



राजस्थान केन्द्रीय विश्वविद्यालय
Central University of Rajasthan



Notice Inviting Tenders (NIT)
for Providing University Guest House Services Upkeep, Maintenance &
Food / Catering Services at Central University of Guest House.

NIT Reference -

No. CURAJ/R/F. 175/2026/6169 dt. 06.07.2026

Date of Issue of NIT: 06.07.2026

Last Date of Submission of NIT: 27.07.2026

Pre-Bid Meeting: 15.07.2026 at 11:00 AM

Cost of the NIT: Rs. 15, 50,000/- per annum

The Registrar,
Central University of Rajasthan,
NH-8, Jaipur-Ajmer National Highway,
Bandarsindri - 305817, District-Ajmer, Rajasthan, India
Email (for any queries): registrar@curaj.ac.in

CENTRAL UNIVERSITY OF RAJASTHAN

(Established under the Central Universities Act 2009)

Bandarsindri – 305817 Dist: Ajmer, Rajasthan.

Website: www.curaj.ac.in

1. TENDER NOTICE

Tender Notice for for providing “University Guest House Services Upkeep, Maintenance & Food / Catering Services at Central University of Guest House”

	Central University of Rajasthan NH-8 Bandarsindri, Kishangarh, Distt-Ajmer-305817 Tel: 01463 – 238755 Website www.curaj.ac.in.
Tender No. CURAJ/Purchase/2026-27/F.175/6169 Date: 06.07.2026	
<u>TENDER NOTICE</u>	
Bids are invited on CPP Portal from the reputed Mess Management Service agencies for the University Guest House Services Upkeep, Maintenance & Food / Catering Services at Central University of Guest House” at Central University of Rajasthan. Bids completed in all respects along with technical and price bids should be uploaded on CPP Portal on or before 5:00 PM, 27.07.2026. Technical Bids will be opened on at 28.07.2026 on CPP Portal. For further details, please visit our website www.curaj.ac.in and CPP Portal i.e. https://eprocure.gov.in	
Registrar	

केन्द्रीय विश्वविद्यालय के अतिथि गृह में विश्वविद्यालय अतिथि गृह सेवाओं के संचालन रखरखाव, संरक्षण तथा भोजन/कैटरिंग सेवाएँ प्रदान करने हेतु निविदा सूचना

	Central University of Rajasthan NH-8 Bandarsindri, Kishangarh, Distt-Ajmer-305817 Tel: 01463 – 238755 Website www.curaj.ac.in.
टेण्डर न. सी0यू0राज0 / क्रय / 2026-27 / एफ.175 / 6169 दिनांक 06.07.2026	
<u>निविदा सूचना</u>	
राजस्थान केन्द्रीय विश्वविद्यालय विश्वविद्यालय के अतिथि गृह में विश्वविद्यालय अतिथि गृह सेवाओं के संचालन रखरखाव, संरक्षण तथा भोजन/कैटरिंग सेवाएँ प्रदान करने हेतु प्रतिष्ठित मेस प्रबंधन सेवा एजेंसियों से सीपीपी पोर्टल पर निविदा आमंत्रित किए जाते हैं। तकनीकी और मूल्य बोलियों के साथ सभी तरह से पूरी की गई निविदा सीपीपी पोर्टल पर 27.07.2026 को शाम 5.00 बजे या उससे पहले अपलोड की जानी चाहिए। तकनीकी बोलियां CPP पोर्टल पर 28.07.2026 को खोली जाएंगी। अधिक जानकारी के लिए, कृपया हमारी वेबसाइट www-curaj-ac-in और CPP पोर्टल https://eprocure-gov-in देखें।	
कुलसचिव	

**UNIVERSITY GUEST HOUSE MANAGEMENT,
HOSPITALITY & CATERING SERVICES
CENTRAL UNIVERSITY OF RAJASTHAN**

NAME OF WORK	Providing University Guest House Services Upkeep, Maintenance & Food / Catering Services at Central University of Guest House.	
ESTIMATED COST OF WORK	Rs. 15,50,000/- per annum, inclusive of all applicable taxes, duties, and statutory dues.	
Tender Fee	Rs. 1000/-	
EMD	Rs. 31,000/- (Exempted for NSIC & MSE) (2% of the Estimated cost of work)	
SECURITY DEPOSIT	5% of the Contract Cost of selected bidder PBG / DD / RTGS / NEFT / FDR OR as per GeM GTC	
TIME PERIOD	Initially One Year & may be extendable for Two Years on yearly basis on satisfactory performance of the firm.	
CHARGES FOR INFRASTRUCTURE	License Fee	Mess Premises: - Rs. 5000/- + 18% GST per Month
	Water Charges	Fixed Rs. 1000/- Per Month
	Electricity Bill	As per Actual Basis and applicable University rules.
CONTACT NO	01463-257515 (During Working Hours Only)	
EMAIL ID	<u>registrar@curaj.ac.in</u>	
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A. INTRODUCTION

The Central University of Rajasthan (CURAJ) invites online bids through the CPP portal from reputed, experienced, and eligible service providers for the operation, management, and maintenance of the University Guest House (UGH), including comprehensive hospitality, housekeeping, food, and catering services within the University campus.

The University Guest House is a G+2 facility comprising well-furnished guest rooms, VIP suites, VVIP suite, a general dining hall, office, a VIP dining hall, and seminar halls, Niramaya Dhyan Kaksha, intended to accommodate visiting faculty, dignitaries, and other official guests of the University. The selected agency shall be responsible for the complete management and delivery of Guest House services, including reception and front office operations, room allotment, housekeeping, catering, routine maintenance, and upkeep of utilities, fixtures, furnishings, and guest amenities. The services shall cater to official functions and events of the Central University of Rajasthan, as well as other engagements approved by the University from time to time.

The selected bidder shall ensure the following:

The contract shall be awarded to the technically qualified bidder quoting the lowest evaluated price (L1) under the Primary Cost Table (Table-A), subject to fulfilment of all tender conditions and approval of the Competent Authority.

Further, the bidder declared as L1 under Table-A shall also be required to match and accept the lowest quoted rates offered by the technically qualified bidders under Table-B (Food and Catering Services). For the purpose of evaluation under Table-B, the lowest rates for Breakfast, Lunch, Dinner, Institutional Regular Members, Institutional Non-Regular Members, Outside Guests, and Special Diets across all categories shall be determined on the basis of the average lowest per day cost (Breakfast + Lunch + Dinner) quoted by the technically qualified bidders only. Moreover, the vendor/service provider shall be required to agree to and comply with the rates and conditions specified under “D. Rate List of the Additional Items on a Chargeable Basis” mentioned on Page No. 43.

In the event that the bidder declared as L1 under Table-A refuses or fails to match and accept the lowest quoted rates under Table-B, the University reserves the right to extend such opportunity to the next technically qualified bidder in the order of ranking (L2, L3, and so on), until a bidder agrees to comply with the prescribed conditions and rate-matching requirements. Moreover, if under any circumstances the university is not satisfied with the Table B rates (Food and Beverages), the university shall have the right to negotiate the same with the vendor.

Accordingly, all bidders are advised to quote fair, reasonable, competitive, and sustainable rates for each component of the tender, keeping in view that the final award of the contract shall be subject to acceptance of rate matching and compliance with all terms and conditions stipulated by the University.

The decision of the Central University of Rajasthan regarding technical evaluation, determination of L1 status, rate matching, interpretation of tender conditions, and award of the contract shall be final, binding, and conclusive upon all bidders, and shall not be subject to any dispute or challenge.

The selected bidder/ contractor must ensure and fully responsible for the comprehensive, efficient, and uninterrupted operation, management, and maintenance of the University Guest House in accordance with institutional requirements and best hospitality standards.

- The minimum required manpower, including Receptionist/Manager, cook(s), housekeeping, and supportive staff, shall be deployed by the selected bidder to ensure smooth and uninterrupted University Guest House operations.
- Round-the-clock services shall be provided, and efficient, continuous management of all University Guest House facilities shall be ensured.
- High standards of cleanliness, hygiene, food quality, and guest comfort shall be maintained in line with three-star hospitality benchmarks.
- All required linen, toiletries; kitchenware, consumables, cleaning materials, and quality food and beverage items shall be provided and managed as per the Scope of Work.
- Timely payment of license fee, electricity charges, water charges, and other dues to the Central University of Rajasthan shall be ensured, and effective coordination shall be maintained for smooth operations.
- Trained and skilled manpower shall be deployed to ensure efficient University Guest House functioning at all times.
- All applicable labour laws, FSSAI regulations, fire safety norms, and health and sanitation standards shall be complied with, and all statutory licenses shall be maintained throughout the contract period.
- Professional hospitality standards shall be ensured with emphasis on cleanliness, punctuality, discipline, and guest satisfaction.
- Proper uniform, courteous behaviour and visible identification of all deployed staff within university premises shall be ensured.
- All ancillary and incidental services required for smooth University Guest House operations shall be provided as directed by the University from time to time.
- Reception and front office services, including check-in/check-out, booking coordination, reservation management, guest facilitation, and maintenance of operational records, shall be managed.
- Housekeeping, cleaning, sanitation, and upkeep of all guest rooms and common areas, including dining halls, kitchens, corridors, lounges, washrooms, seminar halls, and surrounding premises, shall be carried out.
- Catering services, including preparation and serving of meals, snacks, and beverages for guests and official events as directed by the University, shall be provided.
- Hygienic kitchen operations shall be ensured in compliance with FSSAI standards, including safe food handling practices and proper storage systems.
- Supply, maintenance, washing, and replacement of linen, crockery, cutlery, kitchen utensils, and consumables required for operations shall be managed.
- Safe handling and maintenance of all University assets, including furniture, fixtures, appliances, and kitchen equipment, shall be ensured, and any damage shall be repaired or replaced at the bidder's cost.
- Proper waste management, including segregation, disposal, pest control, and maintenance of hygienic conditions within the University Guest House premises, shall be ensured.

- The scope of work shall be deemed inclusive and not exhaustive, and full responsibility for all activities required for safe and efficient functioning of the University Guest House shall be retained by the bidder.

The Central University of Rajasthan shall provide certain existing infrastructure, fixtures, and furnishings on an “as-is-where-is” basis. The Contractor shall be solely responsible, at its own cost, for all consumables, additional equipment, manpower deployment, operational inputs, maintenance, and end-to-end service delivery required for the effective functioning of the Guest House.

The prospective bidders are advised to carefully examine the scope of work, service standards, technical requirements, and contractual obligations outlined in the tender document. Bidders are also strongly encouraged to undertake a physical inspection of the University Guest House premises prior to submission of bids, in order to fully understand the site conditions and operational requirements.

The selected bidder shall be strictly bound to comply with all contractual obligations, service standards, timelines, statutory requirements, and directions issued by the University from time to time. Any failure to adhere to the prescribed standards or contractual terms shall attract penalties, corrective measures, or termination of the contract, as deemed appropriate by the University in accordance with the provisions of the agreement.

B. ESTIMATED COST OF BID

Details of Work	Amount (in INR)
Upkeeping, Maintenance, and Food/Catering Services at Central University of Rajasthan (University Guest House)	Rs. 15.50 Lakhs (Rupees Fifteen Lakhs Fifty thousands Only) per annum, inclusive of all applicable taxes, duties, and statutory levies.

C. UNIVERSITY BANK DETAILS

The Earnest Money Deposit (EMD) / Performance Bank Guarantee (PBG) shall be remitted online via NEFT/RTGS to the following account:

Account Name:	Central University of Rajasthan
Account Number:	6661110210000003
Bank Name:	Bank of India
Bank Code:	BKID0006667

D. EARNEST MONEY DEPOSIT (EMD)

D.1 The bidder shall furnish an Earnest Money Deposit (EMD) equivalent to **2 % of the estimated bid value**, i.e., **Rs. 31,000 (Rupees thirty-one thousand only)**, through NEFT/RTGS in the designated bank account of the Central University of Rajasthan, as specified in the tender document.

D.2 The EMD shall be submitted along with the technical bid. Documentary proof of payment (including UTR number and/or bank transaction details) shall be mandatorily enclosed.

D.3 Bidders registered under NSIC/MSME (Micro and Small Enterprises)/Udyam Registration or other eligible exempted categories, as per Government of India rules including GeM General Terms & Conditions (GTC), shall be exempted from

submission of EMD, subject to submission of valid and verifiable documentary evidence.

- D.4** Bids submitted without EMD (where not exempted) or without valid exemption documents shall be summarily rejected without any further correspondence.
- D.5** The EMD of unsuccessful bidders shall be refunded after completion of the tender evaluation process and finalization of the contract.
- D.6** The EMD of the successful bidder shall be released only after submission and acceptance of the Security Deposit and fulfilment of all pre-award contractual obligations.
- D.7** The EMD shall not bear any interest and shall be governed strictly in accordance with applicable Government procurement rules and University regulations.

E. TENTATIVE IMPLEMENTATION SCHEDULE

- E.1** The tentative date for commencement of services at the University Guest House shall be **01/07/ 2026**.
- E.2** The successful bidder shall mobilize all required manpower, infrastructure, materials, and operational arrangements and ensure complete readiness for commencement of services within the stipulated timeline or any revised date communicated by the University.
- E.3** Any delay in commencement of services beyond the stipulated date attributable to the Contractor shall render the Contractor liable for one or more of the following actions, at the sole discretion of the University:
- **E.3.1** Forfeiture of Security Deposit, in part or in full
 - **E.3.2** Imposition of liquidated damages as determined by the University
 - **E.3.3** Termination of contract
 - **E.3.4** Blacklisting/debarment from future tenders of the University
- E.4** The Competent Authority of the Central University of Rajasthan reserves the exclusive right to revise, defer, or reschedule the commencement date of services due to administrative or operational exigencies.
- E.5** Any such revision shall be final and binding on the Contractor and shall not entitle the Contractor to claim any compensation, damages, or price adjustment.

F. ELIGIBILITY CRITERIA

- F.1** The bidder shall possess valid statutory licenses, registrations, and approvals required for operation of Guest House, Hospitality, and Catering services, including but not limited to Trade/Establishment License, FSSAI License, GST Registration, EPF Registration, ESI Registration, and any other approvals required under applicable laws. All such licenses and registrations shall remain valid throughout the contract period and shall be produced for verification whenever required by the University.
- F.2** The bidder must have a minimum of three (03) years' experience in providing Guest House, Hospitality, and Catering services to IITs, NITs, IIITs, Centrally Funded Technical Institutions (CFTIs/CFIs), Central Government Departments/Organizations, or Public Sector Undertakings (PSUs). Experience with only State Government organizations shall not be considered for eligibility.

- F.3** The bidder shall have successfully executed or be currently operating at least one (01) similar contract of Guest House/Hospitality services with eligible institutions as specified under Clause F.2, having a minimum capacity of 30 guest rooms along with in-house catering/food service facilities. At least one such contract shall be ongoing on the date of bid submission.
- F.4** The bidder must have an average annual turnover of not less than Rs. 1.00 Crore (Rupees One Crore only) during the last three completed financial years, duly certified by a Chartered Accountant.
- F.5** The bidder must not have been blacklisted, debarred, suspended, or declared ineligible by any Central/State Government Department, Autonomous Body, PSU, or University during the last three (03) years preceding the date of bid submission. A self-declaration to this effect shall be submitted along with the bid.

G. PAYMENT TERMS & CONDITIONS

- G.1** The Contractor shall submit GST-compliant monthly bills/invoices at the end of each calendar month. Payments shall be released by the University in due course of time from the date of receipt of complete and correct invoices, subject to verification of services and compliance with contractual terms and conditions.
- G.2** Any dues payable by the Contractor to the University, including but not limited to license fee, electricity charges, water charges, penalties, damages, or any other recoveries, shall be adjusted and deducted from the monthly bills/payments.
- G.3** Statutory deductions such as Tax Deducted at Source (TDS), GST-TDS (where applicable), and other deductions as per prevailing Government rules shall be made from the Contractor's bills. The Contractor shall also submit all applicable statutory compliance documents, including PF, ESI, GST returns, and related records, as required by the University.
- G.4** The Contractor shall ensure availability and use of digital payment systems such as UPI, POS machines, QR codes, or other approved cashless payment modes. Cash transactions shall be minimized and permitted only in exceptional circumstances with prior approval of the University authorities.
- G.5** The Contractor shall maintain proper accounts, registers, and financial records relating to all transactions under the contract and shall produce the same for audit, inspection, or verification by the University or any statutory authority whenever required.
- G.6** In the event that any payment due to the Contractor or any payment required to be deposited by any person, guest, agency, or stakeholder remains unpaid for any reason whatsoever, the Contractor shall immediately report the matter in writing to the concerned University Authority for necessary action. Failure to promptly intimate such payment defaults shall be treated as a lapse in contractual responsibility.

H. TAXES, STATUTORY COMPLIANCE, PRICING & LIABILITY CONDITIONS

- H.1** All taxes, duties, levies, cess, and statutory charges, including GST, applicable at the time of bid submission shall be borne by the Contractor and shall be deemed to be included in the quoted rates. Any subsequent introduction, revision, increase, or decrease in statutory taxes by Government authorities during the contract period shall be reimbursed or adjusted by the University subject to submission of documentary proof and verification/approval by the University.

- H.2** The Contractor shall be solely responsible for compliance with all applicable labour laws and statutory obligations including, but not limited to, the Minimum Wages Act, EPF Act, ESI Act, Workmen Compensation Act, Contract Labour (Regulation and Abolition) Act, POSH Act, and other applicable laws/statutes in force from time to time. The University shall bear no liability whatsoever in respect of personnel engaged or deployed by the Contractor.
- H.3** The Contractor shall maintain all necessary statutory registrations, licenses, approvals, and compliance records throughout the contract period. The Contractor shall also maintain all statutory registers, wage records, attendance records, EPF/ESI records, GST records, returns, and related documents, and shall produce the same for inspection by the University or statutory authorities whenever required.
- H.4** The rates quoted by the Contractor shall remain firm, fixed, and binding throughout the contract period and no escalation shall be permitted on any account whatsoever except statutory changes in taxes/levies as notified by Government authorities.
- H.5** The bidder shall submit a detailed price break-up/BOQ clearly indicating base cost, manpower cost, consumables, applicable taxes, and total quoted amount in the financial bid.
- H.6** The University shall not be responsible or liable for any claims, disputes, compensation, wages, service conditions, employment liabilities, or legal obligations arising out of engagement of personnel by the Contractor.
- H.7** Any damage, loss, destruction, or deterioration of university property caused due to negligence, misconduct, or improper handling by the Contractor or its personnel shall be repaired, restored, or replaced by the Contractor at its own cost to the satisfaction of the University using equivalent/OEM-standard material wherever applicable.
- H.8** The Contractor shall ensure full compliance with all statutory, operational, hygiene, safety, and contractual requirements under the agreement and shall indemnify and keep indemnified the University against all losses, claims, liabilities, penalties, damages, or consequences arising out of non-compliance, negligence, misconduct, or violation of applicable laws by the Contractor or its personnel.

J. GENERAL TERMS & CONDITIONS

UNIVERSITY GUEST HOUSE MANAGEMENT, HOSPITALITY & CATERING SERVICES

J.1 CONTRACT PERIOD, COMMENCEMENT & SCOPE

- J.1.1** The Contract shall initially be valid for a period of **One (01) Year** from the date of commencement, in accordance with applicable procurement rules and regulations. Subject to satisfactory performance and at the sole discretion of the University, the Contract may be extended on a year-to-year basis for a further period, subject to a maximum total contract duration of **Three (03) Years**, on the same terms, conditions, and approved rates.
- J.1.2** The successful Bidder shall mobilize all necessary manpower, infrastructure, equipment, and operational arrangements and commence full-fledged Guest House operations within **Ten (10) days** from the date of issuance of Work Order/Letter of Award.

- J.1.3** The Contractor shall ensure **continuous and uninterrupted Guest House operations** on all days including weekends, holidays, and during university events such as conferences, seminars, workshops, convocations, VIP visits, and emergency situations, as directed by the University.
- J.1.4** The Contractor shall provide comprehensive & standard quality of hospitality and catering services including tea, snacks, breakfast, lunch, dinner, and special catering arrangements for official meetings, conferences, VIP guests, and University functions strictly as per approved rates and instructions of the University.
- J.1.5** The Contractor shall provide **end-to-end Guest House management services**, including reception management, housekeeping, room service, dining services, catering, food services, linen management, guest assistance, and all allied hospitality functions as defined in the tender document.
- J.1.6** The Contractor shall maintain Guest House operations in a **professional, disciplined, courteous, efficient, and guest-centric manner**, ensuring high-quality hospitality services at all times.
- J.1.7** The Contractor shall deploy adequate and qualified manpower for all operational functions of the Guest House. The category, designation, and minimum number of personnel to be deployed for each function shall be clearly specified by the Contractor and maintained throughout the contract period as mentioned on page no. 31. Any change in deployed manpower/ personnel shall be made only with prior approval of the University.
- J.1.8** The Contractor shall deploy sufficient backup manpower and maintain contingency arrangements to ensure uninterrupted services during absenteeism, emergencies, or unforeseen circumstances.
- J.1.9** The University reserves the right to increase, decrease, modify, or restructure the scope of services based on operational requirements, administrative exigencies, or occupancy levels of the university Guest House.
- J.1.10** A detailed inventory of all Guest House assets, including furniture, fixtures, fittings, appliances, equipment, linen, curtains, remote controls, electronic items, kitchen equipment, crockery, cutlery, and other operational assets, shall be jointly verified and handed over to the Contractor at the commencement of the contract. The Contractor shall be responsible for the proper upkeep and safe custody of all such assets during the contract period. Any loss of or damage to university property, including furniture, fixtures, fittings, electrical and plumbing installations, kitchen equipment, linen, pillows, pillow covers, slippers, and other inventory items, caused by the Contractor or its personnel shall be repaired or replaced by the Contractor at its own cost to the satisfaction of the University. The Contractor's personnel shall ensure proper inspection and verification of rooms and inventory before the departure of guests.
- J.1.11** In the event that two or more bidders quote the same L1 rate, preference shall be given to the bidder having higher relevant experience in Guest House, Hospitality, Catering, or Institutional Facility Management Services for the purpose of determining L1. In case of the same relevant experience, preference shall be given to the bidder having higher turnover [during the last three (03) years preceding the date of bid submission] in Guest House, Hospitality, Catering, or Institutional Facility Management Services for the purpose of determining L1.

J.2 ALLOTMENT OF PREMISES, LICENSE FEE & UTILITIES

- J.2.1** The University shall University Guest House premises for kitchen, dining, and allied operational facilities. The Contractor shall pay a monthly **License Fee of Rs. 5000 (Rupees five thousand only)**, exclusive of applicable taxes.
- J.2.2** In addition to the License Fee, the Contractor shall pay electricity charges on actual consumption basis and fixed water charges of Rs. 1000 per month for utility usage. The Contractor shall pay electricity and water charges as per actual consumption or at rates notified by the University from time to time. The existing fixed charges may be revised by the University, if required, during the contract period.
- J.2.3** The Contractor shall submit documentary proof of payment of all applicable charges, taxes, and utilities as required by the University.
- J.2.4** No structural modification, alteration, addition, or change shall be carried out in the allotted premises without prior written approval of the University Competent Authority.
- J.2.5** The Contractor shall not store hazardous, inflammable, prohibited, or unauthorized materials within the premises.
- J.2.6** No residential accommodation shall be provided to the Contractor's employees within the University Guest House premises except with prior written approval of the University. The Contractor shall submit verification documents of all deployed personnel before commencement of the Contract, and no employee shall be deployed without such approval. Where accommodation is permitted, applicable Guest House charges shall be borne by the Contractor as per university rules. The Contractor shall maintain complete personnel records, including identity, address, police verification, qualification, and attendance details, and the same is required to submit to the University.
- J.2.7** The Contractor shall ensure that no unauthorized person resides in the University Guest House premises. Any change in deployed personnel shall be notified to the University at least 15 days in advance, along with the verification details and requisite documents of the replacement employee. No employee shall be deployed without prior approval of the University authority.
- J.2.8** The premises shall remain the exclusive property of the University, and no tenancy, lease, ownership, or other right shall accrue to the Contractor.
- J.2.9** The Contractor shall maintain cleanliness, hygiene, and ensure that no encroachment or unauthorized occupation occurs.
- J.2.10** Utilities shall be used judiciously, and wastage of electricity, water, LPG, or other resources shall be strictly avoided.

J.3 ACCOMMODATION CHARGES & BILLING RESPONSIBILITIES

- J.3.1** Advance booking charges shall be collected directly by the University through approved payment systems.
- J.3.2** On-spot or non-advance booking charges may be collected by the Contractor through designated University account through (POS) machine or scanner as decided by the university.
- J.3.3** The Contractor shall issue proper serially numbered receipts/bills for all transactions and maintain complete financial records.

- J.3.4** The Contractor shall maintain accurate guest records including identity proof, contact details, check-in/check-out details, and other required information.
- J.3.5** Food and catering charges shall be collected by the Contractor as per approved rates, except for official guests where billing shall be settled through the University.
- J.3.6** No excess charges over approved rates shall be levied under any circumstances.
- J.3.7** The Contractor shall ensure full transparency, financial discipline, and accountability in all billing operations.
- J.3.8** The University reserves the right to inspect, audit, and verify all financial and occupancy records at any time.
- J.3.9** Any overcharging, manipulation of records, or financial irregularity shall be treated as a **material breach of contract** and shall attract penalties, recovery, termination, and/or blacklisting.

J.4 STATUTORY COMPLIANCE, LICENSES & LEGAL OBLIGATIONS

- J.4.1** The Contractor shall comply with all applicable statutory laws including labour laws, wage regulations, EPF, ESI, Food Safety and Standards Act, and other applicable Central/State Government regulations.
- J.4.2** The Contractor shall obtain and maintain all required licenses and registrations including FSSAI, GST, Shops & Establishment, Fire Safety, Labour License, Police Verification, and any other statutory approvals required.
- J.4.3** The Contractor shall maintain all statutory registers and records and produce them for inspection as and when required.
- J.4.4** The Contractor shall maintain attendance, wage, and duty records in compliance with applicable laws. Biometric attendance shall be mandatory for all deployed personnel, and the corresponding attendance records shall be submitted along with the monthly bill. Any shortfall in the deployment of approved manpower shall attract penalties as prescribed under the Contract.
- J.4.5** Employment of child labour is strictly prohibited.
- J.4.6** The Contractor shall comply with the Central University of Rajasthan Act, Statutes, Ordinances, and all administrative instructions issued by the University.
- J.4.7** The Contractor shall indemnify the University against all claims, liabilities, penalties, losses, or legal actions arising due to statutory non-compliance or negligence.
- J.4.8** Failure to comply with statutory obligations shall constitute a **material breach of contract** and may result in termination, forfeiture of Security Deposit, and blacklisting.

J.5 MANPOWER DEPLOYMENT & STAFF CONDUCT

- J.5.1** The Contractor shall deploy only medically fit, trained, experienced, and adult personnel (above 18 years). A competent Manager/Receptionist shall be nominated for coordination with the University.
- J.5.2** All staff shall wear approved uniforms and identity cards and maintain professional conduct at all times.
- J.5.3** Food handlers shall be medically fit and periodically examined (half-yearly/yearly). Medical records shall be maintained.

- J.5.4** Manpower shall not be changed frequently without prior approval of the University.
- J.5.5** Misconduct, intoxication, use of prohibited substances, or indiscipline is strictly prohibited.
- J.5.6** The Contractor shall maintain strict discipline and remove any employee found unsuitable immediately upon university direction.
- J.5.7** The Contractor shall ensure compliance with all safety, labour, and electrical standards including applicable codes and regulations.
- J.5.8** The Contractor shall ensure confidentiality of guest identity, stay details, and institutional information.
- J.5.9.** The Contractor shall ensure that adequate systems, procedures, and trained personnel are deployed to maintain high standards of hospitality, guest services, housekeeping, food services, and overall, Guest House management throughout the contract period.
- J.5.10** The University reserves the right to disallow any employee found unsuitable for deployment.

J.6 FOOD QUALITY, HYGIENE & HOSPITALITY STANDARDS

- J.6.1** The Contractor shall maintain the highest standards of hygiene and sanitation in kitchen, dining, storage, and service areas.
- J.6.2** Only fresh, hygienic, nutritious, and good-quality food shall be served. Reuse of cooked food is strictly prohibited. The Contractor's personnel shall ensure that food is prepared and served in accordance with actual requirements and shall take all reasonable measures to prevent food wastage.
- J.6.3** Leftover food shall be disposed of safely on the same day.
- J.6.4** All raw materials shall conform to FSSAI/AGMARK/BIS standards.
- J.6.5** Use of expired, adulterated, or sub-standard materials is strictly prohibited.
- J.6.6** The University reserves the right to inspect food quality, kitchen operations, and storage at any time.
- J.6.7** Samples may be sent for laboratory testing, and costs of adverse findings shall be borne by the Contractor.
- J.6.8** Complaint and feedback registers shall be maintained and acted upon immediately.
- J.6.9** Guests confidentiality and privacy shall be strictly maintained.
- J.6.10** Food service shall be timely, hygienic, and professionally presented.
- J.6.11** Clean drinking water and proper storage conditions shall be ensured at all times.
- J.6.12** The University reserves the right to revise menu patterns and meal schedules.

J.7 EQUIPMENT, INVENTORY & MAINTENANCE

- J.7.1** The Contractor shall maintain adequate stock of provisions, consumables, LPG cylinders, cleaning materials, linen, and other operational items to ensure uninterrupted Guest House services throughout the contract period.
- J.7.2** The Contractor shall provide and maintain sufficient quantity of utensils, crockery, cutlery, buffet ware, kitchen appliances, deep freezers, refrigerators, storage bins, and

service equipment in hygienic and serviceable condition at its own cost, unless specifically provided by the University.

J.7.3 The Contractor shall maintain proper inventory records of all University-owned furniture, fixtures, linen, equipment, and appliances handed over for operational purposes.

J.7.4 The University reserves the right to conduct periodic physical verification of inventory, assets, and related records.

J.7.5 The Contractor shall immediately replace any broken, chipped, damaged, or unserviceable crockery, cutlery, utensils, or service items to maintain prescribed hospitality standards.

J.7.6 The Contractor shall maintain adequate linen including bed sheets, pillow covers, towels, curtains, table cloths, and napkins in clean and hygienic condition wherever such responsibility is assigned under the scope of work.

J.7.7 The Contractor shall be fully responsible for safeguarding all University property, infrastructure, fixtures, fittings, and equipment within the Guest House premises.

J.7.8 Any loss or damage caused due to negligence, wilful act, omission, or improper handling by the Contractor or its employees shall be made good by the Contractor as assessed by the University authorities.

J.7.9 The Contractor shall ensure regular preventive maintenance and cleanliness of kitchen appliances, refrigeration units, and service equipment.

J.7.10 The Contractor shall immediately report any breakdown or malfunction of university-owned equipment or infrastructure to the Guest House staff/Officer-in-Charge.

J.8 SANITATION, SAFETY & ENVIRONMENTAL RESPONSIBILITIES

J.8.1 The Contractor shall ensure regular pest control, rodent control, and disinfection of kitchen, dining, storage, and allied areas through approved agencies.

J.8.2 Records of pest control and sanitation activities shall be maintained and produced to the University as and when required.

J.8.3 The Contractor shall ensure scientific disposal of garbage, food waste, and other waste in accordance with Municipal laws, Swachh Bharat Mission guidelines, and applicable environmental norms.

J.8.4 Dumping of waste within unauthorized campus areas is strictly prohibited.

J.8.5 The Contractor shall use LPG, electricity, fuel, and other utilities safely, efficiently, and economically.

J.8.6 All gas pipelines, cylinders, regulators, burners, and electrical appliances shall be maintained in safe working condition at all times.

J.8.7 The Contractor shall install and maintain fire safety equipment such as fire extinguishers, fire blankets, and other prescribed safety devices as per applicable norms.

J.8.8 The Contractor shall be solely responsible for prevention of fire hazards, accidents, food contamination, and occupational risks within the premises.

J.8.9 In case of any accident, injury, food poisoning, or mishap arising due to negligence of the Contractor, complete liability including compensation, legal consequences, and penalties shall rest with the Contractor.

J.8.10 The Contractor shall comply with all applicable environmental, energy conservation, and sustainability guidelines issued by Government or the University.

J.8.11 The Contractor shall obtain and maintain adequate insurance coverage for manpower, equipment, and operational risks at its own cost.

J.8.12 The Contractor shall independently pursue settlement of insurance claims without any liability on the University.

J.8.13 The Contractor shall maintain emergency response procedures and contact details for fire, medical, and safety incidents.

J.9 SECURITY, CONFIDENTIALITY & UNIVERSITY INTEREST

J.9.1 The Contractor shall strictly comply with all security and operational instructions issued by the University. Any loss or liability arising due to negligence shall be recoverable from the Contractor.

J.9.2 The Contractor shall not use the name, logo, or identity of the University for commercial or promotional purposes without prior written approval.

J.9.3 The Contractor shall not assign, transfer, or subcontract any part of the contract without prior written approval of the University.

J.9.4 The Contractor shall maintain strict confidentiality of all official information, records, and guest-related data.

J.9.5 Disclosure of confidential information to any unauthorized person or platform is strictly prohibited.

J.9.6 Photography, videography, or social media activity inside the University Guest House premises is not permitted without written approval.

J.9.7 All deployed personnel shall comply with University security protocols, entry regulations, and identity verification systems.

J.9.8 The Contractor shall immediately report any suspicious activity, security breach, theft, or incident to the University authorities.

