startup Units shall be considered as per provisions/rules prescribed by Govt of India.**

III. **Auto-extension of last date for E-Tenders has been activated by CPP Portal which has participation 2 bids or less.**

B) PERFORMANCE BANK GUARANTEE & EXECUTION OF CONTRACT:

I. In case of award of bid, bidder will have to furnish Performance Security in the form of Bank Guarantee FDR, Bank transfer an amount of Ten (10) lakh only, in favour of REGISTRAR IISER MOHALI issued by any scheduled bank within 14 days.

II. The Performance Security Deposit submitted should be valid for atleast 39 months.

III. The Performance Security Deposit shall be refunded within 15 to 90 days after completion of the contract as per order, or after the expiry of contract on satisfactory completion of the same whichever is later.

IV. No interest will be paid on Performance Security.

V. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable forfeited by DIRECTOR IISER MOHALI and his decision shall be final.

VI. The expenses of completing and stamping the agreement shall be paid by the bidder.

C) PENALTY:

I. The Institute reserves the right to impose penalty on the vendor/contractor in case of violation of any terms and conditions stipulated in the NIT, contract and order.

II. In case the vendor fails to submit the penalty, the Institute reserves the right to forfeit the entire amount of Performance Security submitted by the vendor/contractor.

III. Replacement of worker / staff to be provided by the contractor engaged for the above services, in case of absence due to leave or any other reasons. Non-compliance of this condition will also attract penalty same will be recovered as may be decided by the authorities of the Institute.

D) SUBMISSION OF TENDER

I. All bid/ tender documents are to be uploaded online at Central Public Procurement portal i.e. **https://eprocure.gov.in/eprocure/app** only and in the designated cover/ part on the website against tender ID. Tenders/ bids shall be accepted only through online mode and no manual submission of the same shall be entertained except tender fee and EMD. Late tenders will not be accepted.

II. The online bids shall be opened at the office of the Assistant Registrar (P&S), IISER Mohali, on above given date and time. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be attended on the next working day at same time and place. IISER Mohali will not be responsible for any error like missing of schedule data while downloading by the Bidder.

III. The bidder shall upload the tender documents duly filled in and stamped by the authorized signatory on each and every page. Tender not submitted/uploaded in the prescribed form and as per the tender terms and conditions shall be liable for rejection.

IV. The bidder shall upload scanned copy of the PAN Card, GST number duly signed and stamped. **Also bidders applying against 'MSME/NSIC Certificate" issued by appropriate Authority, should ensure that the certificate attached is relevant to the area of service/supply. For example, If the tender is for "supply & installation of Desktop"** ***the certificate should be issued for activity/area of "Computer supply and services activities etc" otherwise bid will be REJECTED without prior notice.***

V. The bidder shall upload scanned copy of the PAN Card, GST number duly signed and stamped.

VI. E-procurement system ensures locking on the scheduled date and time. The system will not accept any bid after the scheduled date and time of submission of bid.

E) INSTRUCTIONS

1. The Online bids should be submitted directly by the original service provider. No subcontracting is allowed.

2. The quantity mentioned in this inquiry is and shall be deemed to be only approximate and will not in any manner be binding on the Institute. Before the deadline for submission of the online bid, IISER Mohali reserves the right to modify the tender document terms and conditions. Such amendment/modification will be notified on website against said tender ID.

3. The rates offered should be FOR Chandigarh/Mohali in case of firms situated outside Chandigarh/Mohali, and free delivery at the Institute premises in case of local firms. Conditional tenders will be summarily rejected.

4. **GST, applicable as per GOI Norms**.

5. The commencing of service / delivery period should be specifically stated in the technical bid. Earlier delivery will be preferred.

6. If any information furnished by the bidder is, at any stage found to be incorrect, false or fabricated, the Institute/purchaser shall have the absolute right to forfeit the security deposits, in addition to cancellation of contract, forfeiting the warranty/performance Guarantees and other action in accordance with law, such as black-listing, risk & cost etc.

7. Validity of offer: 180 days.

8. The right to reject all or any of the quotation and to split up the requirements for itemized L-1 or relax any or all the above conditions without assigning any reason is reserved by the IISER Mohali. For any corrigendum and addendum please be checked the website https://eprocure.gov.in/eprocure/app and http:/www.iisermohali.ac.in

9. Disputes, if any, shall be subject to jurisdiction in the court of Mohali only.

10. **Pre-Bid Meeting:** Prospective Bidders may attend pre-bid meeting as per schedule (date and time) mentioned in the critical date sections (page-2 of NIT).

Sd/-
सहायक कुलसचिव (क्रय तथा भंडार)
Assistant Registrar (Stores & Purchase)

ANNEXURE-I

PROFORMA FOR BANK GUARANTEE TOWARDS EMD
(TO BE USED BY ALL NATIONALISED BANKS/ SCHEDULED COMMERCIAL BANKS)

Ref. Bank Guarantee No.
Date:

To
The Registrar
Indian Institute of Science Education and Research Mohali
Sector – 81, Knowledge City,
PO – Manauli, SAS Nagar,
Mohali – 140 306, Punjab.

Dear Sir,

WHEREAS M/s. _____ having its registered office at _____ (hereinafter called "the supplier") has undertaken in pursuance of Contract No. _____ Dated _____ against Supply of _____ (hereinafter called "the order")

AND WHEREAS it has been stipulated by you in the said order that the Supplier shall furnish you with a bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the supplier's performance obligations in accordance with the order.

AND WHEREAS We, _____ Bank a body Corporate constituted under _____ having its Head Office at _____, having amongst others a branch office at _____ (hereinafter referred to as the "The Bank" which expression shall unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and assignees) have agreed to give the Supplier a Guarantee at the request of the supplier.

THEREFORE WE _____ Bank hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of Rs. _____ [Rupees _____ Only] and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of _____ [Rupees _____Only] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____.

Notwithstanding anything contained hereinabove.

i) Our liability under this Bank Guarantee shall not exceed Rs. _____ [Rupees _____only]
ii) This Bank Guarantee shall be valid upto _____.
iii) We are liable to pay the guaranteed amount or any part hereby under this bank guarantee only and only if you serve upon us a written claim or demand on or before _____.

Dated the _____ day of _____ 2024.

ANNEXURE-II

Bid Securing Declaration Form

Date:_____ E-Tender No. _____ E-Tender ID_____

To (insert complete name and address of the purchaser)
I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing he Bid Securing Declaration)
Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)
Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

PS: *Furnish the above in original stationary/letter head with signed and sealed.*

ANNEXURE-III

PRE BID INTEGRITY PACT

General

This pre-bid Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 2010, between, on one hand, the President of India acting through Shri _____, Designation of the officer, Ministry of Education /Department, Government of India (hereinafter called the "BUYER", which expression shall mean an d include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Shri _____. Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry of Education/Department of the Government of India ~~/PSU~~ performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the bid/contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the bid/contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERs

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3* BIDDERs shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principals or associates.

3.4* BIDDERs shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5* The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorised government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount _____ (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of

(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP).

5.2 The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. <u>Sanctions for Violations</u>

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions; wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an

offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry of Education/Department of the Government of India ~~or PSU~~ and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry of Education/Department of the Government of India ~~or a PSU~~ at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____

BUYER Name of the Officer. Designation IISER, MOHALI Deptt./MINISTRY of Education Govt. of India	BIDDER CHIEF EXECUTIVE OFFICER
Witness 1. _____ 2. _____	Witness 1. _____ 2. _____

*Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

ANNEXURE-IV

Introduction

1. Indian Institute of Science Education and Research, Mohali, an Institute of National Importance under the Ministry of Education, Government of India requires the services of a reputed, well established and financially sound Hospitality Management Company/Firm/Agency for providing Hospitality Services for its Visitor's Hostel (referred as VH), located at IISER Mohali, Knowledge city, Sector 81, SAS Nagar, Manauli PO 140306. The VH is having a capacity of 92 Rooms and 16 Suites. The total buildup area is 9032.65 sq. metre. The building consists of 8 floors including Ground Floor referred as levels 1 to 8. The contract will be initially awarded for 15 suite Rooms and 48 Standard rooms. Remaining rooms are under renovation and will be used fully or part thereof as per the Institute's decision.

2. The interested bidders can visit and inspect the site i.e. premises of VISITOR'S HOSTEL, IISER, MOHALI on the day of Pre-bid meeting or any other working day during the bid submission period.

3. The award of the contract would be initially for the period of six months which can be further extended up to a maximum of 12 months on each instance, the total contract period should not exceed three years. The extension would be subject to the satisfactory performance. The Institute reserves the right to cancel the contract at any time with one month notice.

4. The contractor must intimate at least 60 days in advance, if he wishes to discontinue the services prematurely i.e. within the currency period of the contract.

5. The tender is for providing hospitality services at Visitor's Hostel including manpower supply, housekeeping, laundry and kitchen services. Institute reserves the right to revoke partly any of the services, if there are persistent deficiencies in the services of the contractor. For example, If the services of the contractor at the Kitchen is not satisfactory, the Institute may take over the kitchen services and manage it with/without the concerned workers of the contractors.

A pre-bid meeting with the prospective bidders will be held on 29.07.2025 at 03:00 PM to appraise the bidders about the VISITOR'S HOSTEL operation, expectations of the Institute and to familiarize them with the scope of work and obligations in the proposed contract. The prospective bidders expressing interest must visit the Visitor's Hostel and acquaint themselves with the scope and schedule of work, supervision and commitment needed on or before the date set for the pre-bid meeting. ***The bidders are requested to participate in Pre-Bid Meeting to understand the scope of work.***

6. The Institute shall arrange fully furnished room with air conditioners, TVs, geysers, curtain, blanket, mirror, towels, bed sheets, pillow, pillow covers, wall clock, table lamp/light, phone connection, internet connection, Wi-Fi, power extension, electrical fittings, tube lights, bulbs, fans etc. All the payments like electricity charges, water charges, internet bills, house tax, and its monthly subscriptions etc. shall be borne by the Institute. All repair and maintenance charges of VISITOR'S HOSTEL building, fire-fighting equipment other than cleaning equipment as mentioned in this tender document will be borne by the Institute. The Monthly/Quarterly/Annual charges for cable TV connection will be reimbursed as per actual only. The recharge to be done with prior consent of the Institute. No additional service charge etc. would be payable by IISER Mohali.

7. IISER Mohali will hand over to the Service provider, materials like beds, cots, chairs, tables, etc. and the Service provider has to agree to keep proper acknowledgement and shall take care to maintain these items properly. Malfunctioning of any equipment shall not to be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the Service provider is liable to return the same to IISER Mohali in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill and/or security deposit of the Service provider as the case may be.

8. **EARNEST MONEY DEPOSIT (EMD):** Tenderer must submit EMD of Rs. 1,00,000/-.

9. **Pre-Bid Integrity Pact:** Buyer organization specific Integrity Pact shall have to be complied by all Bidders.

Details of Service and Manpower Requirement:

1. Hospitality Services required in Visitor's Hostel, IISER Mohali:

2. Requirement of minimum Manpower for providing the hospitality services for 15 Suite rooms and 48 standard Rooms. **The institute may increase or decrease the manpower as per the requirement or when more rooms become operational/dysfunctional**:

Sr. No.	Description of Manpower	Minimum Qualification and Experience	Minimum Number Required	Category
1.	**Manager**	Degree in Hotel Management from recognized organization or with minimum 3 years work experience in relevant field in any Industry/Reputed Hotel/ Organization	**One**	**Highly Skilled**
2.	**Head Cook (with break duty hours)**	Degree in Catering Technology from a reputed culinary academy/Institution and should possess thorough knowledge about different variety of food, cuisines and their presentation or minimum 3 years work experience in relevant field in any Industry/Reputed Hotel/Organization	**One**	**Skilled**
3.	**Assistant Cook (May be asked to work in break duty hours)**	Diploma in Catering Technology or 1 year post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	**Two**	**Skilled**
4.	**Front Desk Executive**	Graduate degree with minimum one year hospitality experience in reputed Hotel/Organisation	**Two**	**Skilled**
5.	**Cleaning machine operator**	Intermediate with minimum one year housekeeping and cleaning machine service in any organisation	**One**	**Semi-Skilled**
6.	**Room Boy (Preparing Room)**	Intermediate with minimum one year experience of housekeeping in any organisation	**Two**	**Semi-skilled**

7.	**F&B Service Boy Cum Attendant (May be asked to work in break duty hours)**	Intermediate with minimum one year hospitality experience in reputed Hotel/Organisation	**Four**	**Semi-skilled**
8.	**Housekeeper**	Intermediate with minimum one year experience of housekeeping in any organisation	**Six**	**Unskilled**
9.	**Helper cum Dishwasher**	Intermediate with minimum one year hospitality experience in reputed Hotel/Organisation	**Two**	**Unskilled**

Note:

1) Manpower required as above is not exhaustive one. The Institute ask to increase/decrease workers considering from 0 to 100% occupancy, to ensure that the services rendered by them are the best throughout the contract.

2) Further, it shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by it, fulfil the obligations undertaken by the Service Provider under this agreement.

3) All statutory compliances are to be fulfilled by the contractor.

4) The workers may be asked to work in shifts or break/split duty hours, as per the requirement of the Visitor's Hostel. The workers may also be deployed for duty as per the roster as per the decision of the Institute.

5) The workers are to be paid as per the applicable rates according to the Minimum wages Act, 1948. In case of any short payment to workers. The Institute reserves the right to recover the equivalent amount from the bill of the contractor and pay to the concerned worker. In addition, a penalty may also be levied as per decision of the Institute.

6) The contractor will be bound to deploy/change/transfer workers in consultation with the Institute.

Brief Description of Required Skills for aforementioned workers:

3.1 Manager:

- Having great hospitality skill in providing exceptional Visitor experience
- Having leadership and teamwork skill
- Having operational efficiency, planning, monitoring and appraising skill
- Having quality of imparting training and team building
- Excellent telephone/e-mail etiquette
- Fluency in both Hindi and English language
- Maintain a positive demeanour and can-do attitude at all times
- Having quality of establishing strong working relationship with all area resources
- Good communication skills with all guests and passionate for giving prompt service
- Other skills which are required to perform the tasks of Management of Housekeeping services
- Any other assigned duties

3.2 Chief Cook:

- Possessing skills to prepare recipes to delight the guests
- Skills to develop new menus with improvising the existing ones
- Follow recipe and menu specifications
- Maintain the cooking premises clean and neat
- Basic knowledge of nutrition
- Monitor and support other cooking staff in preparing dishes and meals
- Adhere to quality in preparing recipes and meals
- Teach and train other cooking staff
- Maintain and manage kitchen, inventory and other requisite items
- Handling of day-to-day Kitchen operation and associated issues
- Communicate effectively with guests in both Hindi and English language
- Other skills which are required to perform the tasks of cooking services
- Any other assigned duties

3.3 Assistant Cook:

- Preparing dishes and meals of Indian Cuisines
- Maintaining cleanliness and Hygiene

- Familiar with safety rules in kitchen
- Knowledge about kitchen equipment and familiarization with their use in kitchen
- Preservation, storage and servicing of foods
- Accompaniment and garnishing
- Well versed in use of fire safety measures
- Cleaning of food utensils and other relevant equipment
- Other skills which are required to perform the tasks of cooking services
- Any other assigned duties

3.4 F&B Service Boy/Helper

- Serving food, beverage and water to guests
- Cleaning dining tables/Chair/Sofa other furniture in Dining rooms
- Perform all tasks other than cooking in kitchen
- Preparation of kitchen before arrival of cooks
- Remove the required ingredients & clean and cut vegetables in advance
- Assists cooks in preparation of meals
- Clean all equipment used in the kitchen
- Serving foods to the guests, bed tea etc.
- Other skills which are required to perform the tasks of pantry
- Crockery management, glassware and table ware management
- Set up crockery for lunch, dinner etc.
- Promptly provide water on demand
- Notify material requirements to in charge
- Basic knowledge of food safety and quality standards
- Communicate effectively with Visitor as well as in charge in a polite and humble language
- Other skills which are required to perform the tasks of pantry services
- Any other assigned duties

3.5 Front Desk Executives:

- Having charming appearance and pleasing personality
- Able to greet everyone with a smile and a kind word
- Having excellent communication skill in both languages i.e. in Hindi as well as in English and both in person and on telephone

- Possess basic technological skills like basic knowledge of photocopying machine, use of POS machine
- Having multitasking capability like not neglect anyone, not get overwhelmed or frustrated
- Facilitating Check-in and Check-out of the guests
- Manage Bookings
- Providing Invoice and collecting Payment(through electronic mode only) from the guests
- Any other assigned duties

3.6 Cleaning Machine Operator:

- Cleaning, dusting, vacuuming, mopping
- Well versed on how to use the cleaning machine
- Basic knowledge of parts of cleaning machine
- Can adjust machine settings for different use at different places
- Any other assigned duties

3.7 Room Boy/Housekeeper:

- Possessing skills of making beds and changing linens
- Sweeping, polishing and mopping hard floors
- Keeping bathrooms stocked with toiletries and other supplies
- Cleaning mirrors and other glass surfaces
- Good communication skill
- Any other assigned duties

Code of Conduct for workers:

The Service provider shall strictly observe that its personnels:

- Are always smartly turned out and vigilant
- Are punctual and arrive at least 15 minutes before start of their duty time
- Take charges of their duties properly and thoroughly
- Perform their duties with honesty and sincerity
- Read and understand their post and site instructions and follow the same
- Extend respect to all Officers and staff of the IISER Mohali
- Shall not drink on duty, or come drunk and report for duty
- Will not gossip or chit chat while on duty
- Will never sleep while on duty
- Will not read newspaper or magazine while on duty
- Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to Service provider and the authorities of IISER Mohali
- Shall not smoke in the office premises
- Uphold dignity of women

Violation of any of the above code of conduct shall attract penalty as per Institute norms.

3 Other Services required:

a) Apart from the Services and skills described as above, washing of covers, curtains, bed-sheets, pillow covers, towels etc. used in dining room, Visitor rooms and other places of VISITOR'S HOSTEL are also required to be cleaned timely.
b) The contractor has to provide computerised tax invoice for accommodation and food bills.
c) The contractor to handle the room booking and management through an online software. Software is to be provided by the contractor.
d) All floors, common areas, washrooms, lobby etc are to be cleaned on daily basis, twice a day.

4 Machines required for Housekeeping:

a) Dry Vacuum Cleaner (Three pieces)
b) Wet Vacuum Cleaner (Three pieces)
c) Polishing machine to shine the floors (One Piece)
d) Scrubbing machine (One Piece)
e) Shoe Shiner (Two pieces)

In case of breakdown of any machine, replacement is to be provided within three days by the service provider, failing which Institute may levy Penalty @ Rs. 1000 per day per machine on the Service Provider.

Scope of Work

A. Scope of Work for Housekeeping Services a VISITOR'S HOSTEL

The Company/Firm/Agency shall undertake all types of work round the clock on all days of the year viz. cleaning, dusting, toilet cleaning etc. in general and following works in particular:

1 Daily Work:

1.1 Maintenance and cleaning of all the rooms on daily basis (with toilet cum bath room), kitchen, dining hall, glass window pane, and all fixtures/furniture at the VISITOR'S HOSTEL including the Committee room on the ground floor/first floor/second floor. A daily report will be maintained by the Manager Housekeeping and a copy of which will be sent to the office of VISITOR'S HOSTEL for records.

1.2 Wet mopping of corridors with necessary detergents (Harmless ISI mark chemicals).

1.3 Dusting and cleaning of stairs and railings.

1.4 All toilets in the premises should be cleaned.

1.5 Collecting wastes and garbage and deporting it to the dumping areas.

1.6 Office of VISITOR'S HOSTEL will provide required amount of water for cleaning purposes.

1.7 Bedroom bed sheets and towels will be changed every day whenever rooms are in use. A register shall be maintained for this purpose.

1.8 The Company/Firm/Agency at his own expenses, shall arrange all cleaning materials for cleaning.

1.9 Liquid soap, tissue rolls, toilet paper, odonil, naphthalene balls, sanitary materials shall be provided by the Company/Firm/Agency at no extra cost whenever rooms are in use.

1.10 The Company/Firm/Agency shall provide laundry service to the guests on payment basis as per the rates approved by the authority of IISER Mohali

1.11 Toiletries items to be supplied daily in a sachet (shampoo + oil + soap) etc., daily supply can be on the basis of usage of room i.e. one sachet per person per day. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of disposable slippers are also required in each room. The toiletries provided should be of good quality. Sample to be approved by the Institute by the L1 service provider.

1.12 Any other assigned duties

2 Weekend Work:

2.1 Dusting of ceilings, walls, tube lights, light shades, frames etc. in corridors.

2.2 Cleaning of glasses of all windows internally and externally.

2.3 Cleaning of furniture and office equipment

2.4 Brushing and washing of floors with shining machines.

2.5 Removing cobwebs.

2.6 Drainage, services repairs garbage disposals weekly report will be submitted to the office of VISITOR'S HOSTEL.

2.8 Washing/cleaning of ceiling fans blade, cleaning of doors, switches.

2.9 Any other assigned duties

3. Monthly /Fortnightly Work:

3.1 Cleaning of sofa set, covers, curtains will be done on monthly basis as per the requirement.

3.2 The Company/Firm/Agency should supply housekeeping consumables as per approved list. The consumables required will have to be stored at the store room to be provided by office of VISITOR'S HOSTEL well in advance. The consumables should be of standard quality and the same may be verified by the Institute authority any time deployed for the purpose.

3.3 Any other assigned duties

4. Emergency Work:

Cleaning and removing blockage in pipes in toilets and in building will be done on priority basis. The Company/Firm/Agency should act promptly and send a request to Institute Works Department for electrical and other works as and when such cases are reported. Besides the above-mentioned tasks, the Company/Firm/Agency shall be required to provide housekeeping services up to highest standard for all rooms during the hosting of several Institute's events.

5. Other Works:

Visitor accommodation management including management of reception and office round the clock on all days of the year, maintenance of register, billing, opening of rooms for bonafide occupants and obtaining valid id proofs, basic room service like making provision of drinking water etc.
The service provider should also provide laundry services to guests on payment basis at rates approved by the IISER Mohali.
Any violation, laxity, negligence and laziness in providing above services shall attract penalty including financial penalty.

B. Scope of work for Catering Services at VISITOR'S HOSTEL

1. It will be the responsibility of the Service provider to provide breakfast/lunch/dinner as well as morning/evening tea/coffee to the guests well in time. Timing will be as per directions of the Institute.
2. The Service provider shall supply additional lunch/dinner as requested by the Departments/Units on chargeable basis. Such requests will be placed, as far as possible, 1 day in advance.
3. The Service provider shall also be asked to supply and serve special lunch/dinner for Departments/Units as requested, on fixed rates duly approved by the competent authority of IISER Mohali
4. The Service provider shall be responsible for proper upkeep for the cutleries, crockeries and other utensils of standard quality used for preparing and serving coffee, tea, break-fast, lunch & dinner as required from time to time.
5. The Service provider is permitted to utilize the kitchen and store available in VISITOR'S HOSTEL for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the VISITOR'S HOSTEL kitchen only. The storeroom, kitchen, and dining area must be clean and hygienic.

6. The Service provider shall maintain the account of the number of breakfast/lunch/dinners provided for official purposes on a per day basis as well as on monthly basis and submit the bill to the Institute at the end of every month.

7. The Service provider is responsible for charging the guests for the number of breakfast/lunch/dinner/coffee/ tea they have ordered as per the Institute's approved rates. The service provider has to arrange himself all the requisite items for cooking including Gas connection and refilling of Gas, vegetables etc.

8. Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners etc., details of which may be indicated. Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically (once a week).

9. Meals should be provided as per the menu and rates fixed by the Institute. The menu details are given hereunder for which the rate is to be mentioned in financial bid. Menu/rates should also be indicated for events and/or special occasions (viz., seminars, workshops, conferences etc.) for Lunch / Dinner.

10. Repair and maintenance of the items under Service provider's control like gas stoves, kitchen refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other housekeeping and electrical equipment etc., will be done by the service provider at no extra charge.

11. Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the service provider.

12. The Service provider has to ensure hygienic condition under which food is prepared. Periodic pest control is to done by the service provider.

13. The Service provider has to ensure trained manpower to be deployed in the dining hall who are well mannered.

14. The eatables served by the Service provider to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served. Penalty shall also be imposed if not strictly adhered to.

15. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Service provider shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. The Service provider shall also maintain hygienic conditions in cooking/pantry area & dining/serving areas.

16. The Service provider shall be required to adjust/change the timings as and when required depending upon the progress of any special event It shall be ensured that tea/coffee are served steaming hot.

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

18. The authority entrusted with the task, will check the quality of grains, oil, flour, fruits, vegetables and other provisions used in cooking. Any deficiency may lead to penalty. The Service provider itself will be responsible for periodical inspection and submit a report in this regard to the office of VISITOR'S HOSTEL.

19. The actual cost of the crockery is chargeable if crockery damage is more than 5%(quarterly) in the kitchen.

The Service provider shall submit in the prescribed format on a daily basis a checklist for maintenance of Catering service. In case of dispute regarding the service, quality or the quantity of the food stuff, tea/coffee and snacks served, the decision of the Institute will be final and binding.

The Service Provider shall submit in the prescribed format on a daily basis a checklist for maintenance of Catering service. In case of dispute regarding the service, quality or the quantity of the food stuff, tea/coffee and snacks served, the decision of the Institute will be final and binding.

Penalties

The following penalties may be imposed for the lapses in the services of the contractor:-

Serial No.	Description of Non-Compliance	Penalty Amount
1.	Unclean bedsheet, pillow cover, bath towel, hand towel, etc.	₹ 1,000 per room per incident
2.	Amenities shortage (tea/coffee, drinking water, toiletries, etc.)	₹ 500 per room per incident
3.	Improper cleaning of room, toilets, common area, lobby, reception, etc.	₹ 5,000 per incident
4.	Worker on duty without prescribed uniform	₹ 500 per day per incident
5.	Staff misbehavior or misconduct with guest	₹ 1,000 per incident
6.	Not providing proper attendance to guest	₹ 500 per incident
7.	Use of substandard, contaminated, expired, fake, or adulterated food/raw materials	₹ 10,000 per incident
8.	Presence of foreign objects (sharp objects, flies, insects, etc.) in food	₹ 10,000 per incident
9.	Failure to maintain hygienic kitchen environment (dirty surfaces, floors, equipment, etc.)	₹ 5,000 per incident
10.	Food poisoning	₹ 25,000 per incident
11.	Non-adherence to the prescribed menu or food chart	₹ 2,000 per incident
12.	Improper food and beverage service to guests (including inordinate delay in serving)	₹ 1,000 per incident
13.	Any other lapse (not included above)	₹ 5,000 per incident

MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING

The bidders having following minimum qualification are eligible for bidding:

1. The bidder must have minimum 3 (Three) years of experience in last 5 years in providing Hospitality Services (including housekeeping services, reception and room allotment services, general maintenance services and catering services) in Visitor's accommodation/Guest House of Public Sector Undertakings/Central/State Government Departments/Central Institutes/Central Autonomous Body for a minimum of 30 rooms capacity.

2. The bidder must have at least 1(One) ongoing contract and two successful completed contracts for providing Hospitality Services in last 3 years in Visitor accommodation/Guest House of at least 30 or more rooms capacity in Institute of National Importance (INIs) such as IITs, IIMs, IISERs, NITs etc.

3. The bidder/Company/Firm/Agency must have an average annual turnover of Rs.1 crore or more in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25).

4. The bidder/Company/Firm/Agency should be registered with Punjab State GST, and should be having a registered office in Tricity i.e. Mohali/Chandigarh/Panchkula. In case the bidder does not have an office, the bidder has to submit undertaking to open office within 30 days of award of the contract.

5. The bidder/Company/Firm/Agency will have to provide details of Income Tax and Service Tax return of the firm for last three financial years (2022-23, 2023-24 and 2024-25).

6. The bidder/Company/Firm/Agency has to submit Profit & Loss Account/ Income and Expenditure Account along with Balance Sheet for the preceding three financial years (2022-23, 2023-24 and 2024-25).

7. The bidder /Company / Firm / Agency should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Act.

8. The bidder /Company / Firm / Agency should be solvent for minimum 40 lakhs. Bank solvency certificate should not be older than 12 months from the tender publishing date.

10. The bidder /Company / Firm / Agency should have its own Bank Account.

11. The bidder /Company / Firm / Agency shall submit an affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU/ any Central Autonomous Body in last three financial years.

Exemption to comply with any of the above criteria must be duly supported by the Government orders and/or OMs and other Government documents and copy(ies) of the same must be uploaded.

Non-compliance with any of the above conditions by the Service Provider will amount to non-eligibility for the services for which tender has been floated and its tender will be rejected being non responsive.

Bidders must upload documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proofs must be uploaded with the technical bid.

1. Proforma for Technical Bid

(For providing Hospitality Services in VISITOR'S HOSTEL, IISER Mohali)

<table>
<tr><td>1.</td><td>Name of Tendering Company/ Firm/ Agency (Upload Certificate of Registration)</td><td></td></tr>
<tr><td>2.</td><td>Name of Director/Proprietor of Company/Firm/Agency</td><td></td></tr>
<tr><td>3.</td><td>Full Address of Registered Office with
(i) Telephone No.
(ii) Fax
(iii) E-mail</td><td></td></tr>
<tr><td>4.</td><td>Full Address of operating/ Branch office with
(i) Telephone No.
(ii) Fax
(iii) E-mail</td><td></td></tr>
<tr><td>5.</td><td>Banker of Company/ Firm/Agency with full Address (Attach certified copy of Bank Statement)</td><td></td></tr>
<tr><td>6.</td><td>PAN (Attach self attested copy)</td><td></td></tr>
<tr><td>7.</td><td>GST No. (Attach self attested copy)</td><td></td></tr>
<tr><td>8.</td><td>E.P.F. Registration No. (Attach self attested copy)</td><td></td></tr>
<tr><td>9.</td><td>E.S.I. Registration No. (Attach self attested copy)</td><td></td></tr>
<tr><td>10.</td><td>Number of years of experience in providing housekeeping and catering services in minimum 30 rooms capacity Visitor Accommodation/Guest House in PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation</td><td></td></tr>
<tr><td>11.</td><td>Details of ongoing as well as successful completed contracts in providing housekeeping and catering services in minimum 30 rooms capacity Visitor Accommodation PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation in last three years</td><td><table><tr><th>Sr. No.</th><th>Details of client along with address, telephone and e-mail Id</th><th>Amount of Contract (In Rs.)</th><th>Duration of Contract (From To)</th></tr></table></td></tr>
<tr><td>12.</td><td>Number of Satisfactory Performance Certificates</td><td></td></tr>
<tr><td>13.</td><td>Details of equipment available with the Bidder to be used for housekeeping purpose along with supporting documents</td><td></td></tr>
<tr><td>14.</td><td>Income Tax returns for financial year 2022-23, 2023-24 and 2024-25</td><td></td></tr>
</table>

15.	Total turnover financial year wise for preceding three years at least (As per attached proforma)	
16.	Total number of employees in the Company/ Firm/ Agency	
17.	Affidavit stating that the Company/Firm/Agency has not been black listed by Centre/ State Government/ PSU in last three years	
18.	Declaration about fraud and corrupt practices (Duly signed and attested)	
19.	Earnest Money Deposit / EMD	
20.	Details of Tender Processing Fees (i) UTR No. (ii) Date (iii) Amount	
21.	ISO Certification 9001:2015(if available)	
22.	Any other information	

Proforma for annual turnover (from housekeeping and catering services only) duly certified by the Chartered Accountant

Description	**Financial Year**		
Annual Turnover			
Profit before Tax			
Profit after Tax			
Assets			
Liabilities			

2. Proforma for Financial Bid

(For providing Guest House Management Services in VISITOR'S HOSTEL, IISER Mohali)

Name of the Service Provider:

PART-A (Manpower deployment and Guest House Management Services) at VISITOR'S HOSTEL, IISER Mohali

Sr. No.	Description	Quoted Price
1.	**Admin./Service Charges per Month (in Percentage)** **Including** **Uniform Charges for workers – 2 Set for Summer and 2 Set for Winter and Uniform Washing charges for workers as per tender document (per Month)** **Charges for providing and maintaining cleaning equipments**	
2.	**Cleaning Materials (per Month)**	
	Total (Sr. No. 1 to 2)	

Note:

1. It is to be noted that the prices must be quoted as per the above minimum quantities (wherever quantity indicated, else for 63 rooms) per month but monthly billing will be only based on actual quantities used (wherever quantity indicated). No deviation shall be entertained in this regard. One Month means 30 calendar days.
2. Further, taxes, if any, shall be paid in addition to the above rates to Company/Agency/Firm on monthly bill basis.
3. Quoted rates should be sufficient to meet out all the contractual obligations efficiently including statutory deductions. If a firm quotes Nil rate (s)/ consideration (s), the bid shall be treated as unresponsive and will not be considered.
4. ***Current minimum rates of wages paid to the deployed workers by the Service Provider as per this tender document during the contract period for VDA for area "B" at Mohali as per the order of Ministry of Labour and Employment, Govt. Of India including EPF and ESI contributions as amended from time to time shall also be reimbursed on monthly basis in addition to the above.***
5. **The cleaning material is to be quoted for 63 rooms. In case the number of rooms is increased to 108. The charges may be enhanced upto 50%.**
6. **The Institute may ask the vendor to supply cleaning material as per Appendix–I in advance as per the requirement.**

PART-B (Laundry & Room Amenities) at VISITOR'S HOSTEL, IISER Mohali

Sr. No.	Description	Total (in Rs.)
1.	**Laundry Charges**	
	Bedsheet	
	Pillow Cover	
	Duvet Cover	
	Hand Towel	
	Bath Towel	
	Curtain	
	Blanket / Comforter	

2.	**Toiletries (Shampoo – 20 ml, Shower Gel – 20 ml, Body Lotion – 20 ml, Soap – 25 gm, Hair Oil, Comb, Toothbrush, Toothpaste, Ear Buds and Toothpick)**	
3.	**Tea/Coffee Amenities (Tea, Coffee, Sugar, Milk, Stirrer)**	
4.	**Mineral Water -(2 bottles of one litre each)**	
	Total (Sr. No. 1 to 4)	

Note:

1. It is to be noted that the prices must be quoted for single quantities but monthly billing will be only based on actual quantities used (wherever quantity indicated). No deviation shall be entertained in this regard. One Month means 30 calendar days.
2. Further, taxes, if any, shall be paid in addition to the above rates to Company/Agency/Firm on monthly bill basis.
3. Quoted rates should be sufficient to meet out all the contractual obligations efficiently including statutory deductions. If a firm quotes Nil rate (s)/ consideration (s), the bid shall be treated as unresponsive and will not be considered.
4. The laundry charges reimbursement will be based on occupancy of the rooms.

PART-C (Catering Services) at VISITOR'S HOSTEL, IISER Mohali

Mandatory Items

Sr. No.	Description	Rate(Inclusive of all taxes)
1.	Breakfast – Veg*/ Non-veg*	
2.	Special Breakfast – Veg*/ Non-veg*	
3.	Lunch/Dinner – Veg*	
4.	Lunch/Dinner – Non-veg*	
5.	Special Lunch/Dinner – Veg*	
6.	Special Lunch/Dinner – Non-veg*	
	Total (Sr. No. 1 to 6)	

Optional Items

Sr. No.	Description	Rate(Inclusive of all taxes)
7.	Tea/Coffee/Hot Milk (300 ml)/Fresh Juice-250ml (Real/Tropicana)	
8.	Buffet Lunch/Dinner for VVIPs– Veg*	
9.	Buffet Lunch/Dinner for VVIPs – Non-veg*	
10.	Snacks Packet (Two Sweets and Two Snacks)	
11.	Soup - Veg	
12.	Soup – Non-Veg	
	Total (Sr. No. 7 to 12)	

Note:

1. It is to be noted that the prices must be quoted as per the above minimum quantities (wherever quantity indicated) per month but monthly billing will be only based on actual quantities used. No deviation shall be entertained in this regard.
2. One Month means 30 calendar days.
3. Further change in any taxes, if any, shall be paid in addition to the above rates to Company/Agency/Firm on monthly bill basis.

4. Quoted rates should be sufficient to meet out all the contractual obligations efficiently including statutory deductions. *If a firm quotes unreasonable/Nil rate (s)/ consideration (s), the bid shall be treated as unresponsive and will not be considered.*
5. Item 1 to 6 are mandatory items and will be considered for L1. Optional items may be quoted, institute reserves the right to opt for optional items on the basis of requirement and price reasonability.
6. The food is to be served as per diet to the Guest without any additional cost.

MENU FOR BREAKFAST/LUNCH/DINNER

Breakfast Main Course (VEG) : Chola Bhatura/Bedami Puri Sabji/Paneer/Aloo/any other Vegetable Paratha/Upma & Poha/Sathu Paratha/Idli /Vada/Dosa with Sambhar/Vermicelli Upma & Sooji Halwa **Breakfast Main Course (NON-VEG)** : Any dish containing Eggs. **Breakfast Accompanied** - Bread, Butter, Jam, Corn flakes / Choco milk, Fruits, coffee/tea, Juice sweet/green chatni and pickles
Special Breakfast Main Course (VEG) : One North Indian and One South Indian Dish from Chola Bhatura/Bedami Puri Sabji/Paneer/Aloo/any other Vegetable Paratha/Upma & Poha/Sathu Paratha/Idli /Vada/Dosa with Sambhar/Vermicelli Upma & Sooji Halwa **Special Breakfast Main Course (NON-VEG)** : Any two dish containing Eggs. **Special Breakfast Accompanied** -Bread , Butter, Jam, Corn flakes / Choco milk, Fruits, coffee/tea, sweet/green chatni and pickles
Regular Lunch/Dinner Main Course (VEG) : One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal (Different everyday), One Sweet (Different everyday) **Regular Lunch/Dinner Main Course (NON-VEG)** : One chicken/Fish gravy dish in addition to above **Regular Lunch/Dinner Accompanied** - Tawa Roti, Basmati plain rice, seasonal salad, papad, pickles, Raita (Different Everyday)
Special Lunch/Dinner Main Course (VEG): - One Hot/Cold Beverage, Two Starter Snack, One Soup, One Paneer Vegetable, One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal, One Sweet. **Special Lunch/Dinner Main Course (NON-VEG):** - All of the above including one chicken/fish gravy dish **Special Lunch/Dinner Accompanied** - Puri/Kachori/Roti(All Kinds), Basmati Pulao, seasonal salad, papad, pickles, Raita
VIP Lunch/Dinner Buffet Main Course (VEG): - Two Hot/Cold Beverage, Four Starter Snack, Soup, One Paneer Vegetable, One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal, Two Sweet. **VIP Lunch/Dinner Buffet Main Course (NON-VEG):** - All of the above including one chicken/fish Snack and one chicken/fish gravy dish **VIP Lunch/Dinner Buffet Accompanied** - Puri/Kachori/Roti(All kinds), Basmati Pulao, seasonal salad, papad, pickles, Raita

Evaluation Scheme

A. <u>Technical Evaluation Scheme</u>

Sr. No.	Description	Criteria for Marks	Minimum marks required for Qualifying in Technical Criteria	Maximum Marks
1.	Number of Years of experience in providing housekeeping and catering services in Guest Accommodation with minimum 30 rooms in PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation	2 marks for 1 year of experience subject to maximum of 5 marks	2	5
2	Number of successful completed contracts in providing housekeeping services, reception and room allotment, general maintenance services and catering services in last 5 years in Visitor accommodation of at least 30 or more rooms capacity in Institute of National Importance (INIs) such as IITs, IIMs, IISERs, NITs etc	2 marks for 1 contract each subject to maximum of 5 marks	2	5
3	Minimum average turn-over of Rs.1 Cr during the last three financial years in housekeeping and catering services	2 marks for minimum turnover and 1 mark each for additional 1 crore subject to maximum of 5 marks	2	5
4	Number of ongoing Contracts in Guest accommodation with minimum 30 rooms for providing housekeeping and catering services in PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation	2 marks for one ongoing contract and 1 mark each for additional ongoing contracts subject to maximum of 5 marks	2	5
	Total		8	20

The technical committee will evaluate the proposals on various parameters as detailed in this document. Bidders meeting the bidder's minimum eligibility criteria and scoring a minimum of 08 marks in aggregate (out of 20) will be qualified for presentation. The evaluation of the technical committee is final and binding.

B. Presentation

All technically qualified bidders will have to present about their technical specifications, their firms' performance in the area of housekeeping services, catering services, facilities and innovative ideas in improving the services of VISITOR'S HOSTEL before the Technical Committee, IISER Mohali. The presentation will be of 15 minutes. The presentation will be evaluated for maximum 30 marks and qualifying marks will be 12 marks.

Sr. No.	Points to be included	Maximum Marks
1.	Past Exposure with Organisation	30
2.	Taking over plan and Future plan for running guest house	
3.	Others (Feedback from Current and Past Organisations, Financial Viability, Presentation Skill, Demonstration, Manpower Exposure, Reputation of Organisation/market Value etc.)	

C. Financial Evaluation Scheme

Financial Bids of only those bidders will be opened who are declared qualified in both stages i.e. in technical evaluation (**A**) stage and in presentation stage (**B**) and who are having total of 25 marks or above out of maximum 50 marks as per marking scheme given in this tender document.
The financial bid consists of Part-A, B and C. Each part carries marks as per the tabulated below:

Part - A	**15 Marks**
Part - B	**15 Marks**
Part - C	**20 Marks**

The bidder quoting lowest in Part- A, B & C respectively will be awarded maximum marks reserved for that part. The other bidders will be awarded marks proportionately.
The formula for calculating marks for each part is:

Marks = (Lowest Quote / Bidder's Quote) x Maximum Marks

Let's assume three bidders, **X, Y, and Z**, qualify technically and in presentations with scores above 25 marks. Their financial quotes are:

Part	Bidder X	Bidder Y	Bidder Z
A	₹100	₹120	₹110
B	₹80	₹90	₹85
C	₹150	₹140	₹160

Marks Allocation

Part A (Lowest = ₹100 = 15 marks):

- X: 15.00
- Y: (100 / 120) × 15 = **12.50**
- Z: (100 / 110) × 15 ≈ **13.64**

Part B (Lowest = ₹80 = 15 marks):

- X: 15.00
- Y: (80 / 90) × 15 ≈ **13.33**
- Z: (80 / 85) × 15 ≈ **14.12**

Part C (Lowest = ₹140 = 20 marks):

- Y: 20.00
- X: (140 / 150) × 20 ≈ **18.67**
- Z: (140 / 160) × 20 = **17.50**

Financial Score

Bidder	Total Financial Marks
X	15 + 15 + 18.67 = **48.67**
Y	12.5 + 13.33 + 20 = **45.83**
Z	13.64 + 14.12 + 17.5 = **45.26**

In this example, **Bidder X** would score the highest in the financial evaluation.

Combined Score Calculation (Technical + Financial)

equally weighted at 50 marks each:

Bidder	Technical (out of 50)	Financial (out of 50)	Total Score (out of 100)
X	28	48.67	**76.67**
Y	30	45.83	**75.83**
Z	26	45.26	**71.26**

Bidder X ranks highest with a total score of 76.67 and would be awarded the contract.

Technical Compliance Statement

Sr. No.	Description	Yes/No
1.	3 (Three) years of experience in providing hospitality services including housekeeping services, reception and room allotment services, general maintenance services and catering services in Visitor accommodation of Public Sector Undertakings/Central/State Government Departments/Central Institutes/Central Autonomous Body for a minimum of 25 rooms capacity.	
2.	ISO 9001-2000 certification (Desirable only)	
3.	At least 2 successful completed contracts for successful completed contracts in providing housekeeping services, reception and room allotment, general maintenance services and catering services in last 5 years in Visitor accommodation of at least 30 or more rooms capacity in Institute of National Importance (INIs) such as IITs, IIMs, IISERs, NITs etc	
5.	At least 1(One) ongoing similar contract successful completed contracts in providing housekeeping services, reception and room allotment, general maintenance services and catering services in Visitor accommodation of at least 30 or more rooms capacity in Institute of National Importance (INIs) such as IITs, IIMs, IISERs, NITs etc	
6.	Average annual turnover of Rs.1 crore or more in the last three financial years	
7.	Bank Solvency Certificate of Minimum 40 Lakhs, must be issued within last 1 year from the Tender publishing date.	
8.	Details of Income Tax and Service Tax return of their firm for last three financial years (2022-23 to 2024-25)	
9.	Proft & Loss Account/ Income and Expenditure Account along with Balance Sheet and Independent Audit report for the preceding three financial years (2022-23 to 2024-25)	
10.	Valid PAN and GST Number	
11.	ESI and EPF Registration Number	
12.	Proof of either the Registered Office or one of the Branch Offices of the bidder should be located in	
13.	Affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU in last three years	
14.	Details of successful contracts of minimum 1 year duration in providing housekeeping and catering services in last Five years in PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation/ Central Institutes/Central Autonomous Body.	

15.	**Satisfactory Certificate from last Two Major Client**	
16.	**Details of equipment available with the Bidder to be used for housekeeping purpose along with supporting documents**	
17.	**Total turnover financial year wise for preceding three years at least (As per attached proforma)**	
18.	**Declaration about fraud and corrupt practices (Duly signed and attested)**	

Other Terms & Conditions: -

1. All statutory compliance is to be fulfilled by the contractor including ESI, PF, Minimum Wages Act., etc.

2. The contractor has to obtain the FSSAI license specific to the Visitor's Hostel Kitchen and submit within 45 days of award of the contract.

3. The Institute reserve the right to cancel the contract with one month notice period with or without assigning any reason.

4. The Institute may award any of the Part A, B and C i.e. manpower, laundry & room amenities and catering services individually or in combination.

5. The Institute may withdraw with one month notice period any of the services of Part A, B and C i.e. manpower, laundry & room amenities and catering services as per the requirement and decision of the Institute.

6. The workers deployed are to be rotated periodically.

7. The deployment of workers is to be done in consultation with the Institute

8. The proper record of cleaning is to be maintained and displayed for all rooms and common area.

9. The whole staff should wear neat and tidy uniform. IISER will not bear any expenses what's over on this count. Uniform to be finalized for all workers is consultation with the Institute.

10. *The contractor has to submit Security Deposit from Nationalized Bank of Rs. 10,00,000/- valid at least for contract period plus three months after award of the contract.*

Appendix-I

Items required for Housekeeping
Monthly Basis

Sr. No.	Item details	Quantity/Month
1)	Floor Cleaner(Taski R1)	30 Litres
2)	Multi-Purpose(Taski R2)	20 Litres
3)	Glass cleaner(Taski R3)	10 Litres
4)	Wooden Polish(Taski R4)	5 Litres
5)	Room Freshener(Taski R5)	20 Litres
6)	Toilet Cleaner(Taski R6)	30 Litres
7)	Water Marks Remover(Taski R9)	5 Litres
8)	Stainless steel Polish (Taski D7)	4 Litres
9)	Liquid Soap (Dettol/Lifeboy/Savlon/Godrej)	15 litres
10)	Duster Cloth	15 pcs
11)	Soft Broom	5 pcs
12)	Coconut Broom	4 pcs
13)	Bathroom Air Freshener/Odonil	80 pcs
14)	Garbage Bag Big	60 pcs
15)	Garbage Bag Small	300 pcs
16)	Scrub Pad	20 pcs
17)	Paper Napkins (Soft 2/4 ply)	10 Box
18)	Air Freshener Spray 200ml	8 pcs
19)	Baygon/Hit Mosquito Spray 200ml	6 pcs
20)	36*36 Inch Pocha	10 pcs
21)	Detergent Powder	5 kg

22)	Pinza Mop Refill	5 pcs
23)	White Phenyl	15 litres
24)	Mop Stick/PINZA Mop	2 pcs
25)	Wiper	3 pcs
26)	Mugs	3 pcs
27)	Dust Pan	3 pcs
28)	Toilet Roll	50
29)	Baskets 15litre	2 pics
30)	Cobweb Brush	1 pic
31)	Toilet Brush with Stand	5 pics

Toiletries (Good Quality)

1. **Moisturising Shampoo 20ml**
2. **Shower Gel 20 ml**
3. **Body Lotion 20ml**
4. **Ear Buds (2)**
5. **Toothpick (2)**
6. **Comb**
7. **Toothbrush**