

Tender Notice for Catering Services for Hostels at Institute of Nano Science and Technology Mohali

Part-I General

1. Tenders are invited from interested contractors for running a mess at INST Mohali students' hostel. Total number of students is approximately 100-150 numbers. The list of residents, who will compulsorily use the mess, shall be provided by the hostel administration from time to time. The number of residents may vary depending upon academic sessions and vacations.
2. The contractor will provide the catering services as per the menu (see annexure-2) as decided by the Institute. The menu list is subject to change as per the Institute's discretion within the overall rates. Only those contractors with valid FSSAI certificates,ESI and EPF registration are eligible to apply.

Part-II Details of Mess

- a) The mess will be open for a minimum of breakfast (7.30-9.30am), lunch (12.30-2.30pm) and dinner (7.30-9.30pm) on all days. The mess may be kept open for a longer period in consultation with the Warden Office. The students' strength will be approximately 100-150 numbers.
- b) Food will be prepared as per Annexure 2.
- c) Prices to be quoted on a *per day* basis for the basic menu as per Annexure 2.
- d) Prices for extra items as per Annexure 2 may also be quoted.

Part -III Quality Maintenance

1. The quality of raw materials used for cooking will be as per specifications provided in Annexure 1
2. Materials known to be harmful to health (as decided by the Institute from time to time) such as food colouring, soda, aginomoto etc. will not be used.
3. The contractor will use all raw materials of best quality available in the market and in case it is found that any service or any item is sub-standard, the Institute will be at liberty not to make any payment for that entire service or make appropriate deduction from the bills at its discretion. The contractor shall ensure that raw material is sufficiently and appropriately stocked in the storage, for consumption, for a minimum period of 15-20 days.
4. Institute will have the right to decide and to prescribe varieties and brands of various materials used in cooking and other preparations.
5. The contractor shall procure only good quality fresh fruits and vegetables from the market. These should not be stored for more than 2 days in summer months and 3 days in winter months at a stretch. The Hostel administration or its nominee shall have the right to check the quality of food articles and vegetable from time to time.
6. The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises immediately. Un-refrigerated cooked food, not consumed within 6 (six) hours in summer months and 10 (ten) hours in winter months, shall be deemed to be stale and unfit for consumption and must be discarded. Under no circumstances shall stale food be served.
7. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall cater to the general taste of the residents.
8. The oil that remains from the deep frying at the end of the day shall be discarded in an appropriate manner and shall not be allowed to be recycled for the purpose of cooking again.

9. The contractor must ensure hygienic cooking, proper handling by cooking/catering staff and efficient and neat & clean service. The kitchen will have to be cleaned by the staff of the contractor is after every meal without fail and garbage to be taken out to Corporation Vat by the staff of the contractor.
10. The contractor must also ensure that the table surface is cleaned after every use.
11. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all times.
12. Service bearers engaged by the contractor should wear neat & clean uniform while on duty and shall have adequate experience in serving with etiquette and courtesy. It is required that all mess workers wear head cover while on duty.
13. The contractor shall ensure that everyone under their employment must be paid at-least minimum wage the there are no underage employee. All GOI rules that apply should be followed.
14. The contractor shall ensure that sufficient manpower is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of mess assets and premises, by an overall minimum of following manpower.

| Sl. No. | Type | Required No. for each shift |
|---------|---|-----------------------------|
| 1 | Manager / Coupon clerk/ Accountant | 1 |
| 2 | Cook / Supervisor (Chief Cook) | 2 |
| 3 | Assistant Cooks/ Preparation Assistants | 1 |
| 4 | Roti Makers | 1 |
| 5 | Water Supplier / Waiter | 1 |
| 6 | Cleaner for Dining and Washing Person | 2 |
| 7 | Counter Assistants | 2 |
| | Total manpower required | 10 |

The above workmen shall be placed at all times under exclusive supervision of the contractor. The mess workers shall not work for more than one shift distributed over 12 hours. However, the total hours of work in a day shall not exceed 09 hours including a 1 hr break. The attendance of the mess workers shall be checked from time to time.

