

অসম দক্ষতা বিশ্ববিদ্যালয়

# Assam Skill University

*(A State University established under Assam Act No. IX of 2020)*

**Mangaldai, District: Darrang, Assam - 784125**



## TENDER DOCUMENT

FOR

**OUTSOURCING OF CATERING & HOUSEKEEPING SERVICES IN ASSAM SKILL  
UNIVERSITY GUEST HOUSE AT MANGALDAI, DARRANG, ASSAM - 784125**

**February 2025**

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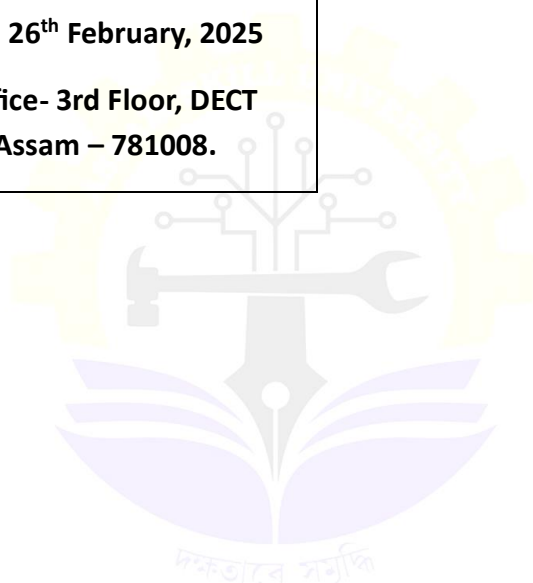
**Pre bid meeting: 11:00 AM ON 11<sup>th</sup> February, 2025.**

**Venue: ASU Site Office, Mangaldai, Darrang, Assam – 784125.**

**Last date for submission: 5:00 PM ON 25<sup>th</sup> February, 2025**

**Opening of Technical Bid: 2:30 PM ON 26<sup>th</sup> February, 2025**

**Venue: Assam Skill University, City Office- 3rd Floor, DECT Office Complex, Rehabari, Guwahati, Assam – 781008.**



TENDER FOR OUTSOURCING OF CATERING & HOUSEKEEPING SERVICES IN ASSAM SKILL UNIVERSITY GUEST  
HOUSE AT MANGALDAI, DARRANG, ASSAM - 784125

**TENDER DOCUMENT**

Tender No. ASU/GH/2025/128

Dated: 5<sup>th</sup> February 2025

**GENERAL TERMS & CONDITIONS**

<b>LAST DATE FOR SUBMISSION:</b>	<b>5:00 PM ON 25<sup>th</sup> February, 2025</b>
<b>OPENING OF TECHNICAL BID:</b>	<b>2:30 PM ON 26<sup>th</sup> February, 2025</b>
<b>VENUE:</b>	<b>Conference Room, Assam Skill University, City Office- 3rd Floor, DECT Office Complex, Rehabari, Guwahati, Assam – 781008</b>
<b>ESTIMATED COST:</b>	<b>Rs. 10,00,000.00</b>
<b>TENDER PAPER COST:</b>	<b>NIL.</b>
<b>EARNEST MONEY DEPOSIT:</b>	<b>Rs. 20,000.00</b>
<b>VALIDITY OF TENDER:</b>	<b>90 days from the Date of Opening of Bids.</b>
<b>MODE OF TENDERING</b>	<b>Single stage one envelope bid system and NIT shall also be uploaded at ASU website: <a href="http://www.asu.ac.in">www.asu.ac.in</a></b>

Clarification(s)/Corrigendum(s) if any shall be available on above referred websites.

## GENERAL INFORMATION

Assam Skill University (ASU), Mangaldai is the first of its kind Government Skill University of Assam and North East India established under the Assam Skill University Act, 2020, in accordance with University Grants Commission regulations. The Government of Assam envisages ASU to

- (i) distinguish itself as a premium institution with its campus equipped with state-of-the-art facilities and technologies;
- (ii) conduct skills education and training integrated with higher education, applied R&D, entrepreneurship education and support; and
- (iii) raise skill levels to enhance the productivity and competitiveness of industries in Assam and the North Eastern Region.

The state government also expects ASU to cater for the needs of students; TVET and higher education institutions; and industries in neighbouring countries, which face similar challenges in skills education and training, and with which the state has long-standing relationships.

It has Guest House facilities of 21 rooms which comprises of 17 Double Bed Rooms, 4 VIP Rooms and 2 dormitories with 6 Single Bed each, in which about 54 guests could be accommodated at a time. The rooms have facilities like AC, TV, geyser, dressing space, balconies, attached toilets and internet facilities. In addition, the Guest House has common area like Common Lounge, 32 seater Dining Hall, 30 seater Conference Hall and 24 seater Lounge.

The University is endowed with modern state of the art facilities for conducting class room teaching, research, trainings, seminars and workshops for a large number of students/ trainees/ delegates.

## ELIGIBILITY CRITERIA

- The hospitality agency should be registered with Competent Authorities and a well established organization, having experience of working in this field for a minimum of 5 years.
- The hospitality agency/ contractor should have a local office at Mangaldai as well as local resources.
- **The agency should have prior experience in maintaining Guest Houses/ Canteens/ Hostels/ Hotels/ Resorts (Labour, Material, Service or similar nature of work) on round-the-clock basis for a continuous period of a minimum of 5 years.**
- Income Tax Clearance Certificate/Assessment Order and Audited Balance Sheet for the past three preceding financial years must be furnished.
- Documentary evidence for experience in Catering & House Keeping Services in Guest House/ Canteens/ Hostels/ Hotels / Resorts for the value not less than **Rs. 30 lakhs per annum under a single contract**. Necessary proof towards this effect shall be submitted

along with the tender, without which the tender is liable for rejection at the discretion of ASU.

- **The list of clients, present and past, should be enclosed.** Certificates from clients with respect to **performance of the agency in the last 3 years** should be enclosed.
- The total number of staff in your organization engaged in hospitality and catering service and the total turnover per annum for the last three years needs to be furnished.
- There should be no case or charge under investigation/ enquiry/ trial against the neither agency, nor conviction in a Court of law or suspended/blacklisted by any organization on any ground.
- If the performance of the bidder is found to be unsatisfactory for any reason, in any organization, ASU reserves the right to reject the bid submitted by bidder.
- The opinion/ decision of ASU regarding the bid shall be final and conclusive. ASU reserves the right to reject any or all the bids at any time without assigning any reason thereof.

#### **EVALUATION CRITERIA**

- a) Bids of tenderers will be evaluated based on the above eligibility criteria and after scrutinizing all the relevant documents as sought from them, the price bids of only those tenderers who meet the above eligibility criteria will be considered.

#### **EARNEST MONEY DEPOSIT (EMD):**

- a) The Technical Offer must be submitted together with the earnest money deposit of **Rs. 20,000.00** (Rupees twenty thousand only) (refundable) by Demand Draft / Pay Order / Bankers' Cheque (and not in any other form) drawn in favour of the "**Assam Skill University**" payable at **Guwahati** is to be deposited with the bid. EMD paid by cheque will be rejected.
- b) No Bank Guarantee will be allowed.
- c) EMD shall be refunded to the unsuccessful bidders after awarding the contract to the successful bidder and no interest is payable on EMD.

#### **PERFORMANCE SECURITY:**

- a) The successful bidder will be required to deposit a performance security of **Rs. 1,00,000.00** (Rupees one Lakh only) in the form of demand draft/ irrevocable bank guarantee within 7 (seven) days after the award of the contract. Earnest Money deposited at the time of submission of the tender can be adjusted against the security deposit, by depositing the balance amount.
- b) The performance security will be refunded or released after expiry of Contract Agreement subject to satisfactory service of contract.
- c) **No interest is payable on the Security Deposit.**

## **GENERAL CONDITIONS**

### **SCOPE OF WORK AND SERVICES**

#### **1. RECEPTION-CUM-FRONT OFFICE**

- a. To attend to phone calls, receiving messages, inter-acting with Participants/Guests and ASU Officers, co-ordinate room allocation, bookings, check-in and check-out of guests, collect payments through online mode/ obtain signatures of guests as required, maintain proper accounting, co-ordinate all operations and submit the same periodically to ASU Officials as per the decided norms/rules of operation.

#### **2. CATERING**

- a. To render all Food and Beverage services at high standards
- b. To render additional services like High Tea, Special Dinner etc, as may be required by ASU.

#### **3. HOUSEKEEPING**

- a) To render all housekeeping services including maintenance of rooms, dining halls, lounge, kitchen, office rooms, reception area, toilets and all other areas in the Guest House which may not be specified here, at high standards.
- b) To render housekeeping services of Faculty Hostel (sweeping & cleaning), adjacent to Guest House.
- c) The housekeeping staff shall be provided by the contractor based on the requisition made by ASU.**

#### **4. LAUNDRY**

- a. To render all laundry services at high standards for Guest House Linen items, as provided by ASU.
- b. To render all laundry services at high standards for guests.

#### **5. GENERAL ADMINISTRATION**

- a. To ensure the entire operations of the Guest House and coordinate with General Administration of ASU for smooth running of the Guest House.
- b. To maintain records as required by ASU.
- c. To ensure the safety of properties belonging to the Guest House and maintain total vigil on the movement of people in the Guest House.
- d. To ensure timely action in emergencies including operation of fire fighting systems, administering first aid etc.

#### **1. FRONT OFFICE**

- 1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately
  - 1.1.1 Attend to him, receive him, and allot the room specified by the designated officer of ASU in his/her name. ASU will reserve the rooms and intimate the Contractor through Reservation Slips duly signed by the designated officer. **The contractor shall neither allot rooms on his own, for any reason nor disclose information relating to availability status to the guests.**
  - 1.1.2 Verify the identity of the guest with Govt. of India/ Assam issued ID card and get the guest's name entered in the Guest Register.
  - 1.1.3 Accompany the guest to his/ her room carrying his/ her baggage to his/ her room, leave him/ her in the room, look for comforts, keep fresh water, etc.
  - 1.1.4 When the guest checks-out, separate bills for boarding and lodging whenever required are to be prepared and signed by the guest as and when applicable.
  - 1.1.5 **The Contractor shall not collect any payment from certain guests as specified by ASU and ASU would bear the expenditure for standard foods along with other bills to be submitted by the Contractor.**
  - 1.1.6 **At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets of the ASU. A quick check to be carried out before the guest leaves the Guest House.**
  - 1.1.7 **At the time of guest moving out of the Guest House or checking out, the related keys should be collected.**
  - 1.1.8 To ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, the contractor shall immediately inform ASU officials.
  - 1.1.9 The Contractor's staff shall not seek any tips or favour from the guests for the services rendered.
- 1.2 During stay, the guest's miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills.
- 1.3 To order for newspapers and magazines as advised by ASU, coordinating with the newspaper agents, and paying for the bills at the end of the month. This will be reimbursed by ASU along with the Contractor's bill, on production of relevant suppliers' bills.

## **2. CATERING**

- 2.1 The Contractor shall provide the following services:
  - 2.1.1 Preparation of Tea and Coffee, Breakfast, Lunch and Dinner etc., as per the menu at Annexre - B.

- 2.1.2. The menu may be altered for specific guests /special occasions/programmes/functions as desired by ASU, within the overall scope of the menu. For any extra item, not covered in the Annexure - B the Contractor may charge additionally on the mutually agreed rates.
- 2.1.3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements. The ASU officials may also place separate orders to Contractor for any official programmes/ functions/ special occasions.
- 2.1.4 The Contractor shall take care to provide healthy food to the guests as per the standard menu. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
- 2.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of ASU, who may carry out random inspection.
- 2.3 The Contractor shall store sufficient quantity of high quality ingredients in the available place in the Guest House to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.
- 2.4 The timings for services fixed by the ASU shall be strictly followed by the Contractor.
- 2.5 Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service.
- 2.6 The Contractor shall be responsible for service of food and beverages in the Dining Hall only with room service for the VIP rooms.
- 2.7 The Contractor shall provide efficient and prompt service to all members.
- 2.8 The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene as well as in washed & pressed uniforms.
- 2.9 The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen and ensure that the properties of ASU are well taken care of.
- 2.10 The Contractor shall perform the Service to the satisfaction of the ASU officials. If any shortcoming is found then on instruction from ASU officials, the Contractor shall rectify the shortcoming immediately
- 2.11 The Contractor shall appoint the well experienced cooks capable in preparation of all types of foods. The kitchen staff shall be maintained directly by the service provider, whose payment shall be made directly by the service provider. **ASU shall not bear the manpower cost for catering service.**



- 2.12 On special occasions like parties to be organised in Guest House or in any of the ASU chosen place, the Contractor shall be ready to undertake all kinds of arrangements of such parties. The Contractor and the ASU shall mutually work out special menu and rates for such occasions.
- 2.13. If ASU asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.
- 2.14 The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter.
- 2.15 The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with ASU. The Contractor is free to use any of the available facility in the Guest House. For any additional requirement, the Contractor may bring his own equipment.
- 2.16 Routine cleaning and proper handling of kitchen equipment required for food preparation will be the sole responsibility of contractor
- 2.17 The contractor shall co-ordinate the booking & procurement of gas cylinders in time to avoid any embarrassing situation.**

### 3. HOUSE KEEPING

- 3.1. The Contractor, before submitting his offer, may visit the ASU Guest House and the Faculty Hostel for own assessment.
- 3.2 The Contractor will procure all the materials required for Guest House amenities. This includes soap, shampoo, coconut oil sachet in all general rooms and soaps, shampoo sachets, toothbrush, toothpaste, body lotion, coconut oil, shower cap, etc. to be kept in all the VIP rooms **(\*In-case ASU doesnot provide the materials).**
- 3.3 All the rooms shall be kept neat and tidy always to enable ASU to allot the rooms at any time.
- 3.4 Linen like towels, bed spreads, bed sheets should be changed Twice a Week in the rooms or when a new guest occupies the room.
- 3.5 The Contractor shall be responsible for making the beds and clean all rooms daily. All rooms, bath rooms, furniture and toilets are to be cleaned with high quality disinfectants Ceilings. Ceiling fans, windows, glasses and furniture to be cleaned at least once in seven days. All the necessary housekeeping materials for the performance of services shall be procured by the Contractor periodically and claimed from ASU as a part of monthly charges/bill.

- 3.6 Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 3.7 **The contractor shall maintain high standards of cleanliness and hygiene in the entire Guest House and Faculty Hostel.**
- 3.8 On special occasion, the agency shall arrange for Flower Arrangement in VIP Rooms, Common Lounge etc. Expenditure towards the same may be claimed from ASU in his monthly bills.
- 3.9 The Contractor's staff shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs. etc. provided in the Guest House rooms and other places. Reimbursement towards the same may be claimed from ASU.
- 3.10 Rooms to be regularly checked for bed, hand towel, bath towel, soap, shampoo, water. functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports. Whenever required, liaison should be maintained with ASU Maintenance Team/ Deptt.
- 3.11 The Contractor shall ensure the proper functioning of all systems in the Guest House such as electrical, electronics, sanitary and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to call the qualified person in the respective field and get the problem solved. Expenditure, if any, towards the same may be claimed in his monthly bills.

#### **4. LAUNDRY**

- 4.1 The Contractor shall provide all management, manpower, materials and systems for efficient and timely laundry services for the Guest House Rooms and VIP Rooms.
- 4.2 Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of curtains, blankets etc. are to be carried on need basis. Payment towards the same will be made as per the **rate contract**.
- 4.3 The contractor shall charge from the guests for washing and ironing of guest's clothes at rates approved by ASU.
- 4.4 ASU shall provide water and electricity along with adequate space.

#### **5. OPERATIONS**

- 5.1 Guest House Occupancy Register provided by ASU shall be kept safely. As soon as the guest enters the Guest House necessary entries are to be obtained.
- 5.2 An attendance register to be maintained for the attendance of the staff engaged by the agency and would be supervised by ASU authorities.

- 5.3 Daily boarding charts are to be maintained without overwriting for the provision of food to the guests.
- 5.4 A file to be maintained for preserving the room reservation slips
- 5.5. Both room rent and boarding bill books are to be maintained.
- 5.6 Asset Register is to be maintained by the Contractor to ensure the safe custody of ASU'S properties. This is subject to periodical verification by the concerned authorities of the ASU. Hence, the Contractor shall assume full responsibility for maintaining all movable properties of ASU located inside the Guest House. In case of any shortage, damage etc., the Contractor shall intimate ASU immediately and is liable for replacement of the same at his cost.
- 5.7 The Contractor shall take feedback from all guests without fail in the feedback register.
- 5.8 Statements of food provided, bills received and submitted, etc are to be maintained by the Contractor.
- 5.9 The Contractor shall perform all catering and housekeeping, services in a thorough, efficient, professional manner with due diligence and care according to specified norms and standards, in conformity with applicable local laws and regulations and ASU's own procedures & instructions, shortcoming if any found, then on instruction, the Contractor shall rectify the shortcoming immediately.

**Raw material standards:** The Contractor shall ensure that high quality ingredients and variety of quality/ fresh & organic vegetables are always procured for preparation of eatables. For all food preparation, double refined cholesterol-free and Agmark oil is to be used. As far as possible for all other preparations Agmark or any other standard products are to be used. The ASU authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

**Hygiene Standards:** The Contractor should ensure the proper health and hygiene of the Workers employed by him and must ensures periodical medical check up as per the norms of the Factories Act 1948 and OHSAS norms.

#### **Facility provided by ASU broadly include**

- Modular self-contained Kitchen with all necessary facilities like gas stoves, hot cases, Oven grinder, refrigerators, deep fridge, stoves etc.
- Furniture in rooms, dining halls, lounges, office rooms, cafeteria etc.
- Appliances like TV, ACs, Fridges, Geysers etc.
- All linens for the Guest House Rooms, VIP Rooms and Dormitories.

- The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipments) and custody of the equipments/ vessels etc, handed over to him by the ASU except ACs, TVs, Sound System (a list would be provided).
- All the items supplied by the University at its expense for the purpose of running Guest House will be ASU's property for all intents and purposes.
- The losses due to breakage / theft/ damage or loss of any such materials/ equipment fixtures/furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the ASU shall be final and binding on the Contractor.

## 6. PERSONNEL

- I. The Successful contractor shall make all appropriate arrangements for smooth running of Guest House operations and Housekeeping of Faculty Hostel. Hence, he should post a team of personnel under the leadership of one. well experienced Supervisor, who will be reporting to ASU Supervisor in the Guest House as well as Faculty Hostel.
- II. The Contractor shall maintain Qualified/Trained competent catering and hospitality personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services. This will include but not limited to:
  - a) All labour necessary to prepare and serve all meals of different cuisines including continental and to maintain the guesthouse rooms etc., in total cleanliness and hygiene condition, and
  - b) All clerical, supervisory and management personnel necessary for catering and allied operations.
- III. The Contractor, as per the **Abolition of Child Labour Act 2006**, shall not engage a person below the age of 18 years.
- IV. **The Contractor shall be solely responsible to meet all the requirements of his labourers as per the provisions of the prevailing Rules/Acts of GOI/State Govt in this regard, including:**
  - a) **Payment of wages, minimum wages and all statutory allowances such as PF, ESI etc.**
  - b) **All taxes claimed and deposited with any Government Authority having jurisdiction.**
  - c) Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to University's interests.
  - d) All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability.
  - e) The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the ASU.
  - f) It is mandatory for the Contractor to get Police Verification of all employees engaged by him and has to submit with ASU.

- V. **UNIFORM:** The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The personnel shall wear caps while serving food. The Contractor shall provide the necessary uniforms, which shall be determined in consultation with ASU. However, ASU will be at liberty to change the colour scheme when the issue of uniform is next due.

## **7. CONTRACTOR'S PERSONNEL**

The contractor shall maintain necessary Qualified/Trained competent personnel in each category of work, in accordance with the norms of Govt, authorities. They should meet all the requirements and fulfil all the activities mentioned in the schedule. The personnel should have pleasing personality, courteous, be good in communication with guests and be experienced to serve guests of high levels. Hence, the contractor should engage personnel who are well versed in **Assamese, Hindi and English (preferable)**. The personal engaged by the Agency will not be provided with any accommodation in the ASU complex.

The University has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The operation of ASU Guest House will be monitored by a designated official of the University. The Contractor will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the University.

**The Contractor shall engage sufficient number of competent employees for running the Guest House on round-the-clock basis. Expenses on account of payment of salary/wages/providing of food eatables for contractor's employees/Uniform/Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday Wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractors as per the norms of Govt. authorities.** The Contractor shall have full control over his employees including the right to appoint, determine service conditions. discharge, dismiss, or otherwise terminate their services at any time. The Contractor shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments. The Contractor shall employ such personnel who are medically fit. The University has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, clinical, medical or disciplinary grounds.

**The Contractor shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition Act 1970, Abolition of Child Labour Act 2006, ESI Act 1948. Workmen's Compensation Act 1923, Employees Provident Fund and**

**Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time.** The Contractor shall produce registers and records and comply with other directions issued by the University for compliance of the statutory provisions

The Contractor shall fully indemnify ASU for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Contractor shall be solely liable for settlement of any claim made by any person due to the non-observance by the Contractor of any of the provisions otherwise of the enactments cited. ASU reserves its rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by ASU to the Contractor or in the absence of the same as debt due to ASU by the Contractor. **The Contractor shall, whenever required by the University or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.**

The Contractor shall produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld. The University will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees. The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the University and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating/working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the University, the Contractor shall remove forthwith such employees from the University's premises and indemnify ASU for any loss on such violation of the rules and regulations.

#### **BANNED ITEMS:**

- a) Under no circumstances the contractor should sell any of the items banned in the educational Institutions. Tobacco products, alcoholic products and narcotics are some of the banned items.
- b) Compulsory facility of first aid box with adequate capacity should be made available by caterers for the workers.
- c) Vegetarian and Non-Vegetarian food cooked and served separately. Owner must keep separate cooking utensils (properly labelled e.g., Green Tape –Veg / Red Tape –Non-Veg) for Veg and Non- Veg Items. If they are using eggs in preparation of any food items (including naan, bread), then it should be mentioned on the menu with a red mark.



- d) No worker should consume alcohol or smoke inside the ASU campus. They should not come to work in drunken conditions. If they fail to abide by these rules, strict actions will be taken against the contractor.
- e) Contractor shall not use any coloring agents and/or chemicals like Mono Sodium Glutamate (Ajinomoto) in any of the dishes, or store them in the food outlet premises.
- f) Reuse of oil is strictly prohibited.
- g) Regular cleaning of the facility shall be done.

#### **ARBITRATION:**

In case of any dispute or differences between the parties, the same shall be amicably resolved through mutual discussion and understanding. If the matter/dispute remains unresolved, the same shall be referred to the sole arbitrator for settlement of the same. The sole Arbitrator shall be appointed by the mutual consent of both the parties. The arbitration shall be conducted in accordance with the provision of Arbitration and Conciliation act 1996 or any statutory modification or re-enactment. The award of the arbitrator shall be binding upon the parties to the dispute. The jurisdiction of Arbitration shall be at Mangaldai.

#### **PERIOD OF CONTRACT & TERMINATION**

**The contract shall commence from the date of awarding the contract by ASU and shall be initially for a period of one year which can be annually renewed upto a period of three years, subject to satisfactory performance.** The University reserves the right to extend the period of contract for a further period of up to one year on terms mutually agreed upon. Either party shall be at liberty to terminate the agreement by giving **three clear calendar months** notice in writing

#### **RISK CLAUSE**

Notwithstanding anything contained in any other clause, ASU reserves the right to terminate the contract due to any failure on the part of the Contractor in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the ASU about the failure on the part of the Contractor shall be final and binding on the Contractor. If there is any stoppage of service in any area of the Guest House operation and Faculty Hostel Housekeeping services, for any reason, the Contractor liable for **penalty** action as decided by ASU, in the event of any failure on the part of the Contractor, ASU shall have the right, without any prejudice, to get the work done through any other alternate agency at the risk and cost of the Contractor. The additional cost, loss, if any incurred by ASU will be recovered from the Contractor.

#### **ACCOUNTING AND PAYMENT TERMS:**

The Contractor is fully responsible for the Cash collection through University online gateway/ UPI from the guests. The same has to be properly accounted with transaction numbers. The

Contractor should properly account for the food items served which may be counter checked as per the systems enforced by ASU. Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the ASU officials or the auditor appointed by ASU. The payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared. The Contractor is fully responsible for the wastages of food items prepared at the Guest House. So, any wastage of food items will have to be borne by the Contractor.

#### **PAYMENT TO THE CONTRACTOR:**

The Contractor shall raise the bill on completion of every month, which should be duly certified by the ASU's official and the payment shall be made through cheques within 30 days from the date of submission of complete bill with supporting documents. The University shall not pay any amount in cash and no advance money shall be paid to Contractor.

#### **SUBLETTING**

The contractor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the University to any other person/agency/organization.

#### **DAMAGE TO PROPERTY**

The tenderer / bidder shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the University if such loss or damage is due to the faults and or negligence or willful commissions of the bidder / his or her employees / agency representatives, as per investigation report of the University and whose assessment shall be final and binding on the bidder.

Tenderer / bidder shall ensure that trees, flowers, plants and grassy lawns are not damaged by the staff deployed / employed.

#### **PENAL MEASURE**

For stoppage of service - The service must be restored within 24 hours.

In case of delay:

- Post 24 hours penalty shall be imposed at 0.1% of the estimated cost per day;
- Post 5 days penalty shall be imposed at 0.5% of the estimated cost per day

#### **PREPARATION OF BID**

- a) Your price bid shall be for all the items as described in attached documents and submitted only in the attached Form of Bid with the priced Supply, Delivery and Price Schedule. The currency of quoted prices and payment shall be Indian Rupees (INR).



- b) The prices should be quoted for Assam Skill University, Mangaldai and should be accompanied by adequate eligibility documentation.
- c) Your bid must be signed by you or your authorized representative. Without a signature in your Form of Bid, your bid will not be considered further.
- d) Further information can be obtained from: **O/o the Registrar, Address: Assam Skill University City Office- 3rd Floor, DECT Office Complex, Rehabari, Guwahati, Assam – 781008, E-mail : registrar@asu.ac.in.**
- e) Tender documents should be sent in a sealed outer cover superscribing **“Tender for Outsourcing of Catering and Housekeeping Services in ASU Guest House, Mangaldai”** to **The Registrar, Assam Skill University City Office- 3rd Floor, DECT Office Complex, Rehabari, Guwahati, Assam – 781008** so as to reach on or before **5:00 PM ON 25<sup>th</sup> February, 2025**

**VALIDITY OF RATES:**

The rates quoted should be valid for **90 days** initially from the date of opening of the price bid. The rates of successful bidder should be valid for one years from the date of commencement of the contract.

I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned and accept the same to execute the contract, if awarded.

*(Please sign at the bottom of all previous pages)*

.....

**SIGNATURE & SEAL OF THE TENDERER**

**Name of Tenderer:** .....

**Address:** .....

.....

**E. Mail ID.** .....

**Ph.No.:** .....

**Tender No. ASU/GH/2025/128**

**Dated: 5<sup>th</sup> February 2025**

**ASSAM SKILL UNIVERSITY (ASU)**

Mangaldai, Darrang, Assam - 784125

**BID DETAILS:**

1. Please read "**Scope and general terms & conditions**" before filling up this form.
2. The labour cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, EL, Incidentals like cost of food supplied to the workmen, uniform and all other statutory and non-statutory benefits to the persons employed by him.
3. 4. The rate quoted for catering charges should be as per the menu. The rate for each unit of food item shall include material and fuel cost only. **The labour cost for food preparation shall be covered under fixed service charges for providing manpower.**
4. 5. The rates quoted should be valid for 90 days initially from the date of opening of the Price Bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.
5. Attach documentary evidence wherever asked for.
6. Attach the complete set of Scope. Terms & Conditions, duly signed by you.
7. Complete the format in all respects with signature on each page
8. Sealed cover superscribing the envelope **Tender No. ASU/GH/2025/128, dated: 5<sup>th</sup> February 2025**, should be submitted before the due date.
9. If space provided in the format is not sufficient, please provide the information in a separate sheet.

.....

**Tender No. ASU/GH/2025/128**

**Dated: 5<sup>th</sup> February 2025**

**BIDDER DETAILS-**

(A) Name & Address of the Tenderer:

(B) Whether Individual or Company or Partnership Firm?

(C) Name & address of Directors and / or Partners (in case of Partnership firm) or name & address of the Proprietor (s) in the case of sole proprietorship firm. (Documentary evidence to be enclosed).

(D) Experience (*as mentioned under Eligibility Criteria*) : (Use separate sheets wherever necessary)

(E) No. of employees proposed to be employed with break up details for the following

(F) Provident Fund Code No.:

- ESI Code No.
- Income Tax PAN NO.:
- GST Reg. No:
- VAT TIN Reg. No.:

(Please enclose copies of all above)

(G) Whether the tenderer has been issued with a license under the **Contract Labour Regulation & Abolition Act**? If so, furnish the details.

(H) Average annual turnover of **Rs 20,00,000.00** in the last 3 years (FY- 2021-22, 2022-23, 2023-24, duly certified by a registered Chattered Accountant)

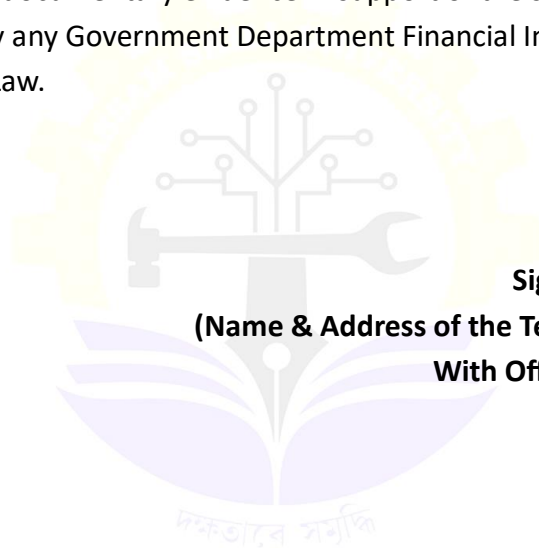
(I) DD No..... Date, Name of the Bank and amount towards **Earnest Money Deposit**

(J) Any other information the tenderer may like to furnish.

(K) If the contract is awarded, by what means do you propose to furnish the Security Deposit as explained above in the General Information sheet

**DECLARATION**

I/We hereby declare that the information furnished above are true to the best of our knowledge. We have enclosed necessary documentary evidence in support of the same. We have not been banned and black listed by any Government Department Financial Institution lave not been convicted by any Court of Law.



**Signature(s)**

**(Name & Address of the Tenderer(s))**

**With Official Seal)**

**Place:**

**Date:**

**Tender No. ASU/GH/2025/128**

**Dated: 5<sup>th</sup> February 2025**

**ASU GUEST HOUSE**

**Mangaldai, Darrang, Assam - 784125**

**I. LOCATION AND DETAILS OF THE ASU GUEST HOUSE**

- **ANNEXURE - A**

**The contractor is advised to visit the Guest House before submitting his tender.**



**PRICE BID**  
**HOUSEKEEPING OF ASU GUEST HOUSE**  
**ANNEXURE OF RATES**

**A. Manpower for housekeeping:**

Sl. No	Description of Work	No. of Person	Daily Wage (A)	Other Allowance (B)	ESI (3.25%) on applicable wages (C)	EPF (13%) on applicable wages (D)	Bonus (8.33% ) of Basic, VDA (E)	Rate per person (F=A+B+C+D+E)	Service Charge	Total Amount for each Category
<b>Providing Manpower- Quote for 2 Shifts per day</b>										
<b>Front Office and House Keeping</b>										
	Supervisor (Skilled)	01								
	Service Boy (Semi Skilled)	02								
	Housekeeping (Unskilled)	06								

**B. Rate of materials for Housekeeping:**

Sl No.	Description	Rates (Rs)
02	House Keeping Material Charges per month for cleaning the Guest House premises including room, lounges, etc., including Room Fresheners, Mosquito Repellents etc. <b>(*Rate of material proposed to be used to be furnished)</b>	
03	Guest Amenities per month (two small size soap pieces 25 gms in all the rooms, to VIP sites Rooms two soap of smaller size 25 gms, shampoo sachet, <b>Quality &amp; rate of material proposed to be provided to the guest must be furnished)</b>	
04	Laundry Services costs per unit	
	<ul style="list-style-type: none"> <li>a. Hand towel (small)</li> <li>b. Table Cloth</li> <li>c. Bath towel (big)</li> <li>d. Bed sheet (single)</li> <li>e. Bed sheet (double)</li> <li>f. Quilt with cover (winter)</li> <li>g. Blanket</li> <li>h. Bed cover</li> <li>i. Pillow cover</li> <li>j. Curtain</li> </ul>	

**CATERING CHARGES, ASU GUEST HOUSE**  
**ANNEXURE OF RATES**

Items:- (Please provide cost for each package of items)

- **ANNEXURE - B**

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