

A large, multi-story hotel building with a prominent yellow facade and a traditional arched entrance. The building is set against a clear sky and some greenery. A red banner with white text is visible on the left side of the building.

**India Tourism
Development
Corporation (ITDC)**

**PROCUREMENT MANUAL
FOR GOODS & SERVICES
2026**



India Tourism Development Corporation (ITDC)

**PROCUREMENT MANUAL
FOR GOODS & SERVICES
2026**

DISCLAIMER: SCOPE OF APPLICABILITY

The Procurement Manual for Goods and Services 2026 serves as an official guidebook for all functional divisions and units of ITDC, wherever applicable. Please be advised that while the processes, workflows, terminologies, and their sample references are intended for the Hotels Division, the underlying principles, compliance requirements, and procedural steps can be applied by other Divisions.

The processes outlined in this manual have been established as an official baseline for organization-wide implementation, with a primary objective of ensuring consistency, safety, and excellence.

गजेंद्र सिंह शेखावत
Gajendra Singh Shekhawat



संस्कृति मंत्री एवं पर्यटन मंत्री
भारत सरकार
**Minister of Culture and
Minister of Tourism
Government of India**



I am pleased to present this updated **Procurement Manual for Goods & Services 2026**. This comprehensive manual has been meticulously crafted to serve as a definitive guide for our officials to ensure that every procurement activity is conducted with the highest standards of accountability, fairness, and "Economy". The efficiency and transparency of our internal operations are of utmost significance as we strive to position India as a premier global destination, with the hospitality and tourism sector being a vital pillar of our country's economic growth.

In line with the Government's commitment to Ease of Doing Business, this manual streamlines complex procedures and reinforces our support to local businesses. The hospitality sector thrives on the seamless integration of quality, reliability and efficiency, and our ability to deliver world-class service is intrinsically linked to our procurement practices. This manual aims to ensure that every resource procured contributes to the excellence of the guest experience and the integrity of our operations.

The **Procurement Manual** has been developed as a guidebook to modernize and standardize our purchasing functions and vendor interactions. It is imperative to ensure that our processes remain ethical, agile, and result-oriented as we navigate an increasingly complex global supply chain in 2026. The fundamental goal of this manual is to transition from transactional purchasing to strategic sourcing while conforming to the highest levels of transparency and professional conduct.

I congratulate the team for their dedication in compiling this comprehensive guide, and expect every member of the division to internalize these principles and apply them with rigor to benchmark our processes as an epitome of excellence in the hospitality industry.

वन्दे मातरम्!



(Gajendra Singh Shekhawat)

सुरेश गोपी
Suresh Gopi



संस्कृति मंत्री एवं पर्यटन मंत्री
भारत सरकार
**Minister of State for Tourism,
Petroleum and Natural Gas
Government of India**



Effective procurement is the backbone of operational excellence, particularly in an era where guest expectations are soaring and global supply chains are increasingly complex. Within the dynamic and demanding landscape of the hospitality industry, the need for a standardized, transparent, and agile procurement framework has never been more critical.

The **Procurement Manual** of ITDC serves as a definitive roadmap for our Hotels Division. It is designed to ensure that every procurement – from goods and guest amenities to high-value capital assets – is conducted with the highest levels of integrity, fiscal responsibility, and quality assurance. Accordingly, it is essential to reinforce the premium standards that define our brand's promise to our guests by streamlining the sourcing strategies.

The manual aims to commit to sustainability and ethical sourcing as a pillar of our corporate identity as we usher in 2026, while integrating these core values, providing clear guidelines on engaging with vendors who share our vision for a greener and more equitable future. Besides, the manual also aligns with our broader national commitment to "Ease of Doing Business" and the support of local enterprises by providing a fair and competitive platform to a diverse range of vendors.

I honor the devotion of the team that has contributed untiringly to put together a comprehensive guidebook, which is a living document to drive innovation, foster resilient supplier partnerships, and ultimately, exceed the expectations of every guest who walks through our doors. I urge every member of the procurement and management teams to internalize these standards and frameworks. Let this document be more than a set of rules; let it be a catalyst for innovation, efficiency, and continued growth.

I hope this manual will serve as a valuable reference and a guiding template for achieving excellence in our procurement processes.



(Suresh Gopi)

मुग्धा सिन्हा, भा.प्र.से.
Mugdha Sinha, IAS



प्रबंध निदेशक
भारत पर्यटन विकास निगम
Managing Director
India Tourism Development
Corporation Ltd.



It gives me immense pleasure to present the **ITDC Manual for Procurement of Goods and Service 2026** on the auspicious occasion of the double anniversary celebrations - 60th of the India Tourism Development Corporation (ITDC) and 70th of The Ashok. There could not have been a more opportune moment than the 'Shastipurti' year of ITDC- a time for introspection, reinventing aspirations and re-imaging priorities.

For an organization with a long-standing legacy of service and hospitality, in an even dynamic contemporary content with renewed focus on sustainability and climate resilience, procurement and management of good and services is central to our ability to deliver operational excellence and memorable guest experiences. The trust our clients, guests and stakeholders repose in us, makes it even more imperative to ensure that the services we extend to them are aligned with our core values in terms of quality, aesthetics and benchmarked to global service and sustainability standards. Similarly, our processes also need to be aligned with the law of the land-the guidelines of the Central Vigilance Commission (CVC) and such other procurement manuals and General Financial Rules of the Department of Expenditure (DoE), Department of Public Enterprises (DPE), Ministry of Micro, Small and Medium Enterprises (M/o MSME) etc. to ensure robust, reliable, responsive, transparent and accountable framework and procedures for procurement.

A bespoke Manual aligned with the requirements of the Travel, Tourism and Hospitality Industry, unlike a generic one, acts like a smart reckoner that enables us to engage and service our guests, clients and stakeholders service with the right skills, standards, speed, scale and efficiency, while ensuring quality and economy to the organization.

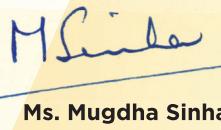
Our Hotels, Procurement and Legal teams have worked diligently to nuance wherever necessary through tables and diagrams the categories of goods and services procured, standardize demand creation, approval norms, and codify tendering and contract management principles for the procurement of goods and services. It also embeds vendor performance, inspection, and disposal disciplines keeping ESG governance in mind.

Moreover, the Manual is designed in such a way as to be a resource for undertaking capacity-building for training and decision-making not just for the existing employees of ITDC but also the new recruits across our eighteen verticals to foster a culture of continuous improvement by learning, professional stewardship, and ethical conduct across the organization. It is not meant to be a mere compliance document but a shared roadmap for excellence.

ITDC stands committed to the highest ethical standards of integrity and fiduciary discipline, environmentally aligned social governance for ensuring smart and strengthened service delivery, enhanced and equitable supplier participation, expeditious and risk mitigated system of sourcing.

I extend my best compliments to the ITDC Teams for this long pending gigantic achievement of bringing out the ITDC Manual for Procurement of Goods and Services Manual 2026 well in time for its launch on the occasion of the 60th anniversary year of ITDC.

With best wishes,


Ms. Mugdha Sinha

Foreword	5
Table of Abbreviations	10
<hr/>	
1 About ITDC	13
1.1 Strategic Business Units (SBUs)	16
1.2 Non-Strategic Business Units (Non-SBUs)	18
<hr/>	
2 Hotels Division: Inventory Classification	19
2.1 Classification of Goods	21
2.1.1 Classification structure and identifiers	21
2.1.2 Definitions of stores and core sub-categories	22
2.2 Classification of Services	24
2.2.1 Manpower Services	24
2.2.2 Specialized Services	24
2.2.3 IT Services	24
<hr/>	
3 Procurement of Goods and Services at Hotels Division	25
3.1 Purchase of Goods	27
3.1.1 Demand Creation	27
3.1.2 Procurement of Items at Unit Level	30
3.1.3 Supply, Receipt and Storage of Items	35
3.1.4 Inspection of Items	39
3.1.5 Disposal of Obsolete/Expired Items	42
3.2 Procurement of Services	46
3.2.1 Hiring of Services at Hotels Division	46
3.2.2 Supplier Payment for Services Onboarded at Hotels Division	48
<hr/>	
4 Tenders – Policy, Procedures and Compliance	51
4.1 Principles for Procurement of Goods	55
4.1.1 Planning and Market Assessment	55
4.1.2 Mandatory Use of Government Platforms	55
4.1.3 Choice of Tender Mode and DoP thresholds	56
4.1.4 Procurement Methods	60
4.1.5 Tender Advertising and Accessibility	61
4.1.6 Extension of Bid Deadline Submission	61
4.1.7 Bid Security	62
4.1.8 Bidding Systems	62
4.1.9 Bid Evaluation	64
4.1.10 Letter of Intent (LoI)	65
4.1.11 Purchase Order	65
4.1.12 Purchase Preference and Reservation	65
4.1.13 Deliverable Based Contracts	66
4.1.14 Extension of Contracts (ARCs / AMCs / Rate Contracts)	66

4.1.15	Extension of Delivery	66
4.1.16	Risk Purchases	66
4.1.17	Know Your Bidder	67
4.2	Penalties	67
4.2.1	Defiance of Service Level Agreement	67
4.2.2	Show cause notice	67
4.2.3	Financial penalties and withholding payments	68
4.2.4	Liquidated damages (LDs)	68
4.2.5	Blacklisting and Debarment	68
4.2.6	Invoking/ Forfeiture of performance security	68
4.3	Termination of Contracts	68
4.3.1	Termination by ITDC for Convenience	68
4.3.2	Termination for Default	68
4.3.3	Immediate Termination	69
4.3.4	Consequences of Termination	69
4.3.5	Survival of Certain Clauses	69
<hr/>		
Annexure-I Items list for Expandable Store		73
Annexure-II Know your bidder		79
Annexure-III Statutory Compliance Regim		80
Annexure-IV Bid Security Declaration		81
Annexure-V Annual Demand Form: Sample Format		82

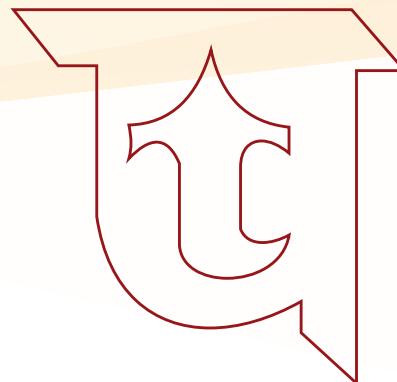
List of Figures and tables

Figure 3.1	Process for Demand Creation	28
Figure 3.2	Process for the Procurement of items at Unit Level	33
Figure 3.3	Process for Supply, Receipt and Storage of items	36
Figure 3.4	Process for Quarterly Inspections	40
Figure 3.5	Process for Disposal of Obsolete items	44
Figure 3.6	Process for Hiring of Services at the Hotels Division	47
Figure 3.7	Process for Supplier Payment for Services onboarded at Hotels Division	49
Figure 4.1	General Tendering Process	54
Figure 4.2	Platform Hierarchy to be followed for Procurement	55
Table 2.1	Classification of stores	21
Table 4.1	Choice of tender modes and DoP thresholds	56

TABLE OF ABBREVIATIONS

Abbreviation	Full form
ADF	Annual Demand Form
ACES	Ashok Consultancy & Engineering Services
AED	Ashok Events Division
AITD	Ashok International Trade Division
AIH&TM	Ashok Institute of Hospitality & Tourism Management
ARC	Annual Rate Contract
CPPP	Central Public Procurement Portal
CVC	Central Vigilance Commission
DoE	Department of Expenditure
DoP	Delegation of Powers
DPDP Act	Digital Personal Data Protection Act, 2023
EMD	Earnest Money Deposit (Bid Security)
e RA	Electronic Reverse Auction
EoI	Expression of Interest
GeM	Government e-Marketplace
GeMAR&PTS	GeM Availability Report & Past Transaction Summary
GFR	General Financial Rules
GM Unit	General Manager Unit
GRV	Good Receipt Voucher
HoD	Head of Department
ITDC	India Tourism Development Corporation
KPI	Key Performance Indicator
L1	Lowest responsive bidder (price classification)
LD	Liquidated Damages
LTE	Limited Tender Enquiry
MM&D / MMD	Materials & Management Division
MD	Managing Director
MSE	Micro and Small Enterprise
MSME	Micro, Small & Medium Enterprise
MSTC	MSTC e-auction / e-commerce portal
NAFED	National Agricultural Cooperative Marketing Federation of India
NDB	National Dairy Development Board
NCDFI	National Cooperative Dairy Federation of India
NCDC	National Cooperative Development Corporation

Abbreviation	Full form
NIC	National Informatics Centre
NIT	Notice Inviting Tender
PCO	Professional Conference Organization
PBG	Performance Bank Guarantee (Performance Security)
PO	Purchase Order
QCBS	Quality-and-Cost-Based Selection
RFQ	Request for Quotation
RFP	Request for Proposal
SBU	Strategic Business Unit
SLA	Service Level Agreement
SRV	Store Receipt Voucher
SWM	Solid Waste Management (Rules)



ABOUT ITDC

>>

01

India Tourism Development Corporation (ITDC) is a Public Sector Undertaking (PSU) under the Ministry of Tourism, established in 1966.

The organization plays a pivotal role in developing India's tourism infrastructure by managing and marketing hotels, catering at prominent government venues, and providing tourist transport, duty-free shopping, entertainment, and convention facilities. As a 5-in-1 organization, ITDC delivers physical, digital and technology infrastructure, provides Professional Conference Organization (PCO) services, facilitates medical tourism, offers venues through its hotel portfolio, and serves as a marketing and promotional division. Committed to being a trusted, tech-enabled, one-stop solution provider, the corporation focuses on personalized guest and client experiences while leveraging emerging technologies and data-driven insights for evidence-based commercial decisions. A sustainable, responsible approach to tourism is central to ITDC's strategy. By embedding

these principles, the corporation seeks to improve financial returns for ITDC and its shareholders while becoming future-ready and resilient to climate risks.

To deliver this mandate efficiently, ITDC operates through six Strategic Business Units: Hotels Division, Ashok Events Division (AED), Ashok International Trade Division (AITD), Ashok Travels and Tours Division (ATT), Ashok Institute of Hospitality & Tourism Management (AIH&TM) and Ashok Consultancy & Engineering (ACES) which includes Sound and Light (SEL). These SBUs are supported by multiple Non-SBUs like Estate, Legal, Information Technology, Human Resource, Finance & Accounts, Administration, Corporate Services, Security, Vigilance & Disciplinary, Official Language and Marketing & PR.

1.1 STRATEGIC BUSINESS UNITS (SBUS)

At ITDC, a Strategic Business Unit (SBU) is an operationally distinct, market facing division focusing on travel, tourism and hospitality. It has end-to-end responsibility for a defined product or service portfolio, specific customer segments, and its own Profit and Loss (P&L), while aligning with corporate policies.



1. Hotels Division

The Hotels Division operates ITDC's core accommodation, catering, and restaurant businesses. The division manages 3 hotels, 4 catering establishments, and 1 restaurant:

- **Hotels:** The Ashok (New Delhi); Hotel Samrat (New Delhi); Hotel Kalinga Ashok (Bhubaneswar)
- **Catering establishments:** Parliament House Catering Unit; Hyderabad House; Vigyan Bhawan; Western Court Canteen
- **Restaurants:** Taj Restaurant, Agra

The primary role of the division is to deliver consistent guest experiences across lodging, dining and event catering. It generates frontline revenue and serves as the principal touchpoint with customers. As the company's hospitality backbone, this division also enables cross-selling with other SBUs (events, travel, retail) and preserves brand standards that drive repeat visitation and reputation.

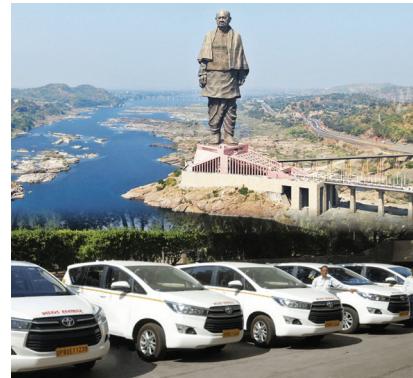
Procurement covers perishables, dry F&B supplies, guest amenities, linens, tableware and housekeeping consumables, kitchenware, stationery, and uniforms, etc.



2. Ashok Events Division (AED)

As ITDC's event-management unit, AED is responsible for planning and executing conferences, corporate functions, social events and institutional gatherings. Its purpose is to facilitate profitable events business by leveraging the Hotels Division's facilities, ensuring seamless logistics, and delivering professional event services that attract corporate and group clients. By doing so, Ashok Events deepens customer relationships and increases utilization of ITDC assets.

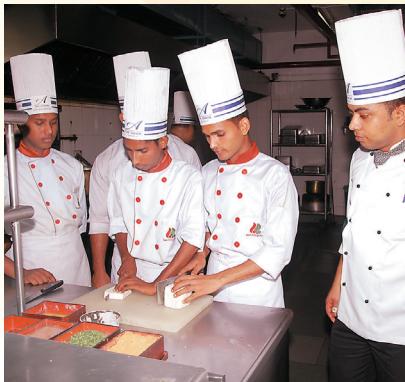
Procurement primarily involves services for event equipment (AV, staging, lighting, seating, décor, signage), temporary infrastructure (power, networking, tents), hiring of Manpower services for various roles, etc.



3. Ashok Travels & Tours (ATT)

ATT provides travel planning, government and institutional travel services, ticketing, transport fleet operations, tour packages, event logistics, and special-assignment hospitality. The division primarily serves the Government of India, PSUs, and other institutional clients. It acts as ITDC's facilitation arm, bringing inbound and domestic travellers into the ITDC ecosystem by packaging stays with excursions and simplifying travel logistics. ATT plans to strengthen capabilities through digital transformation, sustainable operations, and deeper public-private partnerships. Thus, it functions both as a revenue generator and as a customer acquisition channel for other SBUs.

The ATT division deals in the Hiring of Manpower for transport and fleet-related services.



4. **Ashok Institute of Hospitality & Tourism Management (AIH&TM)**

The Ashok Institute delivers vocational education and training in hospitality and tourism. It helps students and trainees develop the skills needed to operate ITDC's businesses and to support the broader sector. Its core role is workforce development: improving staff capabilities, ensuring service standards, and creating a talent pipeline that reduces recruitment costs and raises operational quality across all SBUs. Reinforcing ITDC's position as an industry leader in professional training, the institute offers a range of programmes, including a B.Sc. in Hospitality & Hotel Administration (in collaboration with NCHMCT and JNU), National Institute of Open Schooling (NIOS) diplomas, and short-term and customized training for industry and ITDC staff. The institute also provides placement support and targeted competency development to ensure graduates meet industry standards.

AIH&TM purchases training essentials, kitchen and housekeeping materials, stationery, etc.



5. **Ashok International Trade Division (AITD)**

Ashok International Trade runs ITDC's duty-free and travel-retail operations, serving travelers with retail merchandise since 1967. Its core role is to capture ancillary revenue from the travel ecosystem—converting footfall into retail sales while improving the customer experience with convenient, destination-specific shopping. In 2010, AITD pioneered seaport duty-free retail in India with the country's first seaport outlet at Chennai Port. The division has since expanded to 14 strategic seaports, serving passengers on cruise liners and cargo vessels. These tax-free outlets support cruise tourism and maritime trade and align with the Government's Cruise Bharat Mission. Aligned with national tourism and trade facilitation priorities, AITD seeks to support India's growth as a global tourism and maritime hub through targeted, strategic retail expansion.

Procurement at AITD involves the purchase of foreign liquor, perfumes, cosmetic, cameras, watches and electronic goods, beer, wine and spirits, cigar, cigarettes, tobacco products, handicrafts, etc.



6. **Ashok Consultancy & Engineering Services (ACES), incl. Sound & Light (SEL)**

ACES is the specialized project implementation and consultancy arm of ITDC. It delivers end-to-end tourism infrastructure and heritage-conservation solutions across India. The division works closely with the Ministry of Tourism, state governments, the Archaeological Survey of India (ASI), and other government authorities. It prepares detailed project and feasibility reports, executes renovation and expansion works for premier tourism and hospitality institutes. The division also undertakes repair and maintenance of ITDC properties and designs, implements, and operates sound-and-light and multimedia shows, as well as monument-illumination projects. Backed by an experienced team of engineers and architects, ACES has completed numerous projects nationwide. This includes various high-profile heritage and multimedia installations. It continues to expand its portfolio through new DPRs and sanctioned works, reinforcing its role in enhancing India's tourism infrastructure and visitor experience.

1.2 NON-STRATEGIC BUSINESS UNITS (NON-SBUS)

Support divisions provide centralized services, governance and oversight to ITDC's six SBUs. They streamline processes, reduce costs, secure the right talent and support procurement, while ensuring operational continuity, regulatory compliance and strategic communications.



A. Legal

- i. Coordinates with external and in-house legal counsels on litigation and case follow-up.
- ii. Vets and advice on agreements, Memoranda of Understanding (MoUs), tenders and other contractual matters to ensure legal and regulatory compliance.



B. Information Technology (IT)

- i. Oversees IT infrastructure and services across ITDC, including servers, storage, end-user devices, network backbone and guest/event Wi-Fi, asset lifecycle management and procurement.
- ii. Manages hardware, software, networks and cybersecurity.
- iii. Develops and maintains technical solutions and provides IT support services to SBUs.



C. Human Resources (HR)

- i. Manages recruitment, promotions, transfers and workforce planning.
- ii. Maintains labour relations by engaging with employee unions and facilitating harmonious industrial relations.



D. Finance & Accounts (F&A)

- i. Handles budgeting, accounting, financial reporting, treasury and statutory/compliance obligations.
- ii. Supports financial planning and audit processes.



E. Administration

- i. Provides general administrative services and coordinates office facilities, records and office logistics across divisions.



F. Corporate Services

- i. Manages central support functions such as procurement, facility services and other shared services (as applicable).



G. Security and Vigilance & Disciplinary (Vigilance Department)

- i. Oversees integrity, anti-corruption measures and disciplinary processes.
- ii. The Chief Vigilance Officer (CVO), head of the Vigilance Division, functions under the Central Vigilance Commission (CVC).



H. Rajbhasha (Official Language)

- i. Implements directives under the Official Language Policy and promotes the use of Hindi in official work and communications.



I. Corporate Marketing & Public Relations (Marketing & PR)

- i. Drives strategic communications, brand positioning, reputation management and coordinated sales support for ITDC and its SBUs.
- ii. Provides integrated marketing across digital and conventional channels — e.g., social media and SEO, Online Travel Agents (OTAs), print and electronic media, exhibitions and personal selling.



J. Data analytics and Business Insights Division

- i. Provides data-driven insights and dashboards for spend analytics, supplier performance, demand forecasting and procurement decisions.
- ii. Identifies cost-saving opportunities, and supports evidence-based planning and performance measurement across SBUs.



K. Materials and Management Division (MM&D)

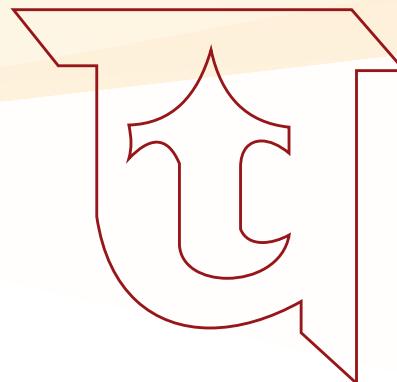
- i. Facilitates the procurement of various goods and services as per the need to ensure compliance and cost optimization.



L. Company Secretary (CS)

- i. Ensures corporate governance and statutory/regulatory compliance.

HOTELS DIVISION: INVENTORY AND SERVICES CLASSIFICATION



>>

02

2.1 Classification of Goods

The procurement of goods at ITDC's Hotel division is conducted with an emphasis on quality, efficiency, and compliance across all its units. Inventory is organized into 11 defined store categories to ensure seamless operations and uphold hospitality standards. All current and anticipated inventory items have been consolidated and classified into these store categories. This shall create a clear framework for simplifying inventory management, streamlining procurement, and enabling standardized reporting across ITDC properties and SBUs.

The inventory has been classified into the following 11 stores:

Stores	Stores
Ration	Crockery & Cutlery
Fresh supply	Expandable
Soft Drink	Uniform
Liquor	Engineering
Provision	Stationary
	IT

Table 2.1 Classification of stores

2.1.1 Classification Structure and Identifiers

Multi-level taxonomy: Each store is organized into Level 1 groups (functional families) and Level 2 sub-categories (specific item classes). This is used to standardize item naming, procurement routing, and reporting. The complete Level 1 and Level 2 item lists for expandable store is provided at Annexure I. A sample taxonomy for the Expandable store is provided below for reference:

Expandable						
Level 1	Cleaning Equipment	Guest Amenities	Linen Items	Table & Dining Supplies	Toilet & Tissue Items	Food & Beverage Equipment
Level 2	Brushes & Scrubbers Mops & Mop Accessories Cleaning & Chemicals Supplies Dustbins & Dustpans Gloves & Protectives	Personal Care Products Guest Accessories	Bedding Towels & Mats Floor & Shower	Cake Stands Paper Products Table Lines & Accessories	Toilet paper & Dispensers Other Tissue Products	Machines & Appliances Beverage Serving

Figure 2.1 Sample taxonomy for Expandable store

2.1.2 Definitions of Stores and Core Sub-Categories

2.1.2.1 Ration Store

- A. Definition: Central store for staple, non-perishable kitchen ingredients and packaged food supplies.
- B. Key Level 1 groups: Cooking Ingredients; Sugars & Sweeteners; Grains & Millets; Pulses & Nuts; Beverages; Bakery & Baking Ingredients; Spices & Seasonings; Condiments; Cereals & Breakfast; Snacks & Biscuits; Dried Produce.
- C. Usage: Bulk provisioning for menu preparation and back-of-house operations.

2.1.2.2 Fresh Supply Store

- A. Definition: Manages perishable food and allied fresh items required by kitchens and F&B outlets.
- B. Key Level 1 groups: Bakery; Milk & Dairy Products; Meat & Poultry; Fresh Pasta/Noodles; Snacks; Sweets/Desserts; Fruits & Vegetables; Canned & Frozen Foods; Flower Items.
- C. Usage: Daily provisioning of fresh ingredients, bakery items and perishables.

2.1.2.3 Soft Drink Store

- A. Definition: Stocks non alcoholic beverages and allied consumables for guest refreshment and outlet sales.
- B. Key Level 1 groups: Packaged Beverages; Water; Soda; Beverage Equipment;

Consumables (straws, CO₂ cylinders).

- C. Usage: Café/restaurant replenishment, events and beverage outlets.

2.1.2.4 Liquor Store

- A. Definition: Controls the storage and distribution of alcoholic beverages and tobacco products in compliance with regulatory requirements.
- B. Key Level 1 groups: Indian Liquor (beer, whisky, rum); Imported Liquor (scotch, brandy, vodka, tequila, wines); Wines; Liqueurs & Mixers; Cigarettes.
- C. Usage: Bar & banqueting provisioning and retail sales (subject to applicable licensing and excise compliance).

2.1.2.5 Grocery: Kitchen Store

- A. Definition: Helps to maintain kitchen utensils, cookware, and essential food preparation equipment.
- B. Key Level 1 groups: Cooking Utensils; Kitchen Tools; Baking & Baking Tools; Serveware; Drinkware; Storage Containers & Crates; Disposable Items.
- C. Usage: Back of house kitchen operations, bakery support and food preparation.

2.1.2.6 Crockery & Cutlery Store

- A. Definition: Serves as a centralized source for all dining ware and serving utensils necessary for food and beverage service.

- B. Key Level 1 groups: Bowls; Plates & Platters; Cups & Saucers; Cutlery; Glassware; Mugs; Trays; Table Accessories; Serving Items; Disposable Items.
- C. Usage: Outlet replenishment, banquets, room service and events.

2.1.2.7 Expandable Store (Facility Essentials)

- A. Definition: Provides essential consumables and operational supplies required to support daily housekeeping and guest service functions.
- B. Key Level 1 groups: Cleaning Equipment; Guest Amenities; Linen Items; Table & Dining Supplies; Toilet & Tissue; Food & Beverage Equipment; Decorations & Materials; Fabrics; Miscellaneous.
- C. Usage: Housekeeping consumables, guest disposables, toiletries, small F&B supporting equipment and event décor.

2.1.2.8 Uniform Store

- A. Definition: Oversees the provision and upkeep of staff uniforms and related accessories to ensure consistent professional appearance.
- B. Key Level 1 groups: Fabric & Material; Uniform Clothing; Uniform Accessories; Footwear; Miscellaneous (badges, ties, scarves).
- C. Usage: Issue and replacement of staff apparel across SBUs.

2.1.2.9 Engineering Store

- A. Definition: Stores and manages tools, equipment, and materials essential for maintenance, repair, and engineering operations.
- B. Key Level 1 groups: Electrical; Electronics; Mechanical Parts; Fixings, Fasteners & Mounting Hardware; Paints & Chemicals; Plumbing & Fixtures; Safety & Consumables; Equipment & Instruments; Furniture & Heavy Machinery, Mattresses etc. Materials.
- C. Usage: Preventive and reactive maintenance, minor repairs and project level consumables.

2.1.2.10 Stationery Store

- A. Definition: Supports administrative and clerical functions by providing office supplies, documentation materials, and related stationery.
- B. Key Level 1 groups: Books, Pads & Notebooks; Forms & Permits; Cards, Tags & Passes; Registers & Logs; Financial Documents & Vouchers; Menus & Brochures; Office Supplies (paper, adhesives, batteries).
- C. Usage: Office operations, guest documentation, POS and marketing collateral.

2.1.2.11 IT Store

- A. Definition: A dedicated store category for procuring and managing IT hardware, software licenses, consumables, networking equipment, and digital

accessories essential for organizational technology operations.

B. Key Level 1 groups: IT Consumables (toners, ribbons); Computer Peripherals; Networking Devices; Software & Licences; Media & Storage; Printer Consumables; IT Accessories.

C. Usage: Desktop/laptop/ printing support, network maintenance and licence management.

The procurement, support, network maintenance and license Management etc. w.r.t. point A, B & C above shall be done by the IT department.

2.2 Classification of Services

The Hotels Division procures a range of non-consultancy services to support daily operations, guest experience and regulatory compliance. Services are procured to deliver measurable outcomes, maintain safety and hygiene, and provide operational flexibility across properties. Procurement and contracts shall reflect service scope, performance standards and statutory requirements.

2.2.1 Manpower Services

Manpower services provide contract staff through agencies to meet routine and specialist labor needs. The procurement of manpower services shall be done by HR Department.

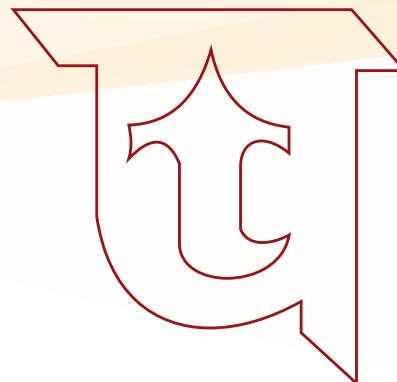
2.2.2 Specialized Services

Specialized services cover technical, environmental and regulated activities that require equipment, licenses or accredited providers. Examples include pest control, laundry processing, waste lifting and disposal, tentage for events, laboratory testing etc. These services require clear KPIs, statutory compliance and health & safety provisions.

2.2.3 IT Services

IT services cover under IT Department i.e. outsourced technical support that keep hotel systems, networks and digital platforms operational and secure. Contracts for IT services shall include, but are not limited to, SLAs for uptime and response times and obligations for data protection.

PROCUREMENT OF GOODS AND SERVICES AT HOTELS DIVISION¹



>>

03

¹ This section has been prepared in accordance with rules, regulations and policy guidance applicable as of 2025. It shall be reviewed and updated promptly to reflect any material changes in laws, regulations, government guidance or the Delegation of Powers, and shall undergo a formal review once in three years. All revisions shall be version-controlled, dated and approved by the competent authority.

3.1 Purchase of Goods

3.1.1 Demand Creation

- a. The User Department of each unit shall conduct a needs assessment² and determine whether the requirement is annual or one time demand based on operational need / requirements.
- b. **Annual or a Part Demand:** Where the requirement is an Annual/Part Demand, the User Department³ shall estimate needs from past consumption data, the required quantity after assessing the stock in hand, last purchase price, the supplier, prepare clear technical specifications, and provide written justification where a specific brand is proposed for procurement.
- c. When a physical sample is required, the User Department shall arrange and document the sample request at the time the Annual Demand Form (ADF) is prepared.
- d. All requirements must be recorded on the Annual Demand Form (ADF) as per Annexure V, completed with quantities and specifications, and approved by the competent authority prior to onward submission.
- e. The completed demand form and any accompanying samples shall be submitted to GM of the unit for administrative approval and further processing through MM&D of the unit as per the laid

down procurement processes⁴ to be decided on the basis of estimated rates. Budget allocation is to be taken by the user dept for the capital-related procurement items before the administrative approval taken from the GM Unit.

- f. **Recurring / Regular items demand:** For recurring nature items demand, the Concerned Storekeeper shall compile a consolidated annual demand schedule and submit it for approval through the user dept before the approval from the GM Unit.
- g. The GM Unit under his or her discretion shall either approve the demand or request for a revision/review back to the user dept. No demand in this regard will be sent to MM&D directly for processing the procurement.
- h. Once the demand has been approved by the GM unit, MM&D will process the said procurement on the basis of the nature of the requirement and estimated value for timely delivery of the items from the suppliers. Urgent procurement which are in need for operational usages on immediate basis being an operational unit shall be procured immediately by MM&D from suitable sources under the emergency DoP as per the approved demand of GM Unit under the estimated value set for the units.

² For similar requirements that span multiple inventory categories, the demands shall be consolidated into one aggregated demand and processed as a single tender/ARC.

³ The User Department is the department or division within an ITDC SBU or non-SBU that uses procured items. It identifies requirements and defines technical and functional specifications. The department is responsible for initiating procurement by raising the Annual Demand Form (ADF).

⁴ Refer to Chapter- 4 of this manual

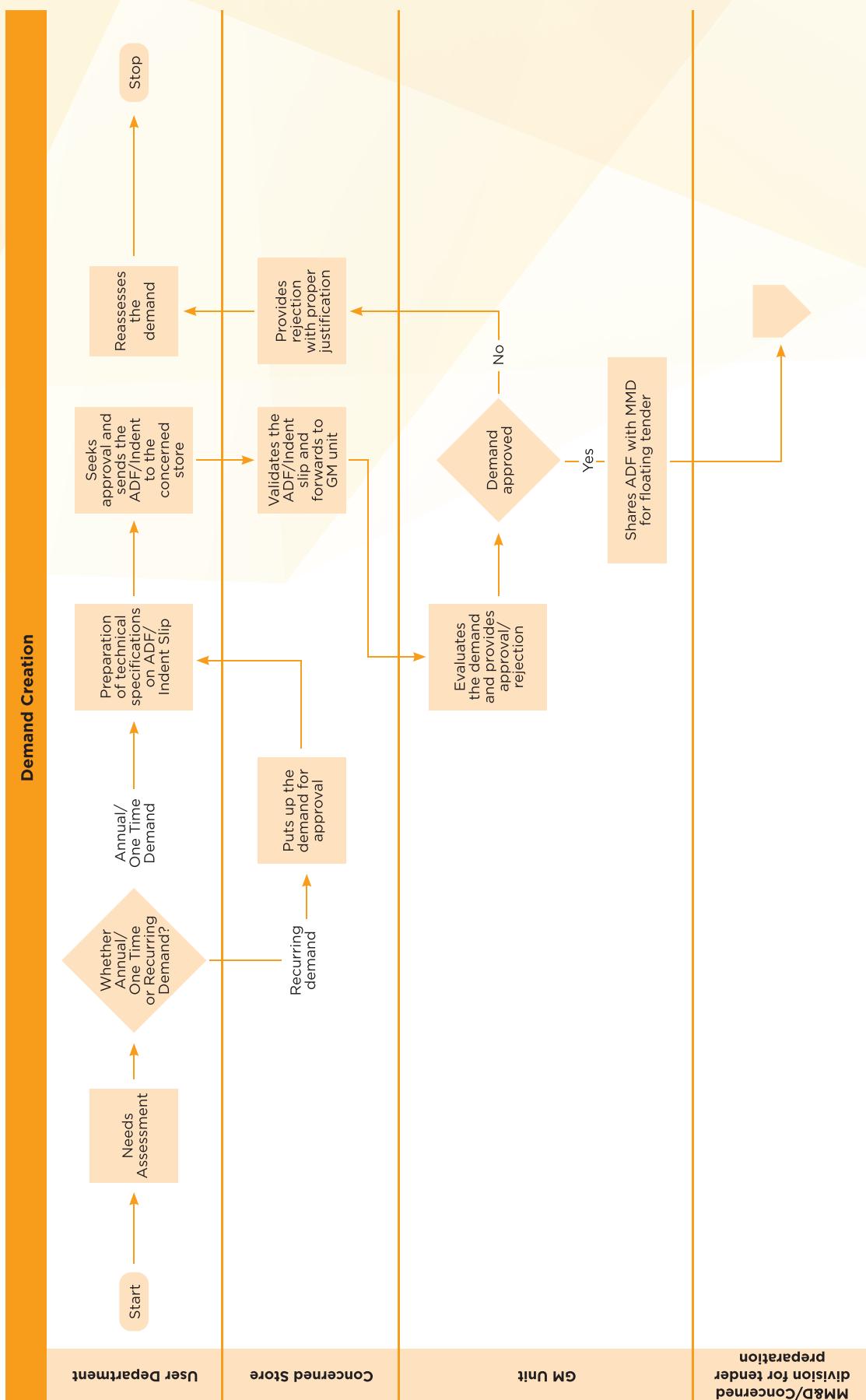


Figure 3.1 Process for demand creation

- i. Where the demand is rejected by the GM Unit, the user dept shall reassess the requirement/ reasons for rejection of the demand.
- j. The MM&D shall prepare the tender documentation (if needed based on the estimated value) and initiate the designated procurement route in accordance with the approved demand.