J.9.9 The Contractor shall maintain complete records of manpower including identity verification and police verification documents.

J.9.10 No person with criminal background or doubtful antecedents shall be deployed.

J.9.11 The University reserves the right to remove any personnel found unsuitable without assigning reasons.

J.9.12 Unauthorized entry of vendors or outsiders into restricted areas is strictly prohibited.

J.9.13 The Contractor shall ensure proper custody of keys, access cards, registers, and operational documents.

J.9.14 The Contractor shall maintain confidentiality of occupancy details, VIP visits, and guest movement.

J.9.15 Any act affecting University reputation, discipline, or security shall be treated as serious breach of contract.

J.9.16 The Contractor shall ensure proper professional behaviour of all personnel.

J.9.17 The University reserves the right to conduct security audits and inspections at any time.

J.9.18 The Contractor shall fully cooperate with University and Government authorities during inspections or investigations.

J.9.19 The Contractor shall be fully responsible for acts and omissions of its employees.

J.9.20 All services shall be conducted in a manner that protects institutional dignity and public image of the University.

J.10 PENALTIES, RECOVERIES & TERMINATION

J.10.1 The University reserves the right to impose penalties for poor hygiene, substandard food quality, manpower shortage, delay in service, misconduct, or breach of contract.

J.10.2 The University may recover dues, penalties, damages, and statutory liabilities from pending bills, Security Deposit, or Performance Security.

J.10.3 The University may terminate the contract for unsatisfactory performance, breach of terms, security concerns, insolvency, or abandonment of work.

J.10.4 Upon termination or expiry, the Contractor shall hand over all assets and facilities in proper working condition, subject to normal wear and tear.

J.10.5 The Contractor shall vacate premises immediately without claiming any right or compensation.

J.10.6 Warning notices may be issued for repeated deficiencies with time-bound corrective action.

J.10.7 Failure to rectify deficiencies may lead to enhanced penalties, suspension, or termination.

J.10.8 The University reserves the right to blacklist/debar the Contractor for fraud, misconduct, or repeated violations.

J.10.9 The Contractor shall remain liable for all losses caused due to negligence or breach of contract.

J.10.10 In case of abandonment, the University may make alternate arrangements at the Contractor's risk and cost.

J.10.11 All additional costs incurred shall be recoverable from dues or deposits.

J.10.12 Termination shall not absolve the Contractor from pre-existing liabilities.

J.11 DISPUTE RESOLUTION & JURISDICTION

J.11.1 Any dispute shall be referred to the University Authority an authorized officer of the University whose decision shall be final and binding, subject to jurisdiction of courts at High court of Rajasthan.

J.11.2 Parties shall first attempt amicable resolution through mutual discussion before initiating legal proceedings.

J.11.3 All legal proceedings shall be subject exclusively to jurisdiction of competent courts at Ajmer, Rajasthan.

J.11.4 The Contractor shall continue contractual obligations during dispute resolution unless otherwise directed by the University.

J.11.5 The University's interpretation of operational, administrative, and contractual matters shall prevail for institutional functioning.

K. PENALTY & PERFORMANCE COMPLIANCE

K.1 General Service Deficiency

Any deficiency, negligence, delay, or unsatisfactory performance in housekeeping, hospitality, catering, maintenance, or Guest House operations shall attract a penalty of up to Rs. 5,000/- per instance, depending upon the nature, gravity, and frequency of the lapse, as determined by the University.

K.2 Misconduct of Personnel

Any misconduct, indiscipline, misbehavior, rude conduct, intoxication, harassment, or inappropriate behaviour by the Contractor's personnel towards guests, faculty members, officers, employees, students, or visitors shall attract a minimum penalty of Rs. 10,000/- per incident or higher, as decided by the University. The Contractor shall immediately remove and replace the concerned personnel upon direction of the University.

K.3 Manpower Shortage / Non-Deployment of Staff

Failure to deploy the required number of manpower or absence of essential personnel affecting Guest House operations shall attract penalties. If the vendor fails to deploy the minimum number of workers as prescribed under the terms and conditions of the agreement/tender document, the University shall impose a deduction equivalent to the monthly salary/wages of the deficient number of workers from the payable amount/bill of the vendor. Such deduction shall be in addition to any other penalty or disciplinary action as deemed appropriate by the University.

Such penalties shall continue progressively until suitable replacement manpower is deployed to the satisfaction of the University. The penalty shall be in addition to the Contractor's obligation to provide immediate replacement staff.

K.4 Reception & Front Office Non-Compliance

Non-availability of reception/front office personnel during prescribed duty hours without prior approval shall attract a penalty of Rs. 5,000/- per instance/day.

K.5 Uniform, Grooming & Identity Compliance

Failure of personnel to wear prescribed uniform, maintain proper grooming standards, or display valid identity cards while on duty shall attract a penalty of Rs. 2,000/- per instance. Repeated violations may require replacement of such personnel.

K.6 Damage, Loss or Theft of University Property

Any loss, theft, misuse, or damage to university property, equipment, furniture, fixtures, records, or infrastructure attributable to the Contractor, its employees, or agents shall be recoverable at full assessed/replacement cost along with applicable penalties, without prejudice to any legal or disciplinary action.

K.7 Unauthorized Occupation / Accommodation

Unauthorized occupation, accommodation, subletting, or use of Guest House rooms, facilities, or premises by any unauthorized person shall be treated as a serious contractual violation and may attract penalties, eviction, disciplinary action, and/or termination of contract.

K.8 Inspection & Monitoring Rights

The University reserves the right to inspect Guest House premises, kitchen, stores, records, registers, staff deployment, food quality, hygiene conditions, and service standards at any time through authorized officials or inspection committees. The Contractor shall fully cooperate during such inspections.

K.9 Hygiene, Safety & Compliance Violations

Failure to maintain prescribed hygiene standards, sanitation, pest control, fire safety measures, waste disposal norms, or compliance with University instructions/statutory requirements shall attract warnings, monetary penalties, recovery of damages, suspension of services, or termination of contract depending upon severity.

K.10 Food Safety & Quality Violations

Any incident relating to food contamination, food poisoning, unhygienic preparation, adulteration, use of expired/substandard materials, unsafe storage, or violation of food safety laws shall be treated as a serious breach of contract and may result in immediate suspension/termination of services, forfeiture of Security Deposit, blacklisting, and legal action under applicable laws.

K.11 Delay in Complaint Resolution & Service Failure

Failure to respond to complaints, delays in rectification of deficiencies, or repeated failure to maintain prescribed service standards shall attract recurring penalties until satisfactory rectification is achieved.

K.12 Recovery of Penalties & Dues

All penalties, recoveries, damages, and other dues payable by the Contractor shall be recoverable from running bills, pending payments, Security Deposit, and/or Performance Security without requiring prior consent of the Contractor.

L. TERMINATION CLAUSES

L.1 Termination by University Without Assigning Reason

The University reserves the right to terminate the contract at any time without assigning any reason by giving thirty (30) days' written notice to the Contractor.

L.2 Termination by Contractor

The Contractor may seek termination of the contract by giving not less than three (03) months and up to six (06) months written notice to the University, while ensuring uninterrupted services during the notice period.

L.3 Continuity of Services

The Contractor shall continue to provide uninterrupted services until the effective date of termination or until alternative arrangements are made by the University, whichever is earlier.

L.4 Minimum Mandatory Contract Period

If the Contractor fails to complete a minimum service period of one (01) year from the commencement date of the contract, the entire Security Deposit/Performance Security shall stand forfeited, without prejudice to other remedies available to the University.

L.5 No Compensation on Termination

No compensation, damages, or financial claim whatsoever shall be payable by the University on account of early termination, non-renewal, or unutilized contract period, except for payments due against services satisfactorily rendered up to the termination date.

L.6 Immediate Termination

The University may terminate the contract forthwith without prior notice in cases involving fraud, criminal activity, food safety violations, financial irregularities, submission of forged/fabricated documents, misconduct, unauthorized occupation, or any act prejudicial to the interests, reputation, or security of the University.

L.7 Handover & Vacation of Premises

Upon termination or expiry of the contract, the Contractor shall immediately vacate the premises and ensure proper handover of all University assets, records, furniture, equipment, keys, and facilities in good condition, subject to verification by the University authorities.

M. SECURITY DEPOSIT

M.1 Security Deposit Requirement

The successful bidder shall submit a Security Deposit equivalent to 5% of the annual contract value within fifteen (15) days from the date of issue of the Letter of Award/Work Order, in the form of Bank Guarantee (BG), Fixed Deposit Receipt (FDR), or Demand Draft issued by a Scheduled Bank.

M.2 Nature of Security Deposit

The Security Deposit shall remain interest-free and shall serve as performance security for due and faithful performance of contractual obligations throughout the contract period.

M.3 Recovery & Adjustment Rights

The University shall have the right to recover or adjust any dues, penalties, losses, damages, liabilities, or unpaid charges from the Security Deposit without prior notice.

M.4 Replenishment of Deposit

In the event of any deduction or encashment from the Security Deposit, the Contractor shall replenish the amount to its original value within the period specified by the University.

M.5 Consequences of Non-Replenishment

Failure to replenish the Security Deposit within the stipulated time shall constitute material breach of contract and may result in suspension or termination of the contract in addition to other legal remedies.

M.6 Refund of Security Deposit

The Security Deposit shall be refunded within sixty (60) days after expiry/termination of the contract, subject to satisfactory completion of obligations, clearance of all dues, and proper handover of premises and assets.

M.7 Forfeiture of Security Deposit

The Security Deposit shall be liable to forfeiture, wholly or partly, in cases of breach of contract, abandonment of services, failure to complete the mandatory minimum contract period, non-compliance with statutory obligations, or any act causing financial or reputational loss to the University.

N. JURISDICTION

N.1 All disputes, claims, or matters arising out of or relating to this contract shall be subject to the exclusive jurisdiction of the competent courts situated at Jaipur, Rajasthan, including the jurisdiction of the Hon'ble High Court of Rajasthan.

N.2 No court other than the courts at Jaipur, Rajasthan shall have jurisdiction in respect of any matter connected with or arising out of this contract.

O. COMMUNICATION

All official communications, notices and correspondence shall be addressed to:

**The Registrar
Central University of Rajasthan
NH-8, Bandarsindri,
Kishangarh, Ajmer District,
Rajasthan – 305817, India**

UNIVERSITY GUEST HOUSE MANAGEMENT & MESS SERVICES CENTRAL UNIVERSITY OF RAJASTHAN

1. SCOPE OF SERVICES

The selected Service Provider (hereinafter referred to as the “Contractor”) shall be entrusted with the comprehensive management, operation, upkeep, housekeeping, hospitality, maintenance and catering services of the University Guest House (UGH) and allied facilities of the Central University of Rajasthan.

The Contractor shall ensure efficient, professional and uninterrupted operation of the Guest House by maintaining the highest standards of hospitality, cleanliness, hygiene, sanitation, safety, discipline, guest relations and operational efficiency throughout the contract period.

The scope of work shall broadly include, but shall not be limited to, the following services:

- Guest House reception, front office assistance, booking coordination and guest facilitation services.
- Housekeeping, cleaning, sanitation and upkeep of guest rooms, suites, dining halls, kitchens, corridors, staircases, lounges, reception areas, washrooms and surrounding premises.
- Preparation and serving of breakfast, lunch, dinner, tea, coffee, snacks and other catering/hospitality services for guests, University officials, meetings, conferences, seminars and special events, as directed by the University authorities.
- Maintenance of hygienic kitchen operations, safe food handling practices, food storage systems and dining services in accordance with FSSAI norms and other applicable regulations.
- Supply, maintenance and upkeep of linen, curtains, towels, table cloths, crockery, cutlery, kitchen utensils and allied hospitality items wherever covered under the scope of work.
- Proper handling and maintenance of furniture, fixtures, fittings, electrical appliances, kitchen equipment and other University assets entrusted to the Contractor.
- Waste management, garbage disposal, pest control, rodent control and maintenance of sanitary and environmentally compliant conditions within the University Guest House premises.
- Deployment of adequate trained manpower including cooks, housekeeping staff, service personnel, reception staff, supervisors and other support staff necessary for smooth functioning of the Guest House.
- Compliance with all statutory requirements relating to labour laws, food safety, fire safety, health and sanitation, security regulations and other applicable Government guidelines.
- Any other ancillary, incidental or allied services required for smooth, efficient and satisfactory functioning of the University Guest House, as may be directed by the University from time to time.
- The scope of services shall be deemed inclusive and not exhaustive. The Contractor shall be responsible for carrying out all activities, whether specifically mentioned or otherwise reasonably implied, that are necessary for the smooth, safe, uninterrupted and efficient functioning of the University Guest House in accordance with established hospitality standards and directions issued by the University from time to time.

The scope of services shall be deemed **inclusive and not exhaustive**, and shall extend to all ancillary, incidental, and allied activities necessary for the smooth, uninterrupted, and efficient functioning of the Guest House.

SCOPE OF WORK, SERVICES, AND OPERATIONAL RESPONSIBILITIES

FOR GUEST HOUSE MANAGEMENT, HOSPITALITY, HOUSEKEEPING, CATERING, MESS OPERATIONS, LAUNDRY, AND ALLIED SUPPORT SERVICES

The Contractor shall coordinate with the University Guest House Staff, Manager-in-Charge, and University authorities for efficient management of all UGH and hospitality services in compliance with university requirements, statutory regulations, and hospitality standards. The Contractor shall deploy trained, experienced, and professional personnel for uninterrupted

24×7 service delivery wherever required, including all allied and incidental activities necessary for smooth Guest House operations.

1. FRONT OFFICE MANAGEMENT & GUEST RELATIONS SERVICES (24×7 OPERATIONS)

The Contractor shall ensure uninterrupted round-the-clock front office management through professionally trained manpower capable of handling guest relations, accommodation management, hospitality coordination, administrative support, billing operations, and emergency assistance with utmost professionalism, confidentiality, and efficiency.

Scope of Services & Responsibilities

The Contractor shall be responsible for:

1.1 Reservation, Booking & Accommodation Management

- Receiving, processing, monitoring, and managing all reservation requests through Samarth portal, emails, notifications, arrival schedules, booking communications, and official accommodation-related correspondence.
- Managing room allotment, reservations, check-ins, check-outs, extensions of stay, and occupancy control strictly in accordance with approved University bookings and directions issued by authorised officials.
- Operating and maintaining online booking systems like Samarth portal or any other useable online platform, digital reservation modules, occupancy management offline in registers or software, and related technological platforms with real-time updates and accurate data entry.
- Monitoring occupancy status and ensuring optimum utilisation of accommodation facilities.
- Coordinating with University staff members and departments regarding guest arrivals, departures, conferences, seminars, workshops, meetings, institutional events, and official visits.

1.2 Guest Reception & Hospitality

- Professionally welcoming guests and ensuring courteous, dignified, and efficient hospitality services at all times.
- Providing guest assistance including local guidance, travel coordination, transport arrangements, emergency support, and concierge-related services.
- Handling guest queries, grievances, complaints, feedback, and emergency situations promptly and professionally on a 24×7 basis.
- Maintaining high standards of guest interaction, etiquette, communication, and service conduct.

1.3 Guest Verification & Documentation

- Collecting, verifying, and maintaining valid identity documents of all guests as per Government norms and statutory requirements.
- Maintaining complete physical and digital records including:
 - Check-in and Check-out Registers

- Occupancy Registers
- Guest History Records
- Visitor Registers and Security Logs
- Complaint and Feedback Registers
- Lost-and-Found Registers
- Room Inventory Registers
- Billing and Revenue Records
- Feedback Records from guests
- Ensuring confidentiality, integrity, and security of guest information and institutional records at all times.

1.4 Room Readiness & Guest Amenities

The Contractor shall ensure that all rooms are fully prepared and guest-ready before occupancy, including:

- Thorough cleaning, sanitisation, housekeeping, and room inspection.
- Provision and replacement of fresh linen and room essentials including:
 - Bed sheets
 - Pillow covers, pillows, blankets, comforters/duvets with covers
 - Bath towels and hand towels
 - Napkins and related linen items
 - Toiletries, odour control pills, air room fresheners, and guest amenities
 - Soap, shampoo, shower gel, oil, grooming kits
 - Toothbrushes, toothpaste, combs, tissue papers, toilet rolls
 - Mosquito repellents, deodorants, air fresheners
 - Water kettles, water jars, tea trays, cup saucers, sugar pots, teaspoons
 - Tea, coffee, milk, and sugar sachets
 - Drinking water arrangements
- Ensuring availability of two sets of toiletries and guest amenities in double-occupancy rooms if and as required.
- Arranging fruit baskets, room kits, welcome amenities, and special hospitality arrangements as directed by the University Authority.
- Ensuring proper functioning of all room utilities and installations including:
 - Air-conditioners
 - Geysers
 - Electrical fittings and lighting systems
 - Wi-Fi and communication facilities

- Fans and ventilation systems
- Plumbing and sanitary fittings

1.5 Billing, Revenue & Financial Management

The Contractor shall:

- Prepare guest bills and collect approved room tariffs, food charges, and authorised service charges if and as applicable as per tender and University rules.
- Maintain complete billing records, receipts, financial registers, occupancy-linked revenue statements, and transaction records.
- The Contractor shall facilitate and promote digital and electronic modes of payment including UPI, debit/credit cards, POS machines, QR-code payments, online banking, and other approved cashless systems. The University shall provide the designated collection/payment facility to be used by the Contractor/vendor. Cash transactions shall ordinarily be prohibited and shall be permitted only in exceptional circumstances with prior approval of the University authority.
- Ensure timely remittance of all collections to the designated University account in accordance with prescribed timelines and procedures.

1.6 Coordination, Monitoring & Reporting

The Contractor shall:

- Coordinate with housekeeping, maintenance, laundry, catering, mess, transport, and security teams for smooth operations.
- Maintain complaint escalation mechanisms and ensure prompt resolution of operational and guest-related issues.
- Submit daily occupancy reports, financial summaries, operational updates, service reports, and performance statements to the University authorities.
- Maintain cleanliness, discipline, and professional appearance of the reception and front office areas.
- Ensure visitor monitoring, security coordination, and maintenance of CCTV-related records wherever applicable.
- Ensure all electrical devices, lights, fans, air-conditioners, and appliances are switched off after room use to prevent energy wastage.

1.7 Post Check-Out Inspection & Quality Control

The Contractor shall:

- Conduct post check-out inspection of rooms and inventories.
- Verify all room assets, amenities, fixtures, and equipment after guest departure.
- Report any damage, shortage, maintenance issue, loss, or irregularity immediately to the competent authority.
- Obtain guest feedback regarding accommodation, food quality, housekeeping, hospitality, and related services.
- Implement corrective measures and continuous service improvements based on guest feedback and inspection findings.

- The placement and arrangement of all items in the rooms shall be ensured by the Contractor in a neat, systematic, and service-ready condition.
- The Contractor shall obtain and maintain structured guest feedback on the University's prescribed performance parameters and submit periodic feedback reports to the University for review and improvement of services.

1.8 Professional Conduct & Service Discipline

The Contractor shall ensure:

- Proper grooming, discipline, punctuality, and professional conduct of all deployed personnel.
- Deployment of staff in proper uniforms with valid identity cards.
- Strict adherence to institutional protocols, confidentiality standards, and operational procedures.
- Professional coordination during conferences, seminars, meetings, workshops, institutional events, and VVIP visits.

2. HOUSEKEEPING, SANITATION & CLEANING SERVICES

The Contractor shall maintain the entire Guest House premises in a clean, hygienic, sanitised, aesthetically maintained, safe, and guest-ready condition at all times through systematic housekeeping operations and preventive sanitation practices.

2.1 Daily Cleaning & Housekeeping Operations

(To be completed preferably before 10:00 AM daily)

A. Cleaning of Occupied & Check-Out Rooms

The Contractor shall undertake:

- Sweeping of floors followed by wet mopping using approved disinfectants and phenyl.
- Cleaning and sanitisation of toilets, bathrooms, urinals, wash basins, mirrors, glazed wares, wall tiles, and sanitary fixtures.
- Cleaning of doors, windows, ventilators, balconies, curtains, and room fittings.
- Dusting and upkeep of furniture, furnishings, fixtures, and room accessories.
- Replacement of bed sheets, bed covers, pillow covers, towels, hand towels, and related linen every third day or immediately after guest check-out.
- Cleaning and arrangement of guest amenities and toiletries.
- Daily cleaning and disinfection of dustbins and waste collection points.
- Disposal of discarded materials, garbage, and waste at designated collection locations.
- Dusting and thorough cleaning of all rooms/suites, including every corner, shall be ensured at least two hour prior to the arrival of guests.

B. Cleaning of Vacant Rooms

The Contractor shall ensure:

- Complete cleaning and sanitisation of vacant rooms within 30 minutes of room vacation wherever operationally feasible.
- Placement of fresh linen, toiletries, deodorants, candles/matchboxes (if applicable), paper napkins, and drinking water.
- Spraying of room fresheners and maintenance of hygienic and pleasant ambience.

C. Common Areas & Public Spaces

The Contractor shall undertake:

- Cleaning and maintenance of reception areas, corridors, lounges, dining halls, staircases, passages, waiting areas, and public spaces.
- Sweeping and wet mopping of staircases and corridors with approved cleaning agents.
- Dusting and upkeep of railings, public furniture, reception desks, and common area furnishings.
- Cleaning and maintenance of lawns, pathways, parking areas, approach roads, and surrounding external premises.

D. Kitchen & Dining Area Cleaning

The Contractor shall:

- Clean kitchen, pantry, dining halls, attached washrooms, and food preparation areas at least twice daily.
- Undertake sweeping, wet mopping, sanitisation, and waste disposal from kitchen and dining areas.
- Maintain hygienic conditions in food preparation and serving zones in compliance with food safety standards.

E. Waste Management

The Contractor shall:

- Segregate wet and dry waste in accordance with environmental and sanitation norms.
- Collect garbage from buildings, rooms, kitchen areas, dining spaces, and external premises.
- Dispose of waste at designated collection points outside the premises as per university procedures.

2.2 Weekly / Periodic Deep Cleaning & Preventive Maintenance

The Contractor shall undertake systematic deep-cleaning activities including:

- Cleaning of walls, ceilings, partitions, ventilators, window panes, glass panels, and high-reach surfaces.
- Machine-assisted scrubbing, washing, polishing, and sanitisation of floors.
- Thorough descaling and sanitisation of toilets, drainage systems, and plumbing fixtures.
- Cleaning of electrical fixtures including:
 - Ceiling fans

- Exhaust fans
- Pedestal and table fans
- Ducted chimney
- Lighting fixtures
- Electrical panels and switchboards
- Vacuum cleaning of mattresses, upholstered furniture, carpets, curtains, sofas, and fabric furnishings at least twice weekly.
- Removal of cobwebs and cleaning of high-touch surfaces.
- Terrace cleaning and maintenance.
- Complete micro-cleaning of rooms, kitchen areas, dining halls, corridors, staircases, front office areas, and common spaces using vacuum cleaners at least once every month.
- Maintenance of deep-cleaning schedules, housekeeping logs, inspection records, and supervisory certification reports.
- Regularly inspect gas pipelines for leakages and ensure immediate corrective action in case of any faults or safety risks.

2.3 Operational Standards & Hygiene Compliance

The Contractor shall ensure:

- Deployment of trained, experienced, and adequately supervised housekeeping personnel.
- Provision and mandatory use of Personal Protective Equipment (PPE) by housekeeping and sanitation staff.
- Use of approved, eco-friendly, non-toxic, and industry-standard cleaning chemicals and disinfectants.
- Adoption of colour-coded cleaning systems to prevent cross-contamination.
- Availability of sufficient stock of cleaning materials, consumables, disinfectants, and sanitation supplies at all times.
- Regular pest control, fumigation, sanitisation, and preventive hygiene measures.
- Maintenance of housekeeping logs, sanitation records, inspection registers, and cleaning checklists.
- Immediate and urgent response to complaints related to cleanliness, hygiene, sanitation, or housekeeping deficiencies.
- Periodic internal inspections, monitoring, and quality audits to ensure compliance with prescribed standards.

3. CATERING, ROOM SERVICE & VVIP HOSPITALITY SERVICES

The Contractor shall provide comprehensive catering, room service, hospitality management, and event-support services for guests, dignitaries, University officials, conference delegates, and VVIPs in accordance with institutional requirements and hospitality standards.

Scope of Services

The Contractor shall:

- Arrange and serve breakfast, lunch, dinner, tea, snacks, beverages, refreshments, tiffin services, and special meals etc.
- Provide professional, hygienic, and timely room service.
- Manage catering operations during conferences, seminars, workshops, meetings, training programmes, institutional events, and official functions.
- Provide specialised catering arrangements and dedicated hospitality support for VVIPs and dignitaries.
- Prepare and serve vegetarian, therapeutic, and special dietary meals as instructed by authorised officials.
- Design customised menus and food plans based on event requirements and guest preferences.
- Ensure freshness, nutritional quality, hygiene, presentation standards, and proper serving temperatures of food items.
- Deploy trained chefs, culinary personnel, and service staff for efficient operations.
- Maintain strict compliance with FSSAI regulations, food safety norms, SOPs, and hygienic kitchen practices.
- Maintain service logs, food quality records, guest feedback systems, and event coordination records.
- Ensure uninterrupted catering and hospitality services during peak occupancy periods and emergency situations.

4. CONTRACTOR'S RESPONSIBILITIES FOR ITEMS, EQUIPMENT & OPERATIONAL SUPPORT

The Contractor shall arrange, provide, maintain, replace, and manage at its own cost all operational support items, consumables, utilities, transport arrangements, housekeeping equipment, and service-related resources necessary for uninterrupted Guest House operations unless specifically provided by the University.

This shall include, but not be limited to:

- Additional bedding and linen items.
- Napkins, bed sheets, bed covers, comforters, blankets, pillows, towels, pillow covers, and related accessories.
- Housekeeping trolleys and utility equipment.
- Kitchen equipment including mixer grinders, food processors, juicers, cookware, utensils, cutlery, crockery, and serving equipment.
- Premium quality chafing dishes and food service counters.
- Heating-enabled food containers, induction plates, and associated serving systems.

- Bathroom amenities, toiletries, mosquito repellents, cleaning materials, and sanitation products.
- LPG gas cylinders, gas connections, and related operational costs.
- Transportation and logistics for procurement and operational requirements.
- Any additional equipment, tools, or resources required for uninterrupted Guest House operations, hospitality services, and all upkeep services shall be provided as needed and subject to approval by the University authorities.

5. OTHER CONDITIONS / SPECIAL TERMS & CONDITIONS

5.1 ALLOTMENT OF SPACE & UTILITIES

- 5.1.1** The University shall allot suitable space within the University Guest House premises for operation of kitchen, dining, pantry, storage, reception, housekeeping, laundry, and allied hospitality service facilities required for smooth Guest House functioning.
- 5.1.2** The successful bidder/Contractor shall pay a monthly License Fee of Rs. 5,000/- (Rupees Five Thousand Only), excluding applicable taxes, duties, and statutory levies, as determined by the University.
- 5.1.3** In addition to the License Fee, the Contractor shall pay electricity charges on actual consumption basis and fixed water/utility charges as applicable. Documentary proof of payment of utility charges, taxes, duties, and statutory dues shall be submitted periodically to the University Administration.
- 5.1.4** The Contractor shall not undertake any structural alteration, civil modification, additional construction, installation, partitioning, or unauthorized change in the allotted premises without prior written approval of the Competent Authority of the University.
- 5.1.5** Upon completion, expiry, cancellation, or termination of the contract, the Contractor shall hand over all University premises, assets, fixtures, fittings, equipment, inventories, and facilities in proper working condition, subject to normal wear and tear, to the satisfaction of the University authorities.

5.2 COMMENCEMENT OF SERVICES

- 5.2.1** The successful bidder shall make all necessary arrangements and commence full-fledged Guest House, hospitality, housekeeping, catering, mess, laundry, and allied operations within ten (10) days from the date of issue of the Work Order/Letter of Award or within such extended period as may be approved by the University.
- 5.2.2** The scope of services shall be deemed inclusive and not exhaustive and shall include all ancillary, incidental, and allied activities necessary for smooth, uninterrupted, efficient, hygienic, safe, and professional operation of the Guest House and associated facilities.

5.3 MANPOWER DEPLOYMENT & PERSONNEL MANAGEMENT

- 5.3.1** The Contractor shall deploy adequate numbers of skilled cooks, trained room attendants, housekeeping personnel, reception staff, catering staff, utility workers, supervisors, and support personnel on round-the-clock basis, including night shifts, weekends, holidays, conferences, institutional programmes, emergency situations, and VVIP visits, to ensure uninterrupted Guest House operations.

5.3.2 A detailed manpower deployment plan indicating category-wise manpower, shift schedules, supervisory arrangements, and operational responsibilities shall be submitted along with the Bid Document.

5.3.3 All personnel deployed by the Contractor shall:

- Be medically fit, trained, experienced, and above eighteen (18) years of age;
- Possess professional competence, courteous behaviour, hospitality orientation, and disciplined conduct suitable for a University Guest House environment;
- Maintain proper grooming, personal hygiene, neat appearance, and professional etiquette at all times; and
- Wear approved uniforms, valid identity cards, and safety gear wherever applicable.

5.3.4 The Contractor shall nominate a competent Manager/Supervisor/Receptionist acceptable to the University for coordination with the Guest House Manager-in-Charge, University authorities, guests, and deployed personnel.

5.3.5 Frequent replacement or transfer of deployed manpower shall not ordinarily be permitted. Any change in manpower deployment shall be carried out only with prior intimation to and approval of the University Authority.

5.3.6 All cooks, food handlers, housekeeping personnel, and deployed workers shall be free from contagious or infectious diseases. The Contractor shall arrange periodic medical examination of deployed personnel and maintain valid medical fitness records. Any medically unfit employee shall be replaced immediately without affecting operations.

5.3.7 Accommodation for Contractor's personnel within the campus/University Guest House premises shall not ordinarily be permitted except where specifically approved by the University Authority subject to administrative requirements and availability.

5.3.8 The Contractor or its personnel shall not permit any unauthorized person to stay, reside, or occupy any portion of the Guest House premises. Any violation shall attract penalties and disciplinary action as deemed appropriate by the University.

5.4 CATERING, FOOD & MESS SERVICES

5.4.1 The Contractor shall provide breakfast, lunch, dinner, tea, snacks, refreshments, room service, buffet arrangements, packed meals, and allied catering services in accordance with approved menus, prescribed quality standards, hygiene norms, and rates approved by the University.

5.4.2 Charges towards catering and food services availed by individual guests/occupants shall ordinarily be collected directly by the Contractor at approved rates. In respect of official University guests or authorized institutional bookings, the Contractor shall maintain proper meal-wise and date-wise records and submit consolidated bills with supporting documents to the University on monthly basis or as directed by the University Authority.

5.4.3 The approved menu, meal timings, applicable rates, and service charges shall be prominently displayed at designated locations within the Guest House premises. Any deviation from the approved menu shall require prior approval of the University Authority.

5.4.4 The Contractor may also be required to provide catering and hospitality services during conferences, seminars, workshops, meetings, training programmes, cultural activities,

official functions, institutional events, and VVIP visits within the University campus at mutually agreed rates.

- 5.4.5** The Contractor shall ensure that only freshly prepared, hygienic, nutritious, and good-quality food is served at all times. Serving of stale, leftover, reheated, or previously cooked food from earlier meal sessions shall be strictly prohibited.
- 5.4.6** Fresh vegetables, fruits, dairy products, groceries, and other perishable food items shall be procured from hygienic and approved sources. Proper storage, refrigeration, preservation, and food handling practices shall be maintained at all times.
- 5.4.7** Kitchens, pantries, washing areas, food preparation zones, dining halls, and storage areas shall be maintained in clean, sanitised, organized, hygienic, and pest-free condition.
- 5.4.8** The Contractor shall strictly comply with all applicable FSSAI regulations, food safety norms, public health requirements, hygiene regulations, municipal bye-laws, and statutory provisions relating to procurement, preparation, storage, serving, transportation, and disposal of food items and waste materials.
- 5.4.9** Dining halls, kitchens, pantries, cafeterias, washing areas, and allied facilities shall be maintained in hygienic, sanitised, and professionally managed condition through deployment of trained cooks, pantry staff, stewards, cleaners, and service personnel.
- 5.4.10** In the event of pest infestation, rodent activity, insect nuisance, or sanitation-related issues, the Contractor shall immediately inform the University authorities and undertake necessary corrective measures in coordination with the University.

5.5 HOUSEKEEPING, CLEANING & SANITATION

- 5.5.1** The Contractor shall maintain high standards of cleanliness, hygiene, sanitation, and environmental upkeep in guest rooms, kitchens, dining halls, pantries, food storage areas, washing areas, housekeeping stores, staff areas, corridors, staircases, lounges, reception areas, common spaces, and surrounding premises at all times.
- 5.5.2** Housekeeping services shall include daily cleaning and upkeep of occupied rooms, vacant rooms, attached toilets, public areas, kitchens, dining halls, corridors, staircases, and surrounding premises through sweeping, wet mopping, sanitisation, dusting, deodorising, waste collection, and disposal operations.
- 5.5.3** Linen including bed sheets, pillow covers, towels, hand towels, blankets, and related room accessories shall be changed regularly, preferably every third day or immediately upon guest check-out, and more frequently wherever required.
- 5.5.4** Vacant rooms shall be cleaned, sanitised, deodorised, and made guest-ready within reasonable operational timelines after vacation by guests, including placement of fresh linen, toiletries, room amenities, and drinking water.
- 5.5.5** The Contractor shall undertake periodic deep-cleaning, vacuum cleaning, micro-cleaning, removal of dust, cobwebs, stains, and unhygienic conditions in all operational areas at prescribed intervals or as directed by the University authorities.

5.6 CONSUMABLES, EQUIPMENT & OPERATIONAL SUPPORT

- 5.6.1** The Contractor shall provide, maintain, and replace at its own cost all operational support items and consumables necessary for uninterrupted University Guest House, including:

- Bedding and linen items;
- Bed sheets, duvet covers, blankets, pillows, pillow covers, towels, and napkins;
- Toiletries and guest amenities;
- Mosquito repellents, odour-control materials, and room fresheners;
- Cleaning materials and housekeeping utilities;
- Kitchen utensils, cookware, service trolleys, buffet equipment, crockery, and cutlery; and
- Other operational items required for Guest House services.

5.6.2 The Contractor shall maintain adequate buffer stock of linen, consumables, toiletries, room amenities, cleaning materials, and catering supplies to meet operational requirements during peak occupancy, conferences, institutional programmes, and emergency situations.

5.7 SAFETY, SECURITY & COMPLIANCE

5.7.1 The Contractor shall be solely responsible for compliance with all security instructions, safety procedures, labour regulations, operational guidelines, and institutional protocols issued by the University from time to time.

5.7.2 The Contractor shall strictly comply with all applicable statutory provisions including labour laws, EPF, ESI, Contract Labour Act, Minimum Wages Act, food safety regulations, taxation laws, fire safety norms, electrical safety standards, CPWD guidelines, Indian Standards, Electricity Act provisions, and other applicable Government rules and regulations.

5.7.3 Any loss, damage, accident, liability, penalty, or claim arising due to negligence, misconduct, omission, or non-compliance by the Contractor or its personnel shall be recoverable from the Contractor, including adjustment against pending bills, Security Deposit, and/or Performance Security.

5.7.4 The Contractor shall maintain all statutory registers, attendance records, wage registers, inspection records, stock registers, operational logs, medical fitness records, and other documents required under applicable laws and University instructions.

5.7.5 The Contractor shall obtain and maintain adequate insurance coverage for manpower, equipment, operational risks, fire hazards, accidents, public liability, and other applicable risks at its own cost.

5.7.6 The University reserves the right to disallow deployment of any person whose conduct, antecedents, behaviour, or suitability is found unsatisfactory for University premises.

5.7.7 Use of single-use plastic and prohibited plastic items within the University Guest House premises shall be strictly prohibited. The Contractor shall use eco-friendly, reusable, or biodegradable alternatives wherever possible.

5.8 SAFEGUARDING OF UNIVERSITY PROPERTY

5.8.1 The Contractor shall be responsible for safeguarding all University property, Guest House infrastructure, furniture, fixtures, fittings, appliances, equipment, linen, utensils, inventories, and operational assets entrusted to it.

5.8.2 Any loss or damage attributable to negligence, misuse, theft, wilful act, or improper handling by the Contractor or its personnel shall be recoverable from the Contractor as assessed by the University authorities.

5.8.3 The Contractor shall assist the University authorities in monitoring maintenance, operational efficiency, service quality, hygiene standards, and overall upkeep of the Guest House and allied hospitality facilities on continuous basis.

5.9 CONTRACT PERIOD & GENERAL CONDITIONS

5.9.1 The contract shall initially remain valid for a period of One (01) Year and may, subject to satisfactory performance, operational requirements, and approval of the Competent Authority, be extended on yearly basis in accordance with applicable procurement rules and University policies.

5.9.2 The Contractor shall not assign, transfer, sublet, outsource, or engage any sub-contractor for execution of the awarded work without prior written approval of the University.

5.9.3 The name, logo, address, identity, or branding of the University shall not be used by the Contractor for advertisement, publicity, promotional activity, billing, or external communication without prior written approval of the University.

5.9.4 The Contractor shall strictly comply with all instructions, operational guidelines, quality standards, administrative directions, and service protocols issued by the Guest House Officer-in-Charge or other authorized University officials from time to time. Non-compliance shall constitute breach of contract conditions and may attract penalties, recovery, suspension, or termination of the contract as deemed appropriate by the University.

UNIVERSITY GUEST HOUSE MANAGEMENT, HOSPITALITY, CATERING, AND RELATED SERVICES

The Contractor/Vendor shall coordinate closely with the University Guest House Staff, Manager-in-Charge, University officials, Registrar and competent authority to ensure the smooth, professional, and efficient operation of all guest house services, including accommodation management, housekeeping, catering, mess operations, hospitality services, conferences, institutional events, and VVIP visits, strictly in accordance with University requirements, prescribed standards, and applicable Government regulations.

The guest house comprises of the

- (a) Three Floors (Ground-15 rooms, First-14 rooms & Second-5 suites, 01 VVIP suite, 02 rooms), stores etc.
- (b) Each room consists of washroom, balcony & gallery
- (c) Each suite consists of one drawing room, washroom, balcony & gallery etc.
- (d) Reception area with open porch, front page outside gallery
- (e) Kitchen area and general dining hall, Niramaya Dhyan Kaksha at ground floor
- (f) VVIP dining hall & Seminar halls at first floor

K. MINIMUM MANPOWER REQUIREMENT

S. No.	Designation	Role	No. of Personnel	Category	Educational Qualification	Experiences	Responsibilities
1	Manager cum Receptionist	Supervisor & Receptionist at Front Office	01	Skilled	Degree / Diploma in Hotel Management / Hospitality / Front Office Operations	Minimum 2 years' experience in guest house / hotel / institutional hospitality services; basic computer knowledge (MS Office, email), guest handling and record maintenance, attend and handle the guest positively.	Overall management and quality control with good communication and Soft Skills
2	Kitchen	Cook / Boys for Serving in Dining / Kitchen	04	Semi-Skilled	Minimum 10th Pass / Certificate in Cookery or Food Production preferred	Minimum 2 year experience in institutional kitchen / hotel / guest house; knowledge of hygienic food handling and serving practices	Food preparation, Kitchen operations, Food service,
3	Housekeeping	Room Attendants for Room Services	01	Unskilled	Minimum 10th Pass	Minimum 2 year experience in institutional hotel / guest house; knowledge of hygienic handling and Room serving practices	Guest handling, & Support services
		Sweepers for Cleaning	02	Unskilled	NA	NA	Cleaning Services

Note: Additional manpower shall be deployed during any kind of events. Core staff shall not be diverted from the university guest house in any condition.

The selected Bidder shall ensure that the requisite number of personnel is available at the University Guest House at all times for the efficient delivery of services.

The complete details of all deployed personnel, including bio-data, educational qualifications, and experience certificates, shall be submitted to the Central University of Rajasthan at least 08 (eight) days prior to the commencement of work for approval.

In the event of any special occasion or requirement necessitating additional manpower for Guest House operations and services, the selected Bidder shall arrange and provide the required personnel as and when directed by the University authorities.

The salaries/wages of all staff deployed at the University Guest House shall be disbursed by the selected Bidder on or before the 7th day of every month.

COMPREHENSIVE SERVICES FOR UNIVERSITY GUEST HOUSE OPERATIONS

The following provisions define the scope of facilities, infrastructure, services, operational responsibilities, and housekeeping requirements for the effective management and operation of the University Guest House of the Central University of Rajasthan. The objective is to ensure smooth, efficient, hygienic, and professional hospitality services of a high standard for all guests of the University.

A, FACILITIES TO BE PROVIDED BY THE UNIVERSITY

The University shall provide to the Contractor the existing facilities, infrastructure, furniture, fixtures, equipment, utilities and allied items on an “as-is-where-is” basis. A detailed inventory/list of such items shall be handed over separately after award of the Tender, jointly verified and duly acknowledged by the Contractor and the University representative. No additional financial liability or maintenance obligation in respect of such items shall rest with the University, unless otherwise specifically provided in the Contract.

1. Room furniture and allied furnishings.
2. Air-conditioners, geysers, and other installed electrical appliances.
3. Curtains, cots, mattresses, pillows, and associated bedding items (as one-time support).
4. Looking mirrors, wall hangings, and basic room décor items (as one-time support).
5. Dustbins, buckets, mugs, bathroom stools, door/bath mats, steel and wooden hangers, and foot mats (as one-time support).
6. Electrical and plumbing installations forming part of the building infrastructure.
7. Television sets with remote controls, Fire Stick/live television connectivity, and associated subscription services.
8. Wi-Fi connectivity in guest rooms, lounges, and common areas through installed routers.
9. Dining hall infrastructure including dining tables, chairs, and ceiling fans.
10. Stainless steel kitchen worktables, sinks, and gas stoves, subject to availability.
11. Water coolers with purifiers, subject to availability.
12. Refrigerators for use in kitchens and guest rooms. \
13. Flowers pots at all of the three floors.
14. Fire extinguishers installed within the premises.
15. Water supply for kitchens, washrooms, and other approved operational areas.
16. Reception areas with receptions counter, T.V. etc.
17. Seating arrangements in the reception lounge with chairs, Sofas, fans etc.

Note:

- A detailed inventory of all Guest House items, furniture, fixtures, fittings, linen, kitchen equipment, appliances, utensils, crockery, cutlery, electronic items, and other operational assets shall be jointly verified and handed over to the Contractor at the commencement of the contract. The Contractor shall remain fully responsible for proper use, upkeep, safeguarding, and return of all such items in good working condition, subject to normal wear and tear, upon expiry or termination of the contract. Guest House inventory handed over to the Contractor shall remain under the Contractor's custody and responsibility during the contract period. In case any item is found missing, damaged, stolen, misplaced, or rendered unserviceable due to negligence, misuse, improper handling, or lack of supervision by the Contractor or its personnel, the Contractor shall be fully responsible for replacement/recovery of the item(s) at its own cost as assessed by the University authorities.
- The Contractor shall be responsible for safe custody, proper handling, upkeep, and routine maintenance of all items and facilities provided by the University. Non-functioning of any equipment shall not be accepted as a justification for deficiency in services.
- Upon expiry or termination of the contract, all University-provided assets and facilities shall be handed over in good working condition, subject to normal wear and tear. Any damage, shortage, misuse, or loss attributable to the Contractor or its personnel shall be recoverable from the Contractor.

B. (i) SCOPE OF RESPONSIBILITIES OF THE BIDDERS/CONTRACTOR

- The Contractor shall provide comprehensive hospitality, housekeeping, catering, reception management, and allied support services for the efficient operation and maintenance of the University Guest House of the Central University of Rajasthan.
- Reception and front office operations shall be managed by professionally trained, experienced, disciplined, and courteous personnel, who shall be proficient in reading, writing, and communication in English and Hindi, to ensure effective guest handling and communication.
- The duties of the Receptionist/Manager shall include, but not be limited to, maintenance of check-in/check-out registers and system records, allotment of rooms strictly as per directions issued by the University Authority, and ensuring accurate documentation of guest movement and occupancy.
- Proper assistance shall be provided for safe handling and movement of guest baggage, along with briefing guests regarding available facilities in the University Guest House and respective rooms.
- All telephone calls shall be attended promptly, and booking requests/reservations shall be received and recorded in an orderly manner.
- Complaint and feedback registers in prescribed formats shall be maintained and kept readily available for inspection by university authorities.
- Assistance shall be extended to guests for local transportation, rail/air travel arrangements, and campus-related information as and when required.
- Regular cleaning and upkeep of the entire University Guest House premises, including surrounding areas, shall be ensured.

- Proper housekeeping, sanitation, dusting, and maintenance of all rooms, toilets, lounges, kitchen areas, and common spaces shall be carried out to maintain high hygiene standards.
- Daily room-wise occupancy status shall be reported to the University Guest House Staff/ Manager-in-Charge every morning without fails.
- The Contractor shall ensure deployment of adequate, trained, and competent manpower for all hospitality, housekeeping, and allied services to ensure smooth functioning of the Guest House.
- The complete details of all proposed personnel, including bio-data, educational qualifications, experience certificates, police verification, and other relevant documents, shall be submitted to the University at least eight (08) days prior to commencement of services for approval.
- In case of conferences, seminars, official visits, VIP movements, or any additional requirements, deployment of extra manpower shall be arranged promptly as directed by the University authorities.
- As per Govt. of India rules, GST (5%) or as per applicability time to time shall be extra for all food items listed above).
- The salaries and wages of all deployed personnel shall be disbursed by the Contractor on or before the 10th day of every month in strict compliance with applicable labour laws and statutory provisions.

(ii) DUTIES AND RESPONSIBILITIES OF RECEPTIONIST/MANAGER

The responsibilities of the Receptionist/Manager shall include, but not be limited to, the following:

- Maintaining guest check-in/check-out records manually and through designated computerized systems/software.
- Allotment of rooms strictly in accordance with directions issued by the University Authority.
- Coordinating safe handling of guest luggage and briefing guests regarding available facilities and services.
- Attending telephone calls, receiving booking requests/reservations, and maintaining proper communication with guests.
- Maintaining Complaint and Feedback Registers in prescribed formats and producing the same whenever required by university authorities.
- Assisting guests with local transportation, rail/air travel information, and campus-related guidance.
- Supervising cleanliness, sanitation, and housekeeping of the entire University Guest House premises, including surrounding areas.
- Ensuring proper hygiene, upkeep, and maintenance of rooms, toilets, lounges, kitchen areas, furniture, fixtures, and furnishings.
- Reporting room-wise occupancy status daily to the Guest House Staff /Manager-In-Charge.
- Coordinate with the university guest house staff, Manager-in-charge, university staff, and relevant authorities to ensure the smooth and efficient operation of the University Guest House and all related services, including catering, food arrangements, events, and conferences, in alignment with university requirements and standards.

(iii) ITEMS, MATERIALS, EQUIPMENT, CONSUMABLES, AND SERVICES TO BE ARRANGED BY THE CONTRACTOR

A detailed inventory of all items and assets shall be handed over separately after award of the Tender and shall be jointly verified by the Contractor and the University representative. All procurement, provision, maintenance, replenishment, replacement, and operational expenses shall be entirely borne by the Contractor and no financial or maintenance liability shall rest with the University unless expressly stated in the Contract.

The Contractor shall, at its own cost, ensure uninterrupted availability of all materials, equipment, consumables, and services required for efficient, hygienic, and standards-compliant operation of the University Guest House, including the following:

1. *Bedding, Linen, and Room Furnishings

- Bed sheets, bed covers, blankets, pillows, and pillow cover etc.
- Bath towels, hand towels, napkins, and related linen items
- Regular replacement and replenishment of linen stock beyond initial supply
- Room furnishings, frills, and décor elements subject to approval by the University Authority.

*The university will provide items based on availability, but the vendor must cover any shortages, regardless of the cause.

2. Guest Room Amenities and Consumables

- Toiletries, bathroom kits, hygiene supplies, and cleaning materials (including double occupancy requirements)
- Electric kettles, water jars, cups, saucers, trays, teaspoons, sugar pots, and allied crockery
- Tea, coffee, green tea, milk, and sugar sachets as
- Mosquito repellent devices with refills and pest control consumables
- Fruit baskets, room kits, and other guest amenities as directed (chargeable, if applicable)
- Packaged drinking water bottles (chargeable basis)

3. Kitchen, Dining, and Catering Infrastructure

- Kitchenware, cookware, utensils, cutlery, serving equipment, and chafing dishes of superior quality
- Kitchen appliances including mixer grinders, food processors, juicers, and allied equipment
- Food service counters, induction plates, heating systems, and serving infrastructure
- LPG cylinders, connections, and all related operational charges

4. Housekeeping Equipment and Cleaning Materials

- Housekeeping trolleys, utility carts, and cleaning equipment
- Vacuum cleaners and mechanized cleaning tools

- Eco-friendly cleaning agents including detergents, phenyl, disinfectants, toilet cleaners, and air fresheners
- Waste collection, segregation, and disposal systems in compliance with hygiene and environmental standards

5. Catering Services

- Full catering services including breakfast, lunch, dinner, tea, snacks, and tiffin services as per university requirements
- Safe food preparation, handling, storage, and service delivery
- Maintenance of food quality, hygiene, and service standards as per institutional directions

6. Logistics and Operational Support

- Transportation arrangements for procurement of supplies and operational requirements
- Continuous availability of consumables and operational supplies without interruption
- Installation and maintenance of service-related infrastructure required for smooth operations

7. Maintenance and Asset Responsibility

- Assistance to the Guest House staff, Manager-In-Charge, and University authorities in monitoring operations, maintenance activities, and overall service quality.
- Full responsibility for repair, replacement, or compensation for any loss, damage, theft, or deterioration of university assets (excluding normal wear and tear), at the Contractor's own cost and to the satisfaction of the University.
- Required immediate reporting of any incident, damage, theft, malfunction, safety concern, or irregularity to the University authorities.
- A detailed inventory of all Guest House items shall be jointly verified and handed over to the Contractor at the start of the contract. The Contractor shall be responsible for the safekeeping of all items and shall replace or compensate for any shortage, loss, or missing items during the contract period.

8. General Provision

- Any additional item, material, equipment, or service required for safe, uninterrupted, and efficient University Guest House operations shall be deemed included within the Contractor's scope, whether explicitly mentioned or reasonably implied
- All items listed in Annexure-H (if applicable) shall be mandatorily maintained and available at all times or in advance.

9. HOUSEKEEPING AND CLEANING SERVICES

The Contractor shall ensure continuous maintenance of the highest standards of cleanliness, hygiene, sanitation, and aesthetic upkeep throughout the entire University Guest House premises.

9.1 Cleaning of Occupied and Checkout Rooms

The following housekeeping activities shall be carried out on a daily basis and immediately upon guest checkout:

- Sweeping and wet mopping of floors using approved disinfectants, phenyl, or cleaning agents.
- Cleaning and sanitization of toilets, wash basins, tiles, mirrors, windows, doors, fans, switches, and all fixtures.
- Dusting and cleaning of furniture, furnishings, curtains, upholstery, and other room accessories.
- Replacement of bed linen, pillow covers, blankets, and towels every third day during occupancy, and immediately after guest checkout.
- Replenishment of toiletries, drinking water, tissue papers, and other guest amenities as required.
- Ensuring rooms are odour-free, hygienic, and maintained in guest-ready condition at all times.

9.2 Cleaning of Vacant Rooms

The Contractor shall ensure that all vacant rooms are cleaned and prepared promptly for the next occupancy.

- Immediate cleaning and sanitization of rooms upon guest checkout.
- Replacement of used linen and provision of fresh linen, towels, room fresheners, drinking water, napkins, and basic amenities.
- Inspection of room condition, fixtures, electrical fittings, and washrooms before allotment to the next guest.
- Preparation and readiness of rooms within 30 minutes from the time of checkout, unless otherwise directed by the University authorities.

9.3 Cleaning of Common Areas

The Contractor shall maintain all common and public areas in neat, hygienic, and presentable condition throughout the day.

This shall include:

- Cleaning of corridors, staircases, lounges, reception areas, waiting halls, entrances, verandas, and all other common/public areas of the Guest House.
- Sweeping, wet mopping, dusting, scrubbing, and polishing of floors, railings, furniture, fixtures, decorative items, and other surfaces.
- Regular removal of litter and maintenance of waste bins in clean and hygienic condition.
- Daily collection, segregation, transportation, and disposal of garbage/waste at designated disposal points in accordance with applicable sanitation, health, and environmental regulations.
- Maintenance of proper ventilation, odour control, hygiene, and overall cleanliness of all common areas.
- Cleaning and maintenance of front glass gates, toughened glass panels, window glass, mirrors, and other glass surfaces to ensure clear visibility and neat appearance.

9.4 Cleaning of Kitchen and Dining Areas

The Contractor shall ensure proper hygiene and sanitation standards in all kitchen, pantry, dining, and food service areas.

The scope shall include:

- Cleaning and sanitization of kitchens, dining halls, serving counters, pantry areas, and service zones at least twice daily, or more frequently as required to maintain hygiene standards.
- Washing and cleaning of floors, walls, counters, sinks, shelves, exhaust areas, and surfaces of kitchen equipment and appliances.
- Dusting, sweeping, mopping, and prompt removal of food waste, spillages, stains, and debris from all kitchen and dining areas.
- Thorough cleaning of each and every area, corner, passage, and inaccessible space within the Guest House premises to ensure complete cleanliness and hygiene.
- Safe collection, segregation, transportation, and disposal of kitchen waste and garbage in designated bins and approved disposal areas.
- Ensuring strict compliance with all applicable food safety, hygiene, sanitation, and public health standards prescribed by competent authorities.

9.5 Periodic and Specialized Cleaning

The Contractor shall undertake periodic and specialized cleaning activities to maintain high standards of hygiene and appearance.

The activities shall include:

- Vacuum cleaning of upholstered furniture, sofas, carpets, curtains, and mattresses at least twice every week.
- Monthly deep cleaning of guest rooms, kitchens, dining areas, corridors, staircases, washrooms, and all common areas.
- Removal of dust, cobwebs, stains, and hidden debris using mechanized cleaning equipment and approved cleaning materials.
- Periodic polishing, scrubbing, and disinfecting of hard surfaces, tiles, and fixtures.
- Any additional specialized cleaning work as may be instructed by the University from time to time.

All items, consumables, food materials, groceries, beverages, cleaning materials, and approved brands listed in **Annexure-H** shall be mandatorily maintained and made readily available in stock by the Contractor at all times. The Contractor shall ensure uninterrupted availability of all such items for smooth operation of Guest House and Catering Services. In case of non-availability of any approved item/brand, prior approval from the University Authority shall be obtained before using any equivalent brand or substitute item.

QFA: QUOTATION FORMAT – ANNEXURE (TECHNICAL BID)
CENTRAL UNIVERSITY OF RAJASTHAN

[PART-A]

Name of Work:

Providing Comprehensive Guest House Upkeeping, Maintenance, Hospitality and Vegetarian Food/Catering Services at the Central University of Rajasthan Campus for a period as specified in the Bid Document, including operation and management of Guest House facilities and associated catering services within the University Campus.

Sr. No.	DESCRIPTION OF THE WORKS	Services Offered by the Contractor for Compliance (YES / NO)
	COMPREHENSIVE OVERALL WORK OF UNIVERSITY GUEST HOUSE UPKEEPING & MAINTENANCE INCLUDING VEGETARIAN FOOD / CATERING SERVICES AT CENTRAL UNIVERSITY OF RAJASTHAN CONSISTING OF THE FOLLOWING NATURE OF WORK <i>(Including detailed scope of work as per Bid Documents**)</i> • Complete upkeep, maintenance and management of the University Guest House premises. • Bed making, room preparation and guest room readiness on a daily basis. • Daily housekeeping services including cleaning, sweeping, dusting, dry and wet mopping of guest rooms, foyers, corridors, dining halls, reception and common areas. • Washing, ironing and maintenance of bed sheets, pillow covers, towels, napkins, table linen and related items. • Periodic washing and maintenance of curtains, upholstery and furnishings. • Supervision and maintenance of overall cleanliness, hygiene and sanitation of the Guest House premises. • Cleaning of sofa sets, carpets and furnishings using vacuum cleaners and approved cleaning equipment. • Maintenance of records including occupancy registers, visitor records, entry/exit registers, room booking records and catering records. • Coordination of room bookings after approval from the University Guest House Staff/ Manger In-charge / University Authority/ Competent Authority. • Accommodation arrangements during conferences, workshops, seminars, meetings and University events. • Prompt reporting of non-functioning geysers, refrigerators, air-conditioners, electrical appliances, plumbing fixtures and related equipment to the University authorities. • Provision of hygienic vegetarian breakfast, lunch, evening tea/high tea and dinner to university guests, faculty members, officers, research scholars and authorized occupants staying on campus. • Provision of packed meals/tiffin services, if required, for university officials and authorized residents. • Maintenance of catering accounts, preparation of bills and submission of records/accounts as per university procedures. • Ensuring courteous hospitality, professional conduct and satisfactory guest services at all times.	

[2]	Provision of Guest House Management Services, including Vegetarian Food and Catering Services, shall be executed with the highest standards of professionalism, efficiency, hygiene, hospitality, and service quality. The Contractor shall ensure smooth, uninterrupted, and satisfactory operation of all Guest House and catering activities in accordance with the terms and conditions of the Bid Document and directions issued by the University from time to time etc. It is expressly understood that the scope of work described herein is indicative and not exhaustive. Any ancillary, incidental, or related services required for the effective operation, maintenance, management, housekeeping, hospitality, and catering of the Guest House shall be deemed to form an integral part of the contract, whether specifically mentioned or otherwise.	
	NOTE: The Technical and Financial Bids submitted by eligible bidders for Guest House Management, and Catering Services shall be evaluated by the Competent Authority of the University. The contract shall be awarded to the successful bidder in accordance with the prescribed tender conditions, University rules, and applicable statutory provisions.	

[PART-B] FOOD DESCRIPTION

A. THE TIMINGS OF THE MESS

The timings of the mess will be as follows:

Breakfast: 7:30 AM to 9:30 AM
Lunch: 1:00 p.m. to 2:30 p.m.
Tea Timing: 4:30 p.m. to 6:00 p.m.
Dinner: 8:00 p.m. to 10:00 p.m.

B. ESTIMATED DIET RATES (INCLUSIVE OF ALL TAXES) FOR MESS SERVICES:

S. No.	Diet/Item	Rate (Rs.)			
		Institutional Regular Member (Transit Members/ University Staff) with menu*	Institutional non-regular members with menu*	Outside Guests with menu*	Special Diets (VIP Guests) with special menu**
1.	Breakfast (per person per diet)				
2.	Lunch (per person per diet)				
3.	Dinner (per person per diet)				

- All of the rates will be fixed as the following menu of the University guest House.
- University staff availing Breakfast, Lunch, and Dinner (B+L+D) services for at least 20 days shall be considered as Regular Members.
- All university guests and staff members shall be treated as Institutional Members.
- Other guests staying at the University Guest House shall be categorized as Outside Guests.
- The guests staying in the guest house at any time may request food and beverages, and the same shall be served promptly and satisfactorily.

C.

UNIVERSITY GUEST HOUSE
***WEEKLY VEGETARIAN MENU PLAN**

Day	Breakfast (07:30–09:30 AM)	Lunch (01:00–02:30 PM)	Dinner (08:00–10:00 PM)	Dessert / Sweet Dish	Included Items / Standard Serving
Monday	Fresh Fruits (200 gm), Milk/Namkeen Daliya, Bread Butter Jam, Veg Sandwich (02 pcs), Tea/Coffee/Milk	Dal Tadka, Seasonal Green Vegetable, Rice, Chapati/Roti, Vegetable Raita, Salad, Papad, Pickle, Curd (150 gm)	Chhole Masala, Seasonal Vegetable, Rice, Chapati/Roti, Salad	Gulab Jamun / Fruit Custard	Gulab Jamun – 02 Pieces (40 gm each) / Fruit Custard – 01 Bowl
Tuesday	Butter Pav (04 pcs), Bhaji, Brown Bread Sandwich (02 pcs), Upma (200 gm), Tea/Coffee	Puri, Chhole, Aloo Jeera, Rice, Kheer (150 gm), Papad, Salad, Curd	Mix Dal, Mix Vegetable Curry, Rice, Chapati/Roti, Salad	Kheer / Rasgulla	Kheer – 01 Bowl / Rasgulla – 02 Pieces (40 gm each)
Wednesday	Idli (04 pcs), Masala Dosa (02 pcs), Sambhar, Coconut Chutney, Tea/Coffee	Arhar Dal, Paneer Butter Masala, Rice, Chapati/Roti, Seasonal Vegetable, Salad, Curd (150 gm)	Masoor Dal, Green Vegetable, Rice, Chapati/Roti, Salad	Chamcham / Ice Cream	Chamcham – 02 Pieces (40 gm each) / Ice Cream – 01 Scoop
Thursday	Methi/Onion Paratha (02 pcs), Chutney, Pickle, Curd (150 gm), Tea/Coffee	Kadhi Pakodi, Sev Tomato/Green Vegetable, Rice, Chapati/Roti, Salad, Papad	Chhole/Dal Palak, Paneer Curry, Rice, Chapati/Roti, Salad	Moong Halwa / Rasmalai	Moong Halwa – 100 gm / Rasmalai – 02 Pieces
Friday	Puri (05 pcs), Sabji, Pickle, Curd (150 gm), Bread Butter, Tea/Coffee	Loki Channa Dal, Malai Pyaz, Rice, Chapati/Roti, Raita, Salad, Curd (150 gm)	Dal Makhani, Seasonal Vegetable, Jeera Rice, Chapati/Roti, Salad	Jalebi / Fruit Custard	Jalebi – 75 gm / Fruit Custard – 01 Bowl
Saturday	Aloo Paratha (02 pcs), Chutney/Pickle, Curd (150 gm), Tea/Coffee	Moong Dal, Veg Kofta Curry, Rice, Chapati/Roti, Salad, Curd (150 gm)	Arhar Dal, Seasonal Vegetable, Rice, Chapati/Roti, Salad	Gajar Halwa / Rasgulla	Gajar Halwa – 100 gm / Rasgulla – 02 Pieces (40 gm each)
Sunday	Sprouts Salad, Poha (150 gm) with Sev, Onion, Lemon, Bread Butter Jam, Tea/Coffee	Rajma Masala, Seasonal Vegetable, Rice, Chapati/Roti, Salad, Curd (150 gm)	Arhar/Mogar Dal, Mix Vegetable Curry, Rice, Chapati/Roti, Salad	Ice Cream / Gulab Jamun	Ice Cream – 01 Scoop / Gulab Jamun – 02 Pieces (40 gm each)

Note: The menu may be revised or improved from time to time with mutual consent of the Vendor and the University Authority.

D.**UNIVERSITY GUEST HOUSE******THE SPECIAL DIET MUST INCLUDE THE FOLLOWING**

Category	Details / Items Included
Breakfast	Bread, Butter, Jam, Cornflakes, Milk, along with the regular breakfast menu and other standard breakfast items.
Lunch / Dinner	Soup, Starters, Paneer variants, Gravy Vegetables, Dry/Mix Vegetables, Dal Plain/Tadka, Raita, Salad, Rice/Pulao/Veg Biryani, Chapati/Roti/Naan, Curd, and Sweets (02 varieties of good quality).
Sweet Variants	Gulab Jamun (02 pieces, 40 gm each), Balushahi (01 piece, 50 gm), Halwa – Suji/Gajar/Moong (100 gm), Jalebi (75 gm), Imarti (75 gm), Rasgulla (02 pieces, 40 gm each), Nariyal Laddu (02 pieces, 40 gm each), Chamcham (02 pieces, 40 gm each), Kesar Bati (02 pieces, 40 gm each), etc.
Seasonal Vegetable Variants	Gajar, Matar, Gobi, Shimla Mirch, Beans, Pumpkin, Arbi, Ladyfinger, Baingan, Lauki, Tinda, Tori, Palak, Bathua, Sarson, Karela, Parval, Cauliflower, Cabbage, etc.
Sprouts	Channa, Moong, Moth, Ground Peanut, and mixed sprouts served with chopped onion, tomato, etc.
Mix Vegetable Variants	Potato, Gobi, Peas, Paneer, Shimla Mirch, Beans, Cabbage, etc.

Note: The menu may be revised or improved from time to time with mutual consent of the Vendor and the University Authority.

General Conditions

1. All rates quoted shall be inclusive of applicable taxes, cooking charges, service charges, fuel, cleaning, crockery, cutlery, manpower, and all other incidental and allied expenses.
2. The menu may be modified with prior approval of the University Authority depending upon seasonality, availability of items, special occasions, or specific guest requirements.
3. The Contractor shall ensure strict compliance with high standards of food quality, hygiene, nutritional value, and timely service at all times.
4. Special or VIP menus beyond the prescribed categories may be arranged on mutually agreed rates, subject to prior approval of the University.
5. The University reserves the right to inspect food quality, quantity, kitchen hygiene, and service standards at any time without prior notice.
6. Rates for all items shall be deemed inclusive of all labour, materials, operational expenses, and applicable taxes, if any.
7. The dining hall facilities provided at the Central University of Rajasthan, UGH include kitchen facilities, air-conditioning, refrigerators, water coolers (Aqua Guard), and other necessary infrastructure.
8. The bid may be quoted either below or above the estimated rates; however, the bidder must ensure maintenance of the prescribed menu standards and quality of services at all times.
9. Vegetables served during lunch and dinner shall not be repeated on the same day.

E. RATE LIST OF THE ADDITIONAL ITEMS ON A CHARGEABLE BASIS

S. No.	Items	Rate (Rs.)
i)	Tea (150-200 ml)	15/-
ii)	Coffee (150-200 ml)	20/-
iii)	Green Tea / Lemon Tea (150-200 ml)	15/-
iv)	One Glass of Hot Milk (200 ml)	20/-
v)	Milk with Cornflakes (150 ml Milk & 50 gm Cornflakes)	40/-
vi)	Butter-Jam Brown Bread Slice (04 slices)	40/-
vii)	Brown Bread Butter Toast (04 slices)	40/-
viii)	Veg Sandwich (02 pcs)	40/-
ix)	Aloo/Paneer Sandwich (02 pcs)	50/-
x)	Soup (Tomato/Mix Vegetable/Sweet Corn) (200 ml)	40/-
xi)	Veg Pakora (100 gm)	35/-
xii)	French Fries (100 gm)	40/-
xiii)	Maggi/Noodles (01 plate)	30/-
xiv)	Poha / Upma (150 gm)	50/-
xv)	Idli Sambhar (02 pcs)	40/-
xvi)	Masala Dosa (01 pc)	60/-
xvii)	Pav Bhaji (01 plate)	50/-
xviii)	Chole Bhature (02 Bhature)	80/-
xix)	Stuffed Paratha with Curd (02 pcs)	60/-
xx)	Seasonal Fruit Plate	60/-
xxi)	Sprouts Salad	50/-
xxii)	Curd Packed (Amul)	On MRP
xxiii)	Mineral Water	On MRP
xxiv)	Cold Drinks	On MRP
xxv)	Fresh Lime Water / Soda	35/-
xxvi)	Ice Cream (01 scoop/cup)	On MRP
xxvii)	Sweet Dish (Rasgulla/Gulab Jamun/Chamcham – 02 pcs)	40/-
xxviii)	Halwa (Suji/Gajar/Moong – 100 gm) with deshi ghee	50/-
xxix)	Extra Curd/Raita (01 bowl)	20/-

F. QUALITY ASSURANCE

- The water content- less than 40% in any Dal
- Paneer- at least 75 gms in each serving
- Extra sugar for Milk and tea as per need
- Raita (curd and water ratio 3:1)
- Seasonal vegetables- without potato
- Milk – pure (without additional water)
- Curry and vegetables ratio 1:1
- During Lunch and Dinner- an unlimited quantity of Rice, Roti/Chapatti (with ghee), Dal, Curry, and Salad (tomatoes, cucumbers, onions, beetroots, carrots and reddish as per availability)
- Sufficient counters for serving food

OTHER TERMS & CONDITIONS

1. The Contractor shall provide adequate numbers of trained, skilled, experienced, and well-behaved personnel including cooks, housekeeping staff, room attendants, servers, cleaners, and supervisors for smooth and uninterrupted functioning of the University Guest House on a 24×7 basis, including night duty requirements.
2. The Contractor shall submit a detailed manpower deployment plan along with the Technical Bid indicating:
 - Number of personnel proposed
 - Duty shifts
 - Roles and responsibilities
 - Supervisory arrangements
 - Emergency replacement arrangements
3. All personnel deployed by the Contractor shall:
 - Be medically fit and hygienically maintained
 - Wear clean uniforms, aprons, gloves, caps, and identity cards
 - Maintain proper grooming, discipline, and professional conduct
 - Exhibit courteous behavior, hospitality, and respectful interaction with guests and University officials
4. The Contractor shall ensure that all employees deployed at the Guest House have undergone proper police verification and background checks as per applicable regulations.
5. The Contractor shall be solely responsible for payment of wages, EPF, ESI, insurance, statutory dues, and all applicable labour law compliances relating to the manpower deployed by him.
6. The Contractor shall maintain complete confidentiality regarding university guests, officials, meetings, and internal activities taking place within the Guest House premises.
7. The Contractor shall ensure uninterrupted Guest House and Catering Services throughout the contract period without any disruption, negligence, or abandonment of services.
8. Catering charges for Breakfast, Lunch, Dinner, Tea, Snacks, and other food items availed by occupants/guests may be collected directly by the Contractor unless otherwise directed by the University authorities.
9. In case of official University guests, seminars, workshops, conferences, or institutional events, the Contractor shall maintain proper catering records on a daily basis and submit consolidated monthly bills along with supporting details to the University authorities.
10. The approved menu along with applicable rates shall be prominently displayed in the Dining Hall/Cafeteria area at all times.
11. Any change in the approved menu due to unavoidable circumstances shall be made only after prior approval from the Guest House In-charge/Competent Authority.
12. Meals shall be served strictly as per the approved menu, prescribed quantity, quality standards, and rates finalized by the University.
13. The Contractor shall ensure timely preparation and serving of meals as per the approved schedule without delay.
 - The Contractor may also be required to provide catering services including snacks, tea, high tea, breakfast, lunch, and dinner during: Conferences, Workshops, Seminars, Convocations, Meetings, Training Programs, Cultural Events and any official university functions etc.
15. For special events/functions, the Contractor shall arrange additional manpower, utensils, crockery, cutlery, serving counters, buffet arrangements, and other related infrastructure at mutually agreed terms without affecting regular Guest House services.
16. Only freshly prepared vegetarian food shall be served to guests and occupants. Under no circumstances shall leftover food or stale food be reused or served on the following day.
17. The Contractor shall ensure that:
 - Fresh vegetables and perishable items are procured regularly
 - Raw materials are of standard quality
 - Proper storage conditions are maintained
 - Expired or damaged items are not used
18. The Contractor shall maintain proper hygienic storage of:
 - Food grains, Spices, Dry provisions, Dairy products, Fruits and vegetables,
 - Perishable items
19. Storage areas, refrigerators, kitchen platforms, utensils, and dining facilities shall be cleaned and sanitized regularly.

	20. The Contractor shall strictly comply with: • FSSAI Regulations • Food Safety Standards • Public Health Bye-Laws • Fire Safety Norms • Labour Laws • Sanitation and Waste Disposal Rules • Any instructions issued by the University from time to time 21. The Contractor shall ensure that food is prepared using only approved branded products and quality ingredients as specified in Annexure-H or approved by the University. 22. Use of adulterated, expired, low-quality, or unhygienic food materials shall be strictly prohibited. 23. The use of hydrogenated oil (Vanaspati), reused cooking oil, and any harmful food additives shall be strictly prohibited. 24. The kitchen, dining hall, pantry, store rooms, and cafeteria areas shall be maintained in neat, clean, sanitized, and hygienic condition at all times. 25. Dining Hall and Kitchen services shall be rendered only through trained cooks, chefs, housekeeping staff, and service personnel experienced in institutional hospitality services. 26. The Contractor shall ensure proper segregation and disposal of garbage, food waste, and kitchen waste in accordance with hygiene and environmental norms prescribed by the University and local authorities. 27. The Contractor shall immediately report any pest infestation, sanitation issue, food contamination issue, or health hazard noticed within the Guest House premises to the University authorities. 28. The Contractor shall take adequate preventive measures to maintain pest-free kitchen, pantry, storage, and dining areas. 29. The University reserves the right to inspect: • Kitchen, Dining Hall, Storage Areas, Raw Materials, Cooking Process, Hygiene Standards and Service Quality, at any time without prior notice. 30. If food quality, hygiene standards, or services are found unsatisfactory, the University may impose penalties as per contract conditions. 31. Repeated complaints regarding food quality, unhygienic conditions, misconduct, poor housekeeping, or non-compliance of instructions may lead to: • Financial penalties, Deduction of bills, Suspension of services, Termination of contract and Forfeiture of security deposit etc. 32. The Contractor shall maintain complaint and suggestion registers at the Guest House/Dining Area and take corrective action promptly. 33. The Contractor shall ensure availability of sufficient quantity of utensils, crockery, cutlery, serving bowls, trays, water dispensers, and dining accessories in clean and hygienic condition. 34. The Contractor shall ensure uninterrupted supply of safe and potable drinking water for guests and dining purposes. 35. The Contractor shall maintain adequate stock of all approved items, groceries, consumables, beverages, dairy products, spices, housekeeping materials, and cleaning supplies required for smooth operation of Guest House and Catering Services. 36. All items and approved brands listed in Annexure-H shall be mandatorily maintained and made readily available in stock by the Contractor at all times. 37. The Contractor shall not sublet or transfer the contract, either wholly or partially, without prior written approval of the University. 38. The Contractor shall be fully responsible for safety, security, and proper handling of university property, equipment, furniture, fixtures, and kitchen appliances entrusted to him. 39. Any loss or damage caused to university property due to negligence of the Contractor or his staff shall be recovered from the Contractor. 40. The decision of the University/Guest House Committee regarding quality, quantity, hygiene standards, service conditions, and operational matters shall be final and binding on the Contractor.
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Annexure - H

Sr. No.	Item Category	Approved Brands / Specifications
1	Salt (Iodized)	Tata Salt, Aashirvaad Salt, Annapurna, Patanjali Foods, Catch, Captain Cook, Saffola Salt, Agmark/FSSAI-certified premium brands
2	Tomato Sauce / Ketchup	Maggi, Kissan, Tops, Del Monte
3	Refined Cooking Oil	Fortune, Dhara, Saffola, Gemini, Nature Fresh, <i>(Hydrogenated/Vanaspati oil and Palm oil strictly prohibited unless specifically approved)</i>
4	Atta (Wheat Flour)	Aashirvaad, Annapurna, Pillsbury, Shakti Bhog, Fresh Chakki Atta
5	Rice	India Gate, Daawat, Kohinoor, Lal Qilla, Fortune, Heritage, Sona Masoori premium grades, Double Horse, Fortune Basmati, Organic India Rice
6	Tea & Green Tea	Tata Tea, Brooke Bond, Taj Mahal, Tetley, Lipton.
7	Coffee	Nescafé, Bru, Tata Coffee, Continental Coffee, premium Filter Coffee brands
8	Milk / Curd / Buttermilk	Amul, Mother Dairy, Saras, Verka,
9	Butter	Amul, Britannia, Mother Dairy, Saras, Verka
10	Ghee	Amul, Saras, Britannia, Verka, Saras
11	Spices / Masala	MDH, Everest, Catch, Ramdev, MTR, Tata Sampann, Agmark-certified brands
12	Pickles	Priya, Pachranga, Mother's Recipe, Nilon's, Kissan,
13	Biscuits	Britannia, Parle, Sunfeast,
14	Cornflakes / Breakfast Cereals	Kellogg's, Nestlé
15	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality Wall's, Ice Cream
16	Flavoured Drinks / Beverages	Rasna, Frooti, Slice, Real, Tropicana, Paper Boat, Minute Maid
17	Bread	Britannia, Harvest Gold, Modern, Haldiram's, Approved Local Bakery (University authorized)
18	Jam / Sauce / Spreads	Kissan, Maggi, Del Monte, Tops,
19	Papad	Lijjat, Shri Mahila Griha Udyog, Agmark-certified brands
20	Sweets (Prepared Items)	Haldiram's, Bikanerwala, Chhappan Bhog, Bikaji, or freshly prepared in approved hygienic kitchen
21	Bakery Items	Britannia, Bonn, Fresh approved local suppliers under university authorization
22	Paneer	Amul, Mother Dairy, Gowardhan, Verka, Nandini, Milky Mist
23	Pulses / Dal	Tata Sampann, Fortune, Organic Tattva,
24	Sugar / Jaggery	Madhur, Dhampur, Organic India, Patanjali, certified sulphur-free jaggery brands
25	Ready-to-Eat / Instant Foods	MTR, Haldiram's, ITC Kitchens of India, Gits,
26	Dry Fruits / Nuts	Happilo, Nutraj, Tulsi, Urban Platter, Rostaa
27	Oats / Health Foods	Quaker, Kellogg's, Bagrry's,
28	Frozen Foods	McCain, Godrej Yummiez, ITC Master Chef
29	Mineral Water / Packaged Drinking Water	Bisleri, Bailley, Kinley, Aquafina, Rail Neer, Himalayan <i>(ISI/FSSAI approved mandatory)</i>
30	Hygiene & Quality Compliance	All supplied products must carry valid FSSAI license, batch number, manufacturing & expiry date, and comply with AGMARK/ISI standards wherever applicable

GENERAL NOTES & OPERATIONAL GUIDELINES

NOTES (QUALITY & COMPLIANCE)

- All food materials must strictly conform to FSSAI standards and be of premium hygienic quality.
- Only approved brands or equivalent quality products shall be used with prior approval of the University.
- Use of hydrogenated (Vanaspati) oil, palm oil, adulterated, expired, or substandard materials is strictly prohibited.
- All dairy, edible, and packaged goods must be properly sealed, labeled, and within expiry date.
- University reserves the right to inspect, approve, or reject any brand or material at any stage.

OPERATIONAL GUIDELINES

1. All food items, raw materials, ingredients, spices, edible oils, dairy products, bakery products, beverages, and cooking materials used for preparation of meals shall be of reputed branded make and superior quality. The contractor shall ensure freshness, hygiene, proper storage, and compliance with food safety standards at all times.
2. The weekly menu plan shall generally remain fixed as approved; however, minor modifications, substitutions, seasonal adjustments, or changes in serving days may be made with prior approval and mutual coordination between the University Guest House Committee/ University Authority and the Contractor, depending upon availability, seasonal requirements, guest preferences, or operational necessities.
3. Bread, Butter, Jam, Cornflakes, Milk, Tea, and Coffee shall always be maintained as standby breakfast items and must be made available on demand as an alternative or replacement to the regular breakfast menu for guests requiring light meals or special dietary preferences.
4. The menu may be periodically reviewed, revised, upgraded, or improved by the Guest House Committee to maintain variety, nutritional balance, quality standards, and guest satisfaction. The contractor shall implement all approved changes accordingly.
5. The contractor shall ensure that all meals are prepared and served in hygienic conditions using clean utensils, filtered water, and properly sanitized kitchen equipment in accordance with applicable food safety and sanitation standards.
6. Seasonal vegetables, fresh fruits, dairy products, and salad items shall be used regularly to ensure nutritional balance, freshness, and variety in meals. Repetition of the same vegetables in lunch and dinner on the same day should be avoided as far as possible.
7. Adequate quantity and standard portion sizes shall be maintained for all meals to ensure uniform service quality and guest satisfaction. Replenishment of buffet items shall be ensured during serving hours without unnecessary delay.
8. Tea, Coffee, Black Tea, Lemon Tea, drinking water, and other approved beverages shall be prepared fresh and served hygienically during designated meal timings.
9. The contractor shall maintain consistency in taste, quality, presentation, and serving standards for all categories of meals including Economy Meals, Special Meals, VIP Meals, and Special Diet Meals.
10. Any special dietary requirements, festival menus, fasting meals, Jain food, low-spice meals, or medically advised meal modifications shall be arranged, subject to prior intimation and approval by the competent authority.
11. Leftover food from previous meals shall not be reused or re-served under any circumstances. Fresh preparation shall be ensured for every meal service.
12. The Guest House Committee reserves the right to inspect food quality, kitchen hygiene, storage conditions, cooking processes, serving arrangements, and ingredient quality at any time. Necessary corrective measures suggested by the committee shall be implemented immediately by the contractor.
13. The contractor shall ensure courteous service, proper staff uniform, personal hygiene of food handlers, and timely meal service during all operational hours.
14. The contractor shall maintain sufficient stock of essential food materials and backup arrangements to avoid interruption in meal services during emergencies, peak occupancy, or special events.

DETAILS / DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY

(To be submitted along with the Technical Bid)

The bidder shall furnish all requisite documentary evidence in support of eligibility, technical capability, statutory compliance, and conformity with the bidding requirements for **Guest House Management & Mess Services at the University Guest House of Central University of Rajasthan**.

Failure to submit complete and verifiable documentation may result in **summary rejection of the bid**.

ELIGIBILITY DOCUMENT CHECKLIST

Sr. No.	Particulars	Criteria / Documents Required	Compliance (Yes/No)
1.	EMD of ₹...../- to be submitted through online mode (NEFT/RTGS).	To be submitted through Online Payment Mode. The bidder shall clearly mention the name and address of the firm on the reverse side of the Online Payment Receipt. (Proof of payment to be attached.) Bidders claiming exemption from payment of Earnest Money Deposit (EMD), as per the GeM bid conditions/documents, must invariably upload/attach valid supporting documentary evidence in support of such exemption.	
2.	Firm Registration	Copies of Agency / Firm / Company Registration Certificate/ Company Incorporation Certificate to be attached.	
3.	Statutory Registrations	Attach the Copies of the registration certificates of Firm EPF, ESI, GST Registration Certificates. [Valid EPF, ESI, and GST Registration Certificates]	
4	Food Safety License	Valid FSSAI License for food/catering services. (Attach licence Copy)	
5	Bidder Details	Duly filled Annexure-A .	
6	Financial Capacity (Annual Turnover)	Chartered Accountant Certificate indicating Average Annual Turnover (FY 2022-23, 2023-24, 2024-25) with Minimum ₹1 Crore Turn Over required. (Annexure-B)	
7	Past Experience	The Work Completion Certificates issued by the concerned IITs / NITs / IIITs / any other Centrally Funded Institutions (CFIs) or Central Government PSUs / Organizations shall be submitted. The certificates must clearly indicate the period of engagement. Documents shall be attached in the format prescribed under Annexure C	
8	Ongoing Contracts	The work Oder Copies of the Running Contract / Purchase Order / Work Order, along with a Satisfactory Performance Certificate issued by the concerned IITs / NITs / IIITs / any other Centrally Funded Institutions (CFIs) or Central Government PSUs / Organizations, shall be submitted. The Satisfactory Performance Certificate shall be in the format prescribed under Annexure E. Documents shall be attached as per Annexure D.	
9	Performance Report	Bid-specific performance certificate (Annexure-E)	
10	Manpower Details	Details of employees (Annexure-F)	
11	Non-Blacklisting Certificate	Affidavit to be submitted on a non-judicial stamp paper of ₹100 denomination, in the prescribed format as per Annexure-G.	
12	Undertaking for Materials & Services	Declaration on Letterhead (Annexure-H)	

Note: Any bid that does not meet the bid evaluation criteria specified above shall be summarily rejected.

CERTIFICATION

I, the undersigned, hereby certify that, to the best of my knowledge and belief, the information furnished above is true, correct, and complete in all respects. I understand that any wilful misrepresentation, concealment of facts, or submission of false information may result in disqualification of the bid/application or termination of engagement, if selected as the service provider.

I further understand that failure to furnish complete and clear information as required in the prescribed forms, making unauthorized alterations in the submitted documents, or deliberately suppressing any material information may lead to summary rejection/disqualification of the applicant.

I have carefully read and understood all the instructions, terms, and conditions contained in this bid document and hereby undertake to abide by the rules, regulations, and decisions of Central University of Rajasthan, as amended from time to time.

I also undertake that, in the event of any dispute arising out of this bid or engagement, the decision of the competent authority of Central University of Rajasthan shall be final and binding upon me/us.

Date: _____

Place: _____

Signature of Bidder / Authorized Representative: _____

Full Name of Authorized Representative: _____

Designation: _____

Day / Month / Year: ____ / ____ / ____

DECLARATION / CERTIFICATION

I/We hereby certify that:

- The information furnished in this bid is **true, complete, and correct** to the best of my/our knowledge.
- No material fact has been suppressed.
- I/We have carefully read and understood all terms and conditions of the tender.
- I/We agree to abide by all provisions governing the **University Guest House of Central University of Rajasthan**.

I/We understand that:

- Any misrepresentation or false information shall lead to **disqualification and/or termination**.
- The decision of the Competent Authority of the **Central University of Rajasthan** shall be **final and binding**.

Date:

Place:

Signature of Authorized Signatory

(Name & Seal)

DETAILS OF THE BIDDER
(To be filled by the Bidder)

1	Name & Address of the Agency / Firm / Company (Attach the proof of Details)	
2	Name & Address of the Authorized Person	
3	Phone No. / Mobile No.	
4	Email-ID	
5	Year of Establishment: (Attach the proof of Details)	
6	Registered Office Address	
7	Nature of the firm a) A Proprietary Firm b) A Partnership Firm c) A Limited Company (Attach the proof of Details)	
8	Registration No. of Firm (Attach the Copy)	
9	GST Registration No. (Attach the copy of GST Certificate)	
10	PAN No. (Attach the copy of PAN Card)	
11	Earnest Money Deposit (EMD)	Paid / Exempted under (NSIC/ MSEs) If Paid: Transaction No: _____
12	Bidders Bank Details (Attach the proof of Details)	Account Holder Name: _____ Account Number: _____ IFSC Code: _____ Bank Name: _____ Branch: _____

Signature of the bidder or his
authorized signatory With
Seal of the Agency

Dated:

Annexure - B

FINANCIAL INFORMATION

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):

Sr. No.	Details	2022-23 (In Rs.)	2023-24 (In Rs.)	2024-25 (In Rs.)
i)	Gross annual turnover in up keeping & Maintenance services. Page no. _____			
ii)	Profit & Loss. Page no. _____			
iii)	Up-to-date Income Tax Clearance Certificate.	Page No. _____		
iv)	Detail(s) of bank account(s) of the firm in India and abroad.	Page No. _____		

Note: Attach additional sheets, if necessary

(Signature of the Bidder)

Annexure - C

YEAR WISE LIST OF SIMILAR TYPE MAJOR CONTRACTS COMPLETED IN LAST THREE YEARS

Sr. 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

Note: If extra sheets are enclosed that should be in our format.

(Signature of the Bidder)

Signature of Bidder with Seal and Date

CONTRACTS UNDER EXECUTION (RUNNING CONTRACTS)

Copies of the Running Contract / Purchase Order / Work Order along with a **bid specific satisfactory performance certificate (As per Annexure-E)** issued by IITs / NITs / IIITs / any other CFI or Central Government PSU / Organisations.

Sr. 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

Note:

1. If extra sheets are enclosed that should be in our format.
2. *Bid specific performance certificate as per Annexure-E shall be required for claim of **each individual contract** in the mentioned above, from the employer on letter head for whom the contract was executed.*

(Signature of the Bidder)

BID SPECIFIC PERFORMANCE REPORT OF CONTRACTS REFERRED IN ANNEXURE D

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

(Bid number: _____ Dated: _____)

- | | | |
|---|---|-------------------------------------|
| 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 | : | |

Date: _____ **Signature Authorised Signatory of the Client (Seal of the organisation)**

Annexure – F**DETAILS OF STAFF AND ADMINISTRATIVE PERSONNEL ON THE ROLL OF THE COMPANY**

Sr. No.	Designation	Name & Contact	Educational Qualification	Working since	Employee type	Salary / Experience details	Professional experience	Remarks
1	2	3	4	5	6	7	8	9

Note: If extra sheets are enclosed that should be in our format.

Signature of Bidder with Seal and Date

Format for Affidavit on Rs. 100/- Stamp Paper

I/Weage.....
residence of here by
declare that....(**Name of the Agency**)...has not been black listed by any Government
Department / Public Sector Undertaking / Bank / Central Autonomous Body or any other
Government Authority in the last Two Years as on the last date of bid submission.

(Name, Designation and Address of the Executants)

(Seal)

DEPONENT

Date:

Place:

VERIFICATION

I, the above-named deponent(s) do hereby verify that the facts stated in the above Affidavit are true to the best of my knowledge. No part of the same is false and no material has been concealed there from.

Verified aton this the .../.../.....

(Name, Designation and Address of the Executants)

(Seal)

DEPONENT

Solemnly affirmed and signed before me by the deponent on this of 2026 at my office. (Judicial Magistrate First-Class Magistrate/ Notary Public/ Oath Commissioner).

List of Items to be provided by the vendor to be used for cleaning and housekeeping of Guest House & kits to be supplied to the rooms for guest.

Description

The Central University of Rajasthan will provide existing infrastructure on an “as-is-where-is” basis. The Contractor shall bear all costs for consumables, equipment, manpower, maintenance, and Guest House operations. After that all kind of the napkins, bed sheets, bed covers, duvet/comforters with covers, blankets, Bath towels, hand towels, pillow covers, frills, pillows, Water kettles & water jar with water. Cup saucers, sugar pots, teaspoons, tea trays, Tea / coffee / milk / sugar sachets. Mosquito repellent machines with liquid refills, Bathroom accessories (toiletries), and cleaning materials.

Dusting Cloth, Scrubbers with handle, All Purpose Cleaner, Dustbin, Window Glass Cleaner, Dust brushes, SS Scorch pads/steel wool, Window Squeeze, Nylon broomsticks, Garbage bags large, Floor dust mops, Garbage bags, Feather duster, Floor cleaners, Spray bottles, Air Freshener, Toilet brush, Insect Killer, Hand brush. Naphthalene Ball, Plastic buckets, Dettol/Disinfectant, Extension pole for glass cleaning, Deodorant/fresheners, Toilet paper rolls, Harpic/Flush Clean, etc.

Note:

- 1. All listed items should be of approved quality and standard brands.**
- 2. Quantity should be adequate and replenished regularly to ensure uninterrupted operation and maintenance of the University Guest House.**
- 3. The university reserves the right to inspect and verify the quality and sufficiency of materials supplied at any time.**
- 4. The above list is not exhaustive & may change as per requirement.**

FINANCIAL BREAKUP

Sr. No.	DESCRIPTION OF THE ITEM	AMOUNT / ANNUM (Rs)
TABLE (A)	1. COMPREHENSIVE OVERALL WORK OF GUEST-HOUSE PROVIDING GUEST HOUSE SERVICES INCLUDING FOOD / CATERING SERVICES IN UNIVERSITY GUEST HOUSE INCLUDING <u>COST OF CONSUMABLES</u> AS LISTED IN ANNEXTURE. (Please refer “QFA” and details of work in tender document for details of services to be carried out in the University Guest House)	Rs. _____ Per Annum
	2. GST as applicable (18%)	Rs. _____ Per Annum
	Total Quoted Amount (1+2) in Rs.	Rs. _____ Per Annum including taxes. (In words: Rs _____)
		NOTE - The Upkeeping & Maintenance job shall be carried out with due consideration to minute aspect, of above activity. It may be noted that it is not possible to list out explicitly each & every item to be inducted in scope of above work.

The contract shall be awarded on the basis of the L1 rate quoted in Table [A]. However, the L1 bidder shall be required to match the lowest rates quoted in Table [B] by any of the technically qualified bidders.

It is compulsory for all bidders to provide the Table B Charges as part of their financial bid. Bids submitted without duly filled Table B Charges shall be treated as non-responsive and shall be summarily rejected without any further correspondence.

Bidders are therefore advised to ensure that all financial tables, including Table (B), are properly filled, signed, and submitted as per the tender terms and conditions.

TABLE-(B)
THE TIMINGS OF THE MESS

The timings of the mess will be as follows:

Breakfast: 7:30 AM to 9:30 AM

Lunch: 1:00 p.m. to 2:30 p.m.

Tea Timing: 4:30 -6:00 p.m.

Dinner: 8:00 p.m. to 10:00 p.m.

ESTIMATED DIET RATES (INCLUSIVE OF ALL TAXES) FOR MESS SERVICES:

S. No.	Diet/Item	Rate (Rs.)			
		Institutional Regular Member (Transit Members/ University Staff) with menu*	Institutional non-regular members with menu*	Outside Guests with menu*	Special Diets (VIP Guests) with special menu**
1.	Breakfast (per person per diet)				
2.	Lunch (per person per diet)				
3.	Dinner (per person per diet)				

- All of the rates will be fixed as the following menu of the University guest House.
- University staff availing Breakfast, Lunch, and Dinner (B+L+D) services for at least 20 days shall be considered as Regular Members.
- All university guests and staff members shall be treated as Institutional Members.
- Other guests staying at the University Guest House shall be categorized as Outside Guests.
- The guests staying in the guest house at any time may request food and beverages, and the same shall be served promptly and satisfactorily.

UNIVERSITY GUEST HOUSE
***WEEKLY VEGETARIAN MENU PLAN**

Day	Breakfast (07:30–09:30 AM)	Lunch (01:00–02:30 PM)	Dinner (08:00–10:00 PM)	Dessert / Sweet Dish	Included Items / Standard Serving
Monday	Fresh Fruits (200 gm), Milk/Namkeen Daliya, Bread Butter Jam, Veg Sandwich (02 pcs), Tea/Coffee/Milk	Dal Tadka, Seasonal Green Vegetable, Rice, Chapati/Roti, Vegetable Raita, Salad, Papad, Pickle, Curd (150 gm)	Chhole Masala, Seasonal Vegetable, Rice, Chapati/Roti, Salad	Gulab Jamun / Fruit Custard	Gulab Jamun – 02 Pieces (40 gm each) / Fruit Custard – 01 Bowl
Tuesday	Butter Pav (04 pcs), Bhaji, Brown Bread Sandwich (02 pcs), Upma (200 gm), Tea/Coffee	Puri, Chhole, Aloo Jeera, Rice, Kheer (150 gm), Papad, Salad, Curd	Mix Dal, Mix Vegetable Curry, Rice, Chapati/Roti, Salad	Kheer / Rasgulla	Kheer – 01 Bowl / Rasgulla – 02 Pieces (40 gm each)
Wednesday	Idli (04 pcs), Masala Dosa (02 pcs), Sambhar, Coconut Chutney, Tea/Coffee	Arhar Dal, Paneer Butter Masala, Rice, Chapati/Roti, Seasonal Vegetable, Salad, Curd (150 gm)	Masoor Dal, Green Vegetable, Rice, Chapati/Roti, Salad	Chamcham / Ice Cream	Chamcham – 02 Pieces (40 gm each) / Ice Cream – 01 Scoop
Thursday	Methi/Onion Paratha (02 pcs), Chutney, Pickle, Curd (150 gm), Tea/Coffee	Kadhi Pakodi, Sev Tomato/Green Vegetable, Rice, Chapati/Roti, Salad, Papad	Chhole/Dal Palak, Paneer Curry, Rice, Chapati/Roti, Salad	Moong Halwa / Rasmalai	Moong Halwa – 100 gm / Rasmalai – 02 Pieces
Friday	Puri (05 pcs), Sabji, Pickle, Curd (150 gm), Bread Butter, Tea/Coffee	Loki Channa Dal, Malai Pyaz, Rice, Chapati/Roti, Raita, Salad, Curd (150 gm)	Dal Makhani, Seasonal Vegetable, Jeera Rice, Chapati/Roti, Salad	Jalebi / Fruit Custard	Jalebi – 75 gm / Fruit Custard – 01 Bowl
Saturday	Aloo Paratha (02 pcs), Chutney/Pickle, Curd (150 gm), Tea/Coffee	Moong Dal, Veg Kofta Curry, Rice, Chapati/Roti, Salad, Curd (150 gm)	Arhar Dal, Seasonal Vegetable, Rice, Chapati/Roti, Salad	Gajar Halwa / Rasgulla	Gajar Halwa – 100 gm / Rasgulla – 02 Pieces (40 gm each)
Sunday	Sprouts Salad, Poha (150 gm) with Sev, Onion, Lemon, Bread Butter Jam, Tea/Coffee	Rajma Masala, Seasonal Vegetable, Rice, Chapati/Roti, Salad, Curd (150 gm)	Arhar/Mogar Dal, Mix Vegetable Curry, Rice, Chapati/Roti, Salad	Ice Cream / Gulab Jamun	Ice Cream – 01 Scoop / Gulab Jamun – 02 Pieces (40 gm each)

Signature of Bidder with Seal and Date

UNIVERSITY GUEST HOUSE

**THE SPECIAL DIET MUST INCLUDE THE FOLLOWING

Category	Details / Items Included
Breakfast	Bread, Butter, Jam, Cornflakes, Milk, along with the regular breakfast menu and other standard breakfast items.
Lunch / Dinner	Soup, Starters, Paneer variants, Gravy Vegetables, Dry/Mix Vegetables, Dal Plain/Tadka, Raita, Salad, Rice/Pulao/Veg Biryani, Chapati/Roti/Naan, Curd, and Sweets (02 varieties of good quality).
Sweet Variants	Gulab Jamun (02 pieces, 40 gm each), Balushahi (01 piece, 50 gm), Halwa – Suji/Gajar/Moong (100 gm), Jalebi (75 gm), Imarti (75 gm), Rasgulla (02 pieces, 40 gm each), Nariyal Laddu (02 pieces, 40 gm each), Chamcham (02 pieces, 40 gm each), Kesar Bati (02 pieces, 40 gm each), etc.
Seasonal Vegetable Variants	Gajar, Matar, Gobi, Shimla Mirch, Beans, Pumpkin, Arbi, Ladyfinger, Baingan, Lauki, Tinda, Tori, Palak, Bathua, Sarson, Karela, Parval, Cauliflower, Cabbage, etc.
Sprouts	Channa, Moong, Moth, Ground Peanut, and mixed sprouts served with chopped onion, tomato, etc.
Mix Vegetable Variants	Potato, Gobi, Peas, Paneer, Shimla Mirch, Beans, Cabbage, etc.

General Conditions

- All rates shall be inclusive of applicable taxes, cooking charges, service charges, fuel, cleaning, crockery, cutlery, manpower, and allied expenses.
- The menu may be modified with prior approval of the University authority depending upon season, availability, special occasions, or guest requirements.
- The Contractor shall maintain proper food quality, hygiene, nutritional standards, and timely service at all times.
- Special/VIP menus beyond the prescribed categories may be arranged on mutually agreed rates with prior approval of the University.
- The University reserves the right to inspect food quality, quantity, kitchen hygiene, and service standards at any time.
- Rates for all the above items are inclusive of all labour, materials, expenses, and applicable taxes, if any.
- The vegetables served during lunch and dinner shall not be repeated on the same day.
- The dining hall facilities provided by Central University of Rajasthan UGH include kitchen facilities, air conditioners, refrigerators, water coolers (Aqua Guard), etc.
- Offer bid may be quoted less or higher than the estimated rates, but the quality has to be ensured for the proposed menu.
- The vendor/service provider shall be required to agree to and comply with the rates and conditions specified under “E. Rate List of the Additional Items on a Chargeable Basis” mentioned on Page No. 44.

Signature of Bidder with Seal and Date

Note: Contract will be awarded on the basis of L1 in [A]. However, L1 bidder has to match the L1 prices for the Table (B) offered by all technically qualified bidders.

1. We agree to undertake the work of Providing Guest House Services Including Food / Catering Services in accordance with the required specifications / conditions for a total work price of Rs. _____ Per annum including GST in figures (Rs. _____ amount in words) within the period specified in the Invitation for Bids.

2. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Work negotiations, up to expiration of the validity period of the bid.

3. We undertake that, in competing for (and, if the award is made to us, in executing) the above work, we will strictly observe the laws.

4. We also confirm that the rates quoted by us are firm and will not be changed / escalated / increased during the period of work and its subsequent extensions, if any.

Signature of the bidder or his authorized signatory
With Seal of the Agency

Dated: