



**TENDER DOCUMENT
FOR PROVIDING CATERING
SERVICES AT IUST HOSTELS
AWANTIPORA**

COST OF TENDER DOCUMENT Rs. 3000/-

TO BE DEPOSITED IN THE OFFICE OF THE INCHARGE HOSTELS

Islamic University of Science & Technology

TENDER DOCUMENT

FOR PROVIDING

CATERING SERVICES AT IUST HOSTELS, AWANTIPOA

Cost of Tender Document: Rs. 3000/- (Rupees three thousand only)

Deposited vide University Receipt No. _____ dated _____

OR

Demand Draft No. _____ dated _____ drawn on (Bank) _____

Last date & time for submission of duly filled-in Tenders:

(Duly filled-in Tender Documents, complete in all respects, to be submit in the office of the In charge hostels by or before 16-11-2017 upto 2:00 pm)

(No Tender Document would be accepted after 16-11-2017)

Date & Time of opening Bids:

20-11-2017 – 2:00 p.m.

Venue for opening Bids:

Registrar Office

Islamic University of Science & Technology Awantipora

Islamic University of Science & Technology Awantipora Kashmir

Tel. No. 01933- 247954, 247955

Islamic University of Science & Technology

**TENDER FOR PROVIDING CATERING SERVICES
AT
IUST HOSTELS**

NAME OF THE TENDERER	
COMPLETE POSTAL ADDRESS OF THE TENDERER	

Islamic University of Science & Technology

TENDER FOR PROVIDING CATERING SERVICES

AT

IUST HOSTELS

TECHNICAL BID

1. Earnest Money Deposit (EMD)	CDR No. _____ dated _____ for Rs. 270,000/- (Rupees Two Lac seventy Thousand only) drawn on (name of the Bank) _____ in favour of Islamic University of Science & Technology payable at Awantipora (To be enclosed with Financial Bid)
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COMPANY/FIRM PROFILE	
1. Name of the Company/Firm and Complete registered address 1(a) Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) 1 (b) Has your company/firm ever changed its name any time? If so, when, the earlier name and the reason thereof? 1(c) Your company ever required to suspend catering services for a period of more than 06 months continuously after you commenced the catering services? If so, give the name of the contract and reasons thereof. 1(d) Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
2. Name, Designation and Tel. No(s) of the Contract Person -Fax No(s) -e-mail address	
Year of commencement of Business	

TERMS AND CONDITIONS

GENERAL

1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be rejected.
2. Before submitting the tender, details of documents to be attached may be verified from the Check List given on page number 12 of the Tender Document.
3. The bidders, who download the Tender Document from University website, are required to submit a separate demand draft for Rs. 3000/- (Rupees three thousand only) towards the cost of the Tender Document. THIS DEMAND DRAFT IS REQUIRED TO BE SUBMITTED WITH THE FINANCIAL BID. Downloaded Tender Documents submitted without demand draft towards the cost of Tender Document shall be rejected.
4. The Tenderer must write the name & complete postal address of the bidding firm on the reverse side of the Demand Draft(s).
5. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender. Duly filled in tender form should be supported by "Letter of Transmittal" as at Annexure-I of the Tender Document.
6. Tender shall be submitted in IUST official tender form only. If submitted in any other manner, the same shall be rejected. No bidder shall be issued more than one Tender Form.
7. Tenders received without the prescribed Earnest Money Deposit (EMD) in the shape of CDR for Rs. 270,000 (Two lac seventy Thousand only) shall be rejected.
8. No paper shall be detached from the Tender Document.
09. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction; insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, otherwise the Tender is liable to be rejected.
10. The Financial bids submitted by all bidders should be valid for a minimum period of twelve months from the date of opening of Technical Bids.
11. Before submitting the filled-in Tender Document to the University, the bidders may seek clarification(s) from the University and also can personally visit the University campus on any working day from 9:30 a.m. to 4:30 p.m. to have a look of the structures available for the Hostels.

12. The University reserves the right to change any condition of the tender before opening of the Technical Bids.
13. The successful bidder will have to enter into an agreement with the University before taking charge of the Hostels and commencement of the catering.
14. Canvassing in any form will make the tender liable to rejection.

OPENING OF BIDS

15. The Financial Bids will be opened after one day from expiry of the last date for submission of tender document at IUST Campus in presence of such bidders who may wish to be present, either in person or through their authorized representatives (duly supported with authorization letter).
16. The Financial Bids of only technically acceptable tenders will be opened for further consideration. The decision of the University in this regard will be final and no requests etc. will be entertained from the bidders.

EVALUATION OF FINANCIAL BIDS

17. The bidder who will provide the specified menu listed in **annexure-II** on minimum price.
18. Financial Bid shall not be the sole criteria for award of contract. The decision of the University committee for fitness of University will be final.

PERIOD OF CONTRACT

19. The contract for Catering Services shall remain valid initially for a period of two years. However, in order to evaluate the performance and services of the Contractor, the contract will have probationary period of six months. The contract for the remaining one and a half years will be confirmed only if the services and quality of items served by the contractor are found satisfactory during the probationary period.
20. The two years contract period is subject to renewal/ extension by the University on satisfactory performance on mutually agreed terms and conditions for a further period of one year or till such time mutually agreed to.

FORFEITURE OF EMD

21. EMD of the successful bidder shall be liable to be forfeited if the contractor does not fulfill any of the following conditions:
 - i. If agreement is not signed in the prescribed form within ten days of the receipt of the Letter of Award of the Contract;

- ii. The Contractor does not commence catering services within seven days of the stipulated date
- 22. The Contract for award of Catering Services through this Tender shall come into force within 7 days from opening of tenders. Hence, the Financial Bid submitted by the bidder should be valid to become operative within 7 days from opening of tenders. In view of this, no change in the financial bid will be allowed. If the successful bidder withdraws or alters the terms of the tender during this period, the Earnest Money Deposited shall be forfeited.

SECURITY DEPOSIT

- 23. The successful bidder will be required to keep the (CDR) made in favour of Islamic University of Science & Technology payable at Awantipora for a sum of Rs. 270,000/- (Two Lac seventy Thousand only) as Deposit on account of Performance Security.
- 24. If the Contract is terminated by the Contractor without giving stipulated period of notice or fails to observe the terms & conditions of the Tender, Letter of Award for the Contract and the agreement signed by the Contractor with the University, the Security Deposit will be forfeited without prejudice to the IUST Management's right to proceed against the contractor for any additional damages that the University suffers as a result of the breach of the aforesaid terms and conditions.

STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)

- 25. The Contractor shall be responsible for engaging adequate number of trained/semi-trained cooks and other manpower required for providing good caterings services in IUST hostels.
- 26. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases and shall have to produce a certificate to this effect from a Block Medical officer.
- 27. The Contractor will, prior to the commencement of the operation of contract, make available to University the particulars of all the employees who will be working in the University hostels for catering services. Such particulars, inter alia, should include permanent address, police verification report and profile of the health status of the employees.
- 28. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
- 29. Employment of child labour is strictly prohibited under the law. Therefore, the Contractor will not employ any child.

30. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the University by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the University. As a result of the acts of the Contractor, if the University is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the University or the University reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the University.
31. The Contractor shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
32. The Contractor shall at all times keep indemnified the principal employer, namely, Islamic University of Science & Technology, head of the University and its officers and designated concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.
33. The catering staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
34. The Contractor shall be personally responsible for conduct and behaviour of his staff and any loss or damage to University moveable or immoveable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 48 hours of intimation by the University. The decision of the University designated officer in this regard shall be final and binding on the Contractor.
35. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract.
36. The Contractor shall keep the dining hall and kitchen and its adjacent areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, dining hall, floor, counter, benches, tables, chairs, etc. University management will have 24-hour access to inspect the hostel kitchen and dining hall at any time for ensuring the cleanliness and hygienic conditions of the kitchen and dining hall
37. University reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and served in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor.

OTHER OBLIGATIONS OF THE CONTRACTOR

38. The Contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in **Annexure-III**.
39. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipments provided by the University are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the Contractor, failing which the same will be got done by University at the contractor's risk and cost. In this regard, the decision of the designated officer of University shall be final and binding on the Contractor.
40. **Storing/supply/sale and consumption of commodities other than required for preparing of meals which include drugs, alcoholic drinks, beverages', cigarettes, junk food etc. are strictly prohibited in the hostels. Any breach of such restrictions by the contractor will attract deterrent action against the Contractor as per statutory norms.**
41. No minimum guarantee will be furnished to the Contractor towards consumption of food items. He/she is advised to maintain the highest quality at the minimum possible prices.
42. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with Islamic University of Science & Technology (IUST). University shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against University for employment or regularization of their services by virtue of being employed by the Contractor, against any temporary or permanent posts in University.
43. The Contractor shall ensure that either he/she himself/herself or his/ her representative is available for proper administration and supervision of catering service to the entire satisfaction of the University.
44. The Contractor will bring his own tools, equipment which includes gas stoves, cylinders and other requirements.
45. No disposable items are allowed in the University
46. The Contractor shall not use the kitchen/dining hall for any other activity except for the purpose for which it has been provided for.

TERMINATION OF THE CONTRACT

47. The Contract can be terminated by either party, i.e., University or the Contractor, after giving three-month notice to the other party extendable by mutual agreement till alternate arrangements are made. However, University reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. University decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.
48. On termination of the contract, the Contractor will hand over the items if any supplied by the University in good working condition.
49. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge of the catering services, University reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

PENALTY

50. The University reserves the right to impose a penalty (to be decided by the University authorities) on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the Contractor or his staff or for any adulteration.
51. If the University is not satisfied with the quality of eatables served, services provided or behavior of the contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the University will be at liberty to take appropriate necessary steps as deemed fit.

JURISDICTION

52. Dispute, if any, arising out of the Contract, shall be settled by mutual discussion, alternatively by legal recourse under jurisdiction of Srinagar courts only.

CHECK LIST OF DOCUMENTS TO BE ATTACHED

WITH TECHNICAL BID

1. CDR for Rs. 2,70,000/- towards EMD
2. Demand Draft for Rs.3000/-
3. Registration Certificate with Jammu & Kashmir Shop & Establishment Act 1966 or Directorate of Tourism for running of Hostel/ Hotel/ Restaurant/providing of catering services.
4. Copy of PAN
5. Copy of GST
6. Signature of the bidder or his/her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document.
7. Documentary evidence in support of the following:
 - (i) Number of years of having provided catering services in organizations / hospitals / places of public utility / institutions / educational institutions along with number of persons availing the services offered by the contractor;
 - (ii) List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing catering services. Names, designations and telephone numbers of concerned officers in the respective organizations/institutions may also be indicated;

ANNEXURE-I

LETTER OF TRANSMITTAL

From: (Name & Complete Postal Address of the Applicant)

To:

Registrar

Islamic University of Science & Technology, Awantipora

SUBJECT: SUBMISSION OF PREQUALIFICATION APPLICATION FOR THE CATERING SERVICES AT UNIVERSITY HOSTELS

Sir,

Having examined the details given in invitation for prequalification published in the newspapers and prequalification document for the above work we hereby submit the prequalification documents.

1. We hereby certify that all the statements made and information supplied in the enclosed forms_____to_____ and accompanying statements are true and correct.
2. We have furnished all information and details necessary for prequalification and have no further pertinent information to supply.
3. We submit the following certificates in support our suitability trained know-how & capability for having successfully completed the following works

S. NO.	NAME OF WORK	CERTIFICATE FROM
1		
2		
3		
4		

Encl:

Date of submission:

Signature of Contractor

ANNEXURE-II

Weekly Mess Menu				
Day	Breakfast	Lunch	Evening Tea	Dinner
Monday	Tea+Roti+Egg	Rice + Dal	Tea+Roti	Rice + Chicken + Veg
Tuesday	Tea+Roti/Butter	Rice + Mix Veg	Tea+Roti	Rice + Paneer + Veg
Wednesday	Tea+Roti+Egg	Rice + Dal	Tea+Roti	Rice + Mutton + Dal/veg
Thursday	Tea+Roti/Butter	Rice + Rajma Dal	Tea+Roti	Rice + Chicken + Veg
Friday	Tea+Roti+Egg	Rice + Mix Veg	Tea+Roti	Rice + Paneer + Veg
Saturday	Tea+Roti/Butter	Rice + Dal	Tea+Roti	Rice + Rajma Dal
Sunday	Tea+Roti+Egg	Rice + Rajma Dal	Tea+Roti	Rice + Paneer + Veg

Tea = 300 ml.

Roti = Rs. 3/- (30 gms.), Rs. 5/- (48 gms.)

Egg = Boiled/Omelet

Butter = Rs. 5/- per boarder

Paneer = 70 gms /piece

Rice = 300 gms. Per plate

Meat = 70 gms. per piece

Chicken= 100 gms. per piece

The contract will be assigned to the contractor who will quote lowest rates per boarder per month

ANNEXURE-III

PERMISSIBLE BRANDS OF CONSUMABLES ITEMS	BRAND
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, Kamal, Rehmat, Kanwal
Oil	Refined oil such as Sun drop, Nature Fresh, Dhara, Peer,
Butter	Amul, Britannia, Mother Dairy
Bread	Kashmiri Roti (morning of Rs.5/= and evening of Rs.3/=
Milk	Fresh Cow Milk, Toned milk of Mother Dairy, Amul, Khyber, Snowcap
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata, Taj Mahal and Kashmiri tea for morning
Biscuits	Britannia, Parle, Good Day
Rice	Double polished (mota-chawal)
Vegetables	Fresh
Pulses	Rajdhani, Uttam,
Meat	TBD (minimum weight 70 gram/piece)
Chicken	Minimum weight 100gram/piece (only eight pieces for one chicken)

The Contractor may use any other brand only after obtaining prior written approval from the University.

Signature of the Tenderer