

INDIAN INSTITUTE OF TECHNOLOGY KANPUR
Visitors Hostel & Allied Services



PRE QUALIFICATION TENDER DOCUMENT

FOR

**OPERATIONS OF HOSPITALITY SERVICES AT
VISITORS' HOSTEL & ALLIED FACILITIES, IIT KANPUR**

PRE-QUALIFICATION TENDER DOCUMENT

FOR

**Providing round the clock Hospitality Services at the
Visitors' Hostel & Allied Facilities of
Indian Institute of Technology Kanpur**

(This document consists of 21 pages)

**Visitors Hostel & Allied Services
INDIAN INSTITUTE OF TECHNOLOGY KANPUR**



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**INDIAN INSTITUTE OF TECHNOLOGY KANPUR
Visitors Hostel & Allied Services**

NOTICE

**INVITATION FOR PRE-QUALIFICATION OF TENDER FOR
OPERATION OF HOSPITALITY SERVICES AT
VISITORS' HOSTEL & ALLIED FACILITIES,
IIT KANPUR**

The Indian Institute of Technology, Kanpur invites applications for pre-qualification from reputed hospitality agencies with nation wide presence, for providing hospitality services at Visitors' Hostel & Allied Facilities, IIT, Kanpur. The agencies that fulfill the requirements as laid down in this pre-qualification document shall be eligible to apply.

Applicants may obtain pre-qualification documents from the office of Administrator In – charge, Visitors' Hostel & Allied Facilities, IIT Kanpur free of cost or download it from the website: <http://www.iitk.ac.in/infocell/tender/admin/> or <http://www.tenderhome.com/>. Pre-qualification documents form duly supported by prescribed annexures, shall be received up to 1500 hrs on January 19, 2012.

No. VH/IITK/2011-12/001
Dated: December 28, 2011

Administrator In – charge

INFORMATION AND INSTRUCTIONS TO THE TENDERERS

1.0 GENERAL:

- 1.1 Letter of transmittal and forms for pre-qualifications are attached.
- 1.2 All information called for in the enclosed forms should be furnished against the respective columns in the forms. If the information is furnished in the separate document, reference to the same should be given against respective columns in such case. If any particulars/query is not applicable in the case of applicant, it should be stated as not applicable. However the applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information, may result the applicant being summarily disqualified. Applications made by FAX/ e-mail and those received late or in an open envelop will not be entertained.
- 1.3 The application should be typewritten. The applicant's name and Firms stamp should appear on each page of the application.
- 1.4 Overwriting should be avoided. Neatly crossing out, initiating, dating and rewriting shall make correction(s), if any. All pages of pre-qualification documents shall be numbered and submitted as a package with signed and stamped letter of transmittal.
- 1.5 A Senior officer of the client should sign references, information and certificates from the respective clients certifying suitability, know-how and capability of the applicant.
- 1.6 The applicant is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after pre-qualification document is submitted, unless the Institute calls it for.
- 1.7 The pre-qualification document in prescribed form duly completed and signed shall be submitted in a sealed cover. The sealed cover super scribed "Pre-Qualification document for providing round the clock contractual hospitality services for the Visitors' Hostel & Allied Facilities of Indian Institute of Technology, Kanpur" shall be received in the office of the Admn. In – charge, Visitors' Hostel & Allied Facilities, IIT Kanpur up to 1500 hrs on January 19, 2012. Document submitted in connection with pre-qualification will be treated confidential and will not be returned.

- 1.8 Prospective applicants may seek clarification regarding the scope of work and/or the requirements for pre-qualification, in writing, within a reasonable time. Any clarification given by the Institute will be forwarded to all those who have obtained the pre-qualification document directly from the office of the Administrator In-charge, Visitors' Hostel & Allied Facilities, IIT Kanpur. No request for clarification will be considered after receiving the pre-qualification tenders.

2.0 DEFINITIONS:

In this document the following words and expressions have the meaning hereby assigned to them.

- 2.1 **EMPLOYER** shall mean "Indian Institute of Technology Kanpur, acting through the Director of the Institute.
- 2.2 **APPLICANT** shall mean, a proprietary firm, a firm in partnership, a limited company (private or public), a corporation or a Co-operative society.
- 2.3 **INSTITUTE** shall mean Indian Institute of Technology Kanpur.
- 2.4 **HOSPITALITY SERVICES:** shall mean and include Front Office Management, Back Office Management, House-keeping services, Food & Beverages (Production & Service), Managing Conferencing Facilities within the premises of the Visitors' Hostel & Allied Facilities of the Institute.

3.0 METHOD OF APPLICATION:

- 3.1 If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address.
- 3.2 If a proprietary firm makes the application, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- 3.3 If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address or alternatively by a partner holding power of attorney for the firm. In such a case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.
- 3.4 If a limited company or a corporation makes the application, a duly authorized person holding power of attorney for signing the application shall sign it. In such a case a certified copy of the power of attorney shall accompany the applications. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the pre-qualification application is filed.

- 3.5 If the application is made by a co-operative society, it shall be signed by the secretary of the co-operative society above his full typewritten name and full name of the co-operative society. Such co-operative society shall be required to furnish satisfactory evidence of its existence along with a certificate of the selection of Secretary by the chairman/ administrator of the co-operative society duly approved by the Registrar's office of the Co-operative society registering office.

4.0 FINAL DECISION MAKING AUTHORITY:

The employer reserves the right to accept or reject any application and to annul pre-qualification process and/ or reject all applications at any time, without incurring any liability to the affected applicants or specifying the grounds for the Employer's action.

5.0 CAMPUS VISIT:

- 5.1 The applicant is advised to visit and examine the campus and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing the pre-qualifications application and subsequently the financial bid. The cost of visiting the site shall be at applicant's own expense.

6.0 CRITERIA FOR ELIGIBILITY FOR PRE-QUALIFICATION:

- 6.1 The Firm should be registered under any prevailing law in India.
- 6.2 The Firm should have minimum 3 (three) years experience in hospitality business.
- 6.3 The Firm should have EPF, ESI and Service Tax registrations, preferably in the regional offices at Kanpur city.
- 6.4 The Firm should submit a copy of TAN card issued in the name of Firm.
- 6.5 The Firm must have at least 2 (Two) running contracts of the annual value not less than Rs. 40.00 (Forty) Lac(s) each. Copies of work order or certificate of monthly billing from the client must be enclosed as documentary evidence.
- 6.6 Average annual financial business turn over of the Firm on hospitality services should be at least Rs. 80/- (Eighty) Lac(s) during the last 3 (three) preceding years.
- 6.7 The Firm should have at least 50 permanent trained staff on its rolls and a clear regular recruitment policy.

7.0 EVALUATION CRITERIA FOR PRE-QUALIFICATION:

7.1 For the purpose of pre-qualification, applicant will be evaluated in the following manner:-

- a) The application will first be scrutinized on the basis of the initial criteria prescribed in paras 6.1 to 6.7 above.
- b) Those firms qualifying the initial criteria, as set out in paras 6.1 to 6.7 above will then be evaluated for the following criteria.
 - i) Financial Strength (Form-A)
 - ii) Experience in similar class of business (Form-B)
 - iii) Contracts under execution / awarded (Form-C)
 - iv) Performance on these contracts (Form-D)
 - v) Structure of the company's organization (Form-E)
 - vi) Details of employees on the rolls of the company (Form-F)

7.2 Even though applicants must satisfy the above requirements, they may be disqualified, if they have:

- a) made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document;
- b) records of poor performance such as abandoning work, not properly completing the contract or financial failure / weaknesses, and
- c) if confidential enquiry reveals facts contrary to the information provided by the applicant.

8.0 FINANCIAL INFORMATION:

Applicant should furnish the following financial information:

- a) Annual financial statement for the last 3 (three) years (in **Form 'A'**). These should be supported by audited balance sheet(s) and profit and loss account(s), duly certified by a Chartered Accountant, as submitted by the applicant to the Income Tax department.
- b) Name and address of the Banker familiar with the applicant's financial standing and Banker's statement on availability of credit.

9.0 EXPERIENCES IN CONTRACT HOSPITALITY BUSINESS:

9.1 Applicant should furnish the following:

- a) List of all contracts of similar class of business successfully completed during the last three years (in **Form 'B'**)
- b) List of the contracts under execution or awarded (in **Form 'C'**)
- c) Particulars of completed contracts and performance of the applicant, duly authenticated/certified by a Senior Officer of the client (in **Form 'D'**).

10.0 STRUCTURE OF THE COMPANY'S ORAGANISATION:

10.1 Applicant is required to submit the following in respect of his organization (in **Form 'E'**):

- a) Name and postal address including valid and current Telephone number, Mobile number, Fax number and E-mail address etc.
- b) Copies of original documents defining the legal status, place of registration & principal places of business.
- c) Name(s) and title of Director(s) and officer(s) to be concerned with proposed contact for IIT Kanpur, with designation of individuals authorized to act for the organization.
- d) Information on any litigation in which the applicant was involved during the last 3 (Three) years, including any current litigation.
- e) Authorization from employers for seeking detailed references by the Institute.

11.0 PERSONNEL ON THE ROLL OF THE FIRM:

11.1 Applicant should furnish the details of employees on the roll of the Firm (**Form 'F'**)

12.0 LETTER OF TRANSMITTAL:

12.1 The applicant should submit the letter of transmittal attached with pre-qualification document.

13.0 TENDER SUBMISSION:

13.1 After evaluation of pre-qualification application, a list of qualified agencies will be prepared. Thereafter, only those agencies that are pre-qualified for the works will be invited to submit financial bids.

14.0 AWARD CRITERIA:

14.1 The Institute reserves the right to:

- a) Amend the scope and value of contract.
- b) Reject any or all the bids without assigning any reason.

14.2 For any of the above actions, the institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same.

14.3 Effort on the part of the bidder or his agent to exercise influence or to pressurize the Institute for his bid shall result in rejection of such bid. Canvassing of any kind is strictly prohibited.

DESCRIPTION AND SCOPE OF WORK AT VISITORS' HOSTEL & ALLIED FACILITIES

3.1 DESCRIPTION OF VISITORS' HOSTEL & ALLIED FACILITIES

3.1.1 Visitors' Hostel & Allied Facilities are situated inside the campus of the Institute, with an exclusive and fully secured premise of its own. The Visitors' Hostel & Allied Facilities comprise of following accommodation/ Conferencing Facilities:

Name of Building	Facilities
Visitors' Hostel	15 Suites with small Kitchenette 70 Guest Rooms(twin Bed) 02 Dining Halls 01 VH Meeting Lounge 01 Guest Lobby Front Office Back Offices
Pioneer Batch Continuing Education Center	02 Seminar Room 01 Conference Room 01 Meeting Rooms 01 Lobby
Visiting Faculty Apartment	Four(4) 3-BHK Apartments Eight(8) 2-BHK Apartments
Visitors' Hostel Extension	44 Guest Rooms (twin-bed) 1 Kitchen, 1 Dining room, 1 Store room, 1 Office.
Outreach 69 & 80	1 Auditorium (250 seats) 1 Seminar Room(40 seats) 1 Meeting Room (22 seats) 1 Hall of Fame 1 Office 1 Green Room
Main Auditorium	1 Main Auditorium(1600 seats) 1 Office 1 Foyer 1 Prayer Hall 2 Green Rooms

The buildings are in reasonably good condition at present. The offices are well equipped with Telephone, Fax Machine and Computers etc. The Guest rooms are well furnished and equipped with internal telephone, television, hot & cold water supply. Each guest room has an attached toilet and independent balcony.

Civil, Electrical and air-conditioning Maintenance services are provided by the Institute's Works Department.

3.1.2 Visitors' Hostel & Allied Facilities are very prestigious for an Institution of National Importance, known for hospitality, comfort and serene environment. Essentially it caters to the academicians and researchers both from within and outside the country visiting the Institute round the year. Average rate of occupancy in the Guest House is usually 65% during most of the year. However, during certain periods, it runs to full capacity.

3.2 SCOPE OF WORK

3.2.1 The Scope of work shall generally encompass the following activities:

3.2.2 Liaison:

The Manager shall maintain close coordination with the Institute Administration/ Administrator in-charge and his authorized representatives and manage the services in consultation with him.

3.2.3 Administration:

The Manager shall be responsible for enforcement of discipline as per the guidelines issued by the Institute and for preventing the misuse of the Institute facilities and its premises by the guests as well as the contractor's workmen.

3.2.4 Front Office Management:

Booking of Accommodation, Dining and Conferencing facilities, Guest check-in/ check-out, Billing, Sending bills for settlements, Follow-up of Pending Bills, Collection & Depositing cash to bank.

3.2.5. House Keeping Services:

All activities necessary for maintaining high standards of hygiene and cleanliness within the Institute Building, Visiting Faculty Apartments and its premises shall be deemed to be included in the house keeping services. Activities broadly defined below, shall be carried out every day:

- i) General maintenance, cleaning & upkeep of all Guest Rooms, Public Areas, Offices, Kitchen, Dining Halls, Stores, etc.
- ii) Maintenance & cleaning of all equipment, appliances, furniture, Guest room linen etc.

3.2.6. Food & Beverages (Production & Service):

- i) Providing dining facility to In-house guests against booking in advance
- ii) Providing Catering services for important Institute/ departmental events and Short Courses/ Conferences etc. on priority basis in consultation with the Admn-in-charge or his representatives.

3.2.7. Record Keeping:

The Manager shall maintain all records as desired by the Institute Authorities from time to time.

3.2.8. Linen Management:

The housekeeping shall be responsible for safe custody, cleaning, issue and use of the linen supplied by the Institute and organizes its laundry as per requirement.

3.3 FACILITIES PROVIDED BY INSTITUTE

- 3.3.1 The Institute shall supply the following articles for use in the hostel, as part of the establishment:
- i) Complete furniture, furnishing, electrical gadgets and linen for guest rooms.
 - ii) Bucket, Mug, Jug, shoeshine brush, hangers, dustbin and crockery for use in the Guest rooms.
 - iii) Complete furniture, stationary and equipment for office use.
 - iv) Complete furniture, furnishing, electrical gadgets, cooking appliances, utensil and crockery for kitchen and dining areas.
 - v) Air cooling and air conditioning equipments, refrigerator and water cooler wherever required.
 - vi) Bulbs, tube lights, fans, geysers room heaters, other electrical appliances and fire fighting equipments.
 - vii) Vacuum cleaner and wheel cart for house keeping and for carrying garbage to the dust bins.
 - viii) All eatables and raw materials for cooking including fuel/ LPG, detergent and condiments etc.
- 3.3.2 The contractor shall supply the articles (consumables) for rooms, house keeping as per the Price Schedules of Article VIII (Part i to iv) for use in the Hostel:
- 3.3.3 i) All electrical appliances, gadgets, fittings and fixtures shall be maintained by the Institute at its own cost.
- ii) Building, including plumbing services shall be maintained by the Institute at its' own cost.
- 3.3.4 No accommodation for the workmen, supervisors and proprietor shall be provided by the Institute. The contractor shall have to make his own arrangement for the lodging and boarding of his workmen outside the Institute premises.
- 3.3.5 Telephone bills shall be borne by the Institute.
- 3.3.6 It shall be the responsibility of the contractor to keep the Visitors' Hostel premises free from the menace of dogs and stray cattle.

From:

[Full address of the Applicant]

To
The Director
Indian Institute of Technology
Kanpur – 208016

SUB: Submission of pre-qualification application for “Providing round the clock contractual hospitality services at Visitors’ Hostel & Allied Facilities of Indian Institute of Technology, Kanpur”

Sir,

Having examined the details given in invitation for pre-qualification published in the news paper and pre-qualification document for the above work, we hereby submit the application with complete details.

1. We certify that all the statements made and information supplied in the enclosed forms A to F and accompanying statements are true and correct.
2. We have furnished all information and details necessary for pre-qualifications and have no further pertinent information to supply.
3. We submit the requisite Banker’s statement and authorize the Director, IIT Kanpur to approach the Bank issuing the certificate to confirm the correctness thereof. We also authorize the Director, IIT Kanpur to approach individual(s), employer(s), firm(s) and corporation(s) to verify our competence and general reputation.
4. We submit the following certificates in support of our suitability, know- how & capability for having successfully completed the following contracts:

Sl. No.	Name of contracts	Certificate Form
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No. of Enclosures:
Date of Submission:

Signature(s) of the applicant

FORM ‘A’

FINANCIAL INFORMATION

- I. Financial Analysis details to be furnished duly supported by figures in Balance Sheet / Profit and Loss Account for 3 (Three) years and certified by the Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached) :

Financial Years

S No.	Details	Financial Year		
		2008-09	2009-10	2010-11
i)	Gross annual turnover in Hospitality Services			
ii)	Profit / Loss			
iii)	Financial Position: a) Cash b) Current Assets c) Current Liabilities d) Working capital (b-c) e) Current ratio f) Current Assets/ Current Liabilities (b/c) g) Acid Test Ratio Quick Assets/ Current Liabilities (a/c)			

- II. Up-to-date Income Tax Clearance Certificate.
III. Certificate of Financial Soundness from bankers of applicant.
IV. Financial arrangements for carrying out the proposed works.
V. Detail(s) of bank account(s) of the Firm in India and abroad.

