



South Asian University (SAU)

an International University Established by
the Governments of SAARC Nations, New Delhi

TENDER FOR RUNNING GUEST HOUSE, CATERING AND HOUSE KEEPING SERVICE AT THE SOUTH ASIAN UNIVERSITY, NEW DELHI

Tender No- SAU/S&P/2026/GuestHouse/03 dated 8th June 2026

Notice Inviting Tenders for Running Guest house and allied Catering and housekeeping Services

The South Asian University (SAU) is an International University Established by the SAARC Member Countries, functioning under the administrative control of the Ministry of External Affairs, Government of India, and SAARC Nations. Presently, the University is operating on about 50 acres of land, with the remaining 50 acres under development. The University has a multicultural and diversified environment with a presence of students, faculty, and staff from SAARC Countries. SAU campus has a community consisting of approximately 1700 students, 250 employees and their dependents, 200 housekeeping & security personnel, and visitors.

SAU, New Delhi invites in two bid system for the following services from branded, reputed, experienced and quality Restaurants/Catering/Guest House Services etc. agencies/contractors having similar type of operations in university/educational Institutes, for the running of Guest house services for a period of one year extendable up to a maximum of three (03) years depending on the performance which will be evaluated based on the feedback from customers/stakeholders (Faculty/ Staff/ etc.) **The outcome of the feedback will be final and not subject to any challenge by the selected agency.**

I. BID SCHEDULE

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| Name of Work: | Tender for Running Guest House Services at South Asian University, New Delhi. |
| Tender No | SAU/S&P/2026/GuestHouse/03 |
| Bid document download starts date | 8th June 2026 at 5 PM onwards (Tender document available on university's https://tenders.sau.ac.in) |
| Pre-bid meeting date | 22nd June 2026 at 3 PM. Venue: Ground Floor, Meeting Room, Admin Block, South Asian University, Gaushala Road, Maidan Garhi, New Delhi- 110068. Any doubts or queries of the prospective bidders will be addressed during the meeting. |
| Bids submission end date | 29th June 2026 at 3 PM. Deputy Registrar (SG)- S&P Division Room No. A-208, 4 th Floor, Admin Block, South Asian University, Rajpur Road, Maidan Garhi, New Delhi-110068 |
| Clarification/Queries, if any, related to tender only. | email at procurement@sau.int Phone No. +91(11)-35656572 |

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| Date and time of opening of Technical Bids | 30th June 2026 at 4 PM |
| Date and time of opening of Financial Bids | The date, time & venue shall be intimated at later stage to all qualified bidders in the Technical Bids only. |
| Bank A/c details of the University for NEFT Transfer: | Account Name : SOUTH ASIAN UNIVERSITY Account Number: 30796569318 Bank Name: State Bank of India IFS Code: SBIN0001624 Branch: NIHFW, Munirka, New Delhi - 110 067, India Branch Code: 01624 |
| Earnest Money Deposit: | Earnest Money Deposit (EMD) of Rs. 1 lakh/- (INR One Lakh only) by way of Online Transfer/Bank Draft /Pay Order in favour of SOUTH ASIAN UNIVERSITY payable at Delhi. NOTE: No exemption shall be applicable for the payment of EMD, to any category of bidder including the MSME, Start-ups, etc. |
| Performance Guarantee & Security deposit | Finally selected bidder will be required to furnish/submit a Performance Guarantee for the amount of Rs. 2 lakh (INR Three Lakhs only) in the form of Online Transfer/DD/ PO, in favour of "SOUTH ASIAN UNIVERSITY Payable at New Delhi-110068. Bank Guarantee of any scheduled Bank drawn in favour of SOUTH ASIAN UNIVERSITY should be valid for complete period of contract plus two months beyond contract period or as specified in letter of acceptance issued by the University. |
| Date for start of services | Within one month from the date of acceptance of work by the bidder or two months from award of work by the university, whichever is earlier. |
| Presentation to the Committee | Will be communicated to bidders by email. |

The University reserves the right to accept/reject any or all bids/offers/tenders either in part or in full without assigning any reasons thereof.

Note :

The interested bidders may submit their Bids along with the required documents, duly authenticated and stamped by the proprietor or authorized signatory.

If there is any addendum/corrigendum related to tender, it shall be published on the SAU website only i.e. <https://www.tenders.sau.ac.in> The bidders are advised to check the SAU website regularly. No other mode of notice will be given.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date.

It is mandatory for the bidders to submit complete tender document duly signed and stamped along with bid. Page numbers of every document should be clearly indexed.

PART

A

Technical Bid

II. SCOPE OF WORK

Scope of Guest House and related terms & conditions

The Agency shall provide House Keeping, Maintenance and Catering service for SAU Guest House.

a. Cleanliness (Guest House)

- i. The Agency shall ensure cleaning work including sweeping of floor, wet floor cleaning and dusting of wall, doors and windows from inside and outside, ceiling, staircase, dusting of Venetian blinds, cleaning of tables, chairs and cupboards, removing cobweb in building covering floor, ceiling, side balconies, corridors and terrace in all the buildings on a regular basis.
- ii. The Agency shall arrange to wipe the glass panels, doors & windows from inside & outside, window pane/glass door panels, including Catering and Kitchen inside and outside to ensure marks free appearance.
- iii. Cleaning of the entire area of Guest House premises including all toilets in Guest House of SAU and areas falling in Guest House area of SAU, kitchen, dining hall, stores, pantry rooms (if any), the areas where the catering services provided in the main building shall be the responsibility of the Agency. Cleaning shall be done with approved material manually or by using Mechanized equipment's like vacuum cleaners, scrubbing machine and carpet shampooing machine etc.
- iv. Furniture, fixtures, exhaust fans, ceiling fans etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc. so that they appear always clean and dust free.
- v. The Agency shall ensure cleaning/ wiping on regular basis to ensure dust free and clean environment
- vi. The Agency shall ensure that the floors and carpet area are cleaned and polished with suitable cleaning material on a regular basis or as and when required as informed by SAU guest house. In no case acid will be used for cleaning purposes.
- vii. The Agency shall clean the terrace of the SAU guest house building on weekly basis.
- viii. The Agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a month to avoid accumulation of dust.
- ix. The Agency shall ensure cleaning and wiping the toilets daily and the washbasins at least thrice a day to ensure neat and dry environment. The Agency shall not use any type of acid to clean the toilets. However, the Agency shall use reputed brand cleaner approved by SAU guest house of wiping steel pipes/water taps etc.
- x. The Agency shall also arrange to ensure mopping of the floors in the Corridor regularly or whenever required to provide a dust free (including foot marks free) flooring.
- xi. The Agency shall ensure sweeping of the open area to provide neat and clean Atmosphere.
- xii. The Agency shall arrange to clean the area where water fountain arrangement is made along with flow of water, in such a way that the water flow is smooth, neat and clean, free from dirt and foul smell.

b. General Maintenance (includes All areas)

- i. Proper and regular care and safe maintenance of fittings, fixtures, electronic equipment, furniture and all other items will be the sole responsibility of the Agency.
- ii. Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced by the Agency or Compensated by the Agency at his own cost immediately without any burden on SAU guest house.
- iii. The Agency shall arrange all type of cleaning/Maintenance equipment and such of those special equipment's and apparatus required for maintenance of the premises, open areas, terrace areas etc. at his cost.
- iv. All equipment and items handed over to the Agency shall remain at the risk and in the sole charge of the Agency. The Agency shall be responsible for any loss or damage thereto, arising from any cause other than the accepted risks and shall deliver in its proper condition at the time of expiry of the agreement. An inventory of these items will be made out and signed by the Agency and SAU guest house's representative.
- v. The Agency shall provide housekeeping and maintenance services in the Guest house viz., managing the reception, check-in and check-out formalities, cleanliness, upkeep and maintenance of Guest house rooms, terrace, and common open area of the Guest house including all allied services to the guests.

c. Quality Maintenance:

- i. The reputed brands of the items/materials/consumables for use shall be procured with the approval of SAU guest house.
- ii. The Agency shall maintain the entire premises including Rooms, dining hall, kitchen, working place and Pantry rooms in proper and hygienic condition to the satisfaction of SAU guest house.
- iii. The Agency shall ensure cleaning of the rooms in the Guest House area by 08:00 a.m. daily. The Agency shall also be ready to clean the rooms prior to 08.00 a.m. on any day, if required by SAU guest house.

d. Inspection –

- i. The Agency shall maintain in the prescribed format on a daily basis in a checklist for the upkeep and maintenance of Guest Houses as given in **APPENDIX-I & APPENDIX-II** respectively to be submitted to SAU guest house as prescribed.
- ii. The Agency shall maintain in the prescribed format **APPENDIX-III** on a daily basis to undertake Hygiene Audit of Guest house/Guest Houses as given in **APPENDIX-III**.
- iii. SAU guest house will check the upkeep and maintenance on a regular basis. Check list for the purpose will be maintained by the Agency, which shall be submitted to the SAU guest house as prescribed.
- iv. The Agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.
- v. The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.

e. Maintenance of Building:

- i. The Agency shall ensure that all the rooms, toilets in Guest House, Dining halls, corridors, terrace balconies and service areas properly cleaned and

dusted by 7:00 am daily.

- ii. The Agency shall spray room fresheners of the approved quality by 7:30 am in all the rooms and subsequently as required during the day.
- iii. Minor Repair Works related to water supply. Leakage in pipes, replacement of fixtures with the approval of the SAU guest house inside the toilets shall be the responsibility of the agency, for smooth functioning and to avoid inconvenience to the guests without charges. However major works will be carried out by SAU guest house.
- iv. Repair of minor electrical fault inside the rooms / corridor will be carried out by the firm without charging. However major repair will be carried out by SAU guest house.

f. Reception Services:-

- i. The Agency shall manage reception by deploying a Caretaker/ receptionist at SAU who is at least graduate.
- ii. The Caretaker/ receptionist shall guide the guests to their desired destinations and coordinate with them, act as telephone operator, provide information asked by Guests and perform all other jobs assigned by SAU guest house.
- iii. The Agency shall keep a Complaint/Suggestion Book/Register at Reception to record complaints/suggestions on services rendered by SAU guest house and such complaints shall be taken note of and acted upon immediately. All Complaints made by the Guests/ visitors must be brought to the notice of SAU guest house along with details of actions taken.
- iv. Reception service shall be operated by the Agency through the Caretakers.
- v. The Agency shall place a set of newspaper (2 English, 2 Hindi) at the Reception of Guest House.
- vi. The Agency shall provide a Welcome kit, containing the following, in each room of Guest House, to be placed in a presentable manner in the room at the time of check-in:
 - a) Welcome Letter
 - b) Details about Delhi with places of interest
 - c) Rate list for Taxi Charges including directory of nearby Taxi Service providers as approved by SAU guest house
 - d) Telephone/Intercom Nos. details
 - e) Details of services and facilities available

The Kit will be arranged by the firm with the approval of SAU guest house.

g. Material for Guest House Accommodation in Rooms/Toilets.

- i. The Agency shall provide the following toiletries on regular basis as per consumption in the toilets/ wash rooms etc.
- ii. Liquid Soap including the container
- iii. Paper Napkins/Towels
- iv. Naphthalene Balls
- v. Air Fresheners in wash basins and Toilets
- vi. Toilet Paper Rolls
- vii. The Agency shall arrange to procure the consumable items / materials of best quality for providing housekeeping, upkeep and maintenance services as approved by SAU guest house.

- viii. The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The Agency shall also provide to workers required number of gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning.
- ix. The Agency shall arrange trolleys, etc. for carriage of materials like garbage, malba, minor building rubbish, earth, etc., to be disposed of beyond the premises up to municipal bin/ dumping yard.
- x. Agency shall also arrange for all other equipment's/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services in the Guest House premises at his own cost.

h. Provision of Potable Drinking Water

- i. The Agency shall also ensure that potable drinking water of reputed brand for requirement of all the Guests is met during their stay in the Guest House Premises.
- ii. Collection & distribution of water from the source to various consumption points is the responsibility of the Agency.

i. Room Services in the Guest House

- i. The Agency shall provide round the clock service in the Guest house rooms and premises to the guests.
- ii. The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s). All linen shall be washed with clean water and soaps/ detergents, neatly packed and stored so that the linen are clean and soft.
- iii. The Agency will also ensure that the linen is changed as and when requested by the guest(s).
- iv. The Agency shall arrange to refill the drinking water Jugs placed in the rooms as per requirement and as and when requested by the guests.
- v. The Agency shall provide the following toiletries daily in the toilet/Room for each Guest(s):-
 - Toilet Kit (Soap, Comb, Oil and Shampoo Sachets)
 - Mosquito Repellent of approved quality
 - Laundry Bag
 - One English Newspaper
- vi. The Agency shall arrange tea/ coffee on a daily basis whenever required by Guest on a tray in the rooms, the following for enabling the Guests to prepare Tea/Coffee etc. on payment basis. :-
 - 2 Tea bags
 - 2 Coffee sachets
 - 4 Sugar sachets
 - 4 Milk sachet
 - 2 Sugar free Sachet (as per requirement)
- vii. The Agency shall provide two glass tumblers which are hygienically cleaned and wrapped, in the rooms.
- viii. The Agency shall spray room fresheners at regular intervals or as requested by the guest.

- ix. The Agency shall arrange for dry cleaning of blankets and washing of curtains once in three months or earlier based on need or on advice of SAU guest house. The Agency shall also ensure cleaning/ shampoo washing of sofa sets/chairs once in 6 months or earlier.
- x. Towels/Bed sheets etc. shall be replaced whenever new guest arrives in a room and also on alternate days on a routine basis.

III. GUEST HOUSE (BOARDING) SERVICES WITH IN GUEST HOUSE PREMISES AND RELATED TERMS & CONDITIONS

The Agency shall provide Guest House (Boarding) Services in Guest House premises, Dining hall & rooms as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services. Meals will be provided at fixed rates as per the menu approved by SAU guest house committee. The details are given in Annexure- A.

Scope of Guest House (Boarding) Services

- i. The Agency shall provide Boarding Facilities services in the Dining Area and/or administrative Rooms for the guests.
- ii. The Agency shall provide regular boarding service to the guests/ participants in the dining hall or Guest House premises as per the following Menu / courses (details as per **Annexure-A**):
 - a. Bed Tea
 - b. Breakfast
 - c. Evening Tea
 - d. Meals.

NOTE: Caretaker and one attendant should know basic cooking so that they can prepare food for Guests

- iii. The Agency may use the pantry rooms available in the building for the purpose.
 - a. Serving of potable drinking water from the source to the dispensers and water coolers placed in Guest House shall be the responsibility of the Agency.
 - b. The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.
 - c. The Agency shall arrange for such of those special equipment's and apparatus if any required for cooking etc in the Catering and Kitchen at his own cost.
- iv. **Personal Hygiene:**
 - a. The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health checkups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of Pan, tobacco/zarda/gutka etc, and spitting is strictly prohibited.
- v. **Quality Maintenance:**
 - a. The Agency shall be equipped to undertake Hygiene audit as per **Appendix-III** on daily basis and report submitted to SAU guest house. SAU guest house will also undertake independent hygiene and quality audits as and when deemed necessary.

- b. The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or bad foreign ingredients etc. Dishes containing any bad foreign ingredient shall not be served.
- c. Non-Vegetarian dishes shall be prepared and served separately.
- d. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency 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.

vi. Operations

- a. Normally, the timings for providing catering services as per Menu is given below:
 - Bed Tea in Room – 06:00 a.m. onwards
 - Breakfast – 08:00 a.m. to 09:00 a.m.
 - Lunch - 01.00 p.m. to 02:30 p.m.
 - Evening Tea and Snacks – 05:00 p.m. to 06:00 p.m Dinner – 08:00 p.m. to 10:00p.m.
- b. The Agency, however, shall be required to adjust/ change the above timings as and when required depending upon the arrival/ request of the Guests staying. It shall be ensured that tea/coffee is served steaming hot.
- c. The Catering/Kitchen shall remain open on all days.

vii. Inspection:

- a. SAU guest house committee will check the quality of grains, oil, Vanaspati oil, Atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.
- b. The Agency shall allow the food inspector/ SAU guest house committee / Officer to inspect the foods items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all laws applicable.
- c. In case of dispute regarding the services, quality or the quantity of the foodstuff, snacks, tea etc. the decision of SAU guest house committee will be final and binding.

viii. Maintenance of Dining Hall

- a. The Agency will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stocks, books, periodicals, vehicles lying in Guest House premises, etc. The Agency shall prepare and serve the breakfast/lunch/ dinner, as per Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving table and dining tables shall be provided by the Agency.
- b. Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.
- c. Disposable paper napkins (of approved quality)/ Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

IV. PROVISIONING OF CERTAIN SERVICES ON PAYMENT BASIS

- a. The Agency shall provide regular boarding service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates/as indicated in the food menu to the Guest staying in the Guest

- House. The Food bills at approved rates is to be borne by the Guest
- b. The Agency shall provide consumables like Biscuits/Snacks /Cold drinks/Juice/Tea/Coffee etc to guests on payment basis (not exceeding M.R.P.) as approved by SAU guest house whenever requested.
 - c. The Agency may also arrange Masonry, Carpentry, minor electrical services and minor painting/whitewashing works or any other miscellaneous works/services on cost basis with due approval of SAU guest house official/ committee. Payment to be made by SAU.
 - d. SAU guest house shall not be responsible for any issue due to the Agency arising out of supply of any of the above service or material including foodstuffs supplied by him/her to any guests/unauthorized persons/ individuals.

