

**INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH,
THIRUVANANTHAPURAM**

No.IISER(T)/Adm/114/08

16th June 2010

TENDER NOTICE

Competitive tenders are invited from experienced catering contractors for Cooking and Serving food for the students; faculty and staff of IISER Thiruvananthapuram (approximately 220 persons at present) at the Students Hostel of the institute at 'ANBY PLAZA' near Chavadimukku and also for the guests staying in the Guest House of the institute, located nearby it, from 1st August 2010.

1. The Caterer/Hotelier should have run the canteen/cafeteria in a major Government/Autonomous/ Public Sector/private Sector Institutions/Hotel of repute for a minimum of 250-300 persons per day and have Two-three years of experience.
2. **Scope:** The scope of the contract includes:
 - a) Maintenance and operation of the kitchen efficiently with the equipment, tools, utensils, crockery etc. provided by IISER Thiruvananthapuram.
 - b) Receive, verify and preserve groceries, vegetables, meat, fish etc. and promptly book keep its consumption. Such records will be verified at any point of time by the authorized staff of the Institute. Daily and periodical statement shall be made and submitted to the Administration.
 - c) Care shall be taken to avoid wastage and only optimum quantity of input materials shall be used.
 - d) Weekly menu shall be drawn out in advance in consultation with IISER Mess Committee.
 - e) Cook all food articles (Vegetarian, non-vegetarian, South Indian, North Indian including breakfast to dinner (breakfast, lunch, and dinner) at the Students Hostel at Anby Plaza.
 - f) All the food items should be served hot/warm and through at self service counters.
 - g) Serve breakfast, lunch and dinner to non-student users from the Institute by collecting coupons issued by the administration. For those who are not using coupons, keep register(s) to write their names for breakfast, lunch and dinner etc and render its details to the administration.
 - h) Make afternoon snacks at the Students Hostel and bring it to the Institute and serve to the students and others on all days except vacations and breaks.
 - i) Prepare and serve morning tea and evening tea on all working days to the faculty, staff and students at the institute.
 - j) Serve tea and snacks at the institute for the meetings, seminars, colloquia etc as required by the Institute.
 - k) Arrange/prepare and serve official lunch /dinner etc. on requisitions from the administration and giving details to the Administration.

- l) Cook all the food articles (vegetarian, non-vegetarian, South Indian, North Indian) including bed tea to dinner (bed tea, breakfast, lunch, afternoon tea & snacks and dinner) to the guests staying in the Guest House.

- m) Timings: Tea, snacks and food shall be served punctually at the following timings:

i) Bed tea	: ---
ii) Breakfast	: 07.15 - 08.30 A.M.
iii) Morning tea	: 10.30-11.30 A.M.
iv) Lunch	: 12.30 - 02.00 P.M.
v) Evening tea & snacks	: 03.30 - 04.30 P.M.
vi) Dinner	: 07.30 - 08.30 P.M.

The timings may be changed at the discretion of the Competent Authority.

- n) The Agency should use only the utensils and crockery provided by the Institute and the same should be cleaned and sterilized as and when used.
- o) Hygiene of the highest order shall be maintained in the kitchen, dining and cleaning areas. The kitchen, dining areas, washing rooms, store rooms, etc. shall be cleaned and disinfected by the caterer as many times as required. The representatives of the Institute may periodically inspect these areas and suggest measures for upkeep and hygiene and the suggestions of the representatives are to be complied meticulously.
- p) Maintain and upkeep of all kitchen equipment, furniture and fittings at the kitchen attached to the Students Hostel and Guest House.
- q) All the surrounding areas of the Mess premises should be cleaned and washed daily in order to be free from flies, insects around the premises.
- r) Garbage collected from the Kitchen, dining areas, dish wash area and the surroundings shall be disposed off to the garbage bin only kept at identified places in the campus then and there and should not be stored for disposal at a later time. Disposal of garbage out of the premises is also the responsibility of the contractor.
- s) Book keeping of all consumables, prepare daily and monthly accounts and furnish statements to the Administration etc.
- t) Take advances from office and render accounts along with bills, statements for the procurement of milk/provision/vegetables/fish/non-veg items etc.
- 3.1 **Personnel:** A minimum of 11 personnel including Cooks, Assistant Cooks, Helpers, and Cleaners shall be engaged by the contractor routinely at Anby Plaza. Two Assistant Cook cum Bearer who are able to understand and speak English and Hindi, shall be posted at the Guest House. One Helper/Bearer who will prepare tea and serve at the Institute will be posted. A Supervisor will be posted to supervise the entire work. Staff to be deployed is described in below: During leave or absence of any staff, substitute shall be arranged by the contractor at his cost.

**NUMBER OF PERSONNEL TO BE DEPLOYED FOR COOKING AND SERVING
CONTRACT AT IISER-TVM**

Place	Personnel required		
	Category	First shift	Second shift
Anby Plaza	Cook	2	1
	Asst. Cook	1	1

	Helpers	1	1
	Cleaners	2	2
Guest House	Asst. Cook cum Bearer	1	1
IISER building	Helper/Bearer	1	-
Overall supervisor	1		

- 3.1.1 All the workers have to undergo periodical medical checkup and any one suffering from contagious and chronic diseases shall not be put on duty. Workers shall not form a trade union or carry out trade union activities in the campus.
- 3.1.2 The personnel employed by the agency shall have good mannerism and behave politely to the inmates and guests.
- 3.1.3 Brief bio-data with certificates of verification of character and antecedents by the local police of all personnel members engaged by the contractor shall be furnished to the Administration on acceptance of the contract.
- 3.1.4 No accommodation will be provided on the campus for the agency workers and the agency shall make its own arrangements.
- 3.2 **Wages:** They shall be paid wages and other benefits as per the prevailing Labour Act. The safety and welfare of the staff shall be entirely the responsibility of the contractor.
- 3.2.1 The Agency shall strictly observe the required standards to maintain proper account of payments including minimum wages, statutory benefits (ESI, PF etc.) being made to the workers of the agency. The agency shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against all such liabilities which are likely to arise out of the agency's failure to fulfill statutory obligations.
- 3.3. **Uniform and Personal Hygiene:** The contractor shall provide 3 pairs of uniform including shoes, socks, caps and apron to the staff. These shall always be clean and each pair of uniform shall never be used for more than 2 days after washing and ironing. The staff shall always maintain higher level of personal hygiene, as well as maintain their uniform and personal appearance in excellent condition.
- 4 **Payment:** Payment will be made by 5th of the succeeding month against bill of the contractor certified by the Administrative Coordinator or any authorized officer of IISER Thiruvananthapuram. Income Tax as applicable shall be deducted from the monthly bill.
- 5 **Period of Contract:** The contract is initially for a period of two year and likely to be extended for further periods on mutual consent depending upon the performance. The contract will be effective from 1st August 2010.
- 6 **Termination:** The Institute reserves the right to terminate the catering services contract after serving a three months' notice, if the performance is not satisfactory. The catering agency can also terminate the contract by giving a three months' notice and clearing all the dues to the Institute.

7. GENERAL

- 7.1 Quality of the food, punctuality of its serving and high level of cleanliness and hygiene and timely serving of quality food are the essence of the contract. The contractor shall put all his efforts to fulfill the same.
- 7.2 The contractor shall be the custodian for all equipment, utensils, tools, gas, input materials etc. provided by IISER. Any loss due to theft or negligence shall be fully compensated by the contractor.
- 7.3 The agency/caterer shall solely be responsible either for any injury, damage, accident to the workman employed by the agency or for any loss or any damage to the equipment/property in the areas of work as a result of negligence/carelessness of its workers.

- 7.4 Subletting / Subcontracting of the work is not permissible under any circumstances. If found violating the above rules the contract will be terminated immediately.
- 7.5 Where counter terms and conditions, printed conditions have been offered by the caterer, the same shall not be deemed to have been accepted by the Institute, unless a specific written acceptance is obtained thereof.
- 7.6 Successful bidder is required to deposit an amount of Rs. 1 lakh as security deposit through a bank guarantee or bank draft or FDR in favour of Registrar, IISER, Thiruvananthapuram -695016, which is refundable. In case, Bank guarantee is not furnished, the equal amount will be deducted from the monthly bill in five installments. No interest is paid on the security deposit. This will remain with the Institute for the period of contract and will be refunded after termination of the contract without any interest after deducting dues if any due to the Institute.
- 7.7 If the agency fails to carry out the catering service as per the terms and conditions agreed upon it is liable for forfeiture of security deposit.
- 7.8 Successful bidder shall execute an agreement on a prescribed format
- 7.9 The caterer shall start operating the facility within 15 days of issue of the letter of contract offer or within the date assigned by the Institute.
- 7.10 All the documentation for the tender should be in English.
- 7.11 The tender document is not transferable.
- 7.12 The tender should be complete in all respects. Cover should bear the name and address of the Agency/Caterer and all the copies for the tender shall bear the seal and signature of the Agency/Caterer.
- 7.13 The tender should be valid for a period of 90 days from the opening date of the tender.
- 7.14 The Institute reserves the right to cancel/postpone the date of receipt and or opening of the tenders.
- 7.15 The Institute reserves the right to accept or reject any or all the tenders without assigning any reason.
- 7.16 On all matters, pertaining to this contract the decision of Director, IISER-TVM, shall be final and binding.
- 7.17 Any form of canvassing at any stage will disqualify the tender automatically.
- 7.18 The Agency/Caterer can visit the site before the tenders are submitted.
- 8 Focal Point:** Focal Point in IISER for this contract is the Special Officer/ Registrar. The contractor shall consult him in all matters and only as per his instructions any deviation for the routine shall be made.

Interested parties may submit their tenders in prescribed format (enclosed), in sealed envelopes quoting the monthly charges (all inclusive) for the entire scope of work. The envelopes should be superscribed "*Tender for the Cooking and Serving Contract for IISER Thiruvananthapuram*" and addressed to the Special Officer, IISER Thiruvananthapuram, College of Engineering Trivandrum Campus, Thiruvananthapuram - 695016, Kerala. The Tender should accompany EMD of Rs.15,000/- in the form of Demand Draft drawn in favour of Registrar, IISER, Thiruvananthapuram on SBT, Engineering College Branch, Thiruvananthapuram- 695016 or a FDR from the nationalized bank. The last date of receiving the tender is 4 p.m. on 5th July 2010. The tenders will be opened at 11 a.m. on 6th July 2010 in the presence of those tenderers available at that time.

SPECIAL OFFICER

TECHNICAL AND FINANCIAL BID
FOR COOKING AND SERVING CONTRACT AT IISER, THIRUVANANTHAPURAM

1. Name of Tendering Agency : _____

2. Name of proprietor / Director
of Company/Firm/agency : _____

3. Full Address : _____

Telephone No. _____

FAX No. : _____

E-Mail Address : _____

4. Full address of Operating
/ Branch Office : _____

Telephone No. : _____

FAX No. : _____

E-Mail Address : _____

5. Banker of Company/ Firm/ agency
with full address : _____

**(Attach certified copy of statement of
Bank A/c for the last two years)**

Telephone Number: _____
Of Banker

6. PAN / GIR No. : _____
(Attach attested copy)

7. Give details of similar contracts handled by the tendering Agency on behalf of PSUs /Research Organisation /Government Departments during the last three years in the following format. **Attested copies of work orders may also be attached.**

Sl. No.	Details of client along with address, telephone and FAX numbers	Type of contract undertaken	Number of persons serviced	Value of Contract	Duration of Contract	
					From	To

(if the space provided is insufficient, a separate sheet may be attached)

8. Additional information, if any
(Attach separate sheet, if required)
9. Rates Quoted for cooking and serving contract:
(Rates should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract)

Signature of authorized person

Date:
Place:

Name:

Seal :