

ASSAM TOURISM DEVELOPMENT CORPORATION LTD.



TECHNICAL BIDDING DOCUMENT

**NAME OF WORK: Outsourcing of hospitality services
in Assam Tourism Development
Corporation.**

**MANAGING DIRECTOR
ASSAM TOURISM DEVELOPMENT CORPORATION LIMITED
A.K. Azad Road, Paltanbazar,
Guwahati – 781008**



ASSAM TOURISM DEVELOPMENT CORPORATION LIMITED
ASOM PARYATAN BHAWAN (4TH FLOOR)
A.K.AZAD ROAD, PALTANBAZAR, GUWAHATI -781008
PHONE NO. (0361) 2633654, FAX: (0361) 2738620
An ISO 9001:2008 Certified Organization (Quality Management System)



No. ATDC/3517/2023/

Date: 04.05.2023

SHORT NOTICE INVITING TENDER

The Managing Director, Assam Tourism Development Corporation Ltd., Paltanbazar, Guwahati – 8 invites registered companies / firms / organizations / Bidders for outsourcing of hospitality services in Assam Tourism Development Corporation.

Details of the Bid may be seen at ATDC portal : www.assamtourisonline.com and also in the office of the undersigned during office hours from 11.00 AM of **12.05.2023** to 2.00 PM of **02.06.2023**.

The undersigned reserves the right to accept / reject any or all the offers without assigning any reason thereof.

Managing Director,
Assam Tourism Dev. Corpn. Ltd.
Date: 04.05.2023

Memo No. ATDC/3517/2023/
Copy to:

1. The Director of Information and Public Relation, Dispur, Guwahati – 6, for information and necessary action. He is requested to publish the SNIT in one local English daily & one in an Assamese daily in one issue only in classified category. The necessary payment will be made by ATDC Ltd. as per DIPR's rate.
2. M/s. Web.Com, Voltas Building, Chandmari, Guwahati-1 for information & necessary action.
3. Notice Board.

Addl. General Manager (I),
Assam Tourism Dev. Corpn. Ltd.



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BID SCHEDULE

No. ATDC/3517/2023/

Date : 12.05.2023

1) The Managing Director, Assam Tourism Development Corporation Ltd., Paltanbazar, Guwahati – 8 invites registered companies / firms / organizations / Bidders for outsourcing of hospitality services in Assam Tourism Development Corporation.

Details of the Bid may be seen at ATDC portal : www.assamtourisonline.com and also in the office of the undersigned during office hours from 11.00 AM of **12.05.2023** to 2.00 PM of **02.06.2023**.

The undersigned reserves the right to accept / reject any or all the offers without assigning any reason thereof.

Sl. No	Name of work	Earnest Money (in Rs.)	Cost of Bid Document (in Rs.)
1	Outsourcing of hospitality services in Assam Tourism Development Corporation	10,000.00	2,000.00

2. Reputed Firm / Company / Service provider / Authorized agencies having experience in similar nature of works are eligible to submit the bids. Up to date GST clearance certificate, PAN and Deed, Power of Attorney (in case of Firms), MOU & Power of Attorney (in case of Private Ltd. Company), Upto date Labour license, Bank Solvency certificate, work order for similar nature of work with completion certificate, Balance sheet for last five years etc. shall be furnished along with the technical bid.

3. Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be Rs. 50.00 Lakh.

4. Court fee stamp of Rs. 8.25 (Rupees eight and paisa twenty five) only to be fixed with the bid document without which no bid will be considered for acceptance.

5. The participating bidders shall submit the cost of bid document only in the form of Demand Draft / Bankers cheque of any Nationalized Bank pledge in favour of Managing Director, Assam Tourism Development Corporation Ltd. payable at Guwahati. bidders submitting DD / Bankers cheque and submit the same along with technical bid in original.

6. Bidder must be accompanied by Earnest Money of the amount specified for the work in above table, drawn in favour of Managing Director, ATDC Ltd., Guwahati – 8. Earnest Money will have to be in any one of the form of KVP / NSC / FDR / CALL DEPOSIT and shall have valid for 45 days beyond the validity of the bidder (i.e. 180 days + 45 days = 225 days from the date of submission of bidder) (Banker cheque / D.D. will not be accepted) and submit the same along with technical bid in original.

