

**INDIAN INSTITUTE OF SCIENCE EDUCATION
AND RESEARCH (IISER), PUNE,**



TENDER DOCUMENT

FOR

STUDENTS' HOSTEL MESS CONTRACT

&

**PROVIDING CATERING AND ALLIED SERVICES IN THE
OFFICES OF IISER PUNE**

INDEX

Sr. No.	Particulars	Page Nos.
1	Copy of Tender Notice	3
2	Draft of letter to be submitted by the contractor along with the tender Annexure – I	4
PART I – TECHNICAL BID		
3	Details of facilities provided by IISER Pune Annexure – II	5
4	Agency/Firm/Company Profile Annexure – III	6 to 7
5	Eligibility Criteria Annexure – IV	8
6	Terms and Conditions & General Information Annexure – V	9 to 12
PART II – FINANCIAL / PRICE BID		
7	Providing catering services on complete package basis	13 to 14
PART III – FINANCIAL / PRICE BID		
8	Providing catering services against the given rates.	15

TENDER NOTICE

No. IISER-P/Cat_Ser/04/2011 dated 07/04/2011

- 1) The Director, Indian Institute of Science Education and Research, Pune, an autonomous Institution established by the Ministry of Human Resource Development, Govt. of India invites sealed tenders through advertised tender enquiry for **running of Hostel Mess and Providing Catering & Allied Services on contractual basis in the offices of IISER Pune** as per the details given in the Annexure V of the Tender Document.
- 2) The offers may be submitted in TWO-BID SYSTEM (Separate Technical Bid and Financial/Price Bid), by the reputed and experienced firms/agencies/companies established and functioning in and around Pune city having valid licenses and sanctions and qualified experience in this field for a minimum period of five years along with the institutional/ organizational performance report.
- 3) The tenderers will have to deposit the earnest money of Rs. 5,000/- (Rupees five thousand only) through Demand Draft/Pay Order drawn in favour of **Director, IISER Pune** along with the tender document at the time of submission.
- 4) The Director, IISER Pune reserves the right to award contract for all above services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions mentioned in the tender document or to reject any or all the tenders without giving any notice or assigning any reason and not bound to accept the lowest tender. The decision of the Director, IISER Pune in this regard shall be final and binding on all.

Important Dates:

- | | |
|---|---|
| (i) Availability of tender Document | : April 07 to April 21, 2011 up to 5.00 p.m. |
| (ii) Pre-bid Meeting # | : April 15, 2011 at 3.00 p.m. |
| (iii) Tender Submission | : April 22, 2011 up to 3.00 p.m. |
| (iii) The date and time for opening of Tender | : April 22, 2011 at 4.00 p.m. |

Registrar

The Registrar

Indian Institute of Science Education and Research,
900, NCL Innovation Park, Dr. Homi Bhabha Road,
Pune 411 008

Subject : Tender for running of Hostel Mess and Providing Catering and allied Services in offices at IISER, Pune.

Reference. : Tender Notice published in Daily newspaper on _____,

Sir,

With respect to the tender notice published in above mentioned daily newspaper, I / We hereby submit my / our tender in a required format (*Part-I Annexure – III [Agency/Firm/Company Profile] + List of Items and their Brands which will be used in cooking*) in sealed envelope and Part-II & Part III [*Financial / Price Bid*] in separate sealed envelope).

I / We have adhered to the requirements prescribed by IISER Pune. I / We have carefully gone through the guidelines / terms and conditions and prescribed format carefully and I / We accept the same without any alterations / modifications.

Yours faithfully,

Signature and seal of contracting agency/firm/company

FACILITIES PROVIDED BY IISER PUNE FOR THE MESS

- 1) Gas connection : Gas connection (empty cylinders) for the students' mess and Offices is provided by IISER Pune.
- 2) Electricity : Is provided by IISER Pune
- 3) Water : Is provided by IISER Pune
- 4) Mess place : Is provided by IISER Pune with kitchen area, Storage area, etc.
- 5) Furniture and fixtures : Kitchen equipment, gas stoves, dining hall
Equipment and Utensils : furniture & serving counters including SS Bainmarie, cooking range, utensils, cutlery, refrigerator, SS storage racks, SS containers, mixer grinder, etc. will be provided by IISER Pune. Upkeep and further maintenance of these equipments will be the sole responsibility of the Contractor.

AGENCY/FIRM/COMPANY PROFILE

1. Earnest Money Deposit (EMD)	Demand Draft No. _____ dated _____ for Rs. 5,000/- (Rupees Five thousand only) drawn on (name of the Bank) _____ in favour of Director, IISER Pune payable at Pune (To be enclosed with Technical Bid)
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AGENCY/FIRM/COMPANY PROFILE		
Sr. No.	Required information	Description
1	Name of the agency / firm / company	
2	Address of the agency / firm / company	
3	Legal status (individual, proprietary, partnership firm, limited company, corporation, etc.)	
4	Name, designation, and telephone nos. of the contact person. Fax No. E-mail id	
5	Month and Year of commencement of catering service business	
6	Statutory details (Photocopies to be attached): 1] Registration number of the firm. (as per shop and establishment act.). 2] PAN, 3] RPFC - Registration number 4] ESI – Registration number 5] Service Tax – Registration number.	
7	Existing total manpower deployed in catering services.	

8. List of present and past clients in the following format. The information provided will facilitate evaluation of your Technical Bid (***Please use separate sheet for each***).

Sr. No.	Name of the organization with complete postal address	Name and designation of the contact person with Tel. / Mobile No (s), Email ID.	Period for which the contract is/was awarded	No. of persons deployed by your firm on site	No. of persons served.

8. Turnover of catering services business done during the last five years (please submit documentary evidence)

Details of Gross Annual Turnover (Rs. in Lakh)	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010

ELIGIBILITY CRITERIA

- 1) The contracting agency/firm/company should have the minimum experience of five years as on 31/03/2011 in running of the canteen, hostel mess, restaurant, etc., out of which three years experience should be in running the canteen / mess for any Public Sector Undertaking (PSU), Govt. Organisation, educational institution like college, university, or any other commercial training centers, etc. The tenders of the contracting agency/firm/company with inadequate experience as mentioned are liable for rejection.
- 2) The contracting agency/firm/company should submit Technical Bid & Financial / Price Bid in separate sealed Envelopes super scribing “Technical Bid” and “Financial / Price Bid” as the case may be.
- 3) The Technical Bid should accompany a DD / Pay Order of Rs. 5000/- drawn on any nationalized Bank in the Name of “Director, IISER Pune” payable at Pune towards Earnest Money Deposit (EMD). Tender received without EMD or less amount will be summarily rejected. No exemption will be granted. The EMD shall be forfeited by IISER Pune, if tenderer withdraw his tender after opening of the tender.
- 4) The rates quoted in the Financial / Price bid shall be valid for at least 12 months from the date of award of tender. Tender valid for a shorter period shall be liable for rejection.
- 5) The tender shall be signed by the authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm.
- 6) Team of IISER Pune shall visit the sites of the eligible bidders to inspect sites at present contract(s) to receive on the spot information regarding the quality of food and services provided, etc.
- 6) The successful tenderer will have to deposit a performance security deposit of Rs. 25,000/- (Rupees twenty five thousand only) in the form of Performance Bank Guarantee (PBG) of any nationalized Bank in favour of Director, IISER Pune. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the PBG shall have to be renewed for the extended period.
- 7) The tenders of the contracting agency/firm/company not in possession of valid statutory sanctions / registrations are liable for rejections.
- 8) The successful tender will have to make agreement with IISER Pune on terms and conditions of the contract on a Rs. 500/- stamp paper, the cost of which will be borne by the contracting agency/firm/company.

**Running of Hostel Mess and Providing Catering Services in offices
of IISER Pune**

Please read the following Terms & Conditions carefully before filling up the Tender Document. Incomplete Tender Documents will be rejected.

TERMS AND CONDITIONS OF THE TENDER

- 1) The contract shall be initially for a period of one year and may be extended for a further period at the discretion of competent authority of IISER Pune on the same terms and conditions or with some addition/ deletion/ modification for a further period of maximum up to 3 years.
- 2) The Director, IISER PUNE reserves the right to terminate the contact at any time with out assigning any reasons by giving a one month notice to the contracting agency/firm/company.
- 3) The contracting agency/firm/company shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without prior written consent of IISER PUNE.
- 4) The contracting agency/firm/company shall get suitable instructions from the Registrar / Designated Official of IISER PUNE and provide the services promptly as per requirement.
- 5) The contracting agency/firm/company shall abide by the rules and regulations of IISER PUNE and Govt. of India particularly applicable to the said business.
- 6) The contracting agency/firm/company shall also abide by the Rules and Regulations of Ministry of Labour, Govt. of India regarding engagement of Contract labour services.
- 7) The contracting agency/firm/company shall be a Registered License holder for engaging contract labour from the Labour Commissioner (Central) under Contract labour (Regulation and Abolition) Act, 1970.
- 8) The contracting agency/firm/company and the user shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues / disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Pune. The resultant contract will be interpreted under Indian Laws.
- 9) The contracting agency/firm/company shall need to provide the services continuously as per the award of contract period. In case of discontinuation of services by the contractor in the middle of the period or non-satisfactory services, breach of any terms and conditions of the contract, non-compliance of the orders of competent authority, etc. the contractor shall be liable for necessary legal action and the contracting agency/firm/company shall also forfeit their performance security deposit.

- 10) In case, the workers employed by the successful agency / firm / company commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence, the agency/firm/company shall be liable to take appropriate disciplinary action against such workers, including their removal from site of work, if required by IISER PUNE.
- 11) The tendering Company / Firm / Agency shall replace immediately any of its workers who are found unacceptable to the IISER PUNE because of security risks, incompetence, conflict of interest, improper conduct etc, upon receiving necessary orders from the competent officer of IISER PUNE.
- 12) The successful agency / firm / company shall depute a co-coordinator/supervisor who shall be responsible for immediate interaction with IISER PUNE so that optimal services could be availed without any disruption.
- 13) It shall be the responsibility of the service providing Company / Firm / Agency to meet transportation, food, medical and any other requirements in respect of the workers engaged by it (Company / Firm / Agency) at IISER PUNE and IISER PUNE shall have no liabilities in this regard.
- 14) For all intents and purposes, Company / Firm / Agency shall be the "Employer" within the meaning of different Labour Legislations in respect of workers so employed and engaged at IISER PUNE under this contract. The mess workers deployed by the agency at IISER PUNE shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against IISER PUNE.
- 15) The Company / Firm / Agency shall be solely responsible for the redressal of grievances /resolution of disputes relating to workers engaged by them. IISER PUNE shall, in no way, be responsible for settlement of such issues whatsoever.
- 16) The successful Company / Firm / Agency shall provide two sets of uniforms and two sets of shoe to the staff deployed at IISER Pune.
- 17) IISER PUNE shall not be responsible for any damages, losses, theft, claims, financial or other injury to any workers deployed by Company / Firm / Agency in the course of their performing the functions/ duties, or for payment towards any compensation.
- 18) The staff employed by the successful Company / Firm / Agency shall be medically fit and a certificate to that effect from recognized medical practitioner shall be submitted. If and when required, IISER Pune also reserves the right to get the employees of the contractor working on IISER site medically examined.
- 19) The workers deployed by the service providing Company / Firm / Agency shall not claim nor shall be entitled for pay, perks and other facilities from IISER Pune admissible to casual, ad hock, regular/ confirmed employees during or after expiry of the contract period.

- 20) In case of termination of this contract on its expiry or otherwise, the mess workers engaged by the service providing Company / Firm / Agency shall not be entitled to and shall have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in IISER PUNE.
- 21) The Company / Firm / Agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, etc. in respect of the workers engaged by it at IISER PUNE.
- 22) The Company / Firm / Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of services rendered by it to IISER PUNE to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- 23) The Company / Firm / Agency shall maintain all statutory registers under the applicable Law. The Company / Firm / Agency shall produce the same, on demand, to the concerned authority of IISER PUNE or any other authority under Law.
- 24) The Income Tax (T.D.S.) shall be deducted at prevailing rate from the monthly bills, as amended from time to time in accordance with the provisions of Income Tax Department, and a certificate to this effect shall be provided to the agency by IISER PUNE.
- 25) In case, the Company / Firm / Agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IISER PUNE is put to any loss / obligation, monetary or otherwise, IISER PUNE shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- 26) The Director, IISER PUNE reserves right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- 27) IISER Pune shall make arrangements for Gas Connection (empty cylinders) and other infrastructure facilities etc. required for running a mess.
- 28) The electricity and other maintenance charges shall be incurred by IISER Pune for running of mess (kitchen, dining hall, store rooms etc.)
- 29) Any damages to the infrastructure facilities or the property of the hostel mess by the personnel of the Company / Firm / Agency; they shall bear the responsibility of losses and shall replace the same on its own expenses / reimburse the full cost of the same.
- 30) If any mess worker wants to go on leave, they shall inform well in advance to the officer In-charge of Mess/Maintenance at IISER PUNE site and alternative proper arrangements shall be made by the Mess Contract Agency.

- 31) The payment for the catering services / food supplied to the students during semesters shall be made by IISER Pune.
- 32) For IISER Guests/Staff, the Company / Firm / Agency shall make arrangements to prepare and or supply the food as per the order. Payment shall be made by IISER Pune.
- 33) Payment against Bill shall be made only after satisfactory services and performance of running of mess and providing of catering services. No interest will be payable on the nonpayment due to delayed submission of bill and non-satisfactory services. No advance payment will be made
- 34) The Company / Firm / Agency shall submit the monthly bill, in duplicate, in this office for providing of catering services. The payment will be made by local crossed cheque.
- 35) The designated Mess Management Committee of the Institute will over all supervise the catering operations. The Committee shall decide the weekly menu well in advance and communicate the same to the Contractor.
- 36) The Company / Firm / Agency shall submit along with "Technical Bid" the list of Items to be used in cooking and their brands in the following format :

List of Items and their Brands which will be used in cooking

Sr.No	Name of the item	Brand(s)

Signature and seal of contracting agency/firm/company

GENERAL INFORMATION

- 1) Approximately 400 students/staff will avail the mess service. With the new admissions and joining of Research Students / Staff members every year the above number will increase by 125.
- 2) All students do not stay on campus during the vacation i.e. May to July and December every year. During this time, approximately on an average 25% to 35% student avails the mess service. During this period mess services shall be provided on cash basis.
- 3) Two servant rooms will be made available to the Company / Firm / Agency to enable them to keep minimum required staff on site.
- 4) The Company / Firm / Agency will carry out pest control activity every 15 days in mess premises.
- 5) Personal hygiene of workers and preparation of food under hygienic condition will be of utmost importance for continuation of contract. Any default on the part of hygiene will attract heavy penalty.
- 6) The Company / Firm / Agency will have to deploy sufficient housekeeping staff at respective sites to keep the area neat and clean which is under use i.e. Kitchen, Stores, Dining, Passage, Washing, Accesses etc.
- 7) The Company / Firm / Agency will, at its own expenses shall carry out health examination of its employees at regular intervals.
- 8) The Company / Firm / Agency shall arrange necessary infrastructure for providing catering services other than at hostel mess.

FINANCIAL / PRICE BID

Rates for the following items at Sr. 2 to 4 should be quoted on a complete package basis.

S. No.	Catering Item	Rate per Plate/Cup (inclusive of all taxes & service charges) (Rs.)	Rate in words
1	(a) Tea (Readymade) – 150 ml OR (b) Coffee (Readymade) – 150 ml OR (c) Milk - 150 ml		
2	Breakfast (Unlimited) Tea / Coffee / Milk (150 ml each) with one of these -Poha / Idli / Medu Wada / Uttapam / Missal pav / Upma / Bread Patties, Wada Pav, Sabudana Wada and Sambar with Chuttnee or other suitable items AND Bread, Sand witch / Toast with butter, jam OR Bread with one egg preparation.		
3	Lunch / Dinner (Unlimited) One vegetable preparation, one grain / pulse preparation, dal, rice – kolam / masoori, chapatti/phulkas/puri, papad, pickle, curd / raita, onion, lemon, Sweet (limited) once in a week, non veg (limited) – once in a week.		
4	Evening snacks Tea / coffee / Milk (150 ml each) with one of these - cake, pakodas, vegetable pugs (pakauri), samosa, kachori, vegetable spring roll, dal vada, veg sandwich, pattice, jam, cheese,, egg chowmein/ roll, tikia + chola, vegetable cutlet, French fries, assorted biscuits or other suitable items.		

Note : Only premium branded items, raw material and refined sunflower / soya / saffola oil should be used.

Signature and seal of contracting agency/firm/company

RATES FOR PROVIDING CATERING SERVICES DURING MEETINGS / PROGRAMMES OF IISER PUNE

Sr. No.	Items	Rate (in Rs.) (inclusive of all taxes & service charges)
1*	Ordinary Lunch : 1] Veg - One vegetable preparation, one grain / pulse preparation, dal, rice – kolam / masoori, chapatti/phulka/puri, papad, pickle, curd / raita, onion, lemon, 2] Non Veg - One vegetable preparation, one grain / pulse preparation, One Non Veg preparation, dal, rice – kolam / masoori, chapatti/phulka/puri, papad, pickle, curd / raita, onion, lemon,	1] Buffet Serving: Rs. _____ (Rupees.....)
		2] Packed Boxes: Rs. _____ (Rupees.....)
		1] Buffet Serving: Rs. _____ (Rupees.....)
		2] Packed Boxes: Rs. _____ (Rupees.....)
2*	Working Lunch : 1] Veg – 1 Sand Witch / Burger/ Veg Puff / Veg Roll OR Similar Item with Chutteney/ Curd/ Tomato Sauce/Pickle etc , 2 Parathas (Methi/Alloo etc) with one sweet / Cut fruits. 2] Non Veg – 1 Sand Witch / Burger/ Non Veg Puff / Non Veg Roll OR Similar Item with Chutteney / Curd/Tomato Sauce/Pickle etc, 2 Parathas (Methi/Alloo etc) with one sweet / Cut fruits.	1] Buffet Serving: Rs. _____ (Rupees.....)
		2] Packed Boxes: Rs. _____ (Rupees.....)
		1] Buffet Serving: Rs. _____ (Rupees.....)
		2] Packed Boxes: Rs. _____ (Rupees.....)
3*	Special Lunch : 1] Veg - One Soup, two vegetarian preparations, One Dal preparation, One Rice Preparation, chapatti/phulka/puri/paratha, Salad, Papad, Curd with sweet OR Cut fruits. 2] Non Veg - One Soup (Veg/Non Veg), two vegetarian preparations, One non-veg preparation, One Dal preparation, One Rice Preparation, chapatti/phulka/puri/ paratha, Salad, Papad, Curd with sweet OR Cut fruits.	1] Buffet Serving: Rs. _____ (Rupees.....)
		2] Packed Boxes: Rs. _____ (Rupees.....)
		1] Buffet Serving: Rs. _____ (Rupees.....)
		2] Packed Boxes: Rs. _____ (Rupees.....)
4	High Tea - Tea / Coffee with single piece of Bread Patice, Sand witch, Veg Puff, Samosa, Bonda, Cutlet, Batata Wada or other similar items with Chutteney/ Tomato Sauce etc. & Single piece of Sweet / Chips	Rs. _____ (Rupees.....)
5	Tea / Coffee with two Samosas / Bondas / Cutlets or any other similar snacks.	Rs. _____ (Rupees.....)
6	Tea / Coffee with biscuits(2 types)	Rs.____(Rupees.....)
7	One cup Tea -150ml	Rs.____(Rupees.....)
8	One cup coffee - 150ml	Rs.____(Rupees.....)
9	Milk - 200ml	Rs.____(Rupees.....)
10	Seasonal Fruit Juice – 200ml	Rs.____(Rupees.....)

* Also quote when served in food grade packed boxes.

Note : Only premium branded items, raw material and refined sunflower / soya / saffola oil should be used.

Signature and seal of contracting agency/firm/company

FINANCIAL / PRICE BID FOR**PROVIDING CATERING SERVICES AGAINST THE GIVEN RATES**
(Please give appropriate affordable options in the given rates)

Sr. No.	Rate/ Plate/Cup (inclusive of all taxes & service charges) (Rs.)	Rate in words	Catering Item (options)
1	Rs. 4/- Rs. 4/- Rs. 4/-	Rupees four only. Rupees four only. Rupees four only.	(a) Tea (Readymade) – _____ ml (b) Coffee (Readymade) – _____ ml (c) Milk – _____ ml
2	Rs. 14/-	Rupees fourteen only.	Breakfast with Tea / Coffee / Milk (_____ ml each) With....
3	Rs. 33/-	Rupees thirty three only.	Lunch / Dinner (Unlimited)

Note : Only premium branded items, raw material and refined sunflower / soya / saffola oil should be used.

Signature and seal of contracting agency/firm/company