V. TERMS AND CONDITIONS

- a. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to SAU guest house, whatsoever it may be.
- b. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the SAU guest house from time to time.
- c. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from to time.
- d. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at SAU Guest House or for any accident caused to them and the SAU guest house shall not be liable to bear any expense in this regard.
- e. The agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the SAU guest house for whatever reason.
- f. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments/ amendments/modifications as below:-
 - i. The Payment of Wages Act 1936
 - ii. The Employees Provident Fund Act, 1952
 - iii. The Factory Act, 1948
 - iv. The Contract Labour (Regulation) Act, 1970
 - v. The Employees State Insurance Act, 1948

- vi. The Employment of Children Act, 1938
- vii. Minimum Wages Act, 1948
- g. The security Deposit shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF of workers engaged during contract period or after submitting the individual EPF account details to be certified by Provident fund commissioner's office, submission of receipts of payment of service tax (Month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.
- h. In case of any change of constitution of the agency, the rights of SAU guest house should not suffer.
- i. All personnel engaged under this contract by the Agency shall be employees of Agency. SAU guest house shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in SAU guest house or elsewhere.
- j. The Agency shall maintain all records/registers as required to be maintained under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of SAU guest house as and when required.
- k. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the SAU guest house against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the SAU guest house indemnified against all the claims and liabilities.
- l. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of Guest House, they shall work under directives and guidance of the Officer In charge appointed by the Ministry, and will be answerable to SAU guest house. This will, however, not diminish in any way, the agency's responsibility under contract to the SAU guest house.
- m. A senior level representative of the Agency shall visit Guest House premises at least once-a week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the SAU guest house officer/Officer In - charge of the Guest House dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the SAU guest house committee/official.
- n. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the SAU guest house at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by SAU guest house for any reason specified or otherwise, shall be effected promptly without any additional cost to the SAU guest house. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with SAU guest house committee/official.
- o. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the SAU guest house / Govt. of

- India/any State/or any Union Territory.
- p. The Agency shall maintain good standard of services as indicated. The performance of the agency will be reviewed on monthly basis and in case the Services are not found up to the mark the Agency's contract will be terminated even before the Expiry of contract period by giving one month's notice.
 - q. SAU reserves the right to reduce or increase the manpower for housekeeping, if considered necessary. In either case the rent payable to the Agency as per contract by SAU shall stand modified on pro-rata basis.
 - r. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/ their duties for SAU guest house it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the SAU guest house.
 - s. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the SAU Guest House due to negligence of personnel in performing his/ her duty and / or absence from the place of duty and/ or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by SAU guest house committee/official shall be recovered from the Agency's Monthly bill or from his security. In such matters, where required, the agency will investigate and submit a report to SAU guest house and maintain liaison with the police. FIR will be lodged by SAU guest house committee/official, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
 - t. In case SAU guest house is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency or recovered from the dues of SAU guest house rents payable to the agency and/or from the security deposit held by SAU guest house.
 - u. The agency shall ensure that all staff appointed by them is fully loyal-to and assist the SAU guest house during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the SAU guest house.
 - v. In the event of any accident and/ or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Authorized officer of SAU guest house shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from SAU guest house rent. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of SAU guest house shall be final in regard to all matters arising under this clause.
 - w. In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve.
 - x. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
 - y. No request for making advance payment on any ground shall be entertained by this University. Under no circumstances Agency is entitled to claim any charges over and

- above the charges prescribed in the terms of this contract.
- z. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government.
 - aa. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
 - ab. During the course of the contract period, the agency shall deposit GST at prevailing rates as per GOI norms.
 - ac. In case of noncompliance/non-performance of the services according the terms of the contract, the SAU guest house shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
 - ad. The decision of SAU guest house in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
 - ae. In case of failure of the Agency in fulfilling the contract, the competent authority of SAU guest house may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his men and materials within two days or date specified by SAU guest house. SAU guest house shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.
 - af. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the SAU guest house reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the SAU guest house.
 - ag. The Agency shall not assign or sub-contract any of these contracts. In case of violation/ contravention of any of the terms and conditions mentioned herein, the SAU guest house reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost from rent payable by him or otherwise.
 - ah. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
 - ai. An agreement shall be signed with the successful bidder.
 - aj. In case the Agency or any of his employees fails to fulfil his/ their obligations for any day or for any number of days to the satisfaction of the SAU guest house for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the SAU guest house per day for the entire numbers of such days and the SAU guest house shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Agency.
 - ak. If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the SAU guest house shall be liable to recover any a SAU guest house rent towards penalty or losses as decided by the authorized officer

and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.

- al. The Authorized officer/Committee of SAU guest house shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
- am. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to SAU guest house.
- an. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the Guest House premises when not on duty. In the event of noticing such an incident a penalty of as decided by the Competent Authority will be imposed. However, provision for a change room/rest room will be provided by SAU guest house for employees on duty. Unapproved stay in the guest rooms are strictly prohibited and shall be ensured by the Agency.
- ao. In case of any dispute or differences arising on terms and conditions, the decision of the SAU guest house shall be final and bound to all. However, the provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

VI. DAILY SERVICES:

- i. Removals of waste material from open areas and or other areas of Guest House.
- ii. Sweeping and wiping of all floors, dusting and vaccumising of furniture, cup- boards telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- iii. Vacuum cleaning/ washing of carpets wherever provided at the SAU guest house. Filling water in desert/ room/water coolers etc. wherever provided.
- iv. Upkeep of office/Guest house/ Guest house rooms/catering areas/reception counter/store/lobby etc.

VII. WEEKLY SERVICES

- i. Mechanical washing and scrubbing of floor area with detergent, dust removing chemicals polishing of the floor area etc.
- ii. Removal of cobwebs, dusts, termites, insects, pests etc.
- iii. Windows sponging and cleaning.
- iv. Keeping ceiling and table/pedestal fans, air-conditioning grills dust free. Cleaning of dustbins and buckets with detergents.
- v. Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals
- vi. Detergent cleaning of sanitary wares including in toilets. Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc
- vii. Detergent cleaning of sanitary wares including in toilets.
- viii. Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/ Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames,

- idols, etc.
 - ix. Detergent cleaning of sanitary wares including in toilets.
 - x. Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
 - xi. To spray Finit/Baygon etc in rooms, office rooms, hall, dining room etc. to keep all such areas insects free. This may also be required daily The Agency will provide the Finite pump or Baygon spray and these spraying material.
 - xii. Shampooing/ Spraying/Disinfecting all carpets.
- A. The agency shall ensure that staff deployed are trained in House Keeping / catering services, bear good conduct and physically fit and healthy for the work and not more than 50 years of age. The agency will get their antecedents, character and conduct verified.
 - B. The skilled, semiskilled and/or unskilled persons deployed by the agency shall be of sound physical & mental health and should not be under the influence of any drug or liquor during duty and have full knowledge & experience to competently complete the job assigned to them.
 - C. The agency shall deploy adequately trained manpower in all facets of Housekeeping and Catering work. The Agency shall provide necessary undertaking and documentary evidence in this regard.

VIII. OBLIGATION OF SAU Guest House

The SAU guest house shall provide and maintain: -

- i. Furnished room as per the requirement.
- ii. Air Conditioners, Voltage Stabilizer, T.V., EPABX and Telephone instruments, Geysers, Invertors with batteries and their maintenance and repairs.
- iii. Provision of curtains, Blankets, Looking Mirror, Towel Bed Sheets Bed Cover etc.
- iv. Telephone and Extension if required; Electrical Tube Lights, Bulb etc. initial supply and replacements.
- v. Payment of Electrical, Water, Telephone, bills House Tax, Municipal Tax shall be made by SAU guest house.
- vi. Renovation/Additions to the Building for the efficient usage.
- vii. Matter relating to Civil or Electrical Department of CPWD, DJB, DVB, MCD etc. shall be coordinated by SAU guest house.
- viii. Racks, Amirah's, locking arrangements etc. if required.
- ix. Proper allotment and record maintenance of Guest House rooms.
- x. Maintenance of Visitors register rent collection register expenditure-controlled register stock register and security register etc.
- xi. Over all supervision and coordination in the matter of Transit Guest House and Complete premises.
- xii. Reviewing of the situation from time to time and making its suggestion/ recommendations for improvement of Service etc.

DAILY CHECKLIST FORM- Guest House Buildings

Date:

Overall Housekeeping and Maintenance of Guest House Building:

| | Name and Signature of Agency | Issue Observation Remark Satisfactory/ Not- satisfactory |
|--------|--|---|
| (i) | Material received are branded ones and stored properly | Yes /No |
| (ii) | All areas cleaned and no areas left out | Yes /No |
| (iii) | Building readied timely | Yes /No |
| (iv) | Workers are found in uniform | Yes /No |
| (v) | Dusting of tables, chairs, furniture done | Yes /No |
| (vi) | Glass panes/windows/doors cleaned | Yes /No |
| (vii) | Floors are hygienically cleaned | Yes /No |
| (viii) | Toilets hygienically cleaned | Yes /No |
| (ix) | Replenished naphthalene balls, odonil, soap cakes in toilets | Yes /No |
| (x) | Garbage/ waste cleared from dust bins | Yes /No |
| (xi) | Garbage/waste collected disposed-off in ploy bags. | Yes /No |
| (xii) | Stair case/Veranda cleaned with Surf Weekly | Yes /No |
| (xiii) | Tables, chairs etc. moved and swept - weekly | Yes /No |
| (xiv) | De-pesting is done once in a week | Yes /No |
| (xv) | Toilet paper rolls/liquid soap available | Yes /No |
| (xvi) | Terrace cleaned – monthly | Yes /No |
| (xvii) | Drainage system is functioning properly. | No leakage/ overflow observed |

DAILY CHECKLIST FORM- Reception

Date:

Overall Housekeeping and Maintenance of Reception Area:

| | Name and Signature of Agency | Issue Observation Remark Satisfactory/ Not- satisfactory |
|---------|--|---|
| (i.) | Supervisor/Receptionist and Room boys available round the clock in proper uniform | Yes /No |
| (ii.) | Attended to guests immediately by receptionist and Bell boy | Yes /No |
| (iii.) | Set of news-papers (2 Hindi & 2 English) Placed in reception | Yes /No |
| (iv.) | Welcome kit placed in the room | Yes /No |
| (v.) | Toiletries as per scope of work placed in bath room | Yes /No |
| (vi.) | Tea/coffee tray replenished with sachets as per menu | Yes /No |
| (vii.) | Newspaper provided in the room | Yes /No |
| (viii.) | Status of fixtures and fittings ascertained- In order | Yes /No |
| (ix.) | Linen (bed sheets, towels, etc.) provided Fresh/ Changed as per stipulated frequency | Yes /No |
| (x.) | Room boys presented themselves and behaved properly. | Yes /No |
| (xi.) | Housekeeping service of Hostel Block done | Yes /No |
| (xii.) | Check-in/ Check-out formalities done in a Pleasing manner. | Yes /No |
| (xiii.) | Feedback forms duly filled in handed over | Yes /No |
| (xiv.) | No due certificate issued to guest by supervisor | Yes /No |
| (xv.) | Any other item (Specified clearly if any) | Yes /No |
| (xvi.) | Complaints, if any | Yes /No |

PROFORMA FOR HYGIENE AUDIT

Date:

Overall Housekeeping and Maintenance of Reception Area:

| | | |
|--------|---|---------|
| (i.) | Head gear/caps are worn | Yes /No |
| (ii.) | Gloves are worn | Yes /No |
| (iii.) | Smoking, eating or chewing of tobacco, zarda, gutka etc spitting, are strictly Prohibited - Prohibition observed or not | Yes /No |
| (iv.) | Are the prepared items covered | Yes /No |
| (v.) | Proper cleaning of the utensils | Yes /No |

Remarks: Satisfactory/Not satisfactory**Name and Signature of Agency****(A) FOOD PREPERATION**

| | | |
|--------|---|---------|
| (i.) | Food indexing- the menus are being decided to ensure food Variety | Yes /No |
| (ii.) | Food safety | Yes /No |
| (iii.) | Is the food prepared properly under hygienic conditions | Yes /No |
| (iv.) | Are the prepared items covered | Yes /No |
| (v.) | Proper cleaning of the utensils | Yes /No |

(B) KITCHEN/PANTRY HYGIENE

| | | |
|--------|--------------------------------|---------|
| (i.) | Floors are hygienically clean | Yes /No |
| (ii.) | Walls are dust / damp free | Yes /No |
| (iii.) | Furniture is regularly cleaned | Yes /No |

| | | |
|-------|--|---------|
| (iv.) | Washing area provides hygienic environment | Yes /No |
| (v.) | Cooking counter is adequately clean | Yes /No |

(C) CONDITION OF EQUIPMENT IN FOOD PREPARATION

| | | |
|--------|----------------|---------|
| (i.) | Work worthy | Yes /No |
| (ii.) | Clean | Yes /No |
| (iii.) | Safe to handle | Yes /No |

(D) FOOD HANDLER'S HEALTH

| | | |
|-------|---------------------------------|---------|
| (i.) | Health check-up done or not | Yes /No |
| (ii.) | Nails are cut clean and healthy | Yes /No |

(E) HYGIENE OF EATING PLACE

| | | |
|--------|--|---------|
| (i.) | Floor is hygienically clean | Yes /No |
| (ii.) | Walls are dust/ damp free | Yes /No |
| (iii.) | Furniture is regularly cleaned | Yes /No |
| (iv.) | Food Quality | Yes /No |
| (v.) | Palatability is tasted by the Company's Representative | Yes /No |

(F) GENERAL OBSERVATIONS

| | | |
|--------|------------------------------------|---------|
| (i.) | Exhaust system is working | Yes /No |
| (ii.) | Garbage disposal is done regularly | Yes /No |
| (iii.) | Drainages system is functioning | Yes /No |

| | | |
|---------|--|---------|
| (iv.) | Washing area provides hygienic environment | Yes /No |
| (v.) | Service counter(s) are adequately clean | Yes /No |
| (vi.) | Utensils are properly cleaned | Yes /No |
| (vii.) | Kitchen staff are in uniform/Service Boys are in uniform and wearing gloves and caps | Yes /No |
| (viii.) | Portable drinking water arrangement neatly done | Yes /No |
| (ix.) | Utensil washing area is properly maintained | Yes /No |
| (x.) | All items as per Menu Provided | Yes /No |
| (xi.) | Serving tables covered with white cloth with colored frills | Yes /No |
| (xii.) | All items in orderly manner and are in a presentable manner | Yes /No |
| (xiii.) | Finger nails trimmed and clean & Bathing daily | Yes /No |
| (xiv.) | Storage area/fridge is clean | Yes /No |
| (xv.) | Fly Catcher working satisfactorily | Yes /No |

Any other item (Please Mentioned clearly if found un-satisfactory)

IX. GUIDELINES FOR SUBMISSION OF TENDER

The bids are to be submitted in two parts:

- i. Sealed Technical Bid, along with technical documents in one sealed envelope super-scribed "TECHNICAL BID" should be kept.
- ii. Sealed Financial Bid, placed in a separate envelope super-scribed "FINANCIAL BID," should be kept.
- iii. Name of the Contractor
- iv. Name of the Guest House applied for:
- v. The above-mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Sealed envelopes containing Technical Bid and Financial Bid should be placed in a bigger envelope super-scribed with the name of the Guest House Services

applied for. This bigger envelope, should be dropped in the Tender Box and Tender received after due date and time shall not be accepted.

- vi. The bidder (s) must specify SAU Guest House on the top of the sealed envelope.

A. OPENING OF BIDS:

The Technical bids will be opened at the designated time and place in the presence of the bidders or their authorised representatives (duly supported with an authorisation letter).

The Financial Bids of only technically qualified/ acceptable tenders as per QCBS Criteria will be opened for further consideration. The decision of the University in this regard will be final and no requests etc. will be entertained from the bidders.

The date and time of opening of financial bid(s) will be intimated only to such bidders who are found eligible as per the evaluation criteria prescribed by the University.

B. AWARD OF WORK:

Work will be awarded to the bidder scoring (H-1) Highest Scorer according to QCBS evaluation (60:40 basis), subject to agreeing to catering services strictly in accordance with the prices quoted in Annexure-A.

The process includes a personal visit to the working site of the bidders by the nominated committee. The final selection shall be based on the submitted bid documents and inspection reports, and the rates quoted/ services /feedback of the party. Various factors, namely, availability of items, quality of service, and reliability of services, apart from the quote, shall be considered during the finalisation process.

The Tender Committee reserves the right to negotiate the price(s) quoted by the bidder(s). The University also reserves the right to reject any or all the bids without assigning any reason thereof.

The University will take feedback from customers (Faculty/ Staff/ Students) regularly/quarterly as the case may be. Further renewal will depend mainly on customers' feedback. The extension of the contract will be on a yearly basis. Further, the university may adopt any other means to assess the performance, not limited to feedback from customers.

1) DETAILS OF CONTRACTOR

- i. Name of the Contractor
- ii. Address
- iii. Registration/License No.
(Attested Photocopy of license issued by the competent authority may be attached)
- iv. GST No.
(Attested photocopy of GST certificate should be attached)
- v. Year of Establishment (Attested photocopy)
- vi. Details of contracts executed till date- Details of experience in the running Guest House/catering Services in University/Ministry/Public Sector
Undertaking/MNC/Corporate Sector/College/ University.
(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

| S.No. | Name of Contracts | Period | Govt./Educational Institutes/Semi Govt./Private |
|-------|-------------------|--------|---|
| | | | |
| | | | |

- vii. Details of present contracts in hand:- Details of experience in the running Guest House/catering Services in University/ Ministry/ Public Sector Undertaking/ MNC/ Corporate Sector/ College/ University.
- viii. (Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

| S. No. | Name of Work | Period of Contract | Govt./Educational Institutes/Semi Govt./Private | Name of Client and Address | Contact person name with designation and telephone no. |
|--------|--------------|--------------------|---|----------------------------|--|
| | | | | | |

- ix. PAN Card No.
(Copy of the Income Tax Return filed in the previous three years may be enclosed)
- x. Manpower/Resources available:
(Details should be attached)
- xi. Earnest Money Deposit:
DD No. dt. For Rs. /- drawn on

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Contractor with stamp

Dated:

X. FORFEITURE OF EMD

The EMD amount of a bidder shall be forfeited in the following events:

- (i.) If the bidder withdraws or amends its bid or breach of the conditions of the bid document or impairs or derogates from the tender in any respect within the period of validity of the bid.
- (ii.) If the successful bidder fails to enter into a contract with SAU, New Delhi, within 15 days (or an extended period as approved by the Accepting Authority in the University) from the issue of the purchase order / work order.
- (iii.) If the successful bidder fails to submit the contract Performance Bank Guarantee (PBG) as stipulated in the Terms and Conditions within 30 days (or an extended period as approved by the Accepting Authority in) from the issue of the purchase order / work order.
- (iv.) If the bidder knowingly and wilfully supplied incorrect information in the bid.
- (v.) In the event of not accepting the conditions of the contract even after agreeing to do so and submitting the letter of Un-conditional acceptance of terms and conditions of this bid document.

XI. TERMS & CONDITIONS FOR PROVIDING SERVICES:

- i. The Contractor should have a valid Health Trade License and valid Food License for operating/running of Guest House/Catering/ Food Services.
- ii. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Document will be rejected.
- iii. Tenders shall be submitted in official tender form only. If submitted in any other form the same shall summarily be rejected.
- iv. No paper shall be detached from the prescribed tender document except the Financial Bid.
- v. All pages of the tender document are to be signed by the authorized signatory/signatories.
- vi. The name and address of the bidder with rubber stamp shall be clearly written in the space provided and no overwriting, corrections, insertion shall be permitted in any part of the tender unless duly countersigned by the Contractor. The tender should be filled in and submitted strictly in accordance with the instructions laid down herein otherwise the tender is liable to be rejected.
- vii. The tender is liable to be rejected if complete information is not given there-in or if the particulars and data (if any) asked for in the schedule to the tender are not filled in.

- viii. **Visit** -The bidder is advised to visit and acquaint himself with the operational system. The cost of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken visit to the Guest house Services and is aware of the operational conditions prior to the submission of the tender documents.
- ix. **Monthly Recoveries:** The following recoveries shall be made from the agency on monthly basis:
 - a) **Electricity:** On a paid basis as per actual consumption
 - b) **Water:** On a paid basis as per actual consumption
 - c) **Piped Gas:** On a paid basis as per actual consumption- IGL bill to be paid by the bidder.
 - d) **License Fee:** 10000/- Per Month.

Recoveries specified above shall be subject to revision based on the actual cost of maintenance to the University, rate revision affected by authorities concerned.

All bills should be cleared by the 10th of every month, failing which a penalty for late payment will be charged.

- x. **Security deposit** - in the form of Demand draft in favour of **South Asian University** towards utility payments and performance guarantee shall have to be deposited in the form of Demand draft/Bank Guarantee/FDR in favour of **South Asian University** after award of the work contract. The Security Deposit shall be valid for the contract period plus two months beyond contract period. The above shall be non-interest bearing payment and shall be released on completion of contract and adjustment of balance dues if any.
- xi. **Payments of Bills:-**
 - a) For all bills of the Contractor, including for special arrangements such as parties/outdoor catering etc., payment will be made by the University within 30 days from the date of submission of the proper/satisfactory bill. The bills shall be submitted in triplicate along with a copy of duly signed work order issued by the University.
 - b) Final payment of the Contractor i.e. the last payment before expiring of contract will be cleared only after ascertaining clearance of any liability pending with the Contractor.
 - c) Tax will be deducted at source, as applicable. PAN should be quoted on each bill presented for payment.
- xii. The Contractor will be provided with premises and furniture as available in the existing SAU guest house. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the Contractor. In case of any loss, theft, burn damage etc. caused to equipment's, furniture, fitting & fixture then it shall be replaced at Contractor cost in case the same has been provided by the University.
- xiii. The University also reserves the right to terminate the contract, at any time during the contract by giving 30 days' notice to the Contractor.
- xiv. The Contractor has to ensure that Guest House premises are used only for the purpose of running the services and not for other purposes in any manner. The Contractor himself and/or his worker should not use the premises of any other

- business purpose. The Contractor shall not be authorized for any kind of sub-letting of the premise in any manner.
- xv. The workers of the Contractor at SAU guest house shall be of good character and of sound health and should be above 18 years. Underage manpower is strictly prohibited in SAU. Necessary vaccination certificates as required from time to time against pandemics etc will have to be submitted by the agency.
 - xvi. The Contractor should verify the character antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
 - xvii. The contractor shall not keep/sell items like Cigarettes/drugs etc. and other health hazardous/ banned articles.
 - xviii. The Contractor shall advise its work force etc. to strictly refrain from smoking or using any kind of tobacco products or pan chewing, consumption/sale of alcohol and playing of cards within or around the premises of the University.
 - xix. The Guest house workers will bear the Identity Card issued by Agency during the working hours.
 - xx. Contractor will ensure that the cooks have proper shave and clipped nails while cooking food and should wear apron and head gear maintaining all hygienic conditions while cooking and servicing. The contractor's employees handling and serving food items should wear plastic/rubber gloves.
 - xxi. The contractor will ensure that his/her employees do not loiter around in the campus. In case of any loss of SAU caused by the employees of the contractor, the contractor will be responsible to make good the loss so sustained.
 - xxii. The Contractor shall be provided the necessary and requisite infrastructure for cooking and serving. In case any damage is caused to any of the item which is provided due to mishandling, the item of the same quality shall be replaced by the Contractor. The SAU guest house rent of compensation payable for such damage shall be assessed by the University on a replacement cost basis
 - xxiii. The Contractor shall be responsible for running the Guest House/catering as per the rules applicable and ensure compliance with the provisions of the Employees Provident Fund Act and ESI Act and rules framed thereunder and other relevant statutes, including Municipal Rules and Regulations relating to the Guest House/catering in force from time to time, during the subsistence of the contract. The Contractor shall obtain the necessary license to run the Guest House/catering from the Municipal Corporation of Delhi.
 - xxiv. The Contractor shall employ his own Guest House/catering staff, provide them clean uniforms at his own cost, and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The Contractor will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. SAU shall not be responsible in any manner.
 - xxv. The Contractor shall not cause, to the security of the University, in any manner. The payment to Guest House/catering staff employed by the Contractor must be released by the 10th of every month directly in their bank accounts.
 - xxvi. The Contractor shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running the Guest House/catering at his own cost. The quality of food shall be maintained in consultation with the management and the decision of the management in respect of quantity and quality shall be final.

- xxvii. The Contractor will be required to strictly observe the timings of the office and also rules framed by the University as amended/provided from time to time.
- xxviii. The Contractor shall provide the Guest House/catering services normally on all seven day a week and will also provide the said services on holidays or late hours in the University.
- xxix. The EMD/Security deposit deposited by the successful bidder will be kept with SAU without carrying any interest, and it shall be refundable upon termination of the contract, provided the Contractor discharges his services according to terms and conditions and satisfaction of the management of SAU, failing which security deposit shall be forfeited. It is also provided that, if during the currency of contract if the Contractor withdraws his services and/or fails to discharge his services upto the satisfaction of the management, the said security shall be forfeited.
- xxx. EMD of unsuccessful bidders will be returned without interest after the completion of the tender process and award of the contract.
- xxxi. The Contractor shall also undertake and ensure that all the raw materials including milk etc. Shall be available during the course of the working hours of the University.
- xxxii. The Contractor or his manager, who should be qualified and professionally experienced, must be available in the SAU guest house at all times to attend to the complaints if any.
- xxxiii. The oil/ghee and all other ingredients to be used shall be from amongst the brands as suggested by the committee. If no suggestion is made, it should have FSSAI/FPO/AGMARK marking and shall be opened to the inspection of the authorized representatives of the University.
- xxxiv. The Contractor will be responsible for maintaining cleanliness inside and around the Guest house.
- xxxv. The Contractor shall provide and maintain in good condition sufficient sanitary dust bins of approved patterns with lids. These dustbins should be daily used for the storage of waste food and sweepings of the floor, dust, etc., and the contents/garbage should be disposed of regularly, outside at directed locations without fail at his/her own cost. Excess /wastage should be treated as per norms and/ or supplied to authorized agencies for benefit of the needy community.
- xxxvi. The Contractor shall provide a portable weighing machine in order to check the weight of the items provided as per the approved rates/weight list and the food disposed.
- xxxvii. Use of baking soda/MSG or any other preservative in the Guest House/catering shall be strictly prohibited. Any violation shall attract a serious penalty, including termination of the contract.
- xxxviii. The Contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
- xxxix. It will be obligatory on the part of the Contractor to sign the offer and other documents for all the components & parts. After the work is awarded, the Contractor has to enter into an agreement for work awarded on a non-judicial stamp paper of Rs. 100/- at his own cost within fifteen working days from the date of receipt of the acceptance order or before the work is undertaken.
- xl. The contractor shall inform the University Administration, any changes of the Guest House workers. SAU reserves the right to ask & require the contractor to remove any person deployed by the contractor without assigning any reasons or notice.

- xli. No responsibility will be taken by the SAU for credit sales to students and others, losses or pilferage.
- xlii. All liabilities arising from accident or death in respect of any employee of the contractor while on duty shall be borne by the Contractor. The Contractor shall indemnify SAU against any claims arising out of the works /workers/fooding by the Agency/Contractor.
- xliii. The contractor will ensure a high standard of cleanliness, hygiene and sanitation in the kitchen and guest house at their own cost. The contractor will make the arrangements for keeping all eatables in a covered showcase, free from flies, insects and rodents.
- xliv. Adequate numbers of dustbins will be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the Guest house. The Contractor will also ensure that no used utensils viz Cups, Thalies are lying in the SAU and these should be removed immediately. The Committee of SAU may visit the Guest House for inspection & further instructions from time to time.
- xlv. The contractor will ensure that the cooked and uncooked food is stored properly and no stale food served. In case of any food poisoning, the contractor will be held solely responsible and will be penalized besides legal action.
- xlvi. The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and the stale food is not recycled. Stale food shall be removed from the premises as soon as possible. Unrefrigerated cooked food, not consumed within six hours in summer months and ten hours in winter months, shall be deemed to be stale and unfit for consumption.
- xlvii. The food shall neither be too spicy nor oily. The food preparation shall be wholesome and shall generally cater to the taste of the students/employees.
- xlviii. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- xlix. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time.
- I. The contractor will be required to display the approved rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the Guest House prominently including taxes. Any increase or over charging if found to be true, shall make the licensee liable to pay fine as decided by the University or termination of contract or both.
 - li. The rates for different items shall be as per list attached at Annexure-A.. The contractor if intends to serve eatables not specified in the enclosed list; the same must be with the approval of rates by the university of SAU.
 - lii. The courts of Delhi shall have the exclusive jurisdiction to try all disputes if any arising out of this contract.
 - liii. The University Committee along with the manager will decide the menu for each month/periodically as the case may be, any changes in the menu without the university committee's consent will be fined.
 - liv. **The University will take feedback (thru feedback form) from customers (Faculty/ Staff/ Students) regularly (at least once every quarter). Further renewal of work will depend mainly on customer feedback.**
 - lv. **Contractor/Agency's responsibility: -**

- 1) SPACE ON HIRE(SoH): The contractor will not allow other brands (food or non-food) for placing any kind of their promotional campaigns inside the allotted premise. Any such request from the associating brand to the agency has to be placed with the university committee for any commercial agreement separately.
 - 2) To pay the maintenance, electricity, gas and water charges as applicable against the bills. Within days from the date of bill of each month failing which penalty @ Rs 50/- per day of delay may be levied subject to max of 10%.
 - 3) To keep the nearby premises neat and clean.
 - 4) Providing hygiene and good quality food items.
 - 5) The dustbin should be kept clean every time.
 - 6) Timing should be strictly followed.
 - 7) To dispose of the waste properly.
 - 8) To ensure timely cleaning and upkeep of bins
 - 9) To submit and display the FSSAI and other required clearances to the University
 - 10) To submit ID proof, Residence proof & Police Verification Certificate of all its workers and the contractor will be held responsible for any misconduct of the staff.
- lvi. The Covid/ Any communicable/ contagious epidemic/ pandemic Appropriate Behavior and protocols as required/stipulated from time to time by the Govt. must be observed by all staff/workers of the vendor. Vaccination certificates of the agency staff are mandatory.
- lvii. Use plastic free material in all operations as per the zero-plastic policy of the University.
- lviii. The University reserves the right to engage the same agency/contractor at multiple locations or to engage more than one agency/contractor at the same location, as per its requirements, in order to maintain services for the occupants of the University.

XII. SPECIAL CONDITIONS OF SERVICE:

- i. All books of accounts, registers and other documents used in connection with running of the Guest House Services shall be maintained by the Contractor at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/Provident Fund Authorities/Municipal Authorities or any other official Agency/officer authorized by the competent authority in this connection.
- ii. The Contractor shall maintain a neat and hygienic environment in and outside the premises of the Guest House Services and SAU authorities will check the Guest House premises periodically. If the committee feels that the premises are not neatly maintained by the Contractor, a penalty upto the tune of Rs.10,000/- or part thereof may be levied on the Contractor.
- iii. In the event of unsatisfactory services rendered by the Contractor, a monetary fine as penalty @ Rs. 500/- per day will be imposed for every default during the period of the contract. If the services do not improve subsequently, a monetary fine of Rs. 1000/- per day will be imposed for the defaults that will have to be paid by the Contractor within a week on communication from the SAU failing which will be adjusted against the Security Deposit.
- iv. The Contractor must be capable of handling and working with ERP-based solutions for order collection and fund management systems deployed by the University from time to time. No premise for lack of experience in this regard will be accepted"
- v. All the Contractors who have worked at SAU and not cleared their pending dues cannot participate in the bidding process. In case they want to do so they must clear their dues prior to bidding.
- vi. The Contractor should provide an automated billing service with the facility of the swipe cards as well as cash payments.
- vii. Increase/Decrease of prices should be strictly prohibited without intimating the university management.
- viii. Headgear and gloves (at caterers' own cost) to be worn by cooks and servers at all times while preparing & serving food. No non-recyclable plastic or plastic containers are allowed to use in campus
- ix. Mandatory to wash hands with soap after use of the rest rooms and before cooking food.
- x. Ensure no reuse of oil used once for deep frying. Used oil shall be disposed of appropriately, immediately after the usage. Storage of used oil will be viewed seriously and serious penalties as decided by the University shall be invoked.
- xi. Ensure no reuse of leftover food from the previous day. Leftover food should be disposed of appropriately, within one hour of the completion of the relevant service hours.
- xii. Ensure all the workers/staff are free of any contagious diseases or ailments.
- xiii. Ensure all workers/staff are well mannered and display courteous behavior.
- xiv. Ensure pest control administration periodically (rats/mice/flying insects, crawling insects), but not with aerosol-based ante-pest sprays that could get in the food.
- xv. Ensure maintenance of doors to the Guest House Services are self-closing to prevent entry of flies and provide anti fly /pest control equipment and air curtains at entry/exit doors.

- xvi. Operation of the Guest House Services is subject to regular (every week) inspection by the management of university to ensure all points are adhered to. Further periodic checking/performance audit by professional catering monitoring agency shall also be carried out to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.
- xvii. The contractor shall ensure that sufficient man power is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of Guest House assets and premises.
- xviii. Any violation to the terms and conditions of the contract shall attract a penalty on the Contractor which shall be decided by the management of the University and the same shall be acceptable to the Contractor.
- xix. Obtaining FSSAI and MCD Health trade license shall be the responsibility of the agency.
- xx. Increase/Decrease of prices is strictly prohibited without intimating the university management.
- xxi. Periodical execution of pest control should be exercised.
- xxii. The latest rules of the DPCC on Plastic waste management policy and that for the Institution/ University must be followed.
- xxiii. The agency shall not collect any amount from any guest for stay in the guest house.

XIII. FINE LIST:

Maximum Penalty for Guest House/Catering and other Eateries Non- Compliance /Default

| S.No | Penalty/issue | Fine/Penalty on each default |
|-------------|--|-------------------------------------|
| 1 | Veg and non veg Items prepared on the same utensils | 5,000/- |
| 2 | False claims by Contractors (example: taking some action under the name of any authority without their permission) | 1000/- |
| 3 | Feedback Register not available | 500/- |
| 4 | Denying from previous commitment | 5000/- |
| 5 | Not reporting the issue on time | 500/- |
| 6 | Unhygienic food with foreign material (insect/housefly, plastic, Hair (exceptional case only- clause), etc.) | 5000/- |
| 7 | Non Use of disposable headgear and gloves by staff | 500/- per staff |
| 8 | Kitchen Area not clean | 500/- |
| 9 | Use of unbranded items | 1000/- |
| 10 | Not displaying the price list | 500/- |

| | | |
|----|--|--|
| 11 | Handling food items with bare hands | 500/- |
| 12 | Tables not clean | 1000/- |
| 13 | Plates, spoon, glass not clean | 1000/- |
| 14 | Food not served in time | 500/- |
| 15 | Store not properly arranged | 500/- |
| 16 | Cooking utensils not clean | 500/- |
| 17 | Selling items not approved by the university committee | 500/- |
| 18 | Selling items at higher rates | 1000/- |
| 19 | Selling items at rates higher than MRP | 1000/- |
| 20 | Misbehavior of the staff (includes biased attitude towards University committee members, if observed the Contractor will be fined and member will be removed from group) | Enquiry will be done (fine will be decided post the enquiry) |
| 21 | Selling expired items | 5000/- |
| 22 | Adulteration in milk and other food items | 5000/- |
| 23 | Items not available as per menu (not informed to any University committee member or authority) | 1000/- |
| 24 | Cutting vegetables in open areas | 500/- |
| 25 | Number of monthly complaints submitted to the University Committee a. 10 complaints in a month b. More than 15 complaints in a month | 5000/- Change of Chef |

XIV. FORCE MAJEURE:

Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidder premise, etc.

The University may consider relaxing the penalty and delivery requirements, as specified in this Tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure.

XV. TERMINATION OF THE CONTRACT:

- (i) The contract can be terminated by either party, i.e. SAU or the Contractor, after giving three months' notice to the other party extendable by mutual agreement till alternate arrangements are made. However, University reserves the right to terminate the contract without giving any notice in case the Contractor breach of any of the terms of the contract. The University's decision in such a situation shall be final and shall be accepted by the Contractor without any objections or resistance.
- (ii) On termination of the contract, the Contractor will hand over all the equipment/furniture/articles etc. supplied by the University, back to the University in good working conditions.
- (iii) If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory during the probation period of three months from the date of taking over charge of the services, the University reserves the right to terminate the contract without giving any notice and intimate appropriate necessary action in the matter for making alternate arrangement.

XVI. ARBITRATION AND SETTLEMENT OF DISPUTES

The matter regarding any dispute shall be referred for arbitration of any Officer appointed by the President SAU, whose decision shall be binding and final.

XVII. REQUIRED DOCUMENTS UNDER CRITERIA FOR EVALUATION OF THE TECHNICAL BID WILL COMPRISE OF THE FOLLOWING:

- 1) The interested bidders may submit their proposals along with the following documents, duly authenticated and stamped by an authorized representative: -
 - i. Company Profile, enclosing a copy of its constitution.
 - ii. Duly signed and stamped copy of rates as per **Annexure-A**.
 - iii. Submission of EMD & Tender Fee or valid NSIC / MSME certificate/document.
- 2) The Bidder/Company/Firm/ Service Provider shall have an average annual turnover of Rs.1 Crore or more in guest house/ catering services only) in the last three financial years. The annual turnover should be certified by a registered established chartered accountant/ firm/company. (**Annexure-B**)
- 3) The Bidder/Company/Firm/Service Provider will have to provide details of Income Tax return of their firm for the last three financial years (2022-23, 2023-24 & 2024-25) duly approved by Chartered Accountant (CA).
- 4) The Bidder/ Company / Firm / Service Provider should be registered with the appropriate registration authority (labour commissioner etc.) and Certification from food departments (FSSAI) of the States and Central Government is a must. Bids of the Bidder/Company/Firm/ Service Provider non-complying labour laws will be rightly rejected.
- 5) The Bidder/ Company / Firm / Service Provider should submit Certified Copies of Work orders/ Experience certificate from their customers for running Guest House services in Institution/Academic Institution/Public Sector Undertaking/ University/

- Corporate Sector/reputed private organization during last Seven (07) years. Contractor should enclose their list of clients/ list of catering services/hotel/restaurant etc., run by him (with details of periods). **(Annexure- C)**
- 6) The bidder should have at least one similar work in the last 7 years' experience in running a Guest house/catering in a University (Central/State)/ Autonomous guest houses Institutions where the institution must have a residential Guest house. Documentary evidence, such as an experience certificate, issued from the concerned educational institute/University, should be furnished. **(Annexure-C)**
 - 7) Certified copies of PAN, GST/ ESI/PF Registration and other statutory requirements (FSSAI etc.),
 - 8) The Bidder /Company / Firm / Service Provider shall submit an affidavit duly notarized on a Rs.100/- non-judicial stamp paper stating that the Service Provider has not been blacklisted by Central Government/ State Government/ any PSU /Reputed hotel as on the date of submission of the bid. **(Annexure-D)**
 - 9) The Bidder/Company/Firm/Service Provide shall submit declaration on the official letterhead of the firm. **(Annexure-E)**
 - 10) Details about no. of employees on roll (Pan India)-
 - 11) Copy of ISO or any other certification,
 - 12) A minimum of manpower should be deployed at all times during the working hours as mentioned above & To deploy the staff on Saturday and Sundays also.- shall submit on the official letterhead of the firm duly signed.
 - 13) Policy for maintaining hygiene and safety & Waste disposal mechanism, - shall submit on the official letterhead of the firm duly signed.
 - 14) Nos. of manpower proposed to be deployed for serving, cleaning etc., - shall submit on the official letterhead of the firm duly signed.
 - 15) Proposal for maintaining quality of the food including brand of material to be used & Delivery mechanism (Serving food to students) including.- shall submit on the official letterhead of the firm duly signed.
 - 16) EMD/Security in full or part may be forfeited in case of deviation from any of the conditions.

XVIII. BID EVALUATION CRITERIA

- (i.) Evaluation of the bidders will be based on QCBS (60:40) evaluation:
- (ii.) Envelope 1: The service provider has to fulfil the University requirements basis the technical scrutiny mentioned on the scoring sheet/table below.
- (iii.) Bidders successful in Technical Evaluation and scoring overall 70 or more out of 100 and satisfy all the qualifying requirements would be considered eligible for opening of Financial Bid.
- (iv.) The qualified service providers will be called for the Opening of the Financial Bid in front of the Committee and will be evaluated and scored (40% weightage of Financial Bid).
- (v.) Final Score will be calculated on the basis of Technical Bid Evaluation (60% weightage and Financial Bid Evaluation (40% weightage).
- (vi.) **Work will be awarded to the bidder scoring (H-1) Highest Scorer** subject to agreeing to catering services strictly in accordance with the prices quoted in Annexure-A.

Criteria for evaluation of the technical bid/performance of tenderer for pre-eligibility:

| EVALUATION CRITERIA FOR GUEST HOUSE TENDER | | | | |
|---|---|--------------------|----------------------------------|---------------|
| S.NO | Item | Max. Points | Criteria | Points |
| 1 | An average annual turnover of Rs.1 Crore or more (catering services only) (average of last 3 consecutive years- 2022-23, 2023-24 and 2024-25) Please attach CA certified copy of the turnover. | 15 | 1-2 Crore | 5 |
| | | | 2-4 Crore | 10 |
| | | | 4 Crore & more | 15 |
| 2 | Nos of years of providing Guest House/ catering Service | 15 | 5 years | 5 |
| | | | 5-10 Years | 10 |
| | | | 10 Years & more | 15 |
| 3 | Experience in similar organizations, the nature of past and current customers, recommendations from clients. | 15 | 1 | 5 |
| | | | 2-4 | 10 |
| | | | More than 4 | 15 |
| 4 | Presentation to committee with the policy for maintaining hygiene and waste disposal including quantification etc." The vendor must be capable of handling and working with ERP-based solutions for order collection and fund management systems deployed by the University from time to time. No premise for lack of experience in this regard will be accepted" This shall also be demonstrated by the vendor. | 25 | As per committee recommendations | |
| 5 | Visit to Guest House/catering locations of Contractor | 20 | As per committee recommendations | |
| 6 | Does the vendor/contractor has its head office/branch office in the Delhi NCR region ? | 10 | If yes | 10 |
| | Total | 100 | | |
| <i>Bidder obtaining 70% marks will only be qualified for opening of Financial Bid</i> | | | | |

XIX. CHECKLIST OF DOCUMENTS TO BE SUBMITTED BY THE BIDDER

| (i.) | Details | Details (Whether attached) | Specify the Page No. |
|---------|--|-------------------------------|-------------------------|
| (ii.) | Name of Company & Complete Address & Telephone No. | | |
| (iii.) | Registration No. | | |
| (iv.) | PAN No. (enclose the attested copy of PAN Card). | | |
| (v.) | GST No. (enclose the attested copy of GST Certificate). | | |
| (vi.) | Details of EMD submitted (UTR No./DD No. | | |
| (vii.) | FSSAI/ FPO/AGMARK Registration | | |
| (viii.) | Labour Registration | | |
| (ix.) | EPF registration | | |
| (x.) | ESI Registration | | |
| (xi.) | Detail of Similar nature of contract carried out during last 5 years | | |
| (xii.) | Contract Completion Certificates | | |
| (xiii.) | Annual Turnover Certificates of last three years duly certified by CA | | |
| (xiv.) | List of Outlet in Delhi NCR | | |
| (xv.) | ISO Certifications | | |
| (xvi.) | No Black listing/Debarment Undertaking | | |
| (xvii.) | Any Other documents | | |

Note: All the documents being furnished must be self-attested as “True Copy”, with official seal and signatures of the Authorised person.

Date:
Signatory
Place:

Signature with Seal of Authorized

CERTIFICATE REGARDING TURN-OVER OF CONTRACTOR DURING THE LAST THREE FINANCIAL YEARS”

I / We, M/s , hereby confirm that the average total turn-over of the firm/company and profit earned for the last three financial years i.e. 2022-23 & 2023-24 2024-25.

The financial year-wise break-up is given below:-

| S.NO. | FINANCIAL YEAR | ANNUAL TURN-OVER FOR THE YEAR | PROFIT EARNED FOR THE YEAR |
|--------------|-----------------------|--------------------------------------|-----------------------------------|
| | 2022-23 | | |
| | 2023-24 | | |
| | 2024-25 | | |

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

LIST OF PRESENT AND PAST CLIENTS DURING LAST SEVEN YEARS.

Please give complete details as per the following format along with the Experience Certificate issued by clients/organizations. This information provided will facilitate evaluation of Technical Bid).

| Sl. No | Name of the Organisation with complete postal address mentioning Pvt.Sector/ Govt Body / PSU / Public Limited Company. | Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID. | Nature of Work | Completion Work Done/ guest house- if any | Completed or Not |
|--------|--|--|----------------|---|------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

**NON-BLACK LISTING DECLARATION
on Non-Judicial stamp paper of Rs100/-**

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER
HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY
ORGANISATION**

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To,

The Registrar
South Asian University
Gaushala Road, Maidan Garhi
New Delhi-110068

We hereby confirm and declare that we, M/s -----, are not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years. Signature of the Authorized Signatory with Seal of the Agency/ Firm

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

(On the official letterhead of the firm) Declaration by the Bidder/Contractor

I/We hereby declare that all the terms and conditions of the tender document has/have been read by me/us and I/we accept all the terms and conditions mentioned in the tender document and shall comply with them strictly.

Further, I/We hereby declare the following:

1. I/We have never been blacklisted by any institution/department/ University due to any reason.
2. I/We are ready to get our capabilities inspected by the Officer/Committee of the University, to judge the level of competency for undertaking the work.

If our bid is accepted, we undertake to:

1. Not to object to our disqualification on the basis of the above declaration, if found wrong and misrepresented at any point during the contract.
2. The workers deployed will be more than 18 years and shall comply with all the statutory requirements

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

PART

B

Financial Bid

Financial/Price Bid Format

Please fill the following table which gives the 'Common Desirable Menu' with estimated prices for your quote. Please choose the appropriate column at the end of table and fill the rates which you would like to quote.

| Sl. No. | Items | Grammage | Rate in ₹ | Rates to be Proposed by Guest House Operator | Any Remarks |
|-------------------------------|------------------------|--|-----------|--|-------------|
| (a) | (b) | (c) | (d) | (e) | (f) |
| Snacks/ Beverages | | | | | |
| 1. | Samosa | 60 gms | 15 | | |
| 2. | Bread Pakoda | 1 stuffed triangle 80 gms | 15 | | |
| 3. | Aaloo Bonda | 50 gms | 10 | | |
| 4. | Veg Cutlet | 60 gms | 15 | | |
| 5. | Veg Sandwich | 80 gms | 45 | | |
| 6. | Veg Burger | 150 gms | 50 | | |
| 7. | Tea Bag Tea | 120 ml | 20 | | |
| 8. | Masala Tea | 120 ml | 20 | | |
| 9. | Coffee | 120 ml | 20 | | |
| 10. | Special Coffee | 120 ml | 30 | | |
| 11. | Lemon Tea | 120 ml | 20 | | |
| Indian Curries/ Breads | | | | | |
| 12. | Tomato Soup | 150 ml | 30 | | |
| 13. | Seasonal Veg | 150 gms | 80 | | |
| 14. | Sahi Paneer | 150 gms with 60 gms Paneer | 150 | | |
| 15. | Steamed Rice | 150 gms | 80 | | |
| 16. | Veg Biryani with Raita | | 150 | | |
| 17. | Butter Tawa Roti | Per piece | 20 | | |
| 18. | Dal Tadka | 150 gms | 100 | | |
| 19. | Roti | Per piece | 10 | | |
| Thalis | | | | | |
| 20. | Executive Thali | 2 Butter Roti+ Parantha + 100 gms Daal + 100 gms Paneer +100 gms Rice + Sweet Dish/ 1 Gulab Jamun_+ Salad+60 ml Raita + Pickle | 200 | | |
| 21. | Deluxe Thali | 2 Roti+100 gms Daal + 100 gms Paneer +100 gms Seasonal Veg+100 gms Rice+ Salad+ Pickle | 180 | | |
| 22. | Simple Thali | 2 Roti+100 gms Daal + 100 gms Veg+100 gms Rice+ Salad+ Pickle | 120 | | |

| | | | | | |
|---------------|---------------------------------------|------------------------------|----|-------------------|--|
| Combos | | | | | |
| 23. | Combo Rajma/Choley+Rice | 100 gms Rajma +150 gms Rice | 80 | | |
| 24. | Choley Bhature | 100 gms Chole + 2 Bhature | 80 | | |
| 25. | Choley Kulche | 100 gms Chole + 2 Kulche | 80 | | |
| 26. | Dal Rice | 100 gms Daal + 150 gms Rice | 80 | | |
| 27. | Aloo puri | 100 gms Aloo Sabji+ 4 puri | 80 | | |
| 28. | Combo Paneer + Rice | 100 gms Paneer +150 gms Rice | 80 | | |
| Sweets | | | | | |
| 29. | Gulab Jamun | 1 piece (40 gms) | | | |
| | | | | | |
| | Packing material for take away | | 10 | | |
| | | | | | |
| | TOTAL OF (E) | | | | |
| | (In words) | | | | |
| | | | | | |
| | | | | Stamp & Signature | |

| (i) Details | (ii) Items | (iii) Rate in ₹ | (iv) Rates to be Proposed by Guest House Operator | Remarks (if any) |
|---------------------------------|--|----------------------|---|------------------|
| (a) Normal Breakfast | 2 Paratha with curd and tea /coffee, Pickle Or 4 full Butter toast with tea/coffee, Pickle Or Poha with tea/coffee, Pickle | Rs.60.00 | | |
| (b) Premium Breakfast | Paratha & curd with Omelette/ fruits and tea /coffee, Pickle Or Butter toast with Omelette/ fruits and tea/coffee, Pickle Or Poha with Omelette / fruits and tea/coffee, Pickle | Rs.80.00 | | |
| (c) Normal Lunch | Rice, Chapati, yellow dal, green salad, seasonal veg / mix veg, Paneer, curd/ raita, kheer/ ice cream, papad, Pickle | Rs. 120.00 | | |
| (d) Premium Lunch with non-veg | Rice, Chapati, yellow dal, green salad, seasonal veg / mix veg, Paneer, fish / chicken, curd/ raita, kheer/ ice cream, fruits, papad, Pickle | Rs. 200.00 | | |
| (e) Normal Dinner | Rice, Chapati, yellow dal, seasonal veg / mix veg, Paneer, curd/ raita, kheer/ ice cream, papad, Pickle | Rs. 120.00 | | |
| (f) Premium Dinner with non veg | Rice, Chapati, yellow dal, green salad, seasonal veg / mix veg, Paneer, fish / chicken, curd/ raita, kheer/ ice cream, fruits, papad, Pickle | Rs.200.00 | | |
| (g) Normal High Tea | Samosa/pakora, 2 biscuits, Chai / coffee | Rs. 30.00 | | |
| (h) Premium High Tea | Samosa/pakora, Khandvi/Dhokla, 2 biscuits, 1 sweet, i.e Gulab jamun/Ras Malai/ White Rasgula, Chai / coffee/Green Tea/Black Tea | Rs. 100.00 | | |
| | | Total of (iv) | | |
| | | Total of (a)+(c)+(e) | | |
| | | Total of (b)+(d)+(f) | | |

Signature of the Authorized Signatory with Seal of the Agency/ Firm