7. Sealed bid (Technical part & Financial part) must be delivered to the Managing Director, Assam Tourism Development Corporation Ltd., Paltanbazar, Guwahati – 8, on or before 2.00 P.M. on **02.06.2023** and the bid will be opened on the same day at 2.30 P.M. in the presence of the bidder or their authorized representatives, who wish to attend. If the office happens to be closed on the date of receipt of the bid as specified, the bid will be received and opened on the next working day at the same time & venue.

8. Bidders should quote their rates considering the latest Govt. order / circular / notification on VAT / GST.

9. Bidders who do not fulfill the bid minimum qualification criteria (Similar nature of work and average annual financial turnover) need not participate the bid.

10. The Managing Director, ATDC Ltd., reserves the rights of issuing of Bid document or outright rejection of any application of bidders. This Bid Schedule will form a part of contract agreement.

Memo No. ATDC/3517/2023/

Managing Director,
Assam Tourism Dev. Corpn. Ltd.
Date : 12.05.2023

Copy to :-

1. M/s. Web.Com, Voltas Building, Chandmari, Guwahati-1 for information & necessary action.
2. Notice Board,
3. Concerned file.

Addl. General Manager (I),
Assam Tourism Dev. Corpn. Ltd.

ANNEXURE-A
INSTRUCTION TO BIDDERS

1. SINGLE BID: Offers will have to be submitted in single bid in sealed cover super scribing the following lines:

“Bid for providing Front office staff, Computer Operator, Housekeeping staff, Kitchen staff, Peon / Messenger, Gardening & Sweeper, Security Guard, Washerman (on call basis) in Tourist lodges operated by Assam Tourism development Corporation”

To

**Managing Director
Assam Tourism Development Corporation
Asom Paryatan Bhawan, AK Azad Road, Paltan Bazar
Guwahati -781008, Assam, India**

From: M/s.....

Contact No.:.....

Email ID:.....

2. ELIGIBILITY CONDITIONS:

The Applicant should fulfill the following criteria:

- a. The applicant should have at least 2-3 years of experience in providing similar services in Govt. Organizations / Semi-Govt. Organizations / Corporations / Public Sector Undertakings etc.**
- b. The applicant should submit the copies of GST/ Trade Tax / PAN /Registration Certificate from the concerned Authorities.**
- c. The applicant should submit copies of annual financial turnover during last 3yrs.**

3.BID FORM

The Bidder shall complete the Bid Form as per Annexures in the bid document covering the services to be rendered. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. A prospective Bidder requiring any clarification may contact the ATDC office, for necessary clarification during office hours.

4. BID PRICE

- (i) The Bidder shall quote price (rate) for all types of works / services given in Price Schedule.
- (ii) A bid submitted with an adjustable price Bid will be treated as nonresponsive and rejected.
- (iii) No revision of price will be permissible on account of revision of necessary items / any inputs prices or cost of labour etc. No escalation during the period of contract would be allowed on any account.

5. OPENING OF BIDS:

The bids will be opened in the Office of the Assam Tourism Development Corporation, Asom Paryatan Bhawan (4th floor) A.K.Azad Road, Paltan Bazar, Guwahati -781008 in the presence of the Bidders as per Detail Notice on 02.06.2023 at 2.30 P.M. If the Bid opening date happens to be a holiday, then the next working day will be the date of opening.

6. EVALUATION:

ATDC shall evaluate the bids to determine whether they are complete in all respect & whether the documents have been properly signed and whether it conforms to all the terms and conditions of the Bid Document without material deviation. The bids shall be evaluated on the basis of the total monthly cost of Gardening, Peon, House-keeping, Front office, kitchen staff and Miscellaneous services (if any) of the area as per schedule of requirement (corresponding to price schedule of the Bid Document).

7. AWARD OF CONTRACT

ATDC shall consider placement of Letter of Intent to the Bidder, whose offers have been found technically and financially acceptable. The Bidder shall within 10 days of issue of Letter of Intent, give his acceptance letter and sign an agreement of Contract which shall constitute the award of contract on the Bidder.

8. PERIOD OF VALIDITY OF BIDS: The bid shall remain valid for 180 days after the date of opening of bids.

9. PERFORMANCE SECURITY

9.1. The successful Bidder shall furnish a Performance Security in the form of a Bank Guarantee issued by a Scheduled Commercial Bank / FDR in favour of Bid Inviting Authority amounting to 2% of the quoted value.

9.2. Performance Security shall be submitted alongwith the signing of Agreement, failing that the Bid Security will be forfeited.

9.3. If the Bidder violate any of the terms and conditions of the Agreement, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the Authority, in addition to termination of the Agreement. If the agreement is not terminated the bank guarantee shall be made good by provider to the extent it is forfeited.

9.4. After the completion of the Agreement, The Authority will release the Performance Security within seven working days.

ANNEXURE B
SCOPE OF WORK

1. Front office staff:

The scope of work in detail includes:

- a. Front office management
- b. Register guests and assigns rooms. Accommodates special requests whenever possible.
- c. Assists in pre-registration and blocking of rooms for reservations.
- d. Thoroughly understand and adheres to proper credit, check-cashing, and cash handling policies and procedures.
- e. Understands room status and room status tracking.
- f. Knows room locations, types of rooms available, and room rates.
- g. Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices.
- h. Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- i. Knows the location and types of available rooms as well as the activities and services of the property.
- j. Coordinates room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.

Qualification & Experience:

Required qualification & experience of three to four years in a related position.

2. House Keeping Staff:

The scope of work in detail includes:

- a. Daily cleaning and refilling of drinking water in water filters.
- b. Upkeep of pantry, dish cleaning, making refreshments etc.
- c. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- d. Answers all telephones calls promptly and courteously, all guest requests are to be promptly followed up and channelled through the proper personnel.
- e. Maintains close coordination with other departments and staffs.
- f. Checks all keys and all forms on a daily basis.
- g. Maintains a regular update on the system especially on room changes to facilitate the front office in their sales of rooms.
- h. Prepares daily attendance report.
- i. Receives calls for maintenance, fills out maintenance orders and forwards them to the engineering department, frequent follow up on unfinished orders.

- j. Records lost and found articles. And all items to be locked in store before the close of shift and the items claimed to be documented in the log, and updated in the hotel PMS.
- k. All on loan items to be recorded and the guests are to sign a loan chit for items borrowed from housekeeping.
- l. Prepares report of monthly amenities.
- m. Should have good telephone etiquette.
- n. Make the relevant room status changes on the software as per the instruction given by floor supervisors.
- o. Prepare the room discrepancy list for the Front office.
- p. Prepare the VIP amenities list.
- q. Prepare the Min BAR consumption list.
- r. Post minibar and laundry charged to the respective guest folios.
- s. Prepare monthly sales report for Minibar, Laundry, dry cleaning and any other miscellaneous sales.
- t. Prepare the missing/broken item register.
- u. Handle the lost and found procedures and all enquiry.
- v. Assumes any other duties assigned by the supervisor from time to time.

Prerequisites:

- a. Service orientated, pleasing personality.
- b. Good health, Neat and pleasant appearance.
- c. Proficiency in computer programs like MS Word, Excel and working experience in popular hotel software is an added advantage.

Qualification & Experience:

Required qualification & experience of three to four years in a related position.

3. Kitchen Staff :

Preparing meals, Assisting the chef in cooking, Menu Planning, Cleaning kitchen work surface, Estimate food requirements and expenses etc.

Qualification & Experience:

Required qualification & experience of three to four years in a related position.

4. Peon/Messenger :

- 1. They will be responsible to carry and deliver the dak within & outside the office and even to the banks.
- 2. They will also be responsible to perform miscellaneous work as assigned by the officer/ officials.
- 3. They will be responsible to ensure the cleanliness and general keep up of the Office and of the furniture, fixture and equipment.
- 4. Any other work assigned by the Admin Department from time to time.

Qualification & Experience:

Required qualification & experience of three to four years in a related position.

5. Sweeper / Gardener

The Sweeper/gardener has to cover the entire cleaning and upkeep of office premises. The scope of work in detail includes: -

- a) Daily cleaning, sweeping and mopping of the premises of Tourist Lodge/office of ATDC.
- b) Cleaning, sweeping and mopping of floors of all the office chambers /rooms/ dining hall/ conference room / equipment room / corridors / staircases etc. to be done on daily basis on all working days or as required by the Administrative Department. Cleaning activity shall start at 8.00 A.M. so as to complete all the dusting / cleaning / mopping work before 10.00 A.M.
- c) Thorough cleaning of all toilets using required detergent and by putting naphthalene balls and air purifier in all urinals / wash basins and WC area upto the end of office hours.
- d) Daily cleaning and dusting of entire furniture / partitions / cabin walls / railings / name plates / doors / windows / ventilators / venetian blinds / racks / computers / telephones / curtains / attachment & fixtures like fans, tube lights, fire extinguishers etc. with dry / wet cloth, feather brush and duster.
- e) Daily removing of wastage / garbage etc. and dumping it at the place earmarked by the local authority for the purpose from all the rooms / lobbies / corridors / staircases / toilets / driveways / drains / roof etc.
- f) Removal of cob-webs / bee-hives from the office building and its premises.
- g) Taking proper care to avoid blocking of the sewerage system.
- h) Maintenance of lawns and surroundings / cutting of hedges / cutting and shaping of plants.
- i) Cleaning of Water Tank in the first week of every month.
- j) The Bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver Fish, crawling Insects and Rats etc.

Qualification & Experience:

Required qualification & experience of three to four years in a related position.

i) DETAIL SCOPE OF WORK

The broad scope of work is as outlined below: Though the items of work involved under this contract are detailed out as below, there may be some exigencies/circumstances, where the Bidder has to perform the activities to ensure proper cleanliness in the complex, which may not find express mention herein. As the workers of the Bidder will have accessibility to the general records of the office, it will be incumbent on the part of the Bidder and the employees under him to observe utmost discipline and due care in handling the records so as to avoid damage, theft and leakage of information. Any lapse on this account shall be treated as violation of the contract and consequently invite / invoke punitive clause of the Bid Document. Further, the Bidder shall be responsible for making good the damages, if done. The workers should always wear the uniforms and name badges.

1. The Bidder shall employ adult and semi-skilled/unskilled labourers only. Employment of child labourers will lead to the termination of the contract.
2. The Bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Bidder must also ensure that they are of decent character, sound health and possess general abilities to carry out the required works and are also able to read instructions written in Assamese / English.
3. The Bidder shall provide Identity Cards and Uniforms to the workers.
4. ATDC reserves the right to bar any worker, employed by the Bidder, for carrying out the works, if there happens to be any doubt about his / her integrity, conduct and character. The decision of ATDC in this regard shall be final and binding on the Bidder.
5. SUPERVISION OF WORK: The Bidder shall ensure proper supervision of the work on regular basis. The contact number of the person deputed for supervision shall be intimated to the Administrative Department, ATDC. Proper registers / records for the jobs carried out on daily / weekly / fortnightly and monthly basis shall be maintained by the Supervisor, which will be signed by the Administrative Department, ATDC, at regular intervals and finally at the end of each month.
6. The Bidder must possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by ATDC.

ii) JOBS TO BE CARRIED OUT

A. ON DAILY BASIS

1. Cleaning of general toilets at least three times daily (at 8.30 A.M., 12.00 Noon & 3.30 P.M.) with phenyl and detergent etc. and maintain the toilet floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place / container.
2. Cleaning of attached toilets with phenyl, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place / container.
3. Cleaning of corridors staircases and common area with phenyl in the morning and with plain water continuously.
4. Cleaning of office working areas, removing dust from floors, windows, doors, furniture, fixtures, telephones, cup-boards, air conditioners, filing almirahs, cabinets, glass-panes, computers etc. with dry / wet duster and or with suitable cleaning agent. Mopping of floors with phenyl.
5. Collection of waste paper from rooms, waste paper baskets, lobbies and putting in bags at the specified location.

6. Cleaning of carpets by soft brush.
7. To clean glass-panes on doors, windows & partitions with soap / cleaning agent.
8. Cleaning of chokage in sewer and pumping lines within the premises, as and when required.
9. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the Building.
10. Cleaning / removal of any type of stains of ink etc. from the building premises and staircases.
11. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
12. Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito / cockroach killers shall be of ISI mark. Special scented purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception & conference halls, lobbies, etc.
13. Maintenance of lawns & surroundings, cutting of hedges and cutting / shaping of plants.
14. Beautifying the campus through flower planting as instructed.

B. ON WEEKLY BASIS

1. Acid cleaning of sanitary-ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets / rooms, corridors with soap, detergents, kerosene / petrol or any other chemicals, automatic mopper / scrubbing machine to be used at least once in a week.
2. Cleaning of fabric upholstered sofa-sets and chairs with soap solution / cleaning agent.

C. ON FORTNIGHTLY BASIS

1. Dusting of false ceiling etc. with soft broom and cloth.
2. Washing and cleaning of driveways, parking areas and roads within the office premises.
3. Lobbies and all toilet floors and other areas, as may be directed by the Administrative Department.

D. ON MONTHLY BASIS

1. All common area floors shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of the Administrative Department.
2. Roof top to be cleaned with broom and all garbage to be removed.
3. Cleaning of Water Tank/Filter in the first week of every month.

6. COMPUTER OPERATOR

The work of the Computer Operator will be assigned by the Admin Department.

7. SECURITY GUARD

The job of the Security Guard in details include:

1. Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.

2. Obtains help by sounding alarms.
3. Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
4. Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
5. Maintains environment by monitoring and setting building and equipment controls.
6. Maintains organization's stability and reputation by complying with legal requirements.
7. Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
8. Contributes to team effort by accomplishing related results as needed.
9. The security guard will have to work for 24 hours, may be in shifts.

Qualification & Experience:

Required qualification & experience of three to four years in a related position.

3. PROVIDING OF WORK FORCE

The Bidder has to provide work force in sufficient numbers to maintain the building as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Administrative Department. Tentative requirement of work force to be deployed is given hereunder: -

SL. NO.	TYPE OF PERSONNEL TO BE DEPLOYED	NO. OF MANPOWER *
1.	Front office staff.	As per requirement
2.	Computer Operator	As per requirement
3.	Housekeeping staff	As per requirement
4.	Kitchen staff	As per requirement
5.	Peon / Messenger	As per requirement
6.	Sweeper/Gardener	As per requirement
7.	Security Guard	As per requirement
8.	Washerman (on Call Basis)	As per requirement

** This number may increase as and when felt necessary by the organization.*

4. SUPPLY OF MATERIAL AND CONSUMABLES

All materials / consumables and other related items as listed in Annexure-V are to be provided by the Bidder and the same should bear ISI mark or in conformity with the specification / make keeping in view good quality / standard after discussion and finalization with the Administrative Department. The Bidder shall assess the quantity of consumables to be used and supply them in advance and store them at the allotted space on fortnightly basis. The stores are to be replenished at least 5 days in advance.

5. WASTE DISPOSAL MANAGEMENT

The Bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Bidder will also ensure segregation of biodegradable and non-bio-degradable garbage.

ANNEXURE C
GENERAL CONDITIONS OF CONTRACT

1. PAYMENT TERMS

Payment shall be released through crossed cheque and RTGS on monthly basis against bills after certification by the Administrative Department, ATDC, and also after deduction of applicable taxes and other dues, if any. The bill shall be submitted by the service provider by 10th of the succeeding month. All statutory duties and taxes and others may be clearly specified.

2. PERIOD OF CONTRACT

The contract is initially for a period of two years and maybe extended at the sole discretion of ATDC.

3. TERMINATION OF CONTRACT:

ATDC may, without prejudice to any other remedy for breach of Contract, terminate the contract in whole or in parts, if

- (i) the Bidder fails to provide satisfactory service within the period (s) specified in the contract or any extension thereof granted by ATDC.
- (ii) the Bidder fails to perform any other obligation(s) under the contract.
- (iii) the Bidder fails to make monthly payment to the workers or is found to make short payments.

4. CONCILIATION / ARBITRATION

If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties, the Parties hereto shall negotiate with a view to its amicable solution and settlement through a committee appointed by MD, ATDC.

5. APPLICABLE LAW AND JURISDICTION

All matters connected with this shall be governed by the Indian law both substantive and Procedural, for the time being in force and shall be subject to the exclusive jurisdiction of the Courts at Guwahati.

ATDC reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder (s) on the ground of ATDC's action.

6. BIDDER'S LABOUR REGULATIONS

- (i) Working Hours: - Normally working hours of a staff employed by the Bidder should not exceed 8 hours a day. The working day shall be so arranged that inclusive of interval for rest, if any, it shall not spread over more than 10½ hours on any day.