15. The contractor also agrees to employ at least 1 specialist cook for preparing South Indian food items.
16. The contractor also provide insect light traps so that the cooking and eating area remain free from flies and mosquitoes.
17. The waste material and unused/ leftover food from mess shall be removed from the hostel premises every day by the contractor. The contractor shall ensure that stray cattle, dogs etc. do not consume any food within the hostel premises.
18. Vegetarian and Non veg food need to be cooked separately ensuring that there is no mixing of cooking and serving utensils.
19. The mess shall function on all days throughout the year and will not be allowed to be closed on any day, including holidays, for any reasons whatsoever.
20. The Institute may indicate the requirement for catering service if there is a schedule for Seminar/Training/Symposium/Workshop etc. for more number of participants than normal on a given day. Intimation by the institute will be provided at least 12 hours in advance and the contractor will provide for the additional numbers.

21. The contractor shall not be allowed to use the hostel or mess premises to offer any mess services beyond the scope of the contract unless agreed to by the Hostel Administration.
22. The Dean (Administration) and wardens shall be authorized to impose a fine on the contractor and/or cancel the contract in case of sub-standard quality of food items, malpractices, lack of hygiene or violation of any of the conditions of the contract.
23. **Any rodents, pests or insects found in stored grains or in food/ingredients shall incur heavy penalty (Rs. 5000/- per incident, payable to INST account-). Repeated offence may result in immediate cancellation of contract.**

Part IV Infrastructure

1. The Institute will provide the kitchen and cooking infrastructure. The inventory of articles shall be handed over to the contractor in good basic and working condition at the commencement of the contract. **Important:** The contractor shall be the custodian of this Institute property and mess inventory during the period of contract. He is expected to use the Institute's inventory items and maintain them in good condition and shall make up for the loss to the inventory by way of misuse, breakage, theft etc. at his own cost. Similarly the inventory in good condition shall be handed over by the contractor to the INST Mohali Wardens Committee on the expiry of the contract period. The security deposit shall be refunded only after a "No Dues Certificate" is granted by the Dean (Administration) office.
2. The contractor shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, geysers, water coolers, mixer / grinder, oven and other equipment for cutting / grilling vegetables, etc. Any other electrical cooking appliances may also be used by the contractor after obtaining prior permission.
3. The Institute will provide electricity and water connections. However, payment will have to be made by the contractor on monthly basis as per the meter reading and the rates as fixed by the state government.
4. The Institute will provide the gas connection, however, the payment will be made by the contractor as per usage.
5. The contractor will arrange the other items such as napkins and table covers etc and they will be adequate in number and of good quality – acceptable to the Institute. Replacement due to loss and breakage of the utensils, crockery etc. by the contractor's staff will be contractor's responsibility when they are provided by the institute.

Part V Billing

1. A student can obtain mess rebate if he/she signs off from the mess for a minimum period of two days.
2. The Institute may indicate the requirement for catering service if there is a schedule for Seminar/Training/Symposium/Workshop etc. for more number of participants than normal on given day, 12 h in advance.
3. The contractor has to prepare the monthly bill and put it up on the notice board by the 5th day of the following month, for students view. If there are any points of contention, the student must bring it to the notice of the Hostel caretaker within *ten* days after the display of the bill. After the ten day period, the bills may be submitted to INST Mohali for processing. Monthly payments will be released after a committee of wardens certifies that the service was satisfactory and payment will generally be made by the end of the month.
4. It should be clearly understood that the billing should be made strictly on the basis of meals/tea/Tiffin/breakfast/dinner etc actually served.