Note:

1. The Annual Demand by any User Department shall be raised 6 months prior to the expiry of the item being requested.
2. All approvals, rejections and key actions shall be recorded directly on the Indent Slip/ ADF and retained with supporting documents, including specifications, sample notes and competent authority endorsements.
3. Emergency or expedited requirements must be clearly flagged on the Indent Slip with a rationale and authorized by the competent authority before being processed through the expedited route.
4. Any emergency procurement⁵ undertaken shall be regularized subsequently with full retrospective documentation attached to the Indent Slip.
5. Single-source or proprietary brand requests require specific written justification on the ADF/Indent Slip⁶.

Sample Process: For the procurement of “Fresh Fruits such as Apple” for the Ashok Hotel.

SBU: Hotel Division

Unit: Ashok Hotel

Store: Fresh Supply Store

User Department: Kitchen

Demand Creation:

- The Head Chef from the Kitchen department shall assess and document the annual requirement for fresh apples based on past consumption data and submit the demand (ADF) to the Fresh Supply Store.
- The ADF should mention the following details: Item to be Procured: Apples — [variety], [grade], xx kg (period: 1 year), attach the prior year consumption log and last purchase rate along with justification for change in any requirement.
- The Head Chef shall sign the ADF before it is forwarded to the Fresh Supply store for validation.
- The Store in charge shall validate the demand and confirm stock shortfall from the system, and forward the demand for submission to the GM Unit.
- The GM Unit shall review the consolidated demand, consider budgetary impact, and either approve the demand or return it with reasons.

- For the procurement of Apples in the Fresh Supply Store, upon approval from the GM Unit, the request shall be forwarded to the Tender Award Committee (TAC)⁷ for approval.
- Once approved, the MM&D shall review the ADF to confirm specifications, delivery frequency and the type of tender such as Annual Rate Contract (ARC), etc. The section shall finalize the procurement route and prepare the tender/RFQ as appropriate.

3.1.2 Procurement of Items at Unit Level

- On receipt of the approved ADF, the MM&D/Concerned Division shall evaluate the requirement and shall raise a request for the Market Survey of the same to the GM Unit.
- The GM unit, upon receipt of such a request, shall constitute a small survey team/ Market Evaluation Committee. The committee shall constitute one representative each from the consuming department, concerned store, MM&D and finance department as per the approval from the GM Unit.
- The Last Purchase Rate (LPR) may be considered as a reference/ base rate for estimating cost and assessing price reasonableness for procurement of items of routine nature, provided the specifications, quality, scope and market conditions remain substantially unchanged.
- A market survey shall be conducted in the following circumstances, even if an LPR is available:

- Newly launched items:** Where the item proposed for procurement is newly introduced in the market and no reliable historical procurement data exists, or the available LPR does not adequately reflect prevailing market prices.
- Change in Technical Specifications:** Where there is a material change in technical specifications, design, functionality, performance parameters, or standards, which are not part of routine or standard procurement items covered under previous purchases.
- Non-routine or Specialized Items:** Where the item is non-routine, specialized, customized, or technologically advanced in nature and was not part of regular or repetitive procurement.

⁷ Tender Award Committee (TAC) is constituted for the following items (for Delhi based ITDC Hotel Division Units): Indian fruits and vegetables, English fruits and vegetables, frozen green peas, wood charcoal, fresh cultivated mushroom, supply of fish items, supply of mutton items, supply of chicken items, supply of ice cream, supply of fresh milk, supply of fresh paneer. The following personnel shall constitute the TAC, with HoD, MM&D as the Chairperson of the TAC:

- Head of Department (HoD), MM&D – Chairman
- Chief Accounts Officer (CAO), Ashok Hotel – Member
- General Manager, Samrat – Member
- General Manager, Vigyan Bhawan – Member
- Member Secretary by name from MM&D office

- iv. **Limited or New Sources of Supply:** Where the sources of supply are limited, newly developed, not generally available, or where new vendors or technologies have emerged, impacting market pricing.
- e. In case the list of items is exhaustive in nature and their supplier / manufacturers are outside local permissible visit area and spread across the country, the committee can decide to call the estimated rates through emails / letters clearly specifying that this is call of estimate rates for a certain purpose.
- f. The Market Evaluation Committee shall search GeM, hold industry consultations, and check with known established government vendors (if available) for such items.
- g. After comparing the prices, delivery, warranty, testing, performance, standards (BIS/BEE), FSSAI, source of procurement etc, the committee shall make its recommendations in its Market Survey Report.
- h. The report shall be submitted to the GM Unit for administrative approval for the estimated rates for the appropriate tender preparation/ procurement process.
- i. The MM&D/Concerned Division shall select the appropriate tender type, determine the mode of procurement and process the procurement as per technical specifications, estimated quantities, delivery schedule, inspection and quality criteria, along with GCC and SCC etc.
- j. The drafted e-tender shall be submitted to the GM Unit for review and approval⁸ of the SoW and financials prior to publication for the CPPP e-tender estimated over 15 lakh only. For procurements exceeding the GM Unit's approval limit, approval shall be obtained from the next competent authority (DCM/ DCF/VP/MD as applicable) in accordance with the Delegation of Powers before publication.
- k. Following GM Unit approval, the tender shall be published on GeM/CPPP/the required e-portal/platform. The GM Unit shall also approve the nomination for the Tender Evaluation Committee (TEC) from user dept who raised the demand (if any), concerned store, MM&D and finance as deemed fit by the GM unit. For e-tenders over 15 lakhs only HoDs shall be nominated and below the amount, any officer accordingly will represent the HoDs for the nomination by the GM Unit. The committee member, particularly from user department should

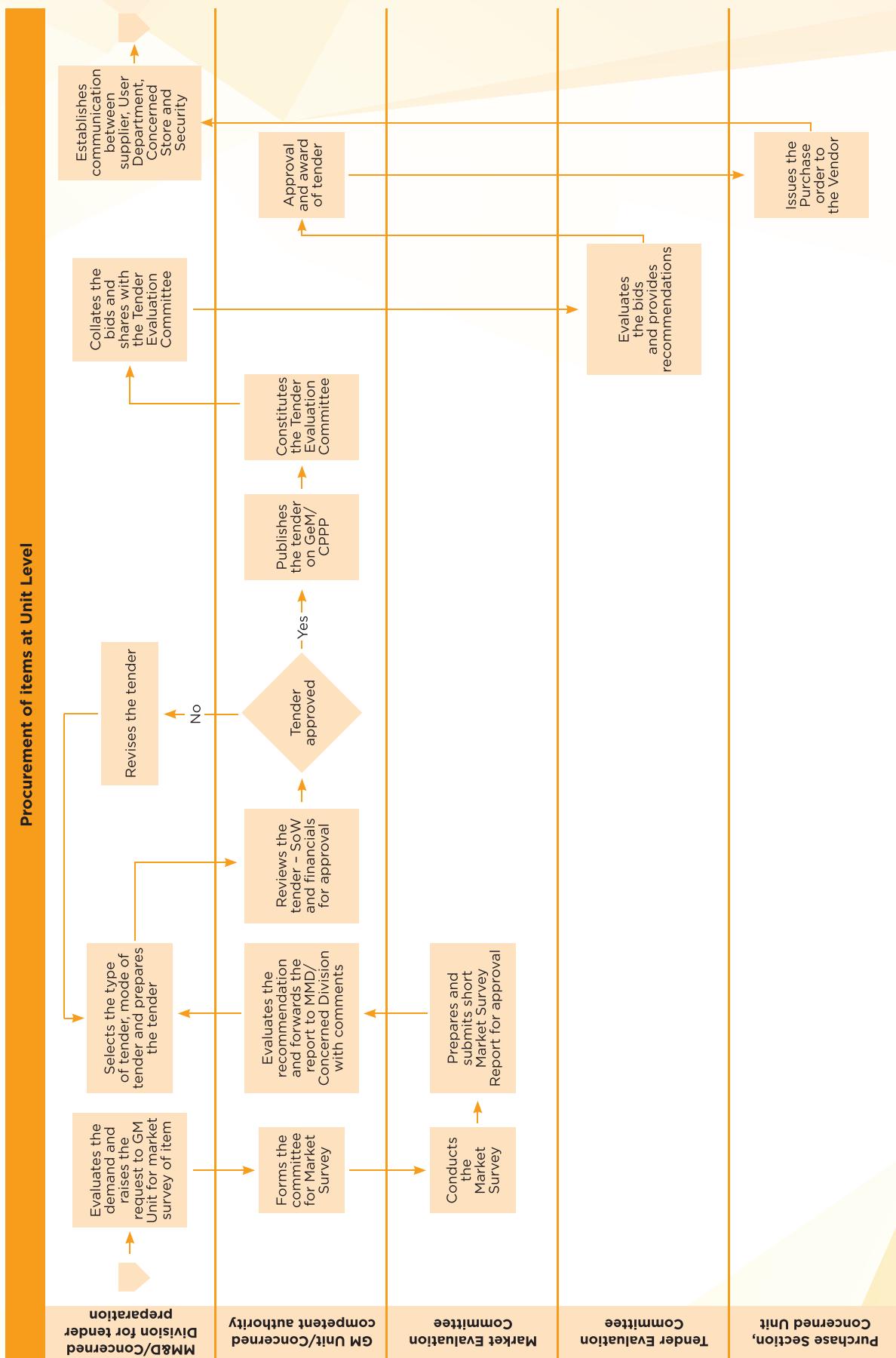
⁸ Where the user dept / accounts requests changes, the MM&D/Concerned Division shall revise the tender (if applicable) and resubmit it for approval.

have the domain knowledge for the subject tendered items specifically for the procurement of engineering items⁹. In case the tender is not approved, the MM&D/Concerned Division shall revise the tender and resubmit.

- I. All bids received online only shall be collated by the MM&D/Concerned Division and formally shared with the Tender Evaluation Committee for evaluation through e-office.
- m. The Tender Evaluation Committee shall perform technical evaluation first and record the findings, shortlisting only technically qualified bidders for financial consideration.
- n. Financial evaluation shall be carried out on an L1 (lowest bid) through two bid tendering process¹⁰ among the technically qualified bidders, unless an alternate evaluation methodology is specified in the tender. No hard copy of the bids shall be accepted directly from the bidders.
- o. The TEC shall prepare a technical evaluation report and recommend the successful bidder (L1) after financial bid opening, including any clarifications, deviations or conditionalities identified during evaluation and sampling (if any). The report shall be submitted to the GM Unit for approval or higher management based
- on the DoPs. The TEC shall prepare a technical evaluation report and after evaluation of technical bid criteria including any clarifications, deviations or conditionalities identified during evaluation and sampling if it is in the tender clause and put up for opening of the financial bid / bids as per DoP.
- p. Upon approval and award of tender from the competent authority, the Purchase Section shall issue the Purchase Order (PO) to the successful bidder.
- q. The Purchase Section shall ensure that any required contractual safeguards (security deposit, performance bank guarantee, delivery milestones) are included in the PO and obtained as applicable.
- r. The MM&D/Concerned Division shall establish formal communication channels between the supplier, the User Department, the Concerned Store and Security for delivery coordination, site access and compliance checks.

⁹ Refer to section 4.1 of this manual for the applicability to publish on GeM or CPPP, along with the mode and type of tender for the items to be procured

¹⁰ Refer to section 4.1.8.1 (b.) of this procurement manual for further details on the process



Note:

1. All bid documents, bid opening minutes, TEC reports, comparative statements, approval memos and the issued PO shall be retained as the procurement record and filed against the Indent Slip/ ADF.
2. Where the tender cannot be approved or yields no acceptable bids, the MM&D/Concerned Division shall record the reasons, revise the tender if necessary, and reinitiate the process in line with approval requirements.
3. Timeframes for tender preparation, publication, bid evaluation and PO issuance shall be adhered to as per the approvals provided by the competent authority.

Sample Process: For the procurement of “Fresh Fruits such as Apple” for the Ashok Hotel.

SBU: Hotel Division

Unit: Ashok Hotel

Store: Fresh Supply Store

User Department: Kitchen

Procurement of Items:

- On receipt of the approval from the TAC, the MM&D at Ashok shall review the requirement and determine the appropriate tender type and procurement mode for yearly supply.
- MM&D shall prepare the tender specifying the variety, grade, estimated quantities, weekly delivery schedule, inspection criteria, packaging and hygienic transport conditions, including details mentioned in the ADF.
- The drafted tender shall be submitted to the GM Unit for review. The MM&D shall incorporate any required changes and secure final approval from the GM Unit before publication.
- Upon approval from GM Unit, the tender is published on GeM.
- MM&D shall collate all received bids and forward the submissions to the Tender Evaluation Committee (TEC) for assessment.
- The TEC shall perform a technical evaluation of documents submitted, shortlisting only those bidders who meet the specified quality and delivery criteria.
- Financial bids of technically qualified bidders shall be opened and evaluated on an L1 basis.
- The TEC shall prepare a comprehensive evaluation report recommending the successful vendor(s), documenting any clarifications, deviations, or conditionalities, and submit the report to the GM Unit for approval.
- Upon GM Unit approval of the TEC recommendation, the Purchase Section shall issue the Purchase Order (PO) to the selected vendor.
- The Purchase Section shall ensure the PO includes contractual safeguards appropriate for perishables, such as delivery milestones, sample acceptance clauses, replacement timelines, penalties for non conformance and any required security or performance assurance.
- MM&D shall establish a formal communication channel between the supplier, the Kitchen (Head Chef), the Fresh Supply Store and Security to coordinate delivery windows, gate access and inspection arrangements.

3.1.3 Supply, Receipt and Storage of Items

The system of receipt starts with the placement of Purchase order by Purchase section, a copy of which is sent to Stores. It gives an idea about the volume of receipts, and helps in planning of receipt, unloading, unpacking and other related activities.

- a. The supplier shall dispatch goods accompanied by the Dispatch Note, the Purchase Order copy and three copies of challans.
- b. On actual delivery, the user department manned with Security Guard/GRV Clerk, shall unpack the goods received and check the quantity and condition of goods using weighing scales, measuring devices, tapes etc. and tally it with the challan/ invoices submitted by the suppliers¹¹.
- c. Where items are found to be defective or non-conforming at the gate, Security shall reject the delivery and issue a Non Returnable Gate Pass to the vendor for removal of the consignment.
- d. After physical checking of material, if items pass the initial check, Security shall record the entry in the Gate Register and issue a Returnable Gate Pass to the vendor for onward movement to the Store and the concerned Storekeeper shall be informed. Security shall create and hand over a

Good Receipt Voucher (GRV) and shall sign the original challan to confirm receipt for Stores.

- e. Upon receipt of GRV, the concerned Store shall verify the delivery against the Indent/ ADF/PO. The Store shall conduct a detailed inspection for quantity, packaging, documentation and visible defects immediately upon receipt. A Store Receipt Voucher (SRV) shall be created and the original copy of the challan submitted by the supplier shall be signed after security/check by Storekeeper as a token of receipt of material as per the quantity specified in challan. Duplicate copy of challan will be kept by the concerned Storekeeper.
- f. Inspection should be carried out before the goods are stored in Store Section. After the material has been received by Storekeeper and compared with the Purchase Order and found correct, an inspection request should be sent to the indentor or user department requiring to assess the goods as per the approved demand. The quality of goods should be thoroughly checked as well with reference to the approved quality checkpoints. Upon acceptance by the User Department, the authorized representative shall sign the original challan to confirm acceptance of the supplies.

¹¹ Wherever physical counting is not possible on the spot, it should be endorsed with total receipt of packets subject to physical counting.

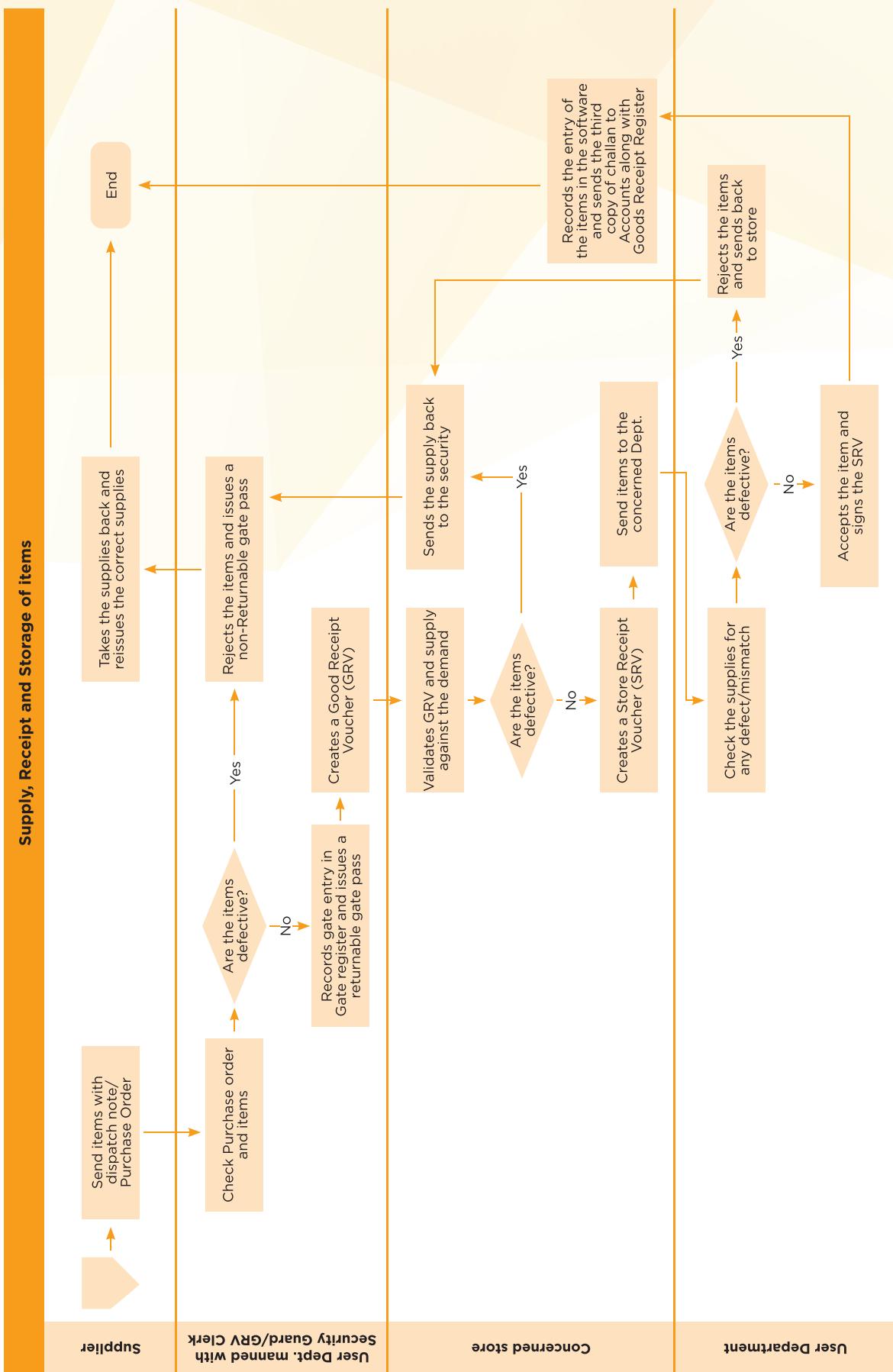


Figure 3.3 Process for supply, receipt and storage of items

- g. The First copy of challan/bill shall be sent to Accounts along with Goods Receipt Voucher (GRV). GRV signed by the concerned Store Keeper and before sending to Accounts Department, the same to be endorsed by MM&D Executive and the first copy i.e. the original copy of GRV duly signed by Store Keeper and endorse by MM&D Executive and quality of material certified by Consuming Department Executive and then sent to Accounts Department for payment along with bill and Purchase Order / work order.
- h. The Store shall record accepted items in the inventory software promptly, ensuring that quantity and item name, code with details is captured.
- i. Where items are found to be defective or non conforming, it is necessary to inform the supplier immediately by endorsing the document with details of non-conformance. The rejection should be recorded against the GRV.
- j. Security shall, on receipt of rejected material from the Store, issue a Non Returnable Gate Pass to the vendor and facilitate the removal of the rejected consignment.

