



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

मानव संसाधन विकास मंत्रालय, भारत सरकार द्वारा स्थापित

सैक्टर-81, नॉलेज सिटी, प० ओ० मनोली, एस० ए० एस० नगर, मोहाली, पंजाब 140306

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI

(Established by Ministry of Human Resource Development, Govt. of India)

Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab

PAN No. - AAAAI1781K GSTIN No:- 03AAAAI1781K2ZS

• Phone : +91-172-2240086 & 2240121 • Fax : +91-172-2240124, 2240266 • <http://www.iisermohali.ac.in> • Email: stores@iisermohali.ac.in

CPPP/Institute Website

IISERM (1223)19/20Pur

Dated: July 4th, 2019

NOTICE INVITING E-TENDER

Online tenders are invited on behalf of Director, IISER Mohali in **TWO BID SYSTEM** for **Catering Service in Hostel 5 and 8 on Pay and Eat basis in IISER Mohali** from experienced and reputed caterer/service provider as per technical requirement and details given below and BOQ list at CPPP i. e. <https://eprocure.gov.in/eprocure/app>. Tender documents may please be downloaded from the E-procurement portal website <https://eprocure.gov.in/eprocure/app> & Institute website www.iisermohali.ac.in.

Registrar, IISER Mohali



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E-TENDER NOTICE

Tender Ref.- IISERM(1223)19/20Pur	Dated : 4 th July 2019
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Critical Date Sections

Sr.	Description	Date	Time
1.	Tender Publishing Date and time	4 th July 2019	6:00pm
2.	Tender Document download start Date & Time	4 th July 2019	6:00pm
3.	Bid Submission start Date & Time	4 th July 2019	6:00pm
4.	Bid Submission End date and Time	16 th July 2019	Up to 11:00am
5.	Tender opening Date and Time	17 th July 2019	At 11:30am

Online tenders are invited on behalf of Director, IISER Mohali in **TWO BID SYSTEM** {Technical and commercial separately} for **Catering Service in Hostel 5 and 8 on Pay and Eat basis in IISER Mohali** from the experienced and reputed caterer/service provider at CPPP i.e. <https://eprocure.gov.in/eprocure/app>. Tender documents may please be downloaded from the E-procurement portal website <https://eprocure.gov.in/eprocure/app> & Institute website www.iisermohali.ac.in. Tender fee in shape of DD/Banker of Rs. 590/- (Non-refundable) and EMD of Rs. 50,000/- should be submitted by DD/FDR/ Bank Guarantee in favor of the Registrar, IISER Mohali payable at Mohali. However, scanned copy of the both tender fee and EMD should be upload on website along with technical bid part. The hard copy of the same in original to be send to the address mentioned below highlighting the tender notice number duly the supply/work name and reference/ tender ID on the envelope and same must reach before opening the bid and if not received within due date the bid will be rejected summerly. The technical bids shall be opened at **11.30 pm on July 17, 2019**, in the Administrative Building, IISER Mohali

The Original EMD and Tender Fee payable at Mohali should be submitted so as to reach us latest by July 16, 2019 before 11.00 am should be sent to :

The Registrar

Indian Institute of Science Education and Research Mohali Sector-81,
Knowledge City, SAS Nagar, Mohali, Punjab, India, Pin: 140306

Non-receipt of original EMD and Tender Fee will lead to rejection of tender.

SUBMISSION OF TENDER

- I. All bid/ tender documents are to be uploaded online at Central Public Procurement portal i.e. <https://eprocure.gov.in/eprocure/app> only and in the designated cover/ part on the website against tender ID. Tenders/ bids shall be accepted only through online mode and no manual submission of the same shall be entertained except tender fee and EMD. Late tenders will not be accepted.
- II. The online bids shall be opened in Administrative Building, IISER Mohali, on above given date and time. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be attended on the next working day at same time and place. IISER Mohali will not be responsible for any error like missing of schedule data while downloading by the Bidder.
- III. The bidder shall upload the tender documents duly filled in and stamped by the authorized signatory on each and every page. Tender not submitted/uploaded in the prescribed form and as per the tender terms and conditions shall be liable for rejection.
- IV. The bidder shall upload scanned copy of the PAN Card, GST number duly signed and stamped. **Also bidders applying against ‘MSME/NSIC Certificate’ issued by appropriate Authority, should ensure that the certificate attached is relevant to the area of service/supply. For example, If the tender is for “supply & installation of Desktop” the certificate should be issued for activity/area of “Computer supply and services activities etc” otherwise bid will be REJECTED without notice.**
- V. E-procurement system ensures locking on the scheduled date and time. The system will not accept any bid after the scheduled date and time of submission of bid.

