INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH (IISER) MOHALI

(Established by Ministry of Human Resource Development, Govt. of India)
Sector 81, SAS Nagar, Mohali, Manauli P.O., Punjab, 140306, India

Tender Notice for Catering Services for Hostels No. 6 & 8 at Indian Institute of Science Education and Research Mohali

Part-I General

1. Tenders are invited from interested contractors for running a mess at IISER Mohali students hostel. Total number of students is approximately 225-250 per hostel. 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. However, a significant variation is not envisaged on a day to day basis.
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.

Part-II Details of Mess

a) The mess will provide all students breakfast, lunch and dinner, on all days of the month. Each meal will be served over a period of at least 2 hrs. The actual timings that must be adhered to will be informed to the contractor. The students' strength will be approximately 225-250 per hostel.
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.
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 vegetables from the market. The vegetables shall 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 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 every day 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 were head cover while on duty.

13. 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	2
4	Roti Makers	3
5	Water Supplier / Waiter	1
6	Cleaner for Dining	1
7	Counter Assistants: Men	2
8	Washing Person	3
	Total manpower required	**15**

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.

14. The contractor also agrees to employ at least 1 specialist cook for preparing South Indian food items.

15. 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.

16. 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.

17. 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.

18. The mess committee shall be authorized to impose a fine on the contractor in case of sub-standard quality of food items, malpractices, lack of hygiene or violation of any of the conditions of the 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 and working condition at the commencement of the contract. **Important:** The maintenance of the utensils, furniture and appliances shall be done and ensured by the contractor at his/her own cost. 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 IISER Mohali Hostel 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 Students 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 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.

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 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 IISER-M/Dean Students 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 Aug 01, 2015 to July 31, 2016.
2. The Contractor will be required to deposit a sum of Rs, 1,00,000/- (Rupees One lakh only) as Security Deposit with the Institute for due performance of the contract on his part. The DD shall be for the Security Deposit shall be drawn in favour of Registrar, IISER, Mohali. The Institute reserves the right to retain the same security deposit of Rupees one lakh deposited by the contractor if he fails either to perform the contract or give one month notice for termination of the contract or for the breach of any terms & conditions. No interest shall be payable by the Institute for sums deposited as Security Deposit.
3. The staff engaged by you will be solely under your employment, control and discipline and in case of termination of the contract, the Institute will not be liable for 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 risk and cost in respect of all staff employed by him. The contractor will follow all the Labor laws as per the rules of the Government.
4. 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 to stay in the hostel premises. The mess workers are allowed only in the mess area or their allotted room and will not be allowed to enter any other area of the Hostel.
5. 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.

6. 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 such disease or if any employees(s) of the contractor are found to have committed misconduct or misbehavior, the Hostel Adminstration shall have the right to ask the contractor to remove such employee(s) without questioning the decision of the Institute. The Institute shall be entitled to restrain such employee(s) from entering the mess premises.

7. 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 fulfill 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.

8. The Institute shall not be liable for any damage 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 sub-contractor. The contractor shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect or in relation thereto.

9. The contractor shall not appoint any sub-contractor for the assigned to him without the written permission of the Institute.

10. 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.

11. Notwithstanding anything-contained herein above, the Institute will determine a cut-off rate, keeping in view the standards of quality and quantity of food (which is to be kept a secret), as a base rate. Quotations below this base rate will not be entertained and such tenders will be rejected.

12. The Institute reserves the right to reject/not to accept any quotation without showing any reason thereof.

13. In case of any clarification or a problem, the decision of the Institute will be final and binding on the contractor.

14. **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.**

15. 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).

16. The selection of contractors will be based on a two-bid system. Please submit separate sealed envelopes containing technical points (see attached proforma in Annexure 3; your experience in catering service, name of the institutions, etc) and financial quotes latest by 01:00 PM on July 06, 2015, to The Dean Students IISER Mohali, Sector 81, S A S Nagar, Manauli PO, Punjab 140 306. The technical quotations will be opened at 2.30 pm on July 06, 2015, in the office of the Dean Students, IISER Mohali, Sector 81, S A S Nagar, Manauli PO, Punjab 140 306.

17. Based on the technical quote there will be an interview with the Tenderers (The interview date will be intimated to the tenderers). Considerations will be given for the capability analysis of the bidder (based on a presentation, interview, on the spot evaluation of the bidder where catering is being done currently) and financial bid. During evaluation 50% weightage will be given to capability analysis & 50% to financial bid. After the interviews with the tenderers, the financial bid will be opened on the interview date (which will be intimated to the tenderers). **Important:** Qualifying Technical bid is pre requisite for opening financial bid.

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(S), Wardens and Hostel representatives and SRC Convener to the Director, IISER Mohali.

20. The contract may be extended for a maximum period of one year, in two 6 monthly periods, 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.

Registrar
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Sector – 81, SAS Nagar,
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