Part VI

- 1. *The contract will be for a period of one year from November 1, 2020 to October 31, 2021 extendable for a period of one year if found satisfactory by the Hostel administration.***
- 2.** The staff engaged by the contractor will be solely under their employment, control and discipline and in case of termination of the contract, the Institute will not be liable for any loss or damage, if any, caused to you or your employees. The Institute will not also be liable in case of services of any of the employee dispensed with by you. The staff engaged with you will be paid Govt. approved wages along with EPF, ESI. The contractor shall be responsible for fulfilling the requirement of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour (Regulations and Abolition) Act and all other labour and industrial enactment at his own cost in respect of all staff employed by him. The Dean Students Office shall have the right to ask for evidence of the payment of salary and benefits. The contractor will follow all the Labor laws as per the rules of the GoI.
- 3.** The contractor must provide a list of employees to the Institute at regular intervals. Only such mess workers of the contractor whose name is on the list will be allowed entry into the institute and permission to stay in the hostel premises. The mess workers are allowed only in the mess area or their allotted room and are not allowed to enter any other area of the Hostel.
- 4.** The staff employed in the mess shall be provided with uniform by the contractor as per their job assignments and they shall wear it compulsorily while on duty. The contractor shall employ only adult and trained staff with good health and sound mind for all services. He shall also nominate a qualified and experienced manager acceptable to the Institute to take orders / instructions from the mess committee and the hostel administration.
- 5.** The contractor shall ensure that all employees engaged by him are free from communicable / infectious disease. Medical Officers specified by the MFA shall conduct medical examination every 6 (six) months or as decided by the Institute. The cost of the medical examination will be borne by the contractor. If in the opinion of the Institute any of the contractor's employee(s) is found to be suffering from any infectious disease or if any employee(s) of the contractor are found to have committed misconduct or misbehaviour, the Hostel Administration shall have the right to ask the contractor to remove such employee(s) and also terminate the contract. The Institute shall be entitled to restrain such employee(s) from entering the institute premises.
- 6.** The contractor shall be responsible for his employees in observing all security and safety regulations and instructions that may be issued by the Institute from time to time. The contractor shall have the right to appoint and to take appropriate disciplinary actions against his workers who fail to fulfil his obligations under this agreement provided due process is followed and the action is in accordance with Industrial Employment (Standing Order) Act, 1946 and the Institute is kept informed. However, the contractor shall not in any capacity employ any person(s) of bad character or any person whose antecedents are not acceptable to the Institute.
- 7.** The Institute shall not be liable for any damages or compensation payable in respect of or in consequence of any accident or injury to any workman or any other person in the employment of the contractor or any subcontractor. The contractor shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect or in relation thereto of. The contractor shall not appoint any subcontractor for the assigned contract partially or wholly without the written permission of the Institute.
- 8.** The contract can be terminated either way; by giving 01 (one) month notice by the contractor to the Institute or 01 (one) months' notice by the Institute to the contractor.
- 9.** The Institute reserves the right to reject/not to accept any quotation without showing any reason thereof.
- 10.** In case of any clarification or a problem, the decision of the Institute will be final and binding on the contractor.

- 11. Important:** Only those firms/persons already engaged in providing catering and housekeeping services to reputed academic institutions/organization, having experience need to apply. Rates should be quoted for per day, inclusive of all applicable taxes. Since the mess service users are solely the students, the Institute reserves the right of not awarding the contract to Firms who have already served as a mess contractor with our Institute and whose service and quality of food was not acceptable to the students.
- 12.** The contractor should have proper registration and photocopies of PAN, TAN and sales tax number should be enclosed within the tender document. The contractor shall have his own set-up including registration under the relevant laws governing the type of work he is to perform. The contractor shall be required to produce requisite license from the office of the Regional Labour Commissioner (Central).
- 13.** The contractor should have *Food safety and Standards Authority of India* (FSSAI) certification.
- 14.** The selection of contractors will be based on a *Two-bid system*. (see attached proforma in Annexure 3; your experience in catering service, name of the institutions, etc) *Please Note: EMD (Earnest Money Deposit) money by DD/ Banker Cheque/FDR/ Bank guarantee for Rs. 50,000/- and tender fee of Rs. 590/- (through DD non-refundable) in favour of the Director INST payable at Mohali should be submitted so as to reach us latest by 6th October, 2020 before 3.00 PM. The technical bids shall be opened at 3.30 pm on 6th October, 2020, in the INST Mohali, Habitat Center, Sector 64, Phase 10, Mohali, and Punjab 160062.*
- 15.** The institute has decided a basic minimum price. The price is kept in a sealed envelope and will be declared on the date of opening of financial bid. Any bid which is lower than the minimum price will be rejected.
- 16.** *Only the rates quoted for basic menu (Annexure 2; GRAND TOTAL of cost of breakfast, eggs, lunch and dinner) will be evaluated for financial bid and L-1 (not less than minimum amount decided by the institute) will be decided based on the grand total amount quoted. Important: Qualifying Technical bid is prerequisite for opening financial bid.*
- 17.** Technical Evaluation will be based on *previous experience. Only experience (minimum three years or more) in catering in hostels in govt. Institutes/reputed private educational Institutions will be considered. Experience in Govt institutes will be preferred.*
- 18.** Subsequent to the finalization of the party to whom the order may be placed, the Institute reserves the right to conduct a price negotiation.
- 19.** Final decision will be recommended by a committee of Dean (Administration), Head of Office (HoO), and Wardens to the Director, INST Mohali.
- 20.** After one year, the contract may be extended for the next year, subject to positive feedback by the users of the Hostel Mess and the Institute. The extension of the contract will be at the same rates existing prior to the expiry of the contract. The Institute reserves the right not to invoke this arrangement if the performance of the contractor is not found to warrant such an extension.

QUALITY MAINTENANCE

| Item | Brand |
|----------------------------------|---|
| | All dry ingredients will be bought from open market, packed and of highest quality |
| Salt | Tata, Annapurna, Nature fresh |
| Spices | M.D.H. Masala, Satyam, Badshah, Everest , Catch |
| | Or other brands after approval from the Hostel Administration |
| Jam/Ketchup | Maggi, Kissan, Heinz / Tops |
| Oil (Sunflower/Musterd) | Agmark/ISI or branded items such as Sundrop, Godrej, Saffola, Fortune, Ruchi |
| Pickle | Mother's or Pravin or Priya or Bedekar or Nilon's |
| Atta (unrefined and high fibers) | Aashirvad, Pillsbury, Annapurna, Ginni or freshly ground after approval from hostel Administration. |
| Rice | Basmati Tukda (¾ size) e.g. Dubraj, India Gate, or equivalent in Punjab Market after approval from Hostel Administration. |
| Butter | Amul, Britannia, mother dairy (no margarine) |
| Bread | Brown/atta bread, Bonn or Other brand after approval from the Hostel Administration |
| Ghee | Amul, Mother Dairy, Britannia, Gits, Everyday, Verka. |
| Milk | Verka (Green Packet)/ Other brand after approval from the Hostel Administration |
| Paneer | Amul or other branded item approved by the Hostel Administration,Verka |

Note: Food should be tested by an accredited Laboratory and monthly compliance report shall be filed by the contractor. All the expenses for food testing shall be the responsibility of the contractor.

Table 1**ANNEXURE-2**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------------------------|----------------|----------------------|--------------------|----------------|-----------------|-----------------------|
| | | | | | | |
| <u>BREAKFAST</u> | | | | | | |
| Milk+ Tea | Milk+ Tea | Milk+ Tea | Milk+ Tea | Milk+ Tea | Milk+ Tea | Milk+ Tea |
| Bread | Bread | Bread | Bread | Bread | Bread | Bread |
| Butter Jam (20 gm) | Butter Jam | Butter Jam | Butter Jam | Butter Jam | Butter Jam | Butter Jam |
| Sprouts | Cornflakes | Sprouts | Cornflakes | | Sprouts | Cornflakes |
| | 2 Fruits* | 2 Fruits | 2 Fruits | 2 Fruits | 2 Fruits | 2 Fruits |
| ketchup | ketchup | ketchup | Ketchup | ketchup | ketchup | ketchup |
| | | | | | | |
| MENU A | MENU A | MENU A | MENU A | MENU A | MENU A | MENU A |
| Allu Parantha | Pav Bhaji | Gobhi/Mooli Parantha | Uttipam | Curd | Poha + Macaroni | Masala Dosa/Rava Dosa |
| Curd | Dalia | | NARIYAL CHUTNEY | Gobhi Parantha | Hari Chutney | Sambhar |
| | | | Sambhar | | | Nariyal chutney |
| | | | | | | |

| MENU B | MENU B | MENU B | MENU B | MENU B | MENU B | MENU B |
|----------------|-----------------|----------------------|-----------------|---------------|---------|-----------------|
| Onion Parantha | Idli Chutney | Gobhi/Mooli Parantha | Vada | Daal Parantha | Upma | Ragi Dosa |
| curd | Sambar Dalia | | NARIYAL CHUTNEY | Curd | Chuthey | Sambhar |
| | | | Sambhar | | | Nariyal chutney |

Note: * Fruits- Washed whole Apple, banana, oranges, mango, guava, kino, pears or other uncut seasonal fruits of high quality.

Eggs- Eggs to be available at every breakfast **on payment basis**.

LUNCH

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--------------|------------------|------------|-----------------|--------------------|----------------|-----------------------------------|
| | | | | | | |
| Pickle | Pickle | Pickle | Pickle | Pickle | Pickle | Pickle |
| Salad | Salad | Salad | Salad | Salad | Salad | Salad |
| | | | | | | |
| Veg Biryani | Aloo Methi/Tinda | Rajma | Kadhi Pakoda | Gajar Matar / peta | Fried Rice | Chholey Bhatura/Puri Channa |
| Mix Veg | Kala Chana | Allu Palak | Aloo Gobhi Fry | | Veg Manchurian | |
| Chana Daal | Curd | Curd | | Curd | Boondi Raita | Ioki Raita |
| Boondi Raita | | | | Rongi Daal | Mixed Daal | |
| | Rice | Zeera Rice | Rice | Rice | | Rice |
| Roti | Roti | Roti | Roti | Roti | Roti | |
| | | | | | | |
| Pappad | Triangular Chips | Pappad | Sabudana Pappad | Pappad | Frymus | Pappad |
| | | | | | | |
| | | | Menu -B | | | |

Twice a month regional specialties such as Litti Chokha, Dal Baati, Amritsari Kulcha and Makki roti, Sarson ka saag should be served in lieu of breakfast or lunch.

Note: In items such as mixed vegetables, aloo gobi etc. the quantity of potato should be less than 20%

DINNER

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------------------|-----------------------|-----------------|------------------|---------------|-----------------------|---------------------------|
| MENU A | MENU A | MENU A | MENU A | MENU A | MENU A | MENU A |
| Shahi Paneer | Kashmiri Aloo | * Seasonal Veg | Matar Paneer | Mix Veg | Malai Kofta | Palak Paneer/Chili paneer |
| Brown Masoor Daal | Moong Dal | Uradh Daal | Arhar/Moong Daal | Dal Makhni | Masor Daal | Arhar Daal |
| | | | | | | MENU B |
| | | | | | | Chilli Paneer |
| Sweet Dish | Sweet Dish | Sweet Dish | | Sweet Dish | Sweet Dish | Sweet Dish |
| MENU A | MENU A | MENU A | | MENU A | MENU A | MENU A |
| Gulab Jamun | Custard | Gulab Jamun | | Shahi Tukda | Gajar / Suji Ka Halwa | Sewai |
| | MENU B | MENU B | MENU B | MENU B | MENU B | MENU B |
| | Gajar / Suji Ka Halwa | | | Chilled Kheer | | Ice cream |
| Roti | Roti | Roti/Makki roti | Roti | Roti | Roti | Roti |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| Rice | Rice | Rice | Rice | Rice | Rice | Rice |
| Salad | Salad | Salad | Salad | Salad | Salad | Salad |

Note: *

- Saag, Karela, Tori, Parmal (No potatoes add in these vegetables)
- Bread should be brown/atta bread.

Please Note:-

The quantity of few are mentioned below:-

1. Milk (250ml) + Tea (150 ml) - both
2. Bread (4 Slices)
3. Butter (20 gm)
4. Jam (20 gm)
5. Fruits (2)

Menu A and menu B will be followed in alternate weeks.

**Institute of Nano Science and Technology Mohali
Habitat Centre, Phase- 10, Sector- 64, Mohali - 160062, Punjab, India**

**Technical Bid Proforma for evaluation of Technical
Performance of the Tender**

1. Name of the Person/Organization/Firm_____
2. Permanent Address_____
- _____
- _____
3. Telephone/Fax Nos. _____
4. Email address _____
5. Status of Organization (whether Private/Public Sector Undertaking/Sole proprietor/Partnership/ Cooperative Society etc).

6. Financial Status: Name of Bank _____

Bank Account No

Type of Account

Amount of funds you can arrange to invest as working capital
in running the mess Rs. _____ (Min 3 Lacs)

7. Whether documentary proof, in support of 1 & 2 above are submitted? Yes/No
8. Whether the tenderer has submitted an Experience Certificate of working in academic Institutes in the region?
Yes/No
9. Whether the Tender Bid guarantee (Earnest Money Deposit) in the form Demand Draft/Banker's Cheque from any of the commercial banks, payable at Mohali drawn in the name of the **Director, INST Mohali**, for an amount of **Rs. 50,000/- (Rupees Fifty Thousand only)**, has been submitted in physical form?

Yes/No

10 .Whether the self-attested copy of Last 2 year Income Tax Assessment along with Balance Sheet, certificate/PAN/TAN No. has been submitted?

Yes/No

11. Whether the self-attested copies of the Service Tax No. has been submitted?

Yes/No

12. Whether the tenderer has submitted a self-attested copy of valid Labour Licence in the relevant trade/field for the execution of this service contract duly issued by the competent authority e.g. EPF No. & ESI No. (Receipt of payment for last two month for the same is required).

Yes/No

13. Whether the Affidavit on non-judicial stamp paper of Rs. 15/- duly attested by the Executive Magistrate that the tenderer has never been blacklisted, has been submitted?

Yes/No

14. Last receipt of EPF deposited for employees submitted?

Yes/No

Do you have Food Safety and Standards Authority of India (**FSSAI**) certification?

Yes/No

Place

Signature of Tenderer _____

Dated _____

Full Name of the Tenderer _____

Address

ANNEXURE-4

**Institute of Nano Science and Technology Mohali
Habitat Centre, Phase- 10, Sector- 64, Mohali - 160062, Punjab, India**

PRICE BID

| Sr. | Description / Particulars | Cost per meal (INR) | GST, If Extra | Total |
|-----|-------------------------------|---------------------|--------------------|-------|
| 1 | Breakfast (as per Annexure-2) | | | |
| 2 | Lunch (as per Annexure-2) | | | |
| 3 | Dinner (as per Annexure-2) | | | |
| 4 | Eggs | | | |
| | | | GRAND TOTAL | |

Signature of Tenderer (Signature and stamp) _____

Full Name of the Tenderer _____

Address _____

_____ Pin Code _____

E-mail Address _____

Contact No. _____