Note:

- 1. The User Department shall perform a technical/functional inspection where required and shall accept the items only after confirming compliance with specifications.
- 2. If the User Department identifies defects during inspection, it shall instruct the Concerned Store to return the items to Security for vendor return and shall document the reasons for rejection.
- 3. The following shall be considered for rejection during inspection. The list below is indicative and not exhaustive. The inspecting authority may reject goods for any other defects observed, and all such decisions shall be recorded with clear justification.
 - i. Spoilage or visible contamination
 - ii. Expired or insufficient remaining shelf-life
 - iii. Short quantity / short weight delivered
 - iv. Wrong item or incorrect specifications supplied
 - v. Physical damage or breakage
 - vi. Packaging breach or tampered seals
 - vii. Substandard quality (below specified standards)
 - viii. Missing parts, accessories or mandatory documentation
 - ix. Incorrect, incomplete or non-compliant labelling
 - x. Functional or performance failure on testing/inspection

- xi. Counterfeit or unauthorized branded items
- xii. Safety hazards (electrical, mechanical, chemical risks)
- xiii. Mixed or inconsistent batches / lot mismatches
- xiv. Pest infestation evidence

4. Any returned consignments that the Vendor replaces shall be re delivered following the same gate, GRV and SRV process and shall be re inspected before final acceptance.

5. All GRVs, SRVs, gate pass entries and acceptance/rejection documentation shall be retained and filed against the original Indent Slip/ADF and Purchase Order as part of the procurement record.

6. Repeated delivery failures or quality rejections shall be recorded against vendor performance and may be considered during future sourcing decisions.

Sample Process: For the procurement of “Fresh Fruits such as Apple” for the Ashok Hotel.

SBU: Hotel Division

Unit: Ashok Hotel

Store: Fresh Supply Store

User Department: Kitchen

Supply and Receipt of Items:

- The supplier shall dispatch the Apples with a Dispatch Note, a copy of the Purchase Order (PO) and three copies of the challan and shall deliver on the PO-specified date and time.
- The user department manned with Security Guard/GRV Clerk at Ashok shall verify vendor identity, the Dispatch Note and the PO copy at the gate and shall perform an initial check for obvious spoilage or major non-conformance.
- If the items display obvious spoilage or major non conformance at the gate, Security shall reject the delivery and shall issue a Non-Returnable Gate Pass for items received from the vendor.
- If the items pass the initial gate check, Security shall record the entry in the system, shall issue a Returnable Gate Pass for movement to the Fresh Supply Store, and shall prepare a Good Receipt Voucher (GRV) and shall sign the original challan to confirm receipt for Stores.
- Upon receipt of the GRV, the Fresh Supply Store shall verify the delivery against the Indent Slip/ADF/PO and shall create a Store Receipt Voucher (SRV).
- The Fresh Supply Store shall inspect packaging and count quantity (weight) and shall forward the items to the Kitchen immediately upon receipt.
- The Head Chef shall evaluate the sample on the same day against the Indent Slip acceptance criteria (taste, firmness, colour, shelf life) and shall communicate acceptance or rejection in writing to the Store.
- Where both Store inspection and Kitchen sample evaluation confirm conformity, the Head Chef shall sign the SRV to indicate acceptance and the Store shall record the accepted quantity and item code in the inventory system and the Store in charge shall sign the SRV and original copy of the challan submitted by the supplier as a token of receipt of material as per the quantity specified in challan. Duplicate copy of challan shall be kept by the concerned Storekeeper.

- The third copy of challan shall be sent to Accounts along with Goods Receipt Voucher.
- Where the Store or Kitchen identifies defects or mismatches, the Store shall mark the GRV/ SRV as rejected for the affected quantity, shall document rejection reasons, and return the items to Security to be returned to the supplier.
- Security shall issue a Non-Returnable Gate Pass for rejected items and shall assist the supplier with the collection of such items.
- The supplier shall replace rejected items within the PO replacement timeframe (for perishables, typically within 24 hours); replacement deliveries shall follow the same gate → GRV → SRV → evaluation process.

3.1.4 Inspection of Items

Inspections ensure inventory meets contractual, safety, and operational specifications. They protect organizational assets and verify operational suitability. It helps to detect non conforming items early, helps contain quality issues quickly and meet regulatory compliance. They reduce quality, financial, and operational risk and support timely corrective actions and continuous improvement.

There are two types of inspections that shall be conducted: Internal and External Inspections.

3.1.4.1 Internal Inspections

1. Inspection at the time of receipt

This includes verification of quantity, identity, documentation and basic quality/functional condition before goods are accepted into stock. Please refer to section 3.3 of this manual for detailed procedures.

2. Regular / daily / routine inspections

Routine inspections are recurring checks of stored items to detect damage, deterioration, expiry risk, record discrepancies and storage problems before they affect operations. They are practical, largely visual, and focused on preventing loss and maintaining usable stock.

3. Quarterly inspections

Quarterly inspections shall assess quality, quantity, usage patterns, slow-moving stock, and IPR compliance, and shall document a structured review of inventory and supplier performance against the signed contract. They should be conducted across all stores to identify systemic issues and to validate the effectiveness of controls. The procuring entity shall follow the process below for conducting quarterly inspections.

- a. The GM Unit shall schedule the quarterly inspection and shall constitute the Inspection Committee for the period. The committee shall constitute one representative each from the consuming department, concerned store, MM&D and finance department as per the approval from the GM Unit.
- b. The Inspection Committee shall define the sample selection (risk-based / perishable / high value / previously non conforming items) and the inspection agenda and shall request documentation from the Concerned Store and the MMD/Concerned Division at least fourteen days prior to the inspection.

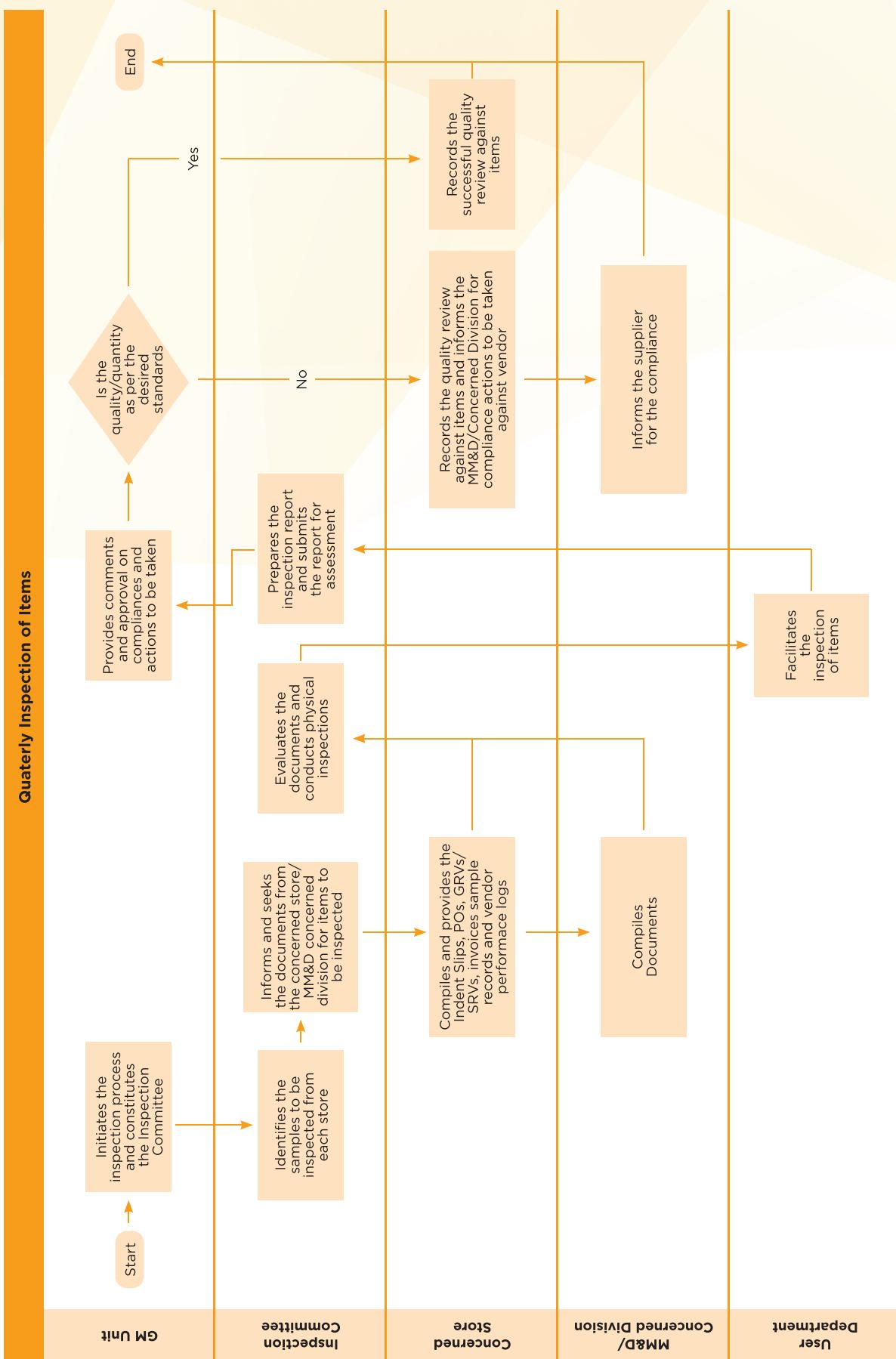


Figure 3.4 Process for quarterly inspections

- c. The Concerned Store and the MMD/Concerned Division shall compile and provide the inspection pack, including Indent Slips, Purchase Orders, GRVs / SRVs, invoices, sample records, supplier performance logs, etc.
- d. The Inspection Committee shall review the documentation in advance and shall prepare the physical inspection checklist and sampling instructions.
- e. On the inspection day, the Inspection Committee shall conduct physical inspections for the listed items. Security shall present the gate/GRV records, and the Store shall provide physical stock and sample lots. The User Department shall perform functional checks for applicable items, facilitate technical tests, and co-sign any sample evaluation notes produced during the inspection.
- f. The Inspection Committee shall record all findings on the standard Inspection Report, attach photographic evidence, and classify each sampled item as Accepted, Conditionally Accepted or Rejected.
- g. For any non-conformance, the Inspection Committee shall issue a Non-Conformance Report (NCR) with a clear description, affected quantity, evidence and recommended immediate actions (return to supplier, disposal).
- h. The Inspection Committee shall submit the consolidated Inspection Report and NCR register to the GM Unit within five working days of completing the inspection.
- i. The GM Unit shall review the Inspection Report, provide comments and approve the corrective actions or further escalations required.
- j. For the items in appropriate conditions, the Concerned Store shall record the successful quality review against the inspected items.
- k. In case of an NCR where the quality/quantity of items is not as per the desired standards, the Concerned Store shall record the comments from the GM Unit and the report of the Inspection Committee and inform the same to the MMD/Concerned Division.
- l. The MMD/Concerned Division shall notify the supplier of the NCR and request a Corrective Action Plan (CAP) within seven working days. The CAP must specify root cause, corrective measures, preventive actions and timelines.
- m. The MMD/Concerned Division and the Concerned Store shall monitor CAP implementation, verify replacement deliveries or corrective measures, and update the Inspection Committee and GM Unit on closure status. The complete process shall be completed within 15 working days or as per the agreed timeline for complex issues.

Note:

1. The Concerned Store shall record supplier performance implications (penalties, warnings, suspension) where CAPs are not timely or where repeated failures occur and shall reference these in future sourcing decisions.
2. All Inspection Reports, NCRs, CAPs, and supporting documents shall be filed against the original Indent Slip / PO and retained as per the retention policy for Inspection and traceability.
3. The GM Unit shall require the Inspection Committee to summarize KPI outcomes (items passed, NCR count, average CAP closure time, repeat offenders) and shall review trends to recommend process or specification changes.
4. Significant or unresolved quality/quantity failures, high value issues or repeated supplier non compliance shall be escalated to the GM Unit and the Competent Authorities as per the Delegation of Powers.
5. The quarterly Inspection process shall be uniform across all stores, and parallel inspection teams shall be used where feasible to ensure timely completion without disrupting store operations.

4. Surprise / unannounced inspections

Ad-hoc, unannounced checks shall be conducted at the discretion of the GM Unit or higher authorities (DCM/ DCF up to the Managing Director) to obtain an unbiased view of store conditions, deter malpractices, and verify compliance between scheduled inspections.

3.1.4.2 External Inspections

External inspections include regulatory and government audits, third-party audits or testing performed by accredited bodies. These inspections are conducted by accounts department, external agencies, independent auditors, or laboratories as required by contract terms, statutory requirements, or issued government protocols. Results and certificates from external inspections shall be submitted to the GM Unit and filed against the original Indent Slip/PO for traceability.

3.1.5 Disposal of Obsolete/Expired Items

The disposal process ensures timely identification, segregation and

authorized disposition of slow moving, obsolete, expired or otherwise unusable inventory in the Hotels Division. It protects guest safety, preserves storehouse integrity, limits financial loss and ensures compliance with statutory and environmental requirements. All disposal decisions must be documented and approved at the prescribed authority level.

The following shall be considered while evaluating and executing the disposal of obsolete items:

1. **Slow-moving stock:** Items with little or no issue activity in the last 12 months shall be assessed for reallocation or disposition review.
2. **Stock held for >3 years:** Any item physically in inventory for more than 3 years from the receipt or GRV date, except where documented business justification and formal approval exist (e.g., strategic spares). Such items shall be reviewed for usability, safety and disposal.

3. Expired or perishable items:

These are consumables, foodstuffs, chemicals or pharmaceuticals past their expiry date, or within the defined near-expiry window specified in the product purchase. These must be disposed of in accordance with safety and regulatory rules.

4. Items with outdated technical specifications:

Equipment, components or software that are superseded, no longer supported by the vendor, incompatible with current systems, or that fail to meet current operational/specification requirements. should be evaluated for obsolescence risk and appropriate disposition.

5. Others / miscellaneous:

Items damaged beyond economical repair, packaging-degraded stock, items subject to safety recalls or regulatory non-compliance, promotional or sample items with no planned use, and excess spares without foreseeable demand shall be reviewed and disposed if, required.

- a. The Concerned Store shall conduct a periodic scan each quarter to identify slow moving, surplus, obsolete, deteriorated or >3 year stocks and shall segregate suspected dead inventory into a clearly marked enclosure.
- b. The Concerned Store shall prepare a consolidated list for each lot (item description, quantity, location, book value, age, identification marks) and shall record the lots on the stores system and submit the list to the Accounts department.

c. The GM Unit shall first check whether any listed items are reusable by other Units; where reuse is confirmed, the GM Unit shall authorize transfer, and the Concerned Store shall request Security to issue a Debitable Gate Pass and effect the inter-unit transfer.

d. Where items are not reusable, the GM Unit shall constitute the appropriate evaluation committee and shall notify MM&D and Store of the committee constitution. The committee shall constitute one representative each from the consuming department, concerned store, MM&D and finance department as per the approval from the GM Unit.

e. The Evaluation Committee shall conduct verification of the segregated lots, assess usability, and safety/hazard aspects, and shall prepare a report detailing item condition, written down values, identification marks and recommendations (reuse, repair, disposal).

f. The Committee shall consider recoverable material, repairability, possible internal transfers and the mode of disposal that will maximize realization while complying with statutory and safety requirements.

g. The Committee's report shall be submitted to the GM Unit for review within 15 working days of constitution. The GM Unit shall provide comments

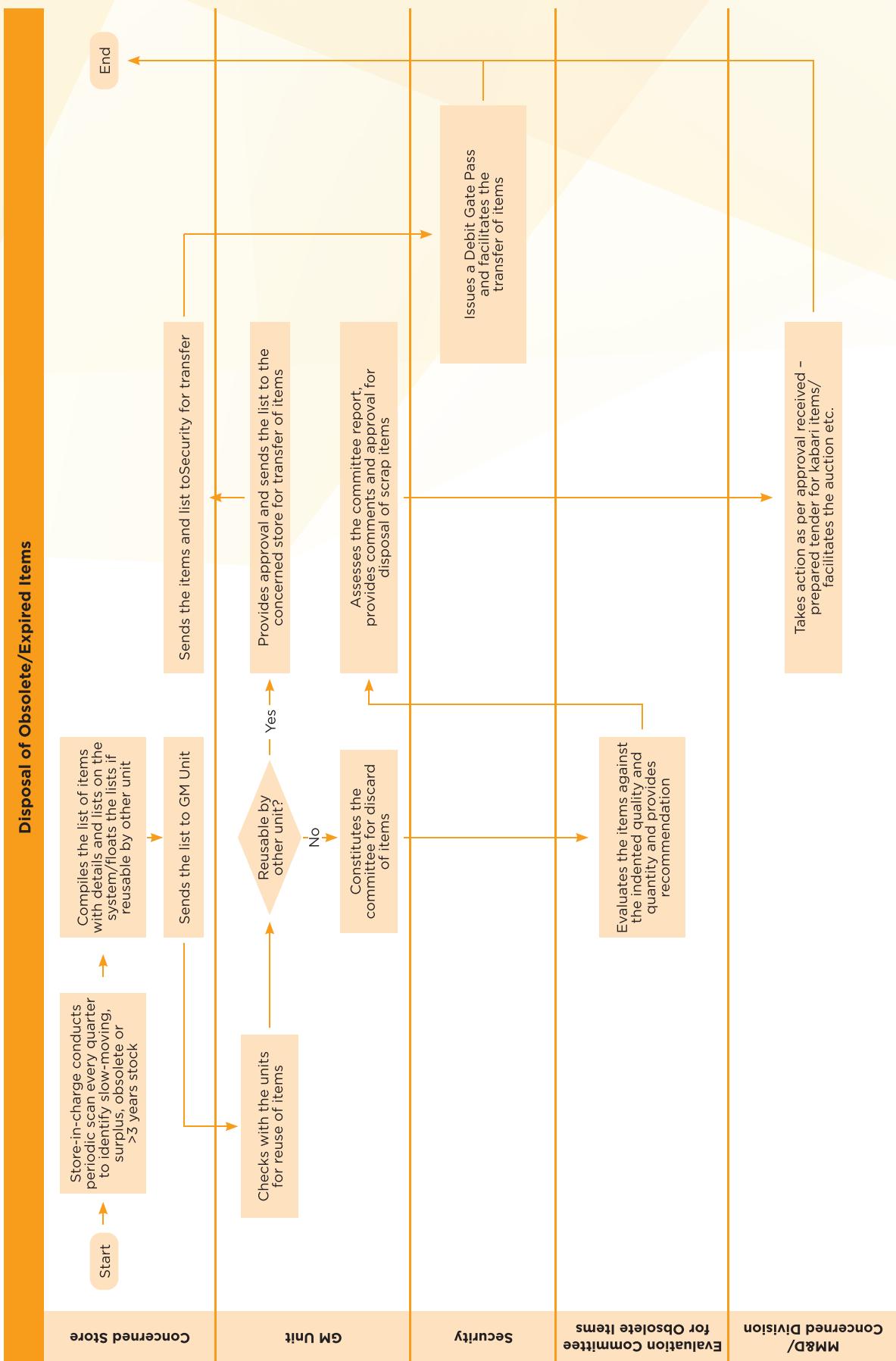


Figure 3.5 Process for disposal of obsolete items

(if any) and suggest the recommended mode of disposal and grant sanction to proceed.

h. The MM&D/Concerned Division shall determine the appropriate disposal route in accordance with the approved mode (limited tender/ e auction¹²/public auction or advertised tender for high value/capital items, or Kabari contract) and shall prepare the disposal documents within 10 working days of approval.

i. Disposal shall be awarded to the highest responsive bidder (or as per approved mode).

The MM&D/ Concerned Division shall facilitate with the Purchase section for the collection of sale proceeds/ earnest money/security as per the terms. The Purchase section shall issue the Sale/ Release Order only on receipt of payment.

j. Delivery of sold material shall be supervised and witnessed by the Store in charge, an Accounts representative (stock verifier) and a Security representative; weighment/ counting shall be jointly verified and recorded on the gate pass/issue note.

Note:

1. If disposal yields no acceptable bids, the GM Unit with Purchase Section concurrence may approve disposal at scrap value or destruction in an eco friendly manner.
2. The Concerned Store, MM&D/ Concerned Division and Purchase Section shall ensure that all disposal documentation (Committee Evaluation Report, Committee minutes, disposal notice, bid opening minutes, comparative statements, sale orders, payment receipts, gate passes, weighment slips and destruction certificates) are filed against the original lot record and retained as per record retention policy.
3. Security shall enforce site rules during inspection, bidder visits, loading and removal and shall ensure issuance of appropriate gate passes for all movements of disposal lots.
4. Any disposal below reserve price, single bid awards, inter state hazardous waste sales or exceptions to the standard mode shall require explicit approval from the Competent Authority with Finance concurrence and shall be documented.
5. The Hotels Division shall comply with the Solid Waste Management (SWM) Rules, 2016¹³ (and subsequent amendments (2019¹⁴ and 2020¹⁵) in all matters relating to segregation, handling, storage, transport and disposal of municipal solid waste generated at ITDC properties.
6. Hazardous or regulated waste shall be segregated, quarantined, and documented with lot details before movement. Only authorized transporters and licensed recyclers shall be engaged¹⁶.
7. The hotel division shall use the relevant EPR portals of CPCB¹⁷ wherever applicable to align with the government's sustainability norms.

¹² Where applicable, disposal of obsolete items shall be conducted through the MSTC e portal (e auction), and full electronic records of listings, bids, sale orders and payment receipts shall be retained against each lot.

¹³ https://cpcb.nic.in/uploads/MSW/SWM_2016.pdf

¹⁴ https://moef.gov.in/uploads/pdf-uploads/pdf_684013eb1dcf8738484860.pdf

¹⁵ <https://qps.nhsrcindia.org/sites/default/files/2022-01/Solid%20Waste%20Management%20%28Amendment%29%20Rule%202020.pdf>

¹⁶ <https://cpcb.nic.in/uploads/hwmd/HOWM-Tenth-Amendment-Rules-2024.pdf>

¹⁷ <https://cpcb.nic.in/all-epr-portals-of-cpcb/>

3.2 Procurement of Services

3.2.1 Hiring of Services at Hotels Division

- a. The User Department shall assess the service requirement and prepare a Statement of Work (SoW) setting out scope, deliverables/ milestones, performance standards, manpower requirement, volume and nature of service, timelines, estimated budget and payment structure, and shall attach supporting documents (if any).
- b. The User Department shall submit the SoW and justification to the GM Unit for review and approval.
- c. The GM Unit shall review the SoW for completeness, budget alignment and operational suitability, and shall either approve it or return it to the User Department with required revisions.
- d. On approval, the GM Unit shall forward the approved SoW to the MM&D/Concerned Division for procurement action.
- e. MM&D/Concerned Division shall determine the appropriate procurement mode and tender type (e.g., open tender, limited tender, GeM/CPPP posting, etc.).
- f. MM&D/Concerned Division shall finalize tender documents with bid submission in coordination with the User Department.
- g. Upon approval from the GM Unit, the MM&D/Concerned Division shall publish the tender on the mandated e-platform(s) and other approved channels, shall record publication/posting IDs.
- h. The GM Unit shall constitute the Tender Evaluation Committee (TEC). The TEC shall include representatives from user dept who raised the demand, MM&D and finance as deemed fit by the GM unit.
- i. All bids received online only shall be collated by the MM&D/Concerned Division and formally shared with the Tender Evaluation Committee for evaluation through e-office.
- j. The TEC shall evaluate bids strictly against the published criteria (technical compliance, past performance, safety and statutory compliance, commercial evaluation) as per the mentioned method (LCS, QCBS, etc.). The TEC shall document technical scores, commercial comparisons, clarifications sought and any recommended negotiations.
- k. The TEC shall prepare a written evaluation report with a clear recommendation and shall submit the report to the GM Unit.
- l. The GM Unit or the designated approving authority shall review the TEC recommendation and shall either approve the award or request further clarifications.
- m. Upon approval and award of tender from the competent authority, the Purchase Section

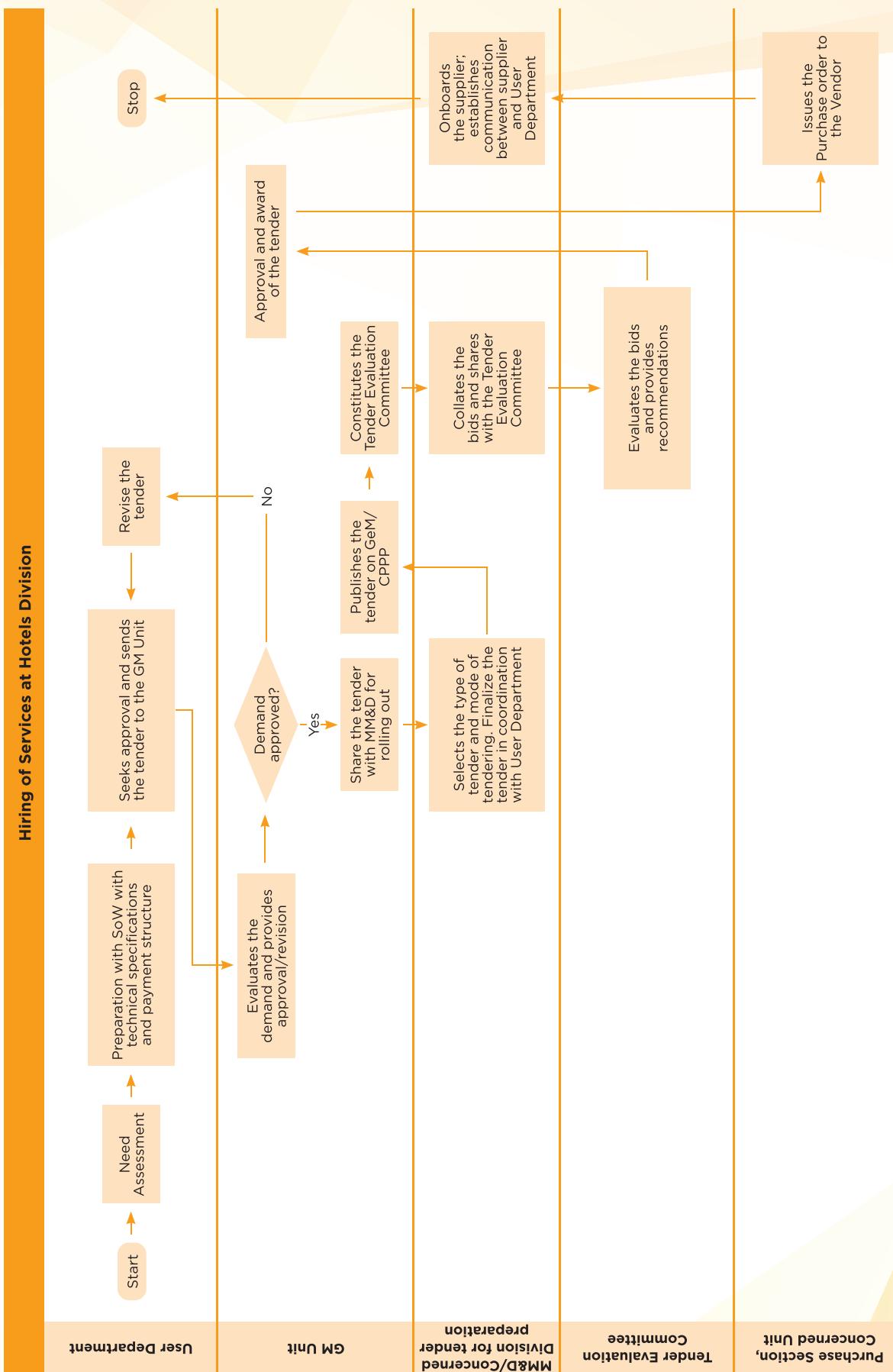


Figure 3.6 Process for hiring of services at the Hotels Division

shall issue the Purchase Order (PO) to the successful bidder.

n. The Purchase Section shall ensure that any required contractual safeguards (security deposit, performance bank guarantee, delivery milestones) are included in the PO and obtained as applicable.

o. The MM&D/Concerned Division shall onboard the supplier and establish formal communication channels between the supplier, the User Department, for service delivery coordination, site access and compliance checks.

Note:

1. All bid documents, bid opening minutes, TEC reports, comparative statements, approval memos and the issued PO shall be retained as the procurement record and filed against the Tender.
2. Where the tender cannot be approved or yields no acceptable bids, the MM&D/Concerned Division shall record the reasons, revise the tender if necessary, and reinitiate the process in line with approval requirements.
3. Timeframes for tender preparation, publication, bid evaluation and PO issuance shall be adhered to as per the approvals provided by the competent authority.

3.2.2 Supplier Payment for Services Onboarded at Hotels Division

a. Once the supplier completes the services as per the defined milestones in the contract, the Supplier shall raise and submit the final bill/invoice and all supporting documents (completion certificate, acceptance report, timesheets/delivery logs, photographs, tax invoices, bank details and any contractually required certificates).

b. The User Department shall inspect and verify completion of the deliverables against the SoW/SLA and shall prepare an internal assessment/acceptance report identifying any deficiencies, shortfalls or pending items.

c. Where the services as per the deliverable are incomplete or non-conforming, the User Department shall notify the Supplier immediately, shall record required rectification actions and timelines, and shall withhold certification until corrective actions are completed.

d. When deliverables meet contract requirements, the User Department shall certify acceptance in writing (completion/acceptance certificate) and shall attach the acceptance certificate and internal assessment report to the billing package.

e. Once the supplier raises the bill for payments, the User Department shall forward

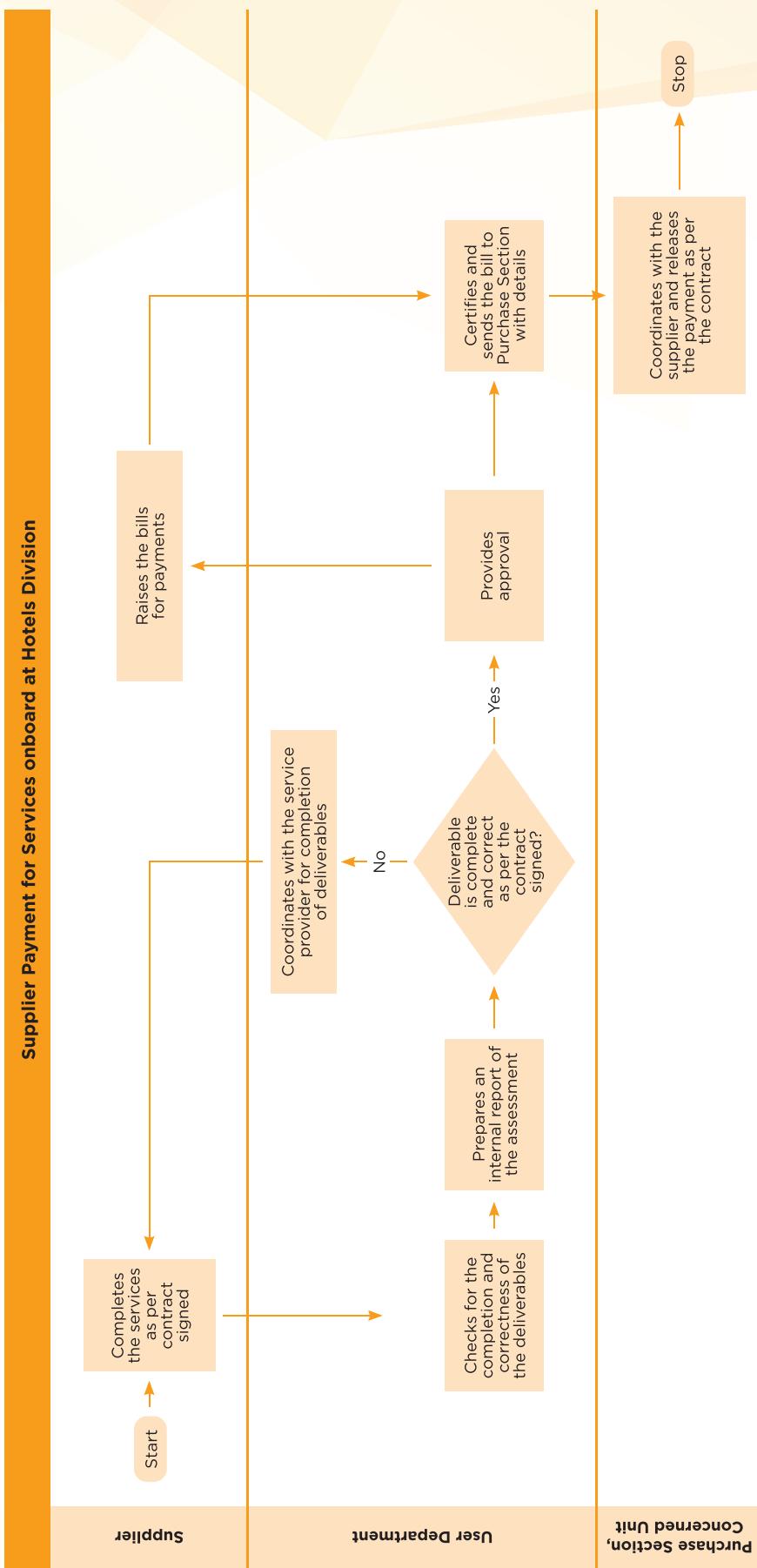


Figure 3.7 Process for supplier payment for services onboarded at Hotels Division

the same, with all supporting documents and any proposed deductions or penalties, to the Purchase section.

f. The Purchase section shall verify the bill raised for completeness and correctness against the Purchase Order/Service Agreement, check that statutory and contract requirements, compute payable amount after applying contractual deductions.

g. Where clarifications or discrepancies exist, Purchase section shall coordinate with the Supplier and the User Department.

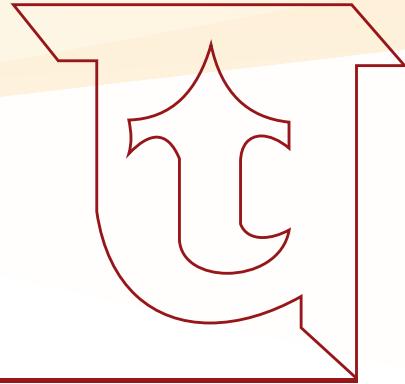
h. Once, the documents are in place, the payment shall be released in accordance with the contract payment terms.

Note:

1. Cash payments shall be avoided, where cash/cheque payment is unavoidable, Purchase shall obtain prior approval and supporting justification and shall document the transaction.
2. The Purchase/Accounts section shall ensure that performance security, bank guarantees or retention clauses are recorded and that any release of such securities follows completion/warranty provisions of the contract and formal clearance from the User Department.
3. The User Department and MM&D/Concerned Division shall monitor any rectification work and shall confirm in writing when remedial actions are completed so that withheld amounts, if any, can be released or adjusted as per contract.
4. If the Supplier fails to rectify defects within the contractual cure period, the User Department shall initiate contractual remedies¹⁸ (deduction, invocation of performance security, etc.) and shall notify Purchase/Accounts to effect recoveries as required.
5. All original payment documents (invoice, acceptance certificate, assessment report, approvals, payment advice, bank confirmation and correspondence) shall be filed against the contract/PO and retained as per the record retention policy.

¹⁸ Refer to ITDC's model legal template

TENDERS – POLICY, PROCEDURES AND COMPLIANCE



>>

04

This chapter lays out the different tendering modes and principles to be followed at the Hotels Division of ITDC and maps each route to the relevant sections of the Manual for Procurement of Goods, Second Edition, 2024, Department of Expenditure and GFR requirements. The objective is to ensure procurement is transparent, competitive, fair, auditable and delivers value for money.

The chapter standardizes the selection and application of tender types at Hotels Division based on risk, complexity, market conditions and monetary thresholds. It also provides concise operational guidance and ready cross-references, so the concerned team can consistently select the appropriate tender route and apply necessary safeguards.

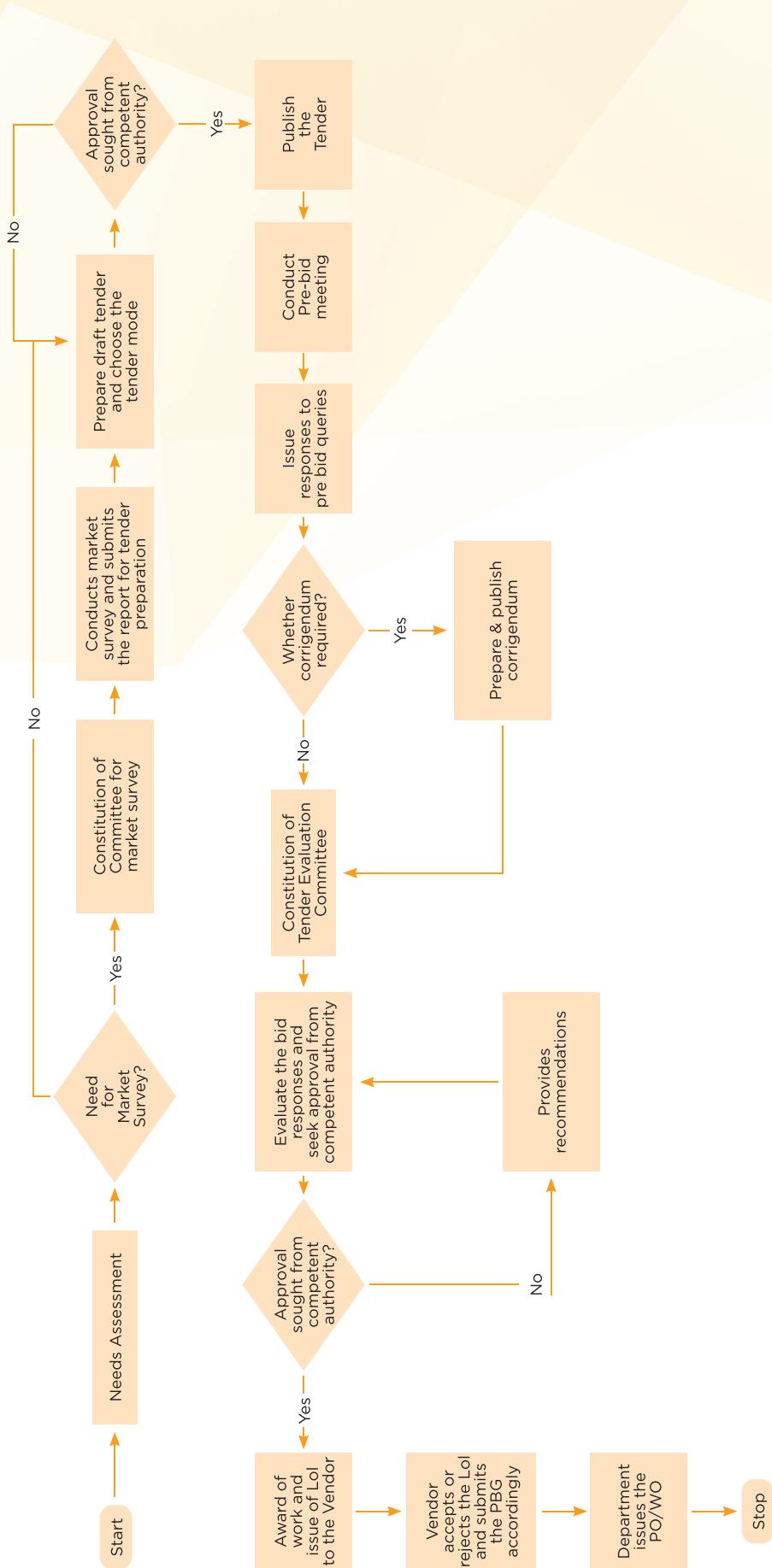


Figure 4.1 General tendering process

4.1 Principles for Procurement of Goods and Services

4.1.1 Planning and Market Assessment

- a. Requirement assessment shall always precede tendering. The planning & market assessment stage shall include but not limited to the preparation of technical specifications, required estimated quantities, delivery schedule, inspection criteria, life-cycle considerations and sample needs etc. that shall be documented. For new or specialized items/services, a Market Survey shall be completed and retained as part of the procurement record¹⁹.

4.1.2 Mandatory Use of Government Platforms

- a. The procuring entity shall prioritize channels and platforms that offer scalability, operational feasibility and reliable availability. This requirement is especially important for needs that require wide outreach. As a core objective, the procuring entity shall maximize the use of government e-platforms and government agencies to secure supply and achieve value for money.
- b. Any common-use goods available on GeM must be procured through GeM. However, if an item is not listed on GeM, units may arrange off-platform procurement of goods²⁰.

- c. Wherever feasible, procurement shall be sourced from government channels - NAFED (National Agricultural Cooperative Marketing Federation of India), NDDB (National Dairy Development Board), NCFDI (National Cooperative Dairy Federation of India) NCDC (National Cooperative Development Corporation, eNAM - National Agriculture Market, other government e-commerce portals (if required), Public Sector Undertakings, State Government agencies, authorized agro-corporations, etc. to leverage price advantages, statutory preferences and assured compliance. Any deviation must be justified and documented with approval from the competent authority.



Figure 4.2 Platform hierarchy to be followed for procurement

¹⁹ Chapter-2, section-2.1, sub-section- 2 (f) (iii) (4), Manual for Procurement of Goods, Second Edition, 2024

²⁰ Rule 149 of GFR, 2017

- d. All the tender enquiries, corrigenda and bid-award details issued by the Hotels Division must be published on the Central Public Procurement Portal (CPPP)²¹.
- e. The Hotels Division shall receive all bids through an approved e-procurement portal. Where an in-house solution is not available, the Division shall use the Government-provided (NIC) e-procurement solution or another approved service provider procured through due process²².
- f. All units of ITDC shall implement the Public Procurement Policy for Micro and Small Enterprises (MSEs), 2012 (as amended²³). The policy mandates that a minimum of 25% of annual

procurement (by value) shall be sourced from MSEs, including a sub-target of 4% from MSEs owned by SC/ST entrepreneurs and 3% (within the 25%) from MSEs owned by women. For this purpose, all open/limited tender notifications for goods and services must be emailed to the Department of MSME requesting upload and circulation to relevant NISE/MSE vendors. In addition, all units of ITDC shall ensure that procurement award data to MSEs—including tender reference, supplier name, Udyam registration number, value, date of award, etc. as per the desired template shall be uploaded on the MSME²⁴ Sambandh Portal.

4.1.3 Choice of Tender Mode and DoP thresholds

S.No.	Type of Tender	Threshold Value (in INR) subject to concurrence by finance	DoP (VP/ HoD of Rank GM/DGM)	Reference- Section and Page No. in DoP
1.	Open Tender Enquiry (OTE)	Based on the designation and approving authority of the CAO at the unit level. (For e.g. AM / Manager / Sr. Manager / DGM etc. has limit for approving the FC of the tender estimated amount)	GM of the unit has the full power for approval to open tender of the unit. In case it's a club demand of two or more units the e-tender approving authority falls under GM (H).	No DoP for floating of e-tenders at unit level. Just approval is necessary to float the e-tender. Press NIT advertisement is necessary for e-tender estimate is over 15 lakh.
2.	Limited Tender Enquiry (LTE)	Same as above	GM of the unit has the full power for approval to limited tender provided there is proper justifications for limited tender bidding process as per the demand provided by user dept.	Same as above

²¹ Rule 159 of GFR, 2017

²² Rule 160 of GFR, 2017

²³ <https://msme.gov.in/public-procurement-policy>

²⁴ Please refer to the following link for the definition of MSEs:

<https://www.dcmsme.gov.in/Notification-S.O-no-1364-E-dated-21.03.2025-Revised-Definition.pdf>

S.No.	Type of Tender	Threshold Value (in INR) subject to concurrence by finance	DoP (VP/ HoD of Rank GM/DGM)	Reference- Section and Page No. in DoP
3.	OTE/LTE when single tender is received	Same as above	<p>DoP as follows:</p> <p>16.8 of GM (Unit) based on given category</p> <p>A: Upto Rs 6.00 lakh</p> <p>B: Upto Rs 4.00 lakh</p> <p>C: Upto Rs 1.00 lakh</p> <p>Upto Rs. 15.00 lakh under GM (H) HoD of Rank of GM/DGM</p> <p>Upto Rs. 25.00 lakh under GM (H) HoD of Rank of VP.</p> <p>DoP as follows:</p> <p>16.7 - C&MD/MD upto 1 Cr</p> <p>Functional Directors - upto 50 lakh</p> <p>VP / HoD - upto 25 lakh</p>	Pg no. 50, 42, 31 under DoPs Booklet
4.	OTE/LTE when there is Resultant Single Tender	Same as above	<p>DoP as follows:</p> <p>16.8 of GM (Unit) based on given category</p> <p>A: Upto Rs 6.00 lakh</p> <p>B: Upto Rs 4.00 lakh</p> <p>C: Upto Rs 1.00 lakh</p> <p>Upto Rs. 15.00 lakh under GM (H) HoD of Rank of GM/DGM</p> <p>Upto Rs. 25.00 lakh under GM (H) HoD of Rank of VP.</p> <p>DoP as follows:</p> <p>16.7 - C&MD/MD upto 1 Cr</p> <p>Functional Directors - upto 50 lakh</p> <p>VP / HoD - upto 25 lakh</p>	
5.	Purchase of Proprietary Articles	Same as above	<p>DoP as follows:</p> <p>16.10 of GM (Unit) based on given category</p> <p>A: Upto Rs 4.00 lakh</p> <p>B: Upto Rs 2.00 lakh</p> <p>C: Upto Rs 1.00 lakh</p> <p>Upto Rs. 15.00 lakh under GM (H) HoD of Rank of GM/DGM</p> <p>Upto Rs. 20.00 lakh under GM (H) HoD of Rank of VP</p> <p>DoP as follows:</p> <p>16.9 - C&MD/MD FULL subject to obtaining current rate list of the Company.</p> <p>Functional Directors - upto 15 Cr</p> <p>VP / HoD - upto 50 lakh</p>	Pg no. 49, 42, 32 under DoPs Booklet

S.No.	Type of Tender	Threshold Value (in INR) subject to concurrence by finance	DoP (VP/ HoD of Rank GM/DGM)	Reference- Section and Page No. in DoP
6.	Emergency Procurement- Cash Purchase	Same as above	Limit upto Rs. 10,000/- on each occasion provided it's a GST bill against the demand approved by GM / HoD.	As per circulars regarding cash purchase through advance imprest
7.	Emergency Procurement- Emergency purchases without calling quotations	Same as above	This DoP 16.12 only falls under GM of the units as per threshold criteria as follows in each occasion: Category A - 30,000/- Category B - 20,000/- Category C - 10,000/-	Pg no. 51, SECTION - V, DoP Booklet Purchase

Table 4.1 Choice of tender modes and DoP thresholds

4.1.3.1 Open Tender Enquiry (OTE)

OTE shall be the default mode in the Hotels Division for high-value or widely available requirements (for example: Bulk procurement of branded guestroom TVs, minibars, major kitchen or laundry plant purchases, Large-scale IT infrastructure, etc.). OTE shall be used for procurements above Rs. 50 lakhs, for any requirement with clear technical specifications, or where the supplier base must be broadened to ensure competition and best value.

4.1.3.2 Limited Tender Enquiry (LTE)

LTE shall be used in the Hotels Division for routine or moderate-value requirements where a controlled shortlist is appropriate (for example: batch orders of linen, mid-range kitchen appliances, speciality F&B items). LTE shall be used for procurements with an estimated value between Rs. 5,00,000 and Rs.

50,00,000. The shortlist of parties shall be approved by the Unit Head and documented for procurement records.

4.1.3.3 Procurement from OEMs or proprietary manufacturers

Procurement from OEMs or proprietary manufacturers (or their authorized dealers) against a PAC certificate may be permitted only where the item is genuinely available from a single source, for example, OEM spares for branded kitchen/laundry plant, etc. This route should be used sparingly, only with documented justification and prior approval, and recorded, as it can reduce transparency and may offer lower value for money compared with LTE/ OTE.

4.1.3.4 Single Tenders²⁶

Single Tenders procurement is permissible where standardization is essential, for example, to ensure compatibility of machinery, components or spare parts

with existing equipment and the goods can be procured only from a specific firm. This mode shall be adopted only on the recommendation of a competent technical expert and with the prior approval of the designated competent authority. A single tender may also be considered where it is the sole response to a press advertisement; in such cases, it must be ensured that the tender was adequately publicized and that the submission/opening date was extended at least twice to encourage wider participation. Purchases of channelized items from Public Sector Undertakings or other Government agencies made in accordance with Government directives shall not be treated as single tenders.

4.1.3.5 Resultant single tender

Resultant single tender is a situation where the response to open tender is adequate (three or more tenders have been received) but as a result of disqualification of all but one party on technical parameters, the only technically qualified party becomes the 'resultant single tenderer'. At ITDC, 'Resultant Single Tender' shall be treated as 'single tender' and accordingly the same Delegation of Power as for 'single tender' shall be applicable here.

4.1.3.6 Nomination-Based Procurement

Nomination procurement²⁷ shall be allowed only in exceptional cases where continuity with prior work is essential, an urgent emergency precludes competitive tendering, a proprietary supplier is the sole source, or a clearly documented public-interest reason exists. Prior written approval from the competent authority specified in the Hotels Division Delegation of Powers²⁸ shall be obtained before the award. The procuring officer shall prepare and file a justification explaining the reason for single-source procurement with price reasonableness (market checks, historical comparisons or other proof). Requirements must not be artificially divided to avoid competition.

4.1.3.7 Emergency Procurement

Emergency procurement shall mean any immediate purchase of goods required to avert operational failure, protect guest safety or security, meet urgent statutory compliance, fulfil critical VIP/guest requirements, respond to unforeseen incidents or disruptions, or obtain newly available items essential for continuity that could not reasonably have been anticipated. Such procurements shall be approved as per the DoP.

a. Cash purchase: MM&D/ Concerned division for procurement shall be able to make cash purchases subject to maximum limit of Re. 10,000/- inclusive of tax and other levies at each occasion. The cash purchases shall be made for the materials which are required urgently, at reasonable rates and wherever credit facility if not available. The amount of imprest for each unit shall be determined/approved keeping in view the respective day-to-day requirements by the GM Unit in accordance with the finance department. An authorized custodian (imprest holder) shall be responsible for safekeeping, disbursement, recordkeeping (items, cash memo number, name of party, amount and reference of adjustment voucher (if any)) and periodic reconciliation.

b. Emergency purchases without calling quotations²⁹:

- i. As far as possible such purchases should be avoided and only petty purchases costing not more than Re. 30,000/- exclusive of local Sales Tax, CST and other Govt. levies on each occasion can be made without call of quotation at competitive rates with the approval of the GM Unit.
- ii. Procurements outside GeM shall require generation and attachment of a GeM Availability Report & Past Transaction Summary

(GeMAR&PTS) with its unique ID.

- iii. Cash payments should be avoided except within approved imprest limits.
- iv. All such transactions shall be recorded supported by original invoices/receipts and justification.

4.1.4 Procurement Methods

a. Rate Contract³⁰ / Annual Rate Contract (ARC): ARC shall be used for frequent, recurring requirements (for example: fresh supply items, housekeeping consumables, uniforms, guest amenities, etc). ARC shall be set up by competitive tender and shall specify duration, unit rates, minimum/maximum call-off quantities, delivery SLAs, quality norms and review/termination clauses. Releases against ARC shall be by call-off orders referencing the ARC number; each release shall follow normal GRV/SRV acceptance and payment procedures.

b. Request for Proposal (RFP): RFP shall be used for procurements requiring solution design, technical innovation or substantial commercial negotiation. The RFP shall publish evaluation methodology (QCBS or other), negotiation rules, and contract milestones; awards from RFP shall be followed by a detailed contract with performance guarantees and acceptance tests.

²⁹ Section 4.12 of Manual for Procurement of Goods, Second Edition, 2024

³⁰ Section 4.4 of Manual for Procurement of Goods, Second Edition, 2024

c. Expression of Interest (EoI)/Request for Expression (RFE): EoI/RFE shall be used to shortlist capable suppliers where requirements are complex, evolving or where market capability needs validation prior to a full RFP/tender.

4.1.5 Tender Advertising and Accessibility

- a. NIT/tender documents shall be published on GeM/CPPP (only for tenders beyond 15 Lakhs) and ITDC website simultaneously and made downloadable free of cost, with clear submission deadlines³¹ (ordinarily minimum 15 days for OTE unless approved otherwise³²) and instructions for submission.
- b. In addition to e-publishing, it is encouraged that the procuring entity shall, where wider publicity is warranted, place advertisements in at least one national and one local newspaper and publish tender alerts on official ITDC social-media channels and the corporate website. All such notices must include direct links to the CPPP/GeM posting and to freely downloadable tender documents, and proof of publication shall be retained as a record with the procuring entity. For GeM bidding process no advertisement is necessary in newspaper.
- c. Undertaking for the following shall be taken in the NITs:

- i. No Blacklisted/ debarred by any Govt. Department/Public Sector Undertaking.
- ii. No Penalty is pending during the last 2 years from any Govt Department/Public Sector Undertaking.

4.1.6 Extension of Bid Deadline Submission

- a. Any change to tender documents shall be issued before the original bid submission deadline. The amendment shall be published on the e-procurement portal and on ITDC's website and circulated to all recorded bidders/purchasers by email.
- b. Where an amendment is substantial, the procuring officer shall consider republishing the tender with a fresh NIT following original publication procedures³³.
- c. If an amendment materially affects bidder preparation or leaves insufficient time to respond, the procuring officer shall extend the submission deadline. Any manual extension shall be at least 3 calendar days³⁴ from the date of re-issue and shall include corresponding extensions to bid validity and EMD/bid-security validity.
- d. Where the e-procurement system offers an automatic extension feature, the procuring officer may set a minimum acceptable bid count and a single automatic extension period (not less than

³¹ Section 4.2.2 of Manual for Procurement of Goods, Second Edition, 2024
³² For submissions in less than 15 days with a minimum of 10 days, necessary approvals shall be taken from the GM Unit in conformance with the Finance.

³³ Section 5.1.6 (1) of Manual for Procurement of Goods, Second Edition, 2024
³⁴ Section 5.1.6 (1) of Manual for Procurement of Goods, Second Edition, 2024

7 days)³⁵. If bids received by the original closing time are fewer than the specified minimum, the system shall automatically extend the closing time once by the pre-specified period.

4.1.7 Bid Security

- a. Earnest Money Deposit (EMD)³⁶:** There shall be no Bid Security for Bids / RA having estimated value less than INR 5 lakh³⁷. For bids beyond 5 lakhs, an EMD ordinarily between two percent (2%) to five percent (5%) of the estimated value of the goods/ services to be procured is required to be submitted through electronic transfer (NEFT/RTGS) as per the bank details provided along with the attached proof.
- b. Performance Bank Guarantee³⁸ (PBG or Security Deposit):** To ensure due performance, the successful bidder must provide Performance Security/ PBG. typically, 3-5% of the contract value. The procuring entity shall specify the upper ceiling and the exact percentage in the tender document.
- c. Mode of Submission of Electronic Bank Guarantee:** Bank Guarantee shall be taken through electronic mode (e-BG) OR Authenticated by Company's Bank through SWIFT confirmation from the BG issuing Bank.

4.1.8 Bidding Systems

4.1.8.1 Single-Stage Tendering System

a. Single-packet bids³⁹ : Single-packet bids shall be used for routine, commoditized or low-value purchases where technical risk is low (e.g., stationery, routine housekeeping consumables, call-offs under an ARC). The bidder shall submit technical, statutory and price documents together in one packet/ file (for e-procurement process) as specified in the NIT. The TEC shall evaluate completeness and price together and award the responsive lowest (or selected) bidder as per the tender criteria. The NIT shall specify minimum eligibility and delivery conditions. Any bid missing mandatory documents shall be rejected.

b. Double-packet bids⁴⁰ : Double packet bids shall be used where technical quality, specification compliance or samples materially affect award decisions (e.g., laundry/ linen contracts, major IT purchases, specialized engineering spares, etc.). Packet A/ File A shall contain technical, eligibility and sample information; Packet B/ File B shall contain the price schedule. Both packets/ files shall be submitted together on the e-procurement portal. The TEC shall open and evaluate Packet A/ File A first and shall declare only those bidders

³⁵ Section 5.1.6 (2) of Manual for Procurement of Goods, Second Edition, 2024

³⁶ Section 6.1 of Manual for Procurement of Goods, Second Edition, 2024; Rule 170 of GFR 2017

³⁷ 4. Enabling provisions of Rule 149 of General Financial Rules- 2017, Point no: xiii., (m),

General Terms and Conditions on GeM 4.0 (Version 1.14) dt 31st Jan 2024

³⁸ Section 6.1.2 of Manual for Procurement of Goods, Second Edition, 2024; Rule 171 of GFR 2017

³⁹ Section 4.15.1 of Manual for Procurement of Goods, Second Edition, 2024

⁴⁰ Section 4.15.2 of Manual for Procurement of Goods, Second Edition, 2024; Rule 163 of GFR 2017

technically responsive. Packet B/ File B shall be opened only for technically responsive bidders. Price comparisons shall be made only among responsive bidders. Sample testing, site demonstrations and pass/fail technical criteria shall be defined in the NIT.

4.1.8.2 Two-Stage Tendering System⁴¹

For major, technology-sensitive or multi-site procurements (e.g., commercial kitchen/laundry plants, integrated AV/multimedia systems, large engineering packages, etc.), the Hotel Division shall use the two-stage EoI route to obtain market input, finalize practical specifications and preserve competitive access while building technical capacity. The Unit Procurement Lead shall organize technical consultations with shortlisted vendors and stakeholders, document decisions, and only then invite competitive bids.

- a. Stage 1- Market exploration and shortlisting:** In this stage, an EoI setting out objectives, high-level eligibility and submission format (without prices) to capture market options for complex or technology-sensitive requirements (for example, commercial kitchen/laundry systems, integrated AV/multimedia solutions, cold-chain arrangements for multi-site perishables) shall be issued. Respondents

shall be shortlisted against published criteria (score or pass/fail) and given equal opportunity to participate in structured technical discussions and presentations with ITDC stakeholders. Inputs from these engagements shall be documented and used to develop one or more performance-based specifications, quality benchmarks, warranty and delivery milestones while keeping requirements sufficiently generic to preserve competition.

- b. Stage 2 - Competitive bidding and award:** The Hotel Division shall invite competitive bids against the finalized specifications from qualified firms (or openly if a non-committal EoI was declared). Evaluation shall follow the published model (technical responsiveness and tests first, financial evaluation thereafter) and the contract shall be awarded to the bidder offering the best operational fit and value. All decisions, technical records, evaluation scorecards and the rationale for award shall be retained in the procurement file, and appropriate contractual safeguards (performance security, acceptance tests, phased delivery) shall be included before mobilization.

4.1.9 Bid Evaluation

- a. **A Tender Evaluation Committee (TEC)** shall be constituted in writing before bidopening; members shall sign TOR and conflict-of-interest declarations.
- b. Technical evaluation shall be completed before any financial bids are opened in two-cover tenders⁴².
- c. All opening minutes, score sheets, clarifications, and the TEC Report shall be signed by members and filed in the procurement record⁴³.
- d. **L1 / Least Cost Selection (LCS)**⁴⁴: The L1 in Hotels Division shall be used for standard, commoditized items where specifications are uniform across suppliers (e.g., packaged groceries, guest amenities, standardized linen). Technical responsiveness is checked first⁴⁵ (specs, shelf-life, packing), and the contract is awarded to the lowest priced responsive bidder (L1) after verifying the supplier's capacity for timely multi-site deliveries and statutory compliance. L1 is efficient for repeat bulk buys but unsuitable where after-sales, performance or lifecycle costs differ materially.
- e. **Quality- and Cost-Based Selection (QCBS)**⁴⁶: The QCBS method shall be used for specialized equipment/capital/performance-sensitive procurements such as

commercial kitchen equipment, laundry plants, energy-efficient appliances where quality, warranty and lifecycle cost matter. Technical proposals shall be scored on measurable criteria (performance, energy rating, warranty, spares support, uptime) and only bidders meeting the technical threshold shall move to financial scoring. The final award shall be based on the weighted combination of technical and financial scores. QCBS, hence, shall be able to protect the operational reliability of hotel assets and capture whole-of-life value rather than initial price alone.

- f. **Electronic Reverse Auction (e-RA)**⁴⁷: e-RA shall be used for high-volume, commoditized consumables where price is the dominant factor, and a sufficient number of pre-qualified suppliers exist. A technical pre-qualification stage shall be completed before e-RA; only technically qualified bidders shall participate in the auction. The e-RA rules (starting price, minimum decrement, auto-extension, duration) shall be specified in the tender and adhered to strictly; the final lowest bid at the close of the auction shall be treated as L1 subject to verification.

⁴² Section 5.3.1 of Manual for Procurement of Goods, Second Edition, 2024

⁴³ Rule 173, GFR 2017; Section 5.3.5 of Manual for Procurement of Goods, Second Edition, 2024

⁴⁴ Section 4.1.2 (a) of Manual for Procurement of Goods, Second Edition, 2024

⁴⁵ Rule 163, GFR 2017; Section 4.14.2 of Manual for Procurement of Goods, Second Edition, 2024

⁴⁶ Section 4.1.2 (b) of Manual for Procurement of Goods, Second Edition, 2024

⁴⁷ Rule 167, GFR 2017; Section 4.5 of Manual for Procurement of Goods, Second Edition, 2024

4.1.10 Letter of Intent (LoI)

- a. Where an LoI is issued, it shall constitute only an intention to enter into a contract subject to fulfilment of conditions stated in the LoI (e.g., submission of PBG, pre qualification documents, statutory documents). An LoI shall not substitute for the formal Purchase Order/contract⁴⁸.
- b. The bidder shall acknowledge the LoI in writing within the period specified in the LoI and shall comply with conditions of award (submit PBG, sign contract) within the LoI timelines. Failure to comply may lead to LoI rescission and EMD forfeiture.

4.1.11 Purchase Order

- a. The Purchase Order or formal contract shall be issued only after receipt of all required approvals and, where applicable, after financial concurrence. The PO shall incorporate scope, specifications, qty, price, taxes, delivery schedule, inspection/acceptance criteria, LD, PBG, warranty, payment terms and dispute resolution.
- b. The supplier shall acknowledge the PO within the time specified and commence action as per contract. The PO shall be numbered and recorded in ITDC procurement records.
- c. Any amendment to the PO (quantity/price/delivery) shall be effected only by

written amendment signed by authorized officers and within Delegation of Powers. Rate escalations or variations shall follow necessary approvals.

4.1.12 Purchase Preference and Reservation

- a. All procurements must follow statutory rules, government orders and internal procurement guidelines. Relevant financial, vigilance, security and safety controls must be applied to treat all bidders fairly.
- b. Public procurement is governed by general contract and commercial law (e.g., Article 299, Indian Contract Act, Sale of Goods Act) and related statutes; contracts must be in writing and signed by duly authorized officers. The readers shall ensure contract preparation and execution comply with these laws and preserve bidders' legal rights.
- c. For all the procurements, the General Financial Rules (GFR 2017), Delegation of Financial Powers Rules and government orders on reservations, purchase preferences (MSMEs, Make-in-India, PSUs, etc.) must be followed. Compliance with these rules must be documented and required approvals must be obtained when invoking special reservations, local-content preferences or other statutory concessions.

- d. Micro and Small Enterprises (MSEs), as defined under the Public Procurement Policy for MSEs (Order 2012) and subsequent amendments, are exempt from payment of EMD for tenders relating to goods or services that they produce/supply. Traders, distributors, sole agents and works contractors are excluded from this exemption. If a bidder falls under the MSE category, then a copy of the valid Udyam registration certificate exhibiting the exemption of intended services needs to be provided by the bidder seeking exemption of EMD along with the proposal, failing which the exemption shall not be considered at any point of time during the tender. Relaxation of EMD for MSE vendors to be substituted by 'Bid Security Declaration' as per Annexure IV.

4.1.13 Deliverable-Based Contracts

For supply/installation contracts, payments shall be linked to milestones (e.g., delivery at site, supply/installation & commissioning, final acceptance) with clear deliverables and acceptance criteria. The delivery and payment structure shall be defined in the tender and PO.

4.1.14 Extension of Contracts (ARCs / AMCs / Rate Contracts⁴⁹)

- a. The process for fresh tenders shall be initiated at least six months before contract expiry, and the new contract shall be made operative

immediately on expiry to avoid any gap.

- b. Existing contracts shall be extended only with written consent of the contract holder, after verification of market price trends; firms refusing extensions shall be excluded.
- c. The renewals and extensions shall be made in accordance with the Delegation of Powers upon periodic performance reviews. All approvals and supporting evidence shall be recorded in the contract file.

4.1.15 Extension of Delivery⁵⁰

- a. Suppliers shall submit a written request immediately on foreseeing delay, stating cause, expected duration and remedial plan; the procuring officer shall assess alternative sources, delivery feasibility and market price movement before recommending any extension.
- b. Any extension shall be granted only in writing in the prescribed format, shall state whether Liquidated Damages (LD) apply, and shall require written acceptance by the supplier if the extension is granted *suo motu* by ITDC.
- c. Approval of extensions shall follow the graded Delegation of Powers and shall be documented and retained in the procurement file.

4.1.16 Risk Purchases

Where the supplier fails to supply the required quantity of material as per the purchase order, the purchases may be made from the open market at the risk and cost of the supplier. It must be ensured that the risk purchases are made immediately and within a reasonable time of the date of breach.

⁴⁹ Section 4.4.1(6) of Manual for Procurement of Goods, Second Edition, 2024

⁵⁰ Section 9.3.4 of Manual for Procurement of Goods, Second Edition, 2024

In respect of the aforesaid purchases, the amount paid in excess shall be recovered from the supplier. The supplier should be informed in writing before risk purchase is resorted. The clause of risk purchase should be incorporated in all purchase orders/ work orders.

4.1.17 Know Your Bidder

Bidder/ Supplier identification, verification and registration is necessary to ensure reliable and compliant bidders are involved in the procurement process of ITDC's hotel division. The MM&D shall maintain a master list of the registered suppliers by store and categories as classified in chapter- 2 of this procurement manual.

The Know Your Bidder form shall be filled and uploaded by the Bidder along with supporting documents. All pages must be duly signed and stamped by the authorized signatory. The template is provided in Annexure II.

4.2 Penalties

Penalties aim to protect ITDC's interests, ensure timely and quality performance, deter malpractice, and provide contractual remedies while adhering to principles of natural justice and vigilance guidance.

4.2.1 Defiance of Service Level Agreement

Any breach of SLA obligations (quantity shortfall, sub standard quality, missed delivery timelines or other agreed performance metrics) shall attract corrective and punitive actions as set out in the contract. Remedies for SLA breaches shall include one or more of: rejection and return of goods, replacement at supplier cost, imposition of financial penalties (including LD), withholding payments, invocation/

encashment of performance security, and initiation of debarment procedures for repeated breaches.

1. **Quantity:** shortfalls shall be recorded, and supplier shall be required to deliver against the shortfall within the PO replacement timeline; if not remedied, ITDC may procure replacement and recover additional costs from the supplier.
2. **Quality:** non-conforming goods that fail technical specifications or operational requirements shall be rejected; replacement, repair or credit shall be sought as per contract and documented test results.
3. **Time:** late delivery shall be reported and assessed against the agreed delivery milestone(s); corrective delivery shall be accepted only with LDs or other remedies as provided in the contract.

4.2.2 Show Cause Notice

- a. Before imposing punitive measures (other than interim measures necessary to protect assets), ITDC shall issue a formal Show Cause Notice to the supplier specifying alleged breaches and provide a reasonable opportunity to respond within a defined period (normally 7-15 working days).
- b. The supplier's reply shall be considered; where immediate remediation is feasible, a cure period may be granted. Failure to respond satisfactorily or to cure within the agreed period may lead to penalties, invocation of securities, termination and/or debarment.

4.2.3 Financial Penalties and Withholding Payments

ITDC may withhold payments, levy penalties for breach of contract, and adjust payments against outstanding liabilities as permitted by contract and law.

4.2.4 Liquidated Damages (LDs)

- Each PO/contract shall specify the LD clause⁵¹ (rate and basis of calculation).
- LD shall be applied only after expiry of the period mentioned in the contract and shall be computed on the basis specified in the contract (for example, percentage of undelivered/unduly delayed value per week/day up to the maximum limit as specified in the Manual). LD amounts shall be recoverable from payments, security deposits or by direct recovery.
- Application of LD shall be recorded with supporting evidence (delivery records, GRV/SRV, correspondence) and notified to the supplier.

4.2.5 Blacklisting and Debarment

- ITDC shall initiate blacklisting/debarment proceedings against any supplier or bidder found guilty of serious misconduct including, but not limited to, fraud, corruption, collusion, repeated supply of sub standard goods/defiance of SLAs, willful breach of contract, submission of forged/falsified documents, persistent failure to perform, insolvency or other conduct materially adverse to ITDC's interests.

4.2.6 Invoking/ Forfeiture of Performance Security:

- The contract shall stipulate forfeiture of EMD or invocation of Performance Bank Guarantee (PBG)/security deposit on events such as wrongful withdrawal, failure to execute the contract, breach of contractual obligations, or termination for default.
- Invocation of performance security shall follow documented assessment, internal approvals and shall be limited to amounts necessary to cover ITDC's loss in accordance with contract terms.

4.3 Termination of Contracts

4.3.1 Termination by ITDC for Convenience

ITDC reserves the right to terminate the Contract, in whole or in part, at any time by providing **30 (thirty) days' written notice** to the Service Provider, without assigning any reason. The Service Provider shall not be entitled to claim any damages or compensation on account of such termination.

If the applicant bidder wishes to terminate the contract at any time, they have to provide a 90-day written notice to ITDC along with the reason for the same.

4.3.2 Termination for Default

ITDC may terminate the Contract by giving written notice of 30 (Thirty days in the event of:

- Repeated service deficiencies or breach of contractual obligations;
- Violation of any statutory obligations or submission of forged/fraudulent documents;

3. Acts detrimental to the interest or reputation of ITDC or its clients;
4. Non-compliance with instructions despite repeated reminders or show cause notices;
5. Nonadherence of any terms and conditions stipulated herein.

4.3.3 Immediate Termination

The Contract may be terminated with immediate effect, without notice, in the event of:

1. Delivery or supply of contaminated/perishable food items posing a food-safety hazard;
2. Any incident creating imminent risk to guest safety attributable to supplier negligence (for example, unsafe kitchen equipment installation, use of uncertified refrigerants);
3. Discovery of fraudulent/forged statutory documents or criminal activity affecting the contract.

4.3.4 Consequences of Termination

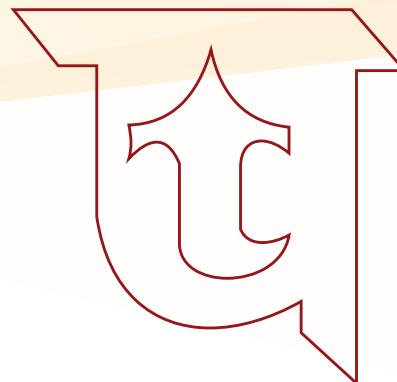
Following clauses shall be implementable upon termination:

1. All pending payments, after adjusting penalties, or any other dues shall be settled on a pro-rata basis.
2. The Performance Security may be forfeited, if termination is due to default or misconduct.
3. The Service Provider shall return all ITDC-issued materials or documentation.
4. ITDC may engage alternate Service Provider(s) at the risk and cost of the terminated Service Provider.

4.3.5 Survival of Certain Clauses

Notwithstanding termination, provisions relating to **confidentiality, indemnity, penalty recovery, jurisdiction, and dispute resolution** shall survive the expiry or termination of the Contract.

ANNEXURES



>>

Annexure - I (Items list for Expandable Store)

S.No.	Item Code	Item Name	Store	Classification	Sub- Classification
1	479	KENTUCKY WET MOP FRAME 6 PLASTIC	Expandable	Cleaning Equipment	Mops & Mop Accessories
2	H017	FEATHER BRUSH	Expandable	Cleaning Equipment	Brushes & Scrubbers
3	H019	KENTUCKY MOP REFILL ONLY	Expandable	Cleaning Equipment	Mops & Mop Accessories
4	H020	W.C BRUSH	Expandable	Cleaning Equipment	Brushes & Scrubbers
5	H044	DUST PAN JOBBY CLIP SET	Expandable	Cleaning Equipment	Dustbins & Dustpans
6	H046	POCKET DUST BIN GREEN / YELLOW	Expandable	Cleaning Equipment	Dustbins & Dustpans
7	H149	TOILET SEAT CLEANER (SANITIZER)	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
8	H157	TOUCH FREE FRAME WITH ROD	Expandable	Cleaning Equipment	Mops & Mop Accessories
9	H158	TOUCH FREE MOB RELILL	Expandable	Cleaning Equipment	Mops & Mop Accessories
10	H287	LAMMEELLA DUST MOB(SET) ALU ROD	Expandable	Cleaning Equipment	Mops & Mop Accessories
11	H360	LAMELLA MOP REFILL ONLY KIBBLE	Expandable	Cleaning Equipment	Mops & Mop Accessories
12	DG	CRUSH(DG)	Expandable	Miscellaneous	Fabrics
13	H023	DRY MOP COTTON REFILL	Expandable	Cleaning Equipment	Mops & Mop Accessories
14	H033	DURA CELL C.TYPE	Expandable	Miscellaneous	Others (Battery/Power likely)
15	H137	TINI AEROCAL DISPANCER	Expandable	Miscellaneous	Others (Dispenser)
16	H142	KHADI BATH GEL	Expandable	Guest Amenities	Personal Care Products
17	H169	CANNISTER	Expandable	Miscellaneous	Others (Containers)
18	H024	BRUSH SCARBER	Expandable	Cleaning Equipment	Brushes & Scrubbers
19	H036	COLOUR CANDLE 10"	Expandable	Miscellaneous	Others
20	H040	DETOL 500ML/550ML	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
21	H048	DISPOSABLEL / SURGICAL GLOVES	Expandable	Cleaning Equipment	Gloves & Protective
22	H056	SHOE BRUSH	Expandable	Cleaning Equipment	Brushes & Scrubbers
23	H064	FENA DETERGENT POWDER	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
24	H066	STEEL WOOL ROLL	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
25	H069	HAND WASH JAR 5 LTR	Expandable	Guest Amenities	Personal Care Products

S.No.	Item Code	Item Name	Store	Classification	Sub- Classification
26	H076	FUEL GEL TIN	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
27	H447	URINAL SCREEN ECO	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
28	LIZCIT	LIZOL CITRUS 5 LTR	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
29	NPWD	NIP POWDER (625 GM. PKT.)	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
30	TEE	TEELPOL B 300 10LTR	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
31	TSK101	TASKI-101 5LTR.	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
32	VFRWH	VEG FRU WASH 5 LTR CAN	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
33	114	MATCH BOX PLAIN	Expandable	Guest Amenities	Guest Accessories
34	115	TALCUM POWDER 25ML	Expandable	Guest Amenities	Personal Care Products
35	COAT	COAT BRUSH WALNUT	Expandable	Cleaning Equipment	Brushes & Scrubbers
36	FOAM	FOAM SOAP DISPENSER 1000 ML	Expandable	Guest Amenities	Personal Care Products
37	FSRF	FOAM SOAP REFILL 1000 ML POUCH	Expandable	Guest Amenities	Personal Care Products
38	H001	ROOM FRESHINER 500 ML	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
39	H012	SOFT BROOM	Expandable	Cleaning Equipment	Brushes & Scrubbers
40	H049	GOTA GARLAND (RIBBON MALA)	Expandable	Miscellaneous	Decorations & Materials
41	H053	TOILET CLEANER 500ML	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
42	H059	BRASSO POLISH TIN	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
43	H078	BATH GEL 25 ML	Expandable	Guest Amenities	Personal Care Products
44	H079	MOISTURIZER LOTION 25 ML	Expandable	Guest Amenities	Personal Care Products
45	H080	SHAMPOO 25 ML	Expandable	Guest Amenities	Personal Care Products
46	H081	MOUTH WASH 25 ML	Expandable	Guest Amenities	Personal Care Products
47	H083	FACE WASH 25 ML	Expandable	Guest Amenities	Personal Care Products
48	H084	AFTER SHAVE GEL 25 ML	Expandable	Guest Amenities	Personal Care Products
49	H085	HAIR CONDITIONER 25 ML	Expandable	Guest Amenities	Personal Care Products
50	H096	SLIPPER WAFFEL V.I.P	Expandable	Guest Amenities	Guest Accessories
51	H097	SLIPPER (ORD)	Expandable	Guest Amenities	Guest Accessories
52	H098	GUEST COMB	Expandable	Guest Amenities	Guest Accessories
53	H100	SHOWER CAP	Expandable	Guest Amenities	Personal Care Products

S.No.	Item Code	Item Name	Store	Classification	Sub- Classification
54	H101	SHOE SHINE BOX	Expandable	Guest Amenities	Guest Accessories
55	H102	DENTAIL KIT	Expandable	Guest Amenities	Guest Accessories
56	H103	SHAVING KIT	Expandable	Guest Amenities	Guest Accessories
57	H104	GUEST SOAP 20 GRM	Expandable	Guest Amenities	Personal Care Products
58	H105	TOILET ROLL 70 GRM	Expandable	Toilet & Tissue Items	Toilet Paper & Dispensers
59	H106	FACE TISSUE 50 PULL	Expandable	Guest Amenities	Personal Care Products
60	H112	LOOFA PAD	Expandable	Guest Amenities	Personal Care Products
61	H120	SHOE BEG	Expandable	Guest Amenities	Guest Accessories
62	H124	GUEST SOAP 50 GRM CAKE	Expandable	Guest Amenities	Personal Care Products
63	H134	JUMBO TOILET ROLL DISPENCER	Expandable	Toilet & Tissue Items	Toilet Paper & Dispensers
64	H135	JUMBO TOILET ROLL	Expandable	Toilet & Tissue Items	Toilet Paper & Dispensers
65	H136	M.FOLD TOWEL	Expandable	Toilet & Tissue Items	Other Tissue Products
66	H264	HANGER SKIRT BLACK	Expandable	Miscellaneous	Others (Hotel Supplies)
67	H317	SHAHNAZ SHAMPOO 50 ML	Expandable	Guest Amenities	Personal Care Products
68	H318	SHAHNAZ MOISTURISER 50 ML	Expandable	Guest Amenities	Personal Care Products
69	H319	SHAHNAZ BATH (BODY)GEL 50 ML	Expandable	Guest Amenities	Personal Care Products
70	H320	SHAHNAZ FACE WASH NEEM 50 ML	Expandable	Guest Amenities	Personal Care Products
71	H321	SHAHNAZ HAIR CONDITIONER 50 ML	Expandable	Guest Amenities	Personal Care Products
72	SHIELD	FACE SHIELD	Expandable	Guest Amenities	Personal Care Products
73	050	TABLE CLOTH CWG	Expandable	Table & Dining Supplies	Table Linen & Accessories
74	056	WAITER CLOTH	Expandable	Table & Dining Supplies	Table Linen & Accessories
75	059	DUVET COVER SINGLE 180*235	Expandable	Linen Items	Bedding
76	063	DUVET COVER KING 255*260	Expandable	Linen Items	Bedding
77	064	DUVET COVER SINGLE 75*105 BEIGE	Expandable	Linen Items	Bedding
78	065	DUVET SINGLE 75*105	Expandable	Linen Items	Bedding
79	066	DUVET LARGE 105*105	Expandable	Linen Items	Bedding
80	086	TEA KOZI FOAM	Expandable	Food & Beverage Equipment	Beverage Serving
81	088	FACE TOWEL / CLOCK ROOM	Expandable	Linen Items	Towels & Mats
82	090	PILLOW 24*24	Expandable	Linen Items	Bedding

S.No.	Item Code	Item Name	Store	Classification	Sub- Classification
83	093	PILLOW COVER 24*24	Expandable	Linen Items	Bedding
84	097	SHOWER CURTAIN 75*78	Expandable	Linen Items	Floor & Shower
85	103	PLOY STAIN GOLD	Expandable	Miscellaneous	Others
86	105	FABRIC SILK 3-V 38103	Expandable	Miscellaneous	Fabrics
87	H028	ASHOK LABLE	Expandable	Miscellaneous	Decorations & Materials
88	KIT	KITCHAN DUSTER	Expandable	Cleaning Equipment	Brushes & Scrubbers
89	L008	BATH TOWEL 75*150	Expandable	Linen Items	Towels & Mats
90	L009	BATH MATS 53 X 76	Expandable	Linen Items	Towels & Mats
91	L01	HAND TOWEL 40 CM*60CM	Expandable	Linen Items	Towels & Mats
92	L012	WHITE FOOT MAT	Expandable	Linen Items	Towels & Mats
93	L021	DR.COAT	Expandable	Miscellaneous	Fabrics
94	L025	YELLOW DUSTER	Expandable	Cleaning Equipment	Brushes & Scrubbers
95	L028	GLOVES COTTEN WHITE	Expandable	Cleaning Equipment	Gloves & Protective
96	L059	BATH ROBE/ GOWN (WAFFEL)66*127	Expandable	Linen Items	Towels & Mats
97	PILLOW	PILLOW COVER 32*22	Expandable	Linen Items	Bedding
98	AMMTOSZ	MAT AMISHA ONE SIZE, RED(CASH)	Expandable	Table & Dining Supplies	Table Linen & Accessories
99	AMTBLRG	AMISHA TABLE BUMBER LARGE RED(CASH)	Expandable	Table & Dining Supplies	Table Linen & Accessories
100	328	COOKIES BOX FANCY	Expandable	Table & Dining Supplies	Paper Products
101	332	PAPER NAPKIN DINNER 40X40	Expandable	Table & Dining Supplies	Paper Products
102	386	DIWALI GFT BOX WINDOW 7*7*3.5	Expandable	Table & Dining Supplies	Paper Products
103	CBF7	CAKE BOX FANCY 71/2 *71/2	Expandable	Table & Dining Supplies	Paper Products
104	CBF9	CAKE BOX FANCY 9*9*4.5	Expandable	Table & Dining Supplies	Paper Products
105	CLEAN18	CLEAN WRAP ROLL 18 INCH 300 MTR	Expandable	Table & Dining Supplies	Paper Products
106	CWR300	CLEAN WRAP ROLL 300 MTR	Expandable	Table & Dining Supplies	Paper Products
107	DIWA999	DIWALI GIFT BOX WINDOW 9*9*3.5	Expandable	Table & Dining Supplies	Paper Products
108	GAR	GARBAGE BAG KG	Expandable	Table & Dining Supplies	
109	S163	CAKE BOX SIZE 7X5X3 1/2	Expandable	Table & Dining Supplies	Paper Products

S.No.	Item Code	Item Name	Store	Classification	Sub- Classification
110	S176	CAKE STAND 9" ROUND	Expandable	Table & Dining Supplies	Cake Stands
111	S177	CAKE STAND 9"X9" SQUARE	Expandable	Table & Dining Supplies	Cake Stands
112	S179	CAKE STAND 11" ROUND	Expandable	Table & Dining Supplies	Cake Stands
113	S185	CLEAN WRAP ROLL30*600MTR	Expandable	Table & Dining Supplies	Paper Products
114	S186	DOLLY PAPER CUT WHITE 4	Expandable	Table & Dining Supplies	Paper Products
115	S188	DOLLY PAPER CUT WHITE 5	Expandable	Table & Dining Supplies	Paper Products
116	S189	DOLLY PAPER CUT WHITE 7.5	Expandable	Table & Dining Supplies	Paper Products
117	S194	DIWALI GIFT BOX 7*7	Expandable	Table & Dining Supplies	Paper Products
118	S202	PAPER NAPKIN 12X12	Expandable	Table & Dining Supplies	Paper Products
119	S204	PAPER NAPKIN 23X23	Expandable	Table & Dining Supplies	Paper Products
120	S206	DISPOSABLE CAP	Expandable	Cleaning Equipment	Gloves & Protective
121	S207	PAPER TRAY MAT R/S 17X11	Expandable	Table & Dining Supplies	Paper Products
122	S248	CAKE SHOP BAG 9X91/2X9	Expandable	Table & Dining Supplies	Paper Products
123	S261	CAKE SHOP BAG 7X71/2X7	Expandable	Table & Dining Supplies	Paper Products
124	S272	SIDE BOX	Expandable	Table & Dining Supplies	Paper Products
125	S274	ALUMINIUM FOILS 100 MTR	Expandable	Table & Dining Supplies	Paper Products
126	S281	CAKE STAND 12" ROUND	Expandable	Table & Dining Supplies	Cake Stands
127		Digital Safety Lockers (capacity 25 Litres)	Expandable	Miscellaneous	Others
128		Mini Bar Refrigerator	Expandable	Food and Beverage	Machines & Appliances
129		LED TV and Digital Standee	Expandable	Equipment	Others
130		Tea/Coffee Vending Machine	Expandable	Miscellaneous	Machines & Appliances
131		Open Top Stainless Steel Dustbin (6-10 Ltr)	Expandable	Food and Beverage	Dustbins & Dustpans
132		Push Can Stainless Steel Dustbin (16-20 Ltr)	Expandable	Equipment	Dustbins & Dustpans
133		Vanity Kit (VIP) including Band-Aid, cotton buds, nail file, tooth pick, sewing kit, cotton pads packed in plastic bag & box	Expandable	Cleaning Equipment	Personal Care Products

S.No.	Item Code	Item Name	Store	Classification	Sub- Classification
134		Handy Gel Fuel (220-225-gm.)	Expandable	Cleaning Equipment	Cleaning Chemicals & Supplies
135		Tent House Material for Ashok Hotel (List attached)	Expandable	Guest Amenities	Decorations & Materials

Annexure - II
Know your bidder

S. No.	Particulars	Details to be furnished by the Bidder
1	Name of the Entity	
2	HQ/BE along with address	
3	Aadhar Card Number	
4	PAN Card (in the name of the bidding entity)	
5	Mobile Number	
6	Email ID	
7	Website Address	
8	Bank Account Details	Name of Account Holder Name of the Bank Address of the Bank 9-digit MICR Code/IFSC Code Type of Account (SB, Current, Cash Credit A/c. etc.)
9	Entity/Firm Details	
10	Assets	
11	Type of Entity (Company / LLP / Partnership / Proprietorship Firm)	
12	Date of Incorporation / Registration	
13	Corporate Identification Number / Registration No.	
14	Name and Designation of Authorized Signatory	
15	Power of Attorney / Board Resolution Attached (Yes/No)	

Annexure - III

Statutory Compliance Regime⁵²: This annexure outlines the different guidelines and government mandates that have been referred in the preceding chapters.

S.No.	Government Mandate	Reference URL
1	MSTC Portal for e-Auction	https://www.mstcecommerce.com/auctionhome/index_new.jsp
2	Solid Waste Management (SWM) Rules, 2016 (and subsequent amendments (2019 and 2020) respectively	https://cpcb.nic.in/uploads/MSW/SWM_2016.pdf; https://moef.gov.in/uploads/pdf-uploads/bdf_684013eb1dcf87.38484860.pdf; https://qps.nhsrcindia.org/sites/default/files/01-2022/Solid20%Waste20%Management20%28%Amendment20%29%Rule202020.pdf
3	Hazardous and other Wastes (Management & Transboundary Movement) Rules, 2016 (Tenth Amendments Rules, 12.11.2024)	https://cpcb.nic.in/uploads/hwmd/HOWM-Tenth-Amendment-Rules2024-.pdf
4	EPR portals of CPCB	https://cpcb.nic.in/all-epr-portals-of-cpcb/
5	ITDC's model legal template	
6	Manual for Procurement of Goods, Second Edition, 2024	https://cvc.gov.in/files/procurement-manuals-pdf/PPM2000008%.pdf
7	GFR, 2017	https://doe.gov.in/files/circulars_document/FInal_GFR_upto_2024_07_31.pdf
8	DoP	
9	Public Procurement Policy for Micro and Small Enterprises (MSEs), 2012	https://msme.gov.in/public-procurement-policy
10	Definition of MSEs	https://www.dcmsme.gov.in/Notification-S.O-no-1364E-dated-21.03.2025-Revised-Definition.pdf
11	General Terms and Conditions on GeM 4.0 (Version 1.14) dt 31st Jan 2024	https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/GeM-GTC1706698352-40-.pdf
12	DPDP Act, 2023	https://www.dpdpact2023.com/

⁵² This reflects statutes and mandates current as of November 2025. In the event of any subsequent amendments, the later amendments shall supersede the versions cited here and shall govern the procurement at ITDC.

Annexure - IV (Bid Security Declaration)

(On Company's Letter Head and to be uploaded on the portal)

Date:

To,

Dear Sir,

I/We, The Undersigned, declare that: -

I/We understand that, according to the terms and conditions of the RFE/Tender, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be suspended from participation in any tender of ITDC for a period of one year from the date of issue of LOI or from the date of issue of notification with regard to suspension, whichever is earlier, if I am / We are in breach of any obligation under the bid condition, because I/We

- a) Have withdrawn / modified the amended, impairs or derogates from the tender my/our bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by ITDC during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail, or refuse to furnish the Performance Security in accordance with the instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful applicant, upon the earlier of (i) the receipt of your notification of the name of the successful applicant; or (ii) thirty days after the expiration of the validity of my/our bid.

Authorized signatory : _____

Name : _____

Designation : _____

Mobile No. : _____

Email ID : _____

Date : _____

Company Seal : _____

Annexure - V
 (Annual Demand Form: Sample Format)

दि अशोक
 The Ashok

खरीद के लिए इंडेंट
 INDENT FOR PURCHASE

क्रमसं/S. NO.01/2025-26
 तारीख/Date 15.04.2025

NEW DELHI

Fresh Supply Store

संख्या S.No.	मदों का पूरा विवरण Full Description of Item ANNUAL DEMAND AS AND WHEN REQUIRED	आपेक्षित मात्रा Qty. Reqd.	मात्रा Unit	मण्डार मे In store	मण्डार द्वारा बताई जानेवाली स्टॉक की स्थिति		Value
					12 महीने का उपभोग Consumption in 12 Months	पिछले खरी भाव और पूर्तिकृता L. P. Rates/PO Rate & Supplier Details	
					01-04-24 to - 31-03-25		
1	Item name along with specifications	500	KG		395 KG	@700/- GST extra Sri Sai traders	
2	Item name along with specifications	500	KG		348 KG	@ 350/- GST extra Sri Sai traders	
3	Item name along with specifications	10	KG		nil	@678/- GST extra Libra international	
4	Item name along with specifications	40	KG		17 kg	@456/- GST extra Libra international	
5	Item name along with specifications	150	Kg		NIL	Sri Sai traders @330/- GST extra (2020)	
6	Item name along with specifications	750	KG		576 KG	Sri Sai traders 210/- GST extra	
7	Item name along with specifications	500	kg		351 kg	@ 258/- GST extra Sri Sai traders	

Total Value: 8,86,020.00
 GST extra

इंडेंट कर्ता/ Indentor/Store Keeper
 मंजूरी/ Sanctioned

(Store Keeper)
Supdt Store MM&D
Manager (Store - MM&D)
Chief (MM&D) - The Ashok
Chief Executive Chef / User Dept
G.M. (A)

JUSTIFICATION:

- For day to day requirement
- Special requirement
- Annual requirement
- Periodical requirement
- Supplementary requirement
- Proprietary item

Notes



सलस्से श्रेष्ठ आदित्य की ओर

भारत पर्यटन विकास निगम त्रि.

(भारत सरकार का उपकरण)

India Tourism Development Corporation Ltd.

(A Government of India Undertaking)