

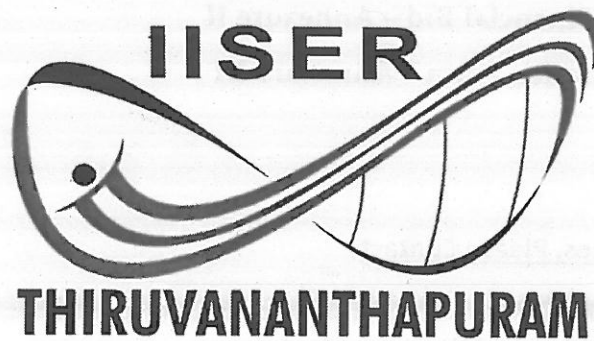
**TENDER DOCUMENT**

**FOR PROVIDING**

**CATERING SERVICES**

**TO**

**IISER THIRUVANANTHAPURAM**



## TENDER NOTICE

1. Indian Institute of Science Education and Research (IISER) Thiruvananthapuram wishes to engage a reputed catering firm with considerable experience for its Guesthouse "Visitor's Forest Retreat (VFR)" at its Permanent Campus, Near Jersey Farm, Maruthamala (P.O) (towards Bonacaud), Vithura, Thiruvananthapuram -695551.

Sl. No	Name of the Work	Earnest Money Deposit	Security Deposit	Tender Fees
	Providing catering service	Rs 25,000/-	Rs 1,00,000/-	Rs 560/-

The tender documents consist the following

1. Bidders Eligibility Criteria
2. General Conditions of Tender
3. General Conditions of Contract
4. Pro-forma of Technical Bid – Annexure I
5. Pro-forma of Financial Bid – Annexure II
6. Tender Declaration Form – Annexure III

**For Any Other Queries, Please Contact**

O/o Deputy Registrar

Room No.1101, Physical Sciences Block

Indian Institute of Science Education and Research Thiruvananthapuram

Maruthamala P.O, Vithura Thiruvananthapuram – 695551

Phone: +91-471-2778010/8031 Email: [service@iisertvm.ac.in](mailto:service@iisertvm.ac.in)



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4/5/2020

1. **Bidders Eligibility Criteria:**

- i) The tenderer should have:
- executed Single / Multiple contracts totaling to a minimum average turnover of Rs.10 Lakhs in the last three financial years (2017-18, 2018-19 & 2019-20). Proof of experience such as copy of work order / agreement etc. to be submitted along with financial statements/ITRs for a period of 3 years.

Or

- been running the catering business/restaurant/hotel which has a minimum average turnover of Rs.10 Lakhs in the last three financial years (2017-18, 2018-19 & 2019-20). Documentary evidence for the same to be submitted along with financial statements/ITRs for a period of 3 years.
- ii) Tenderer should be based in Thiruvananthapuram district and with the registration of catering services under the relevant statutory /Act, either as a sole proprietor or a registered firm or a company to run food catering services.
- iii) Tenderer should have experience of serving to any educational institute / any Corporates / any PSU bodies for not less than 50 pax per meal during the last 6 months to one year – Copy of work orders/ Experience certificate should be submitted.
- iv) Tenderer should be free from all encumbrances, liabilities, disputes and litigations with respect to its ownership and shall have all required approvals/permissions from the competent authorities to participate in the bidding process.
- v) Tenderer should be having a valid food license issued by the Competent Authority
- vi) Tenderer should be having firm registration certificate issued by the Competent Authority
- vii) Tenderer should be having valid GST & PAN Registration Certificate

2. **General Conditions of the Tender**

- 1) Tender is invited in two parts ie. (i) Technical Bid and (ii) Financial Bid.
- 2) Tender form for Technical Bid prescribed in Annexure-I and the tender form for Financial Bid prescribed in Annexure-II.



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- 3) Tender shall be submitted in official tender form only. Submission in other format will be summarily rejected. Each and every page has to be signed & numbered and no paper shall be detached from the tender.
- 4) Technical and Financial Bids should be submitted in separate sealed envelopes (as per Proforma Annexed with the Tender Document).
- 5) Bank Transfer (Through SBI Collect) of Rs. 560/- on account of Tender Document fee (NON REFUNDABLE) and of 25,000/- for EMD should be enclosed along with Technical Bid.
- 6) EMD furnished by all unsuccessful bidders will be returned to them without any interest whatsoever, after finalization of the contract. EMD of the successful bidder will be returned upon submission of Security Deposit.
- 7) The name and address of the tenderer should be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the tenderer. The tender should be filled in and submitted in strict accordance with the instruction laid down herein; otherwise the tender is liable to be rejected.
- 8) The bidder is expected to read all instructions, terms and conditions in the tender document. Failure to furnish all information required or to submit a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid. Incomplete bids, bids received late, bids not conforming to the specifications and instructions contained herein, will be rejected summarily.
- 9) The tender should be addressed to **the Registrar, Indian Institute of Science Education and Research (IISER) Thiruvananthapuram, Maruthamala P.O, Vithura, Thiruvananthapuram-695 551** and should be submitted on or before **25.5.20 by 14:00 hrs.** Tenders can also be dropped in the tender box kept in the Office of the Deputy Registrar at Room No.1101, Physical Sciences Block of Permanent Campus. The tender bids received after due date and time and without EMD will not be accepted and considered. The tenders will be opened by the Tender Opening Committee on **the same day at 15:00 hrs** at the same office in the presence of tenderers, who wish to be present, either by themselves or through their authorized representatives (maximum 2 per agency allowed to present during the opening of bids with the authorization letter & ID Proof).



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4/5/2020



- 10) Tender is to be submitted along with the payment details of Tender Fee of Rs.560/- and Earnest Money Deposit (EMD) of Rs.25,000/- paid through bank transfer (SBI Collect) to Indian Institute Of Science Education and Research(IISER) Thiruvananthapuram.
- 11) A declaration to the effect that the bidder has not been blacklisted by any of the organization at any point of time and no criminal/civil case is pending against him, to be submitted.
- 12) The rates quoted should be on **FIRM & FIXED** basis. The Prevailing taxes must be clearly mentioned by the agencies/tenderers, wherever applicable. In case the same is not mentioned clearly, then the quoted rates will be considered as inclusive of all and no additional payment will be applicable towards taxes etc.
- 13) The authorized officials of the Institute may visit and inspect the bidders' premises/units to assess their food preparation, maintenance of hygiene & cleanliness etc..
- 14) A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document without any material defects and deviations. If a bid is not substantially responsive, will be rejected summarily. The financial bids of only those bidders would be opened whose technical bids have been found substantially responsive. The work order shall be awarded to the successful bidder who has been determined to have qualified in the technical and Financial evaluation.
- 15) Indian Institute of Science Education and Research (IISER) Thiruvananthapuram reserves the right to accept or reject any or all the offer either fully or partly without assigning any reasons and is not bound to accept the lowest bid since due weightage shall be given to several factors besides the financial quote.
- 16) The successful tenderer should execute an agreement on the above subject within the time as may be specified by the Registrar/authorized official of IISER-TVM.
- 17) **Security Deposit:** The successful bidder will have to furnish a security deposit of Rs.1,00,000/- (Rupees One Lakh) in the form of Bank Transfer (SBI Fee Collect)/FD/Performance Bank Guarantee. SD will be forfeited if the firm fails to perform any of the terms or conditions of the contract.
- 18) SD should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the caterer. It will be refunded to the Caterer without any interest, whatsoever after it duly performs and completes the contract in all respects.



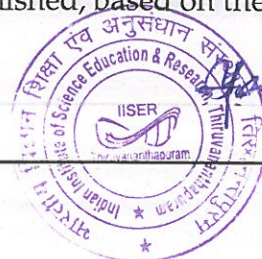
3. General Conditions of Contract:

- 1) The contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of providing catering services and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard, and the contractor shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- 2) The contractor shall not sublet, transfer or assign the contract or any part thereof. The contract / agreement is NON-TRANSFERABLE.
- 3) The contractor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions and in case of deterioration in the quality of the food items/ hygiene issues like worms / insects or any other harmful particles found in food served or reduction in the quantity thereof, Institute shall be at liberty to levy suitable penalty per instance or the total food cost of that meal, as deemed appropriate.
- 4) The contractor is required to deploy the manpower in the dining area for the following in addition to the required nos. of cooks/asst. cooks in the kitchen area:
  - a. for serving the food
  - b. for removing the plates, used tumblers, cleaning the tables, used crockery etc. at all timings when the food is served.
  - c. For washing the utensils
- 5) The persons engaged by the contractor shall not be below the age of 18 years. They should be medically fit and suitable to cook and serve. They should be comprehensively insured by the Caterer for any accidents and injuries. No REIMBURSEMENT will be made by the Institute.
- 6) The contractor is responsible for the necessary background police/legal verification of the staff members, who are deployed at the site and no deviation in this regard will be allowed.
- 7) The contractor has to post the suitable personnel as caretaker(s) to attend to the guests, most of whom are high dignitaries/ Eminent Academicians/ Directors from national/ international Institutions/Universities. The contractor should make the caretaker available



24 hours on shift basis and he/she should be able to converse fluently in English and Hindi besides Malayalam.

- 8) Cooking of edibles shall be done under very good hygienic conditions by trained cooks and the service shall be made by trained bearers/ waiters in presentable attire.
- 9) The contractor should ensure that the team follows the uniform with shoe polished, wear the head caps and hand gloves. The male should present themselves with neatly shaved face.
- 10) High quality, standard items should be used for cooking. The items should be approved by the Visitors Forest Retreat Management committee. All the dining tables should be provided with salt and pepper. The Kitchen should always be kept clean. The cutleries, crockeries and also cooking utensils should be kept clean by cleaning with standard washing powder/solution/soap.
- 11) The basic cleaning should be taken care by the contractor only.
- 12) All food except frozen items such as ice creams, should be cooked fresh for each meal.
- 13) The contractor should engage qualified kitchen staff for cooking vegetarian, non-vegetarian, both South and North Indian delicacies, tandoori items and bakery products.
- 14) Non-vegetarian and vegetarian food to be cooked separately. The Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.
- 15) The contractor should provide the sanitation items like soap oil / hand wash liquids for washing the hands & tissue papers/napkins where the food is served. The items should be approved by the Visitors Forest Retreat Management committee. Replenishing of the items is the responsibility of the contractor only.
- 16) The contractor should provide required color coded dustbins with garbage covers at all the locations of food serving area and the disposal of garbage/food waste/kitchen waste on daily basis is the responsibility of the contractor only.
- 17) Items like Jam, Pickles, Butter, Salt, and Sugar should be kept /stored properly in a neat and clean place near dining areas to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished, based on the requirement.



- 18) The contractor should, at his own cost, get the food tested at the laboratory recognized/approved by FSSAI and furnish a report of suitability at least once in SIX months or as and when demanded by us.
- 19) The contractor should allow the Institute representatives to inspect / check the kitchen at periodical intervals or as and when required basis.
- 20) Institute shall provide certain minimum essentials as follows:
  - a) Water & Electricity facility
  - b) Certain nos. of cutleries / crockeries for serving food
  - c) Kitchen with minimum required no. of stoves with exhaust fan facility
  - d) Deep Freezer for storing perishable materials required for cooking
  - e) Minimum no. of racks/provision for storing groceries and table for cutting vegetables
  - f) Microwave oven and Refrigerator
  - g) Chafing dishes and Soup Station
  - h) Café Coffee Day Machine
  - i) Two rooms in the rear side of the Guesthouse with minimum required facilities for their staff members to stay. No other rooms/facilities will be provided by the Institute.
  - j) Table for setting up chafing dishes with skirts/frills
  - k) Dining area (VIP/General Guest) with required no. of Furniture
- 21) The Contractor shall arrange the following on their own:
  - a) Additional nos. of cutleries/crockeries on requirement basis
  - b) LPG Cylinder & Gas. The caterer shall be responsible for the safe keeping of the LPG cylinders etc.
  - c) Replenishment of consumables and maintenance charges for Café Coffee day machine
  - d) Utensils for cooking/storing the cooked food etc..
  - e) Groceries, vegetables & other eatables required for cooking/serving
- 22) In addition to routine catering to the Guests of the Institute, contractor shall be required to provide the catering services for conferences/meetings/symposiums. In such a scenario, necessary additional required items /furniture /setups/ stalls/ services/ manpower will be the responsibility of contractor. No additional cost will be borne by the Institute.
- 23) The contractor shall be responsible for maintenance of Kitchen equipment, Refrigerator/Freezer, Oven etc...





