



# 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

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## **Tender Notice for Catering Services for Hostel No. 5 at Indian Institute of Science Education and Research Mohali** **Part-I General**

1. Tenders are invited from interested contractor for running a mess at IISER Mohali students hostel.
2. There are currently two hostels (Hostel 5&7), each with a student strength of approximately 275. Bids are invited for both messes.
3. A Contractor will be eligible for bidding for only one of the two messes.
4. There are two proposed models for running each mess-
  - a) Canteen Model
  - b) Per day ModelContractor should provide separate quotations for each model
5. The contractor will provide the catering services as per the menu (see annexure) as decided by the Institute. The menu list is subject to change as per the Institute's discretion within the overall rates.
6. For clarifications please email [deanstudents@iisermohali.ac.in](mailto:deanstudents@iisermohali.ac.in)

## **Part-II Models of Running the Mess**

1. Canteen Model
  - a) A basic set of items as per menu in Annexure 2 will be prepared everyday.
  - b) In addition to the basic menu, the contractor is free to prepare any other item.
  - c) The prices of individual items (inclusive of all applicable taxes) need to be specified (e.g. Price per piece of paratha/Dosa etc)
  - d) The prices of the extra items will be subject to approval by the institute.
  - e) All the food will be sold on a coupon system. All Breakfast, Lunch, Dinner will be optional for the students.
2. Per-day Model
  - a) All students (approximate strength per hostel of 275) take breakfast, lunch and dinner on all days of the month from the mess.
  - b) Food will be prepared as per menu given in Annexure 3.
  - c) Prices to be quoted on a per day basis (inclusive of all applicable taxes) for the basic menu as per Annexure 3.

Prices for extra items as per Annexure 3 also need to 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. should not be used.
3. You 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.
4. Institute will have the right to decide and to prescribe varieties and brands of various materials used in cooking and other preparations.
5. Tenderer must ensure to arrange hygienic cooking, proper handling by cooking/catering staff and efficient and neat & clean service. Kitchen to be cleaned by your staff every day without fail and garbage to be taken out to Corporation Vat by your staff.
6. Service bearers engaged by you should wear neat & clean uniform while on duty and shall have adequate experience in serving with etiquette and courtesy.

### **Part IV Infrastructure**

1. The Institute will provide the kitchen and cooking infrastructure.
2. The Institute will provide electricity and water connections. However, the 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
3. 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**

#### **For the Canteen System**

1. All food will be served on coupon system.

#### **For the Per day System**

1. A student can obtain mess rebate if he/she signs off from the mess for a minimum period of two days.
2. The contractor will not charge for the particular service not availed of by a person if he received advance intimation of 12 hours. 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 hours in advance.

3. The contractor has to prepare the monthly bill and put it up on the notice board on every 5<sup>th</sup> day of a month for students view. Then, the students will be asked to pay the mess bill to IISER-M office by every 15<sup>th</sup> day of that month. Mean while the contractor may submit the bills to IISER-M/Dean Students. 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 following month subject to a gap of two weeks.
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 Jan 01, 2013 to Dec 31, 2013.
2. The Contractor will be required to deposit a sum of Rs, 1,00,000/- (Rupees One lac only) as Security Deposit with the Institute for due performance of the contract on his part. The Institute reserves the right to forfeit the same security deposit of Rs.1 lac deposited by the contractor if he fails either to perform the contract or to give 3 months' notice for termination of the contract or for the breach of any terms & conditions.
3. The staff engaged by the contractor will be solely under the contractor's 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 the contractor or his employees. The Institute will not also be liable in case of services of any of the employee dispensed with by you. The staff engaged will be paid govt. approved wages along with EPF, ESI.
4. The contractor must provide a list of employees to the Institute at regular intervals.
5. The contract can be terminated by giving 3 (three) months' notice by the contractor or 2 (two) months' notice by the Institute.
6. 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.
7. The Institute reserves the right to reject/not to accept any quotation without showing any reason thereof.
8. In case of any clarification or a problem, the decision of the Institute will be final and binding on the contractor.
9. **Important:** Only those firms/persons already engaged in providing catering and housekeeping services to reputed academic institutions/organization, having experience need to apply.
10. The contractor should have proper registration and photocopies of PAN, TAN and sales tax number should be enclosed within the tender document.
11. 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 4; your experience

in catering service, name of the institutions, etc) and financial quotes latest by 01:00 PM on December 7, 2012, to The Dean Students IISER Mohali, Sector 81, S A S Nagar, Manauli PO, Punjab 140 306. The quotations will be opened at 4.00 pm on December 7, 2012, in the office of the Dean Students, CAF-Bulding, Room No. 206 IISER Mohali, Sector 81, S A S Nagar, Manauli PO, Punjab 140 306.

12. Based on the technical quote there will be an interview with the Tenderer. 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 opening the quotations, the date of the interview/presentation will be on decided on December 7, 2012 and the same will be intimated to the Tenderers.
13. Qualifying the Technical bid is pre requisite for opening the financial bid.

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