

NOTICE INVITING TENDER



Providing Catering Services at Student Mess of "CIPET:CSTS- Ranchi"

Date of Tender	:	02.01.2020
Last Date & Time for submission of Tender	:	16.01.2020 & 2.00PM
Date & Time of Opening of Tender	:	16.01.2020 & 4.00PM
Tender processing fee	:	Rs.1000.00+ 18%GST=Rs.1180.00

CIPET : Centre for Skilling and Technical Support (CSTS), Hehal, Ranchi - 834005, Jharkhand.

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NOTICE INVITING TENDER

Dear Sir/Madam,

1. Sealed Tender (Online – Two bids) are invited for "Providing Catering Services at Student Mess of CIPET:CSTS- Ranchi".
2. The contract will be initially for a period of one year which may be renewed on negotiated terms & conditions annually for further period of two years (one year at a time) depending on requirement of the Institute and performance of the vendor/contractor/service provider. CIPET:CSTS- Ranchi reserves the right to select up to two vendors for its messes.
3. Two Bid System will be followed in this tender.
Bidders should take due care to submit the tenders in accordance with requirement in sealed cover/packet available in the portal, website: <https://www.cipet.gov.in/tender-notice/index.php>.

The tender documents are to be submitted in two parts as Technical Offer and Financial offer. The Technical offer should include the following detailed information as per below.

- i. Name (As per Registration Certificate), correspondence address, telephone number and fax number/E-mail id of the bidder.
 - ii. Complete details of the company indicating the name(s) of the owner(s) and staff members. Has your company/firm ever changed its name any time? If so, when, the earlier name and the reason thereof.
 - iii. Legal status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) of the company along with statutory details (Registration No., PAN, GST Registration No. & RPF/ESIC No. & Other required valid licenses)
 - iv. List of past clients indicating the value of the contract & duration of the contract. Were you or your company ever required to suspend catering services for a period of more than 03 months continuously after you commenced the catering services? If so, give the name of the contract and reasons thereof. OR/And have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.
 - v. List of present clients' along with the contract value & commencement date.
 - vi. Photo copies of filed Income Tax Returns for the last three financial Years (i.e. 2016-17, 2017-18 and 2018-19).
 - vii. Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) and Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) shall be accepted in the form of demand draft of any nationalized bank, drawn in favor of "Central Institute of Plastics Engineering & Technology, Ranchi" and payable at Ranchi. Both the demand drafts should be valid for 90 days (Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India).
 - viii. The Financial Bid will only be considered for those agencies who are shortlisted after the Technical evaluation. The committee reserves the right to negotiate the rates and other relevant details. The contract will be given on the basis of rates, reputation, and experience. The final decision lies with the committee and it owes no explanation/clarification to anyone.
4. Intending tenderers are advised to visit CIPET website regularly till closing date of submission of tender for any corrigendum/addendum/ amendment.
 5. The Bid should be submitted in two properly sealed packets. The Technical bid consists of various Forms, required information as per clause 3. Another packet for 'Tender fee and EMD' shall be marked as 'Tender Fee & EMD'. These two packets must be submitted as "Technical Bid". The "Financial Bid" to be filled and should be submitted as 'Financial Bid'. These three packets must be submitted on or before the due date.
 6. The bidder is advised to enclose any additional information, which he/she thinks necessary in regard to its capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The bidder is, however, advised not to attach superfluous information. No further information will be entertained after the bid is submitted, unless the Institute calls it for. 18. Every

page of the technical bid as well as the financial bid must be endorsed with seal and signature by the competent person.

7. The tender shall remain valid for 120 days from the tender due date.
8. If a bidder withdraws or modifies the offer within this period, his tender shall be cancelled and 100% (hundred percent) of the Earnest Money deposited shall be forfeited. In exceptional circumstances, the Institute may request the bidders consent for an extension of the period of bid validity. A bidder may, however, be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.
9. The bidder is expected to examine all instructions, forms, terms and conditions (specifications) in the bidding documents. Failure to furnish all information required by the bidding documents will be at the bidder's risk. Tenders not complying with tender conditions and not conforming to tender specifications will result in the rejection of its bid without seeking any clarification.
10. In case the tender is cancelled, the tender fee will not be refunded to the concerned bidder.

Annexure – I Terms and Conditions

1. Scope of Work

The Contractor is expected to provide the following services in Student Mess/Visiting Faculty house/designated place as desired by CIPET:CSTS- RANCHI admin, for Students, Staffs, Guests and visitors of Institute:

- i. Breakfast
- ii. Lunch
- iii. Evening Tea with Snacks
- iv. Dinner
- v. High Tea
- vi. Special Lunch/Dinner

150 meals per sitting is minimum, it can go up to 200 - 250 for Institute guests/visitors as per requirement.

2. Cooking and serving meals

3. Terms & Conditions

- i. The agency would provide breakfast, lunch, evening tea with snacks and dinner on daily basis at the student mess, as per menu decided by mess committee/CIPET:CSTS- RANCHI administration.
- ii. The agency must have the required and valid statutory registration for rendering the mess, catering and its allied services.
- iii. The food has to be prepared in clean, hygienic and safe conditions as per the menu.
- iv. The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and moped, after every meal (breakfast, lunch, evening tea and dinner) and will be disinfected once in a week or as and when required. The agency will also provide liquid soap for the wash basins in the dining area, cooking and catering area.
- v. After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, katoris, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal. The cleaning material used should be from the approved brands.
- vi. Efficiency, promptness, quality of food, quality service, good behavior and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the CIPET:CSTS- RANCHI administration.
- vii. Rebate may be allowed to students if they do not use mess facility minimum for 02 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email/sms/etc in advance.
- viii. Agency will ensure that at all times one manager/ supervisors/ executives will always be present during breakfast, lunch, evening tea and dinner. It is desirable that the supervisor continues at least for one semester. In case of any change, the administration should be informed well in advance.
- ix. Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to Institute guests and employees as and when required and Institute/employee will settle the bills directly.
- x. For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the CIPET:CSTS- RANCHI admin/mess committee.
- xi. All items will be cooked in the kitchen of the mess. No cooked item, except certain types of snacks identified beforehand, will be brought from outside.
- xii. On special occasions, the menu will be identified by the mess committee and prepared by the agency.
- xiii. The quality of food will be inspected item wise by CIPET:CSTS- RANCHI administration/mess committee frequently and the mess vendor shall not deny access for such inspections. The

CIPET:CSTS- RANCHI administration/Mess Committee has right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, kitchen can also be inspected by the institute so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the institute reserves the right to impose a financial penalty/cancellation of contract on repeated violation.

- xiv. **The vendor will ensure that no instance of fire takes place and No injury to any of his employee or the Institute person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.**
- xv. The Institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- xvi. The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of CIPET:CSTS- RANCHI/mess committee. However, the number of students who use the mess facility may waver during vacation periods/out bound work declared by the Institute.
- xvii. Institute will provide to agency electricity and water free of cost at dining hall or other serving area.
- xviii. CIPET:CSTS- RANCHI will not provide serving plates, tea spoons, table spoons serving spoon, forks, knives, stainless steel/glass tumbler, katories, any other item which may be required for serving of food. All this will have to be brought by the agency at his own cost after the approval of sample by CIPET:CSTS- RANCHI admin.
- xix. The agency will be responsible for repairing & maintenance of all the property of CIPET:CSTS- RANCHI given to the agency for use in the student mess such as equipment's, machines, utensils, furniture & fixture etc (detail of items list is enclosed). The agency shall replace inventory items, equipment, furniture and fixtures provided by the institute in case of loss, theft or damage to the satisfaction of the CIPET:CSTS- RANCHI administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the CIPET:CSTS- RANCHI in good working condition back to CIPET:CSTS- RANCHI. In case of any damage beyond normal wear and tear then CIPET:CSTS- RANCHI admin can recover the cost from the bank guarantee of the agency.
- xx. The agency will liaise with the CIPET:CSTS- RANCHI administration/Mess Committee and report on daily basis about all the activities of the mess service. The agency shall extend full co-operation.
- xxi. **A medical examination shall be conducted at least once in a six months of all the employees who handle raw/cooked food, to ensure that the employees are free from any communicable disease. It is to be done at Raipur. Record of the same shall be maintained by the agency and shown on demand. In this regard, Institute's doctor will check the record as and when required. The Police verification record of all the workers will have to be maintained by the agency.**
- xxii. The agency/his servant(s)/his nominee will not be permitted to stay overnight in the mess premises under any circumstances except those on essential duty, as permitted by the Institute.
- xxiii. The premises of the mess will be used for the purpose except for storing of raw material, cooking and serving food, for which the allotment is made and not for any other purpose without the written permission of the administration. The agency will not be permitted to franchise the mess to any other party.
- xxiv. CIPET:CSTS- RANCHI is not bound to provide any mode of transport in respect of men or material required by the agency.
- xxv. Use of plastic tea cups and plastic carry bags is discouraged and the mess vendor shall use environment friendly material only for serving coffee, tea and for packing & carrying of food items.
- xxvi. Any change like timing of operation etc will require the permission of the mess committee/CIPET:CSTS- RANCHI administration.
- xxvii. **The agency will be responsible for the garbage disposal and will dispose off garbage at Municipal Collection Centre on daily basis. No garbage will be allowed to be kept in the mess/CIPET:CSTS- RANCHI premises for more than six hours. Agency will further ensure that there are no raw items that get into the water discharge from the mess. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently and regularly at his own cost. The institute will not pay any extra amount for the same. For any lapse this front, financial penalty will be levied.**

- xxviii. All Electric appliances like electric heaters/ovens/ cooktops will not be permitted in the mess unless specifically approved by the CIPET:CSTS- RANCHI admin for a special purpose like baking/fryer. Complete cooking will be done on commercial LPG procured by the agency.
- xxix. Food should also be served to the hostel rooms/dispensary for sick student in the room as and when required/ordered by office/Doctor.
- xxx. Pest-Control: The agency at all times will keep the cook house / dining hall / washing area / raw material store free from flies / cockroaches / mosquitoes /rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times.
- xxxi. Fire Fighting arrangement provided by the Institute at the start of the contract to be kept serviceable at all times and handed over back to the CIPET:CSTS- RANCHI after finishing of the contract.

4. MENU

Kindly note that operational services shall NOT INCLUDE preparation of menu and any policy matters related to running the mess. All such decision will be the direct responsibility of the Mess committee / CIPET:CSTS- RANCHI administration though suggested menu may be taken from time to time (Detail of menu is mentioned in below tabulated form)

5. Notes

- i. The menu as given above are to be served in unlimited quantity.
- ii. The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any CIPET:CSTS- RANCHI person, the mess agency will be responsible for remuneration of complete medical expenses.
- iii. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the CIPET:CSTS- RANCHI community.
- iv. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- v. The mess vendor shall ensure that only hot food is served to the students/employees. The ben marries provided for the purpose will be optimally used.
- vi. Mixing of potato in vegetables will not be permitted unless specifically told.
- vii. For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- viii. The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each month by the Mess Committee/CIPET:CSTS- RANCHI admin. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same mess committee must be informed well in advance.
- ix. The agency will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals on demand.
- x. The agency will not serve any item that has not been approved by the CIPET:CSTS- RANCHI admin/Mess Committee beforehand.
- xi. All raw material expiry dates will be displayed on a stock board in front of each store category wise. Under no circumstances will any expiry item be used in cooking.
- xii. Use of colours / banned items as per industrial practices is prohibited.

6. Quality of ingredients and other items:

The ingredients used must be of reputed brands. In case of non-availability of the reputed brand, any other brand will be approved by the Administration, CIPET:CSTS- RANCHI / Mess Committee before use.

7. Hygiene/Turn Out:

The agency shall ensure best hygiene / turn out of his / her employees, failure to do which shall attract penalty per violation.

- i. Approved / prescribed neat and clean properly ironed uniform including apron , gloves and head cover will be worn by all staff at the time they enter the mess.
- ii. Short hair.
- iii. Regular cutting of nails.
- iv. Separate shoes for use in the kitchen/dining area.

8. Service Timings:

- i. Breakfast: 7.30 am to 09.30 am on Monday to Saturday and 8.00 am to 10.00 am on Sunday and Institute Holiday
- ii. Lunch: 01.00 pm to 3.00 pm on all days
- iii. Evening Tea with Snacks: 5.00 pm to 6.30 pm on all days
- iv. Dinner: 8.00 pm to 10.00 pm Note:

The timing stated above is subject to change by the order of CIPET:CSTS- RANCHI administration/mess committee.