Note: Attach additional sheets, if necessary

(Signature of the Applicant)
FORM 'B'

**DETAILS OF ALL CONTRACTS COMPLETED DURING
THE LAST THREE YEARS**

Sl. No	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of commencement as per Contract	Period of contract	Litigation Arbitration pending/ in progress with details	Name, Address, Telephone, Mobile No. of officer to Whom reference may be made	EPF & ESI code No. allotted by the regional office(s) and place of their registration	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature of Applicant)

FORM 'C'

CONTRACTS UNDER EXECUTION OR AWARDED

Sl No	Name of Contract & Location	Name of Client	Annual Cost of Contract	Date of commencement as per contract	Period of contract	Name, Address & Tele. No. of officer to Whom reference may be made	Remark
1	2	3	4	5	6	7	8

(Signature of the Applicant)

FORM 'D'

**PERFORMANCE REPORT OF CONTRACTS REFERRED
IN FORMS 'B' & 'C'**

(Furnish this information for each individual contract in the following format, from the employer for whom the contact was executed)

1. Name of contract & location :
2. Agreement No. :
3. Annual value of contract :
4. Date of start :
5. Date of completion :
6. Performance report
 - i) Quality of service : Excellent/Very Good/Good/Fair
 - ii) Resourcefulness : Excellent/Very Good/Good/Fair
7. Any penalty imposed for bad performance
8. Any litigation pending

(Signature)

Senior Level Officer of the Client
(Seal of the organization)

Date:

FORM 'E'

DETAILS OF THE ORGANISATION OF THE COMPANY

1.	Name and address of applicant	
2.	Telephone, Mobile No., Fax No. and e-mail address	
3.	Legal status: (Attach copies of original document defining the legal status) a) An individual b) A proprietary Firm c) A Firm in partnership d) A limited company d) corporation or Co-operative society	
4.	Particulars of registration: a) Of the Firm under any prevailing law of India. b) ESI, EPF, Service Tax, Income Tax etc.. c) attach attested photocopies detailing: i)Registration Number ii) Organization/Place iii) Other relevant details	
5.	Name and title of Director(s) and officer(s) with designation and contact details who will be directly concerned with this work If so, give details.	
6.	Have you or your constituent partner(s) been debarred/ blacklisted from tendering in any organization at any time? If so, give details.	
7.	Any other information considered necessary but not included above.	

(Signature of the Applicant)
FORM 'F'

**DETAILS OF ADMINISTRATIVE PERSONNEL & STAFF
ON THE ROLL OF THE COMPANY**

Sl No	Designation	Name & Contact details	Qualification	Work Since	Employee type: Regular/Casual	Salary/ Wages per Month/Day	Professional Experience	Remarks

(Signature of the Applicant)

BRIEF SUMMARY OF PRE-QUALIFICATION

(Mandatory)

S. No.	Particulars	Details
1	Name of the Company	
2	Legal Status	
3	Registration Number under Company Act	
4	Registration Number under Employee Provident Fund	
5	Registration Number under E S Insurance	
6	Registration Number under Sales Tax	
7	Registration Number under Service Tax	
8	Any Existing contract in IIT-Kanpur (Yes/No). If yes, please mention the names.	
9	Financial Strength / Gross Turn Over Profit & Loss Account for 2008-09, 2009-10 & 2010-11 (mention amount)	
10	Experience in similar class of Business:- Number of Completed Contracts during last 3 years	
11	Number of Contracts (of value not less than 40 lacs each) under Execution and/or Awarded	
12	Number of Staff on pay roll	
13	Has Certificate of Financial Soundness/ Solvency from Bankers of Applicant been submitted?	YES/ NO
14	Pending Litigation, (if any)	YES/ NO

THE END