- 24) The food should reach the serving area at least 15 minutes before the scheduled time. No delay will be entertained under any circumstances. However, the request for delay may be considered in unavoidable circumstances with prior information or approval from the competent authority of the Institute.
- 25) The Contractor is required to maintain all records with regard to the supply of food and the same has to be got verified by the officials of the Institute on regular basis.
- 26) The contractor shall submit the bills by 5<sup>th</sup> of every month. Payments shall be made on monthly basis through bank transfer within 30 working days on receiving the bills/invoices with all supporting documents from the contractor. However, payments for the bills of large volume occasional events shall be cleared at the earliest upon request. TDS and other taxes will be applicable as per government rules.
- 27) The Institute reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of food, inefficient service, non-adherence to agreed menus and shortage of any of the items in the menu have been received or noticed without assigning any reason whatsoever and no claim will be entertained in this regard.
- 28) The contractor shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to him by any person.
- 29) The contract will be initially for a period of one year and may be extended with same terms and conditions for subsequent years(s) based on the satisfactory feedback from the guests/stakeholders of the Institute. No revision of rates during the period of contract.
- 30) The contract can be terminated by either side by giving a notice of not less than 60 days in advance without showing any reason for the termination of the contract.
- 31) Dispute, if any shall be settled mutually or arbitration by sole Arbitrator to be appointed by the Director, IISER TVM at Thiruvananthapuram as per the provisions of the Indian arbitration and Conciliation Act, 1996 and the Rules framed there under.
- 32) The illustrative requirements for the catering services for the Guests of the Visitor's Forest Retreat are as follows: (The list is not limited to these items)



Time of Service	Type of Service	Items to be served
7:30 – 9:00 HRS	Breakfast	Bread, Butter, Jam and Omlet with any one of the following: a. Idli/ Rava idli (Karnataka Style) &Vada with Chutney & Sambar/Potato sagu b. Pongal &Vada/Khara Bath &Vada with Chutney & Sambar c. Appam/Idiyappam with Veg Stew/Chickpeas curry/Sweet coconut milk d. Set Dosa &Vada / Neer Dosa & Vada with Chutney & Sambar e. Poori/Plain Parantha with North style Bhaji/South style potato masala & coconut chutney f. Stuffed Paratha with Pickle & Curd
12:30 – 14 HRS	Lunch (Regular)	a. Green salad b. Phulka/Chappathi c. 3 Veg + 2 Curry d. Variety rice (e. g. Bisibelebaath, Tomato baath), plain rice (Kerala / Small Rice) e. Rasam, papad, pickle, desert, Curd*
	Lunch (Special)	All the above + 1 Non-veg*
20:00 – 21 HRS	Dinner (Regular)	a. soup b. Green Salad c. Phulka/Chappathi/Naan d. 1 Chinese dish e. 2 Veg f. 1 Dal g. Rice h. Pappad, pickle, curd, desert*
	Dinner (Special)	All the above + Variety Rice + 1 Non-veg*
	VIP Lunch/Dinner	All the items mentioned in Lunch/Dinner (Special) with one more Non-veg & Veg special, Noodles/ South Indian Platter (Mini Tiffin Varieties) etc..
	Lunch/Dinner (For Staff members)	Thali (Limited quantity serving) Phulka – 2/3 Nos. + Rice + 2 Veg. + 1 Dal + Salad + curd
	A la carte menu items (on a regular and demand basis)**	Please attach a separate list which includes the dishes of South Indian, North Indian, Chinese and Continental etc..

\*Limited quantity serving

\*\* A la carte items will be served in the staff canteen.

33. Since the list is not limited the items as aforesaid, menu for daily basis and occasional events is required to be made in consultation with VFR Management Committee of the Institute.



ANNEXURE - I

(Please note that bids without the information and documents mentioned below will be rejected without further consideration)

PROFORMA OF TECHNICAL BID

1	Name of the Tendering Company /Firm /Agency	
2	Name of Owner/Partners/Directors	
3	Full particulars of office	
a)	Address	
b)	Telephone No.	
c)	Fax No.	
d)	E-mail address	
4	Registration details	
a)	FSSAI License No. for doing the business	
b)	PAN No.	
c)	GST Registration No.	
5	Details of Tender Fee (Rs.560/-) & EMD (Rs.25,000/-)	
a)	DU Reference No. of Tender Fee with date	
b)	DU Reference No. of EMD with date	
6	Annual Turnover of the firm for the last three years	
a)	2017-18	
b)	2018-19	
c)	2019-20	
7	Work Experience certificate ( along with list of Clientage where Catering services have been/ are being provided).	

Signature of Owner/Managing Partner/ Director of the Firm Name:

Firm's Seal Address & Ph. No.

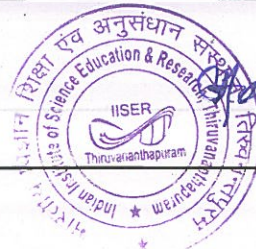
Date:

Place:



PROFORMA OF FINANCIAL BID ANNEXURE -II

Type of Service	Items to be served (List not limited to the below items)	Rate per pax
Breakfast	Bread, Butter, Jam and Omlet with any one of the following: a. Idli / Ravaidli (Karnataka Style) &Vada with Chutney & Sambar/Potato sagu b. Pongal &Vada /Khara Bath &Vada with Chutney & Sambar c. Appam/Idiyappam with Veg Stew/Chickpeas curry/Sweet coconut milk d. Set Dosa & Vada / NeerDosa &Vada with Chutney & Sambar e. Poori/Plain Parantha with North style Bhaji/South style potato masala & coconut chutney f. Stuffed Paratha with Pickle & Curd	
Lunch(Regular)	a. Green salad b. Phulka/Chappathi c. 3 Veg + 2 Curry d. Variety rice (e. g. Bisibelebaath, Tomato baath), plain rice (Kerala / Small Rice) e. Rasam, papad, pickle, desert, Curd*	
Lunch (Special)	All the above + 1 Non-veg*	
Dinner(Regular)	a. soup b. Green Salad c. Phulka/Chappathi/Naan d. 1 Chinese dish e. 2 Veg f. 1 Dal g. Rice h. Pappad, pickle, curd, desert*	
Dinner (Special)	All the above + Variety Rice + 1 Non-veg*	
VIPLunch/Dinner	All the items mentioned in Lunch/Dinner (Special) with one more Non-veg & Veg special, Noodles/ South Indian Platter (Mini Tiffin Varieties) etc..	
Lunch/Dinner (For Staff members)	Thali (Limited quantity serving) Phulka - 2/3 Nos. + Rice + 2 Veg. + 1 Dal + Salad + curd	
A la carte menu items (on a regular and demand basis)	Please attach a separate list which includes the dishes of South Indian, North Indian, Chinese and Continental etc	
Hi- TEA (Per pax)	Masala / Green/ Black Tea / Coffee with Sugar Cubes with Snacks (Pakora/ Sandwich/Cutlet etc.. with Sauce/Chutney etc.	
Beverages:	Cold Drink & Mineral Water Bottles etc. Other items : Biscuits , Wafers, Cookies etc.	MRP



Annexure-III

(To be submitted by the bidder in the letter head and to be signed by the authorized signatory with name and designation with seal of the firm)

Annexure III

**Tender Declaration Form**

- 1) I/We the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with all the terms and conditions mentioned in the tender document.
- 2) The amount quoted by us is valid and binding upon us for the entire period of contract.
- 3) I/We hereby undertake to provide the catering services as per the terms & conditions given in the tender document within stipulated period, if I/We qualify in the tendering process.
- 4) I/ We give the rights to the IISER-TVM to forfeit the earnest money paid by us, if any delay occurs on our part or if I/We fail to comply with the terms and conditions mentioned in the tender document.
- 5) I/We certify that our firm is not blacklisted by any government or private institution.

(Signature of the Proprietor/Firm)  
With Stamp