9. Penalty

- i. Any member of the designated Mess committee or CIPET:CSTS- RANCHI administration can inspect the mess, kitchen or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- ii. Penalty will be imposed by the institute after giving one warning verbal or otherwise to the contractor to explain his part irrespective of the following:
- iii. Violation of quality parameters of food
- iv. Failure in providing sufficient quantity
- v. Poor hygiene
- vi. Failure in keeping time schedule
- vii. Violation of non-brands for articles are being used
- viii. Non-availability of complaint register
- ix. Non-availability of Supervisor at Mess Timing
- x. Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc.) cooked along with food found in any food item
- xi. Any complaint of stones / pebbles
- xii. Hard and/or sharp objects like glass pieces, nails, hard plastic etc
- xiii. Food poisoning
- xiv. Three or more complaints of unclean utensils in a day
- xv. Meal was not cooked properly
- xvi. Changes in menu of any meal
- xvii. Inappropriate personal hygiene of workers
- xviii. Failure to maintain a proper health check-up of the workers
- xix. Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
- xx. In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
- xxi. Turnout/uniform of employees
- xxii. Services non adherence
- xxiii. Any other thing as felt suitable by CIPET:CSTS- RANCHI administration
- xxiv. Three or more consecutive complaints regarding any of the above points will attract a *financial penalty depending on gravity of the issue and in case of similar repetition CIPET:CSTS- RANCHI admin can cancel the contract unilaterally without notice and bank guarantee will be forfeited. (*Financial Penalty may be between 1 to 10 % per day sale).

10. Manpower deployment planning for this tender (Shift wise):

- i. Work in the mess should take place in minimum two shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.
- ii. Minimum two chef/assistant chef are to be available at all times, they should be qualified and trained with minimum experience of 05/06 years respectively at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental) both vegetarian and non-vegetarian.
- iii. All the personal deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- iv. The above shift wise deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of CIPET:CSTS- RANCHI admin.

11. Disposal of Waste/Garbage:

- i. The agency will be responsible for garbage disposal and will ensure proper disposal of the collected waste solid/liquid on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the CIPET:CSTS- RANCHI premises. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms / practice by the local authority/CIPET:CSTS- RANCHI.
- ii. Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.
- iii. The agency shall arrange authorized material plastic bags/trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.
- iv. The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in and around mess area for disposal.

Annexure – II
General Terms and Conditions of Contract

1. Preparation and submission of Tender: The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interest bidders have to register online on e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <http://eprocure.gov.in> duly signed and sealed on each page of Tender. For details, Kindly see Annex-IV of the tender: Instructions of Online Bid Submission.
2. Period of Contract: Contract period will be initially for one year. This period may be extended by two years on satisfactory performance on yearly basis. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
3. Exit Clause: The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not found satisfactory.
4. Contract Agreement: The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). CIPET:CSTS- RANCHI reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
5. Earnest Money Deposit (EMD): The tenderer shall deposit Earnest Money of Rs. 50,000/- (Rupees Fifty Thousand only) through Demand Draft drawn in favour of "Central Institute of plastics Engineering and Technology, Ranchi" payable at Ranchi". The Earnest money deposit will be refunded to the tenderers whose offers have not been accepted. Earnest Money Deposit of the tenderer whose offer is accepted will be kept uptill the time, the Bank Guarantee is not received.
6. Bank Guarantee: The successful tenderer will have to deposit a Bank Guarantee of Rs.50,000 /- (Rupees Fifty Thousand only) in favour of "Central Institute of plastics Engineering and Technology, Ranchi" payable at Ranchi" drawn on any Nationalized Bank/Scheduled Bank and valid for 60 days beyond the expiry period of contract.
7. In the event of bidder backing out before actual award or execution of agreement, CIPET:CSTS-RANCHI will have right to forfeit the EMD. In case the successful tenderer declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
8. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site on the day of the pre-bid meeting or before submitting bid. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work do be done.
9. The CIPET:CSTS- RANCHI will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.

10. The CIPET:CSTS- RANCHI is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders. CIPET:CSTS- RANCHI reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the CIPET:CSTS- RANCHI.
11. Sub-Contracting: The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
12. The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
13. Misconduct: The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
14. The persons employed by the contractor will be the employees of the contractor and the CIPET:CSTS- RANCHI shall have nothing to do with their employment or non employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the CIPET:CSTS- RANCHI and the personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the CIPET:CSTS- RANCHI.
15. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted. An undertaking to this effect on firm letterhead should be attached.
16. None of the employees of the contractor shall enter into any kind of private work within the campus of the CIPET:CSTS- RANCHI Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
17. The staff employed by the contractor will not join any union of the CIPET:CSTS- RANCHI nor shall they make any claim on service or other matter. They shall also not form any union associated with the CIPET:CSTS- RANCHI and shall have absolutely no claim to subscribe or for election in any of the unions of the CIPET:CSTS- RANCHI.
18. The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the CIPