



**Institute of Hotel Management & Catering Technology**  
**DR, B.B.A.POLYTECHNIC CAMPUS, SRV NO. 137/P, KARAD-**  
**SILVASSA-396230**  
**U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI.**  
**Tel:0260-268001**

[ihmsilvassa@gmail.com](mailto:ihmsilvassa@gmail.com) [www.ihmsilvassa.in](http://www.ihmsilvassa.in)

(Affiliated to National Council for Hotel Management & Catering Technology, NOIDA)

No.IHM&CT/170/ATTENDANTS/2014/

Date:28/06/2021

**e-Tender (Online) Invitation Notice**

The Principal & Member Secretary, Institute of Hotel Management & Catering Technology, Karad (D.P), Silvassa, invites online tender on <https://dnhtenders.gov.in>, by 2 bid system from eligible Contractor/ Supplier for Housekeeping/Cleaning & other Miscellaneous Services to be provided in the Institute of Hotel Management & Catering Technology, Silvassa

| Sr. No. | Particulars  | EMD (Earnest Money Deposit) | Tender Fees (Non-Refundable) | e-Tender ID No. |
|---------|--|-----------------------------|------------------------------|-----------------|
| 1       | Outsourcing of Skilled Staff as Laboratory/ Library/ Office attendants for the Institute | Rs.68700.00                 | Rs.1000.00                   | 2021_UTDNH_5425 |

|   |                         |
|---|-------------------------|
| Online document downloading Start Date: | 28/06/2021              |
| Downloading End Date                    | : 19/07/2021 17.00 Hrs. |
| Last Date & Time for receipt of Bid     | : 19/07/2021 17.00 Hrs. |
| Opening of Technical Bid                | : 20/07/2021 11.00 Hrs  |
| Opening of Price Bid                    | : 21/07/2021            |

Bidders have to submit price bid and Technical bid in Electronic format only <https://dnhtenders.gov.in> website till the last date and time for submission. **Technical Bid and Price Bid in Physical format shall not be accepted in any case.**

Only tender fees and EMD should be submitted in original to be sent to the above mentioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in

the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender received in hard copy will not be accepted.

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of Demand Draft/Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Silvassa.
3. The EMD will be accepted in form of FDR or Bank Guarantee from any Nationalized or Scheduled Commercial Banks payable at Silvassa in favour of under signed.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. Tender can be downloaded from <https://dnhtenders.gov.in>

In case bidder needs any clarification on the process of bidding for participating in online tender or for further details, correspondence can be made on e-mail: [ihmsilvassa@gmail.com](mailto:ihmsilvassa@gmail.com) , Website: [www.ihmsilvassa.in](http://www.ihmsilvassa.in)

**Sd/-**  
**Principal**  
**Institute of Hotel Management & Catering**  
**Technology, Silvassa**  
**E-mail id: ihmsilvassa@gmail.com**

Copy to :-

- 1) Chief Publicity Officer Dadra & Nagar Haveli, Silvassa for wide publicity in leading News Papers.
- 2) Director (I.T),Secretariat,, Dadra & Nagar Haveli, Silvassa with a request to publish in Website [www.dnh.nic.in](http://www.dnh.nic.in).
- 3) Copy to all H.O ,Dadra and Nagar Haveli for wide publicity

**TERMS AND CONDITIONS FOR OUTSOURCING OF SKILLED STAFF AS  
LABORATORY/LIBRARY/OFFICE ATTENDANTS & OTHER  
MISCELLANEOUS SERVICES FOR THE INSTITUTE OF HOTEL  
MANAGEMENT & CATERING TECHNOLOGY, SILVASSA**

❖ **Instructions to Bidders :**

- 1) The rate should be quoted online in the financial bid in the prescribed form given by the department; **the rate should be valid for the period of one year from the date of tenderization and the contract will be valid for the period of Three Years depending upon performance of the contractor. The rate should be not less than minimum wages prescribed by the UT Administration of Dadra and Nagar Haveli. The rate hike shall be equivalent to the rate hike in minimum wages from the 2<sup>nd</sup> year onwards.**
- 2) All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. Within and/or outside the state/UT shall be paid by the Service provider.
- 3) The decision of the Tender Inviting Officer for acceptance/rejection shall be final.
- 4) Bid security also known as Earnest Money Deposit (EMD) **Rs. 68700/-** to be in form of Fixed deposit receipt or Bank Guarantee from any Nationalized or Schedule Commercial Banks payable at Karad/Silvassa in favour of **“The Principal, Institute of Hotel Management & Catering Technology, Karad”** is required for the works should invariably be enclosed along with the tender documents. The tender received without EMD will be summarily rejected.
- 5) The technical and financial bid should be submitted online on **<https://dnhtenders.gov.in>** in two bid system. EMD and Tender Fee (In form of DD) has to be submitted in Tender Box and should super scribing on the envelope as “providing Skilled manpower for the Institute of Hotel Management & Catering Technology, Silvassa”.
- 6) The right to accept or reject any tender partly or fully without assigning any reason thereof is reserved with the Principal, Institute of Hotel Management & Catering Technology, Silvassa and his decision on all matters relating to acceptance or rejection of the tender in whole or in part will be final and binding to all.
- 7) No applications/clarifications shall be accepted from the tenderers once tenders are received by the Department.
- 8) The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 5% of the total value of Order, as the amount of security.
- 9) Non receipt of the Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.

### **Key Date :-**

|  |   |                       |
|--|---|-----------------------|
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### **Conditions of Contract :**

- 1) The bidder should have a License from Labor & Enforcement Officer, Dadra and Nagar Haveli, Silvassa.
- 2) The tenderer shall have to upload supporting documents like List of work executed in various Govt., Semi Govt. organizations, School, College, University, Municipalities etc.  
*“The bidder should have experience of at least two years out of five financial years (2020-21,2019-20, 2018-19, 2017-18 and 2016-17) of rendering similar services having work orders valuing Rs. 10,00,000 /- (Rupees Ten lakhs) and above for one year contract period in any one or more govt. institutes / semi-govt. / PSU / Banks / Club / corporate establishments / schools, colleges & universities / reputed organizations etc”.*
- 3) The successful tenderer shall have to engage skilled staff/employees required for providing services in the laboratories/Library/office for the Institute in sufficient number required for this job.
- 4) In case of any accident with staff/employee of contractors/bidders during the Course of execution of the agreement/work, the Institute shall not be responsible for any kind of accident with staff engaged for this job
- 5) The Contractor shall be responsible for any the damage done by the Contractor or his staff to the property of the Institute. The cost of damage of property shall be recovered from the contractor/agency.
- 6) The contractor at his own risk and cost shall have to grant benefit of leave plus pay emoluments to the employees as per the law in force. In case of any loss to the Department authority due to the breach of any conditions of the labour license/act on the part of the contractors, such losses shall be recovered from the contractors. If required the same can be recovered by the Institute authority from the contractors as a recovery of land revenue.
- 7) Disqualifications and Rejections of bids :
  - i. IHM&CT(Karad, Silvassa) reserves the rights to accept, reject any or all tenders without assigning any reasons thereof. The decision of the Principal (IMH&CT) shall be final & binding on all.

- ii. IHM&CT(Karad, Silvassa) reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against earlier contracts entered into with this department or any other central or state govt. agencies or contract terminated for any reason. The decision of the Principal (IMH&CT) shall be final & binding on all.
  - iii. If IHM&CT (Karad, Silvassa) found that the bidder is blacklisted on previous occasions by anyone at any stage then, the contract will be cancelled.
  - iv. Conditional bids shall be summarily rejected.
- 8) The Principal, IHM&CT shall oversee the operation of works carried out by the contractors and contractors shall be bound to obey all the instructions of the superior authority.
- 9) The successful bidder shall pay a security deposit equal to 10% (ten percent) of the tender cost within 15 (fifteen) days from date of issue of Work order i.e 15<sup>th</sup> April,2020 (tentative date). This security deposit shall remain with the IHM&CT (Karad, Silvassa) throughout the contract period without bearing any interest of whatsoever kind. It will be refunded to the agency within 60 (sixty) days of completion of the contract subject to;
  - i. Satisfactory performance of the contract
  - ii. Deducting any dues payable to the IHM&CT (Karad, Silvassa)
  - iii. Any deduction due to agency's obligation under the contract
- 10) All statutory deductions such as TDS on GST, TDS (I.T), surcharge, education cess shall be deducted as applicable from time to time.
- 11) In case of breach of any of the conditions of the contract by the contractor or if the work of the contractor is found unsatisfactory by the Department, such contract shall be terminated by the Departmental authority. The Principal, Institute of Hotel Management & Catering Technology, Silvassa shall be the authority for arbitration and the decision of the Principal, IHM&CT will be final and binding to all.
- 12) The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
- 13) No residential facilities shall be provided by the institute to any staff except attendants for the hostel. For others, it has to be arranged by the agency.
- 14) The below mentioned post shall have the minimum educational qualification and at least minimum wages be given to each individual as per detail below:-

| <b>Detail of Out sourcing of Skilled Man Power</b> |   |                     |  |
|--|---|---------------------|--|
| <b>Designation</b>                                 | <b>Work area</b>  | <b>No. of staff</b> | <b>Minimum Qualification</b>   |
| Lab Attendant                                      | Bakery Lab  | 01                  | Diploma/Certificate in Bakery and Confectionery  |
| Lab Attendant                                      | ATK/QTK/BTK (Kitchen)                                       | 02                  | Diploma/Certificate in Food Production   |
| Lab Attendant                                      | House Keeping Lab   | 01                  | Diploma/Certificate in Housekeeping Operation  |
| Lab Attendant                                      | F&B Lab   | 01                  | Diploma/Certificate in Front Office Operation  |
| Lab attendant<br>Library Attendant                 | Computer Lab and Library                                    | 01                  | Diploma in Computer engineering/ Diploma in IT <b>OR</b> Diploma /Certificate in Library Science |
| Hostel Attendant                                   | Boys (Residential)  | 03                  | Graduate in Commerce/Science with valid Driving License for 4 wheeler                            |
|  | Girls (Residential)   | 03                  |  |
| Office Attendant                                   | All office work   | 01                  | Higher Secondary School (passed)   |
| Store Attendant                                    | All stores  | 01                  | Graduation in Commerce   |
| Peon   | (01 for Principal/Admin Office & 1 for HoD/Student Section) | 02                  | Secondary School (passed)  |
| <b>Total</b>                                       | -   | <b>16</b>           | -  |

**Note :- To providing/engagement of above employees at Institute the priority/first preference should be given to the eligible existing staff working hardily and sincerely at Institute of Hotel Management & Catering Technology, Karad Silvassa.**

15) Duties to be performed by above staff.

| Sr. No. | Particulars   | Duties & Responsibilities   | Minimum Wages                                |
|---------|---|---|--|
| 1.      | Attendant for Lab<br>a) Bakery Lab<br>b) BTK/OTK/ATK Kitchen Lab<br>c) Computer Lab<br>d) Housekeeping Lab<br>F&O Lab | Overall cleaning of labs. Maintaining Hygiene & Cleanliness of all equipment of lab. Keeping student Journals.                      | Rs.356.20 per Day (Skilled labour rate)      |
| 2.      | Attendant for Hostel<br>a) Boy's Hostel (3 Shift)<br>b) Girls Hostel (3 Shift)  | Assisting Hostel Warden and Student in day to day activity  | Rs.348.20 per Day (Semi-Skilled labour rate) |
| 3.      | Office Attendant  | All the typing and other computer related work allotted by Princila/HOD/ Admin Staff.   | Rs.356.20 per Day (Skilled labour rate)      |
| 4.      | Store Attendant   | Maintenance of Store. Stock Taking. Thorough stock Inventory. Assisting Stores In charge. Issuing of Article. Total work of stores. | Rs.356.20 per Day (Skilled labour rate)      |
| 5.      | Peon  | Up-keeping the office of the Principal & HoD and all Tapal movement etc.  | Rs.340.20 per Day (Un-Skilled labour rate)   |

Note: The tenderers should give for each qualification required staff, a detail breakup of the minimum salary (in separate sheet), taxes and charges with deductions and employer's contributions to be levied by the agency for the posts mentioned as per the breakup chart given.

| Breakup Chart                                       | Rate                   |
|---|------------------------|
| Wages Rate per Employee (Basic + Special Allowance) | As specified above     |
| PF Amount   | 13.35% as per PF Act   |
| Work Compensation Policy                            | 2.5%                   |
| Bonus   | 8.33% as per Bonus Act |
| <b>TOTAL</b>  |                        |
| Service Charge of agency                            |                        |
| <b>Billing Rate per Month</b>                       |                        |
| UTGST 9%  |                        |
| CGST 9%   |                        |
| <b>Gross Amount Per Person</b>                      |                        |

16) In case the successful tenderer stop the work/operation either partly or fully during the agreement period, the institute authority reserves the right to get such works/s/operation executed through any other sources at the risk and cost of the

defaulted contractor. The Security Deposit of the defaulted contractor shall be forfeited. Any additional payment which has to be paid to execute the work under such circumstance for such works/operation shall be recovered from the pending bills/deposit/any other works of the default contractors and/or shall be recoverable as an arrears of land revenue.

- 17) If the employee of the bidder is found to execute any offensive work/activities not covered in the contract agreement/conditions, instructions, the proportionate amount of such works shall be recovered as penalty from the running bill payable to the contractor.
- 18) The employee of the bidder shall have to take all care during the course of works/operation so that the any articles of the department cannot be damaged and shall also not create any hindrance to the institution authorities. The successful bidder shall get approved work schedule from the institute so as to avoid any dispute during the course of operation/ services period.
- 19) The successful tenderer has to start the works/operation as per the tender terms & conditions and specification within 15 days on receipt of the work order.
- 20) As per Minimum Wage Act the copy of Provident Fund challan paid should be attached with monthly bill submitted to the department.
- 21) Any dispute of civil or criminal nature shall be within the jurisdiction of the local Court of Dadra & Nagar Haveli (U.T.)
  - (a) The contractor shall have to offer unconditional bid/tender in the tender form itself. Any bid/tender with condition/s shall be summarily rejected.
  - (b) Any change in the administrative procedure/rules of the institute Authority time to time which is suitable to the institute for smooth operation of works shall have binding to the contractor/s and for that the contractor shall have to give his willingness in writing.
- 22) In case of any dispute in terms of interpretations of agreement/contractor, the decision of the Principal, IHM&CT in such cases shall be final and binding to all.
- 23) The successful tenderer shall have to take all care to avoid any accident during the course of work/operation for which all required precautions/steps are to be taken upon works site at the cost of the contractor. It shall be the duty of the contractor to handle such cases at his own cost and pay the damages/compensation payable, if the Court or any other competent authorities may decide/order in this regard. The Institute authority shall not be responsible for such cases/incidents or for payment of any damages/compensation which may occur on such incidents.



- 24) The contractors shall have to produce all required evidence in respect of individual proprietor, partnership deed in case of partnership/firm and copy of the Memorandum and Article of Association in case of registered company.
- 25) The works/operation assigned is a part of essential service of Institute, hence the contractor shall not postpone or close/stop such works in any circumstances/on any pretext. If such day to day works is not found satisfactory, then the penalty at the following rate shall be charged from the running bill or as per the condition of the contract.
- 26) If the contractor fails to execute the works, the tender inviting authority will impose penalty appropriately. The contractor shall have the opportunity to place his grievances if any regarding the penalty imposed within seven days to the Principal, Institute of Hotel Management & Catering Technology, Silvassa who will hear both the parties and his decision will be final and binding to both the parties.
- 27) The contractor shall have to undertake all works during all festivals like Holi, Makar Sankranti, Navratri, Ganesh Visharjen, Tajia, Chandani Padwa, Diwali, Christmas even in vacation period also invariably failing which double penalty shall be charged from the contractors for not undertaking the work on such days. However the Contractor will be given an opportunity to be heard as per the procedure mentioned in Clause No.(19) above.
- 28) The penalty shall not be charged in case the work is closed due to curfew, flood and flood like situation, cyclone, riots and during any natural calamities, but the Contractor shall carry out all the work with extra time and staff if needed, during post – calamity.
- 29) The timing for the employee of the contractor for all the work/operation/service shall be as follows: **they will have to perform shift duties if needful or they will do general duties.** However in case of examination, seminar, exhibition, annual day, national festivals, special events, emergency and/or any sort of urgency this period can be extendable with the prior permission of the Department authority.
- 30) The contractor shall have to obey strictly the provision of Minimum Wage Act Child Labour Act any other relevant Act/Rules. The responsibilities on violation of these acts shall be of the contractors. The Administration shall not be responsible for any litigation in this regard.
- 31) The contractor shall provide at his own risk and cost all required uniforms, Boots, gumboots hand gloves, raincoat etc to the laborers engaged on management of sweeping work. The contractor shall have to get such uniforms approved in advance from the IHM&CT authority.
- 32) The concerned agency shall have to obtain the information regarding number of personnel's to be deployed for the below said work from the Principal, Institute of Hotel Management & Catering Technology, Silvassa
- 33) The agreement for providing personnel's shall be valid for One year at the prevailing rates.

- 34) The personnel's deployed by the agency found not obeying, dishonest, unhealthy, non co – operative in such cases the instructions of the Principal, Institute of Hotel Management & Catering Technology, Silvassa, the immediate replacement or transferred shall be binding to the agency and will do so without any pretext.
- 35) If any personnel's are found in drunk position or other unsocial activities like gambling etc. they shall have to be relieved from the duties immediately in such matter decision taken by the Principal, Institute of Hotel Management & Catering Technology, Silvassa shall be final and binding to all.
- 36) The Government employees who were either dismissed or removed from the Government job cannot be appointed by the agency for the above said work.
- 37) The agency shall have to maintain muster roll, payment sheet, identity cards etc. and same shall have to be produced before the Principal, Institute of Hotel Management & Catering Technology, Silvassa when it is demanded.
- 38) At the time of changing the shift personnel's shall have to sign the register of handed over, taken over charge with detail entry therein.
- 39) The Principal, Institute of Hotel Management & Catering Technology, Silvassa shall release bill of the agency every month on successful and satisfaction performance of the duties by the agency as well as submission of information regarding the personnel deployed by the agency like attendance register, details of payment done to the personnel in the preceding month, etc.
- 40) The satisfaction duties performance certificate shall have to be obtained by the agency from the Principal/ Head of Department, failing which the agency shall not be entitled for the payment of such period. In such case, the Principal, Institute of Hotel Management & Catering Technology, Silvassa shall not be responsible for any pending payment of personnel's provided by the agency for such period.
- 41) Tenderer are advised to inspect and examine the site/area/premises/campus of Institute for the above said work and satisfy them before submitting their tender and obtain all necessary information as to risks, contingencies, accommodation, sanitation facilities which may influence or affect their tender.
- 42) A tenderer shall deem to have full knowledge of the site/area/campus/buildings of the above said work whether he inspects it or no, the extra charges consequent on any misunderstand or otherwise shall be allowed.
- 43) The right to accept or reject the tender without assigning any reason thereof is reserved with the undersigned.
- 44) No residential facilities shall be provided by the institute to the agency. The staying/tentage arrangement shall have to be managed by the Agency itself at this own risk and cost for all the personnel's deployed for the purpose for the above said work.
- 45) The agency shall have to provide the services of healthy personnel's with sound physical condition. Their names, passport size photographs, nationality, address, identity cards, fingerprints, police verification etc. have to be provided to the

Principal, Institute of Hotel Management & Catering Technology, Silvassa for records.

- 46) The agency and staff should give full Co-operation of Police in case of inquiry regarding damage caused to the property of the institute.
- 47) The agency shall be responsible for the payment of salary/wages and deduction of PF and Insurance premium / bonus etc. as per the provision under the minimum wages Act. The department shall not be responsible for any type of payment to the staff.
- 48) List of Documents to be scanned and uploaded within the period of bid submission:-
- (i) EMD.
  - (ii) Tender Fees.
  - (iii) Pan Card.
  - (iv) GST Registration No. of DNH.
  - (v) Valid Labour License.
  - (vi) Experience Certificate.
  - (vii) Income Tax Return (Last three year)
  - (viii) Undertaking that the Company/firm/proprietor is not blacklisted by any govt.  
undertaking or department with regard to the functioning of the company/firm/proprietor)
  - (ix) Provident Fund Registration No.
  - (x) Police Registration Certificate.
  - (xi) Certificate for Financial Turnover from CA.
  - (xii) Annexure-I & II
  - (xiii) Terms & Condition of tender duly stamped and signed
  - (xiv) Breakup chart.

- 49) The agency shall have responsibility of compliance of all applicable labour law

**Sd/-**  
**Principal**  
**Institute of Hotel Management & Catering**  
**Technology, Silvassa**  
**E-mail id: ihmsilvassa@gmail.com**

The above terms, conditions and specification are accepted by me.

**Signature & Rubber Stamp of the Agency**

## ANNEXURE - I

**The bidders have to attach the following documents**

| <b>Sr. No.</b> | <b>Particulars</b>  | <b>Uploaded and Enclosed (yes/No)</b> |
|----------------|---|---------------------------------------|
| 1.             | Licence from Labor & Enforcement Officer, D&NH, Silvassa  | Yes/No                                |
| 2.             | The bidder must have their representative Office in the U.T. of D&NH, and submit the Complete address proof of the same.  | Yes/No                                |
| 3.             | The tenderer shall have to upload supporting documents like List of work executed in various Govt. Semi Govt. organizations, School, College, University, Municipalities, corporate with proof. | Yes/No                                |
| 4.             | PAN Card No.  | Yes/No                                |
| 5.             | GST No of DNH.  | Yes/No                                |
| 6.             | PF Number allotted by the Government  | Yes/No                                |
| 7.             | Police Registration from Dadra and Nagar Haveli.  | Yes/No                                |
| 8.             | GST payment statements.   | Yes/No                                |
| 9.             | Terms and Condition documents of tender duly stamped and signed   | Yes/No                                |
| 10.            | ANNEXURE-I & II duly stamped and signed   | Yes/No                                |
| 11.            | Average Annual Turnover of Rs.10.00 Lacs in Last three financial years.   | Yes/No                                |
| 12.            | Last three years Income Tax return  | Yes/No                                |
| 13.            | Breakup chart.  | Yes/No                                |

Signature & Rubber Stamp of the Agency

**Sd/-**  
**Principal**  
**Institute of Hotel Management & Catering**  
**Technology, Silvassa**  
**E-mail id: ihmsilvassa@gmail.com**

**ANNEXURE - II**

**Break-up Chart for each type of staff based on qualification**  
**(use separate sheet for each type of attendant)**

**Name of Post :-**

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| <b>Breakup Chart</b>              | <b>Rate (Rs.)</b> |
|-----------------------------------|-------------------|
| Wages Rate as notified by LEO     |                   |
| Other Liabilities (If applicable) |                   |
| PF Amount                         |                   |
| Work Compensation Policy          |                   |
| Bonus                             |                   |
| <b>TOTAL</b>                      |                   |
| Service Charge                    |                   |
| Billing Rate per Month            |                   |
| UTGST 9%                          |                   |
| CGST 9%                           |                   |
| <b>Gross Amount Per Person</b>    |                   |

**Note :- Kindly fill the breakup chart and upload the same online single pdf including all chart for all attendant staff.**

Signature & Rubber Stamp of the Agency

**Sd/-**  
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