**Tender Notice for Catering Services for Hostels No. 5 & 8 at
Indian Institute of Science Education and Research Mohali**

Part-I General

1. Tenders are invited in **Two Bid System** from interested contractors for running a **Pay and Eat mess at IISER Mohali students hostel No. 5 and 8**. Total number of students is approximately 250-300 per hostel. The residents who will use the mess are not fixed and may vary from meal to meal. The number of residents may vary depending upon academic sessions and vacations.
2. The bidders can quote for max of two hostels mess. IISER Mohali will reserve the discretion to award one or two messes to the same bidder.
3. Only those contractors with valid FSSAI certification, 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 of the month on pay and eat basis. The mess may be kept open for a longer period in consultation with the Dean Student Office.
- b) The quote should be submitted in the format shown in Annexure – 2 in the Price Bid. Please note that price must be quoted for all the items. The total of there prices would be the basis of determining L1 bidder
- c) The successful bidder, can prepare and sell additional menu items in addition to the listed items. The additional menu items and their prices will be fixed in consultation with the Dean Students office.

Part -III Quality Maintenance

1. The quality of raw materials used for cooking will be as per the 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, ajinomoto, etc. will not be used.
3. The contractor will use all raw materials of the best quality available in the market.
4. Dean Students Office of the 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 the 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 vegetables from time to time and the cleanliness of the mess premises.
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. Unrefrigerated 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 wear head cover while on duty.
13. The contractor shall ensure **that everyone under their employment must be paid at-least min wage and there are no underage employees. All GOI rules that apply should be followed.**
14. The contractor also agrees to employ at least 1 specialist cook for preparing South Indian food items.
15. The contractor shall provide insect light traps so that the cooking and eating area remain free from flies and mosquitoes.
16. 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 and do not enter Mess Premises.
17. Vegetarian and Non veg food needs to be cooked separately ensuring that there is no mixing of cooking and serving utensils.
18. The mess shall function on all days throughout the year and will not be closed on any day, including holidays, for any reason whatsoever.
19. 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.
20. 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.
21. The Dean Students and the warden's committee 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.
22. **Any rodents, pests or insects found in stored grains or in food/ingredients shall incur heavy penalty (Rs. 5000/- per incident, payable to students welfare account). Repeated offence may result in to immediate cancellation of contract.**

Part IV Infrastructure

1. The Institute will provide the kitchen space. The inventory of any additional articles provided by the Institute shall be handed over to the contractor and these must be returned 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 Institute property i.e. the kitchen and mess space and the 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. 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 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 from Dean Students office.
3. The Institute will provide electricity and water connections. However, payment will have to be made by the contractor on a monthly basis as per the meter reading on rates 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 when they are provided by the institute.

Part V Billing

1. The mess system is purely on the basis of **Pay and Eat**.
2. Collection of money is the responsibility of the contractor. Price change without permission from Dean Student's office is not possible.
3. In case of conflict, the arbitration authority will be the Institute.
4. Any items sold need to be accompanied with an Itemized bill inclusive of all taxes

Part VI

1. The contract will be for a period of one year from August 1st, 2019 to July 31st, 2020 if found satisfactory by the Hostel administration extendable for a period of six months. The Contractor will be required to deposit a sum of Rs. 1,00,000/- (Rupees One lakh only) as a Security Deposit with the Institute to ensure due performance of the contract on his part. The DD shall be for the Security Deposit shall be drawn in favour of the Registrar, IISER, Mohali. The Institute reserves the right to retain the same security deposit (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 breach of any terms & conditions. No interest shall be payable by the Institute for sums deposited as a Security Deposit.
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 Govt. of India.
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 misbehavior, 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 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.
 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.
 8. The contractor shall not appoint any subcontractor for the assigned contract partially or wholly without the written permission of the Institute.
 9. 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.
 10. The Institute reserves the right to reject/not to accept any quotation without showing any reason thereof.
 11. In case of any clarification or a problem, the decision of the Institute will be final and binding on the contractor.
 12. **Important:** Firms/persons applying should have prior experience (MINIMUM THREE YEARS OR MORE) of providing catering and housekeeping services to reputed institutions and/or organizations. Rates should be quoted as per Annexure 2, 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.**
 13. The contractor should have proper registration and photocopies of PAN, TAN and GST registration and these 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).
 14. The Contractor should have **Food Safety and Standards Authority of India (FSSAI)** certification.
 15. 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/FDR/ Bank guarantee for Rs. 50,000/- and tender fee of Rs. 590/- (through DD non-refundable) in favor of the Registrar, IISER Mohali, payable at Mohali should be submitted so as to reach us latest by July 16, 2019 before 11.00 am.** The Online Bids shall be opened at **11.30 pm on July 17, 2019**, in the Administrative Building, IISER Mohali, Sector 81, S. A.S Nagar, Manauli PO, Punjab 140 306.
 16. **Only the rates quoted for basic menu (Annexure 2; sum of cost of breakfast, lunch and dinner) will be evaluated for financial bid and L-1 will be decided based on total amount quoted for all the menu items. Important:** Qualifying Technical bid is prerequisite for opening financial bid.
 17. Technical Evaluation will be based on **previous experience. Only experience 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 Students, Wardens and Hostel representatives and SRC Convener to the Director, IISER 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.

The Registrar

IISER Mohali

Sector – 81, SAS Nagar, PO Manauli PINCODE: 140 306.

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)	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	Aashirvad, Pillsbury, Annapurna , Ginni or freshly grinded
Rice	Basmati Tukda (¾ size) e.g. Dubraj, India Gate, or equivalent in Punjab Market
Butter	Amul, Britannia, mother dairy
Bread	Bonn or Other brand after approval from the Hostel Administration
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday,
Milk	Verka (Green Packet)/ Other brand after approval from the Hostel Administration
Paneer	Amul or other branded item approved by the Hostel Administration

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.

PRICE BID FORMAT

Sr.	Item	Quantity
1	Tea	100 ml
2	Milk	200 ml
3	Coffee	100 ml
4	Parantha (Paneer, Gobi, Aloo, Dal)	1 pc
5	Yogurt	100 ml
6	Poha	200g
7	Brown/atta bread and omlette	2 toasts + 2 eggs + butter
8	Masala Dosa/uttampam, Sambar, Naryal chutney	1 Dosa/utappam + 150 ml Sambar + 50 ml chutney
9	Chole Bhatoore	2 Bhatoore + 200g Chole + Onion salad
10	Dal Makhani	200g
11	Mixed vegetable	200g
12	Veg sandwich	1pc
13	Chicken sandwich	1pc
14	Butter chicken	1pc
15	Dal fry/dal tadka	200gm
16	Shahi Paneer	150ml
17	Rajma Chawal	150ml Rajma + 150g cooked rice
18	Makki ki roti/saag	2 rotis + 150g saag_ butter
19	Veg Hakka Chowmein	200 g
20	Gulab Jamun	2 pieces
21	Rice Kheer	200 g
22	Reputed brand Ice-cream	100 ml cup
23	Veg noodle soup	250 ml
24	Chicken noodle soup	250 ml
25	Fruit Salad	100gm
26	Mix Veg. Salad	100gm
27	Lassi	200ml
28	Fresh juice	200ml

Signature of Tenderer (Signature and stamp) _____

Full Name of the Tenderer _____

Address _____

_____ Pin Code _____

E-mail Address _____

Contact No. _____

Technical Bid

Proforma for evaluation of Technical Performance of the Tender

1. Name of the Person/Organization/Firm _____
Permanent Address _____

2. Telephone/Fax Nos. _____
3. Status of Organization (whether Private/Public Sector Undertaking/Sole proprietor/
Partnership/ Cooperative Society etc).

4. 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 Lakh)
5. Whether documentary proof, in support of 1 & 2 above are submitted? Yes/No
6. Whether the tenderer has submitted an Experience Certificate of working in academic Institutes in
the region? Yes/No
7. 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 **Registrar,
IISER Mohali**, for an amount of **Rs. 50,000/- (Rupees Fifty Thousand only)**, has been submitted
in physical form? Yes/No
8. 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
9. Whether the self-attested copies of the GST No. has been submitted? Yes/No
10. 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

11. 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
12. Last receipt of EPF deposited for employees submitted? Yes/No
13. 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 _____