(ii) Every worker shall be given a weekly holiday normally on a Sunday irrespective of whether such worker is governed by the Minimum Wages Act or not.

7. ATTENDANCE CARD-CUM WAGE SLIP:

The Bidder shall issue an Attendance Card-cum-Wage Slip to each workman employed by him / her which is to be maintained as follows: -

(a) The Card shall remain in possession of the worker during the wages period and shall be valid for that period.

(b) The Bidder shall mark the attendance of each workman on each day once at the commencement of the day.

(c) The Bidder shall obtain the signature of the worker on the wage slip at the time of disbursement of wages.

8. DISMISSAL / REMOVAL OF ANY WORKER EMPLOYED BY THE BIDDER

The Administration of ATDC may require the Bidder to dismiss or remove any person or persons under Bidder's employment who may be incompetent or misconduct himself and the Bidder shall forthwith comply with such requirements.

9. COMPLIANCE WITH LAWS AND REGULATIONS

The Bidder is responsible for all statutory requirement as per state/central Govt. rules such as to implement the minimum wage act, workmen compensation act, EPF, ESI etc.

10. TOOLS AND PLANTS

The Bidder shall provide at his own cost all tools, Items, appliances etc. required for proper execution of works. The Bidder shall be provided with a space during the contract period for storage of the tools and implements etc. The space so provided should be used only for the purpose for which it is provided.

11. FORCE MAJEUR

a. In the event of either Party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the Party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

b. The term "Force Majeure" as employed herein shall mean war, or hostility, acts of the public enemy, civil commotion / riots, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, Acts and Regulations of respective government of the two Parties, namely ATDC and the Bidder and acts of God (hereinafter referred to as events).

c. Upon the occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other Party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, ATDC shall have the option of cancelling this contract in whole or part at its sole discretion without any liability on its part. Time for

performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

12. DISCLAIMER

1. This BID DOCUMENT does not purport to contain all the information that each Bidder may require and accordingly is not intended to form the basis of any investment decision or any other decision to participate in the bidding process for the selection of the Successful Bidder for the proposed contract. Each Bidder should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information in this document and obtain independent advice from appropriate sources.
2. Neither the bid document nor anything contained herein shall form a basis of any contract or commitment whatsoever. Successful Bidder will be required to acknowledge in the Contract Agreement that he has not relied on or been induced to enter such agreements by any representation or warranty, save as expressly set out in such an agreement.
3. While the Bid document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by ATDC & its employees or advisors or agents as to or in relation to the accuracy or completeness of the bid document or any other oral or written information made available to any Bidder or its advisors at any time and any liability thereof is hereby expressly disclaimed.
4. Neither ATDC nor their employees shall be liable to any Bidder or any other person under any law including the law of contract, distort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise, or be incurred, or suffered, in connection with this bid document, or any matter that may be deemed to form part of this bid document, or the award of the contract, or any other information supplied by or on behalf of ATDC or their employees or bidders or otherwise arising in any way from the selection process for the award of the contract for the Consultancy.
5. No extension of time will be granted under any circumstances to any Bidder for submission of its bid on the grounds that the Bidder did not obtain a complete set of the bid document.
6. ATDC is not bound to accept any or all the Proposals & reserves the right to reject any or all the bids received without assigning any reasons. No Bidder shall have any cause for action or claim against ATDC or its officers, employees, successors or assignees for rejection of his bid.
7. Failure to provide information that is essential to evaluate the Bidder's qualifications or to provide timely clarification or substantiation of the information supplied, may result in disqualification of the Bidder.

8. ATDC or its authorized officers / representatives / consultants / advisors reserve the right, without prior notice, to change or modified the procedure for the selection of the Successful Bidder or terminate discussions and the delivery of information at any time before the signing of any Agreement for the contract, without assigning reasons thereof.
9. This bid document is not transferable.

Sd/-
Managing Director
Assam Tourism Development Corporation

BIDDER'S PROFILE

1.	Name of the Firm/Company:	
2.	Address for Correspondence (Residence Proof to be enclosed)	
3.	Name of the Contact Person, Signing authority:	
4.	Contact Details: Telephone No. & Fax No. Email Address: Website:	
5.	Current Trade License Details:	
6.	Firm Registration No. (if applicable):	
7.	Permanent Account No. (PAN)	
8.	GST Registration No.	
9.	Experience in Govt./Semi Govt./PSU	
10.	Annual Turnover for the last three financial years	
11.	Bank Details	
12.	Types of Firm Proprietorship or Partnership:	
13.	Self-certification that the Agency/Firm has never been blacklisted by any Govt. organization	
14.	Any other details	

(Self-attested Supporting documents)

Full Name and signature of the Authorized Signatory:

(With Seal of the Firm/Company)

Designation:

Agency/Firm's Name:

Date and Place:

BID FORM

ATDC/.....

Dated 12.05.2023

From:

To:

Assam Tourism Development Corporation Ltd.,
Asom Paryatan Bhawan, Paltanbazar,
Guwahati-8.

Dear Sir,

We, the undersigned, offer to provide the following services in Assam Tourism Development Corporation Ltd., Asom Paryatan Bhawan, Paltanbazar, Guwahati-8 conformity with the conditions of contract and specifications for the same shown in the schedule of prices attached herewith and made part of this Bid;

- 1. Front office staff.**
- 2. Computer Operator**
- 3. Housekeeping staff**
- 4. Kitchen staff**
- 5. Peon / Messenger**
- 6. Sweeper/Gardener**
- 7. Security Guard**
- 8. Washerman (on Call Basis)**

We undertake to enter into an agreement within one week of being called upon to do so and bear all expenses including charges for stamps etc. and the agreement will be binding on us. If our Bid is accepted, we agree to abide by this Bid for a period of 120 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent replacement.

I /we shall submit additional documents wherever necessary for by ATDC. I also declare hereby that all documents and information furnished hereby are true to the best of my knowledge.

**Full Name and signature of the Authorized Signatory:
(With Seal of the Firm/Company)**

Designation:

Agency/Firm's Name:

Date and Place:

PRICE SCHEDULE AND RATES
(To be submitted in a separate sealed envelope)

The rates will remain fixed during the validity of the contract original / extended as per provisions of the contract.

SL. NO	PARTICULARS	AMOUNT IN RUPEES							
		Front office staff	Computer Operator	Housekeeping staff	Kitchen staff	Peon / Messenger	Sweeper/ Gardener	Security Guard	Washerman (on Call Basis)
1	Name of the service								
1	Rate of service per person per month (inclusive of statutory liabilities, service charges, taxes if any)								
2	Cost of materials per month: To be quoted by the bidder as lump sum amount and should include cost of cleaning materials, uniform/dress and equipment/machine plus routine supervision charges at site per month for respective services								
TOTAL									

Full Name and signature of the Authorized Signatory:

(With Seal of the Firm/Company)

Designation:

Agency/Firm's Name:

Date and Place:

LIST OF TOOLS, EQUIPMENTS AND GADGETS PROPOSED TO BE USED FOR HOUSEKEEPING SERVICES

SL. NO	ITEM NO.	QTY
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

Full Name and signature of the Authorized Signatory:

(With Seal of the Firm/Company)

Designation:

Agency/Firm's Name:

Date and Place:

ANNEXURE-V

**LIST OF MATERIALS AND CONSUMABLES PROPOSED TO BE USED FOR
SWEEPER/GARDENER**

The following list of materials and consumables are required to be provided periodically for carrying out the housekeeping activities at the office premises of Assam Tourism Development Corporation Ltd., Asom Paryatan Bhawan, Paltanbazar, Guwahati-8. This should be based on the assessment after physical inspection and should be adequate for properly carrying out the housekeeping jobs.

SI. No.	Materials	PROPOSED QUANTITY PER MONTH
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		

The Bidder shall ensure the sufficient stock of the aforesaid materials at any time during the period of the contract so that quality of service does not degrade for non-availability of cleaning items. In case the Bidder fails to provide any item, ATDC will procure such items on its own discretion and expenses incurred thereupon shall be deducted from the monthly Bill of the Bidder.

The Bidder has to procure and use material as per actual requirement and no extra shall be paid by ATDC for any loss or misuse of the materials.

“We undertake to provide the above listed materials as per instruction and will abide by the terms & conditions as stated above”.

Full Name and signature of the Authorized Signatory:

(With Seal of the Firm/Company)

Designation:

Agency/Firm's Name:

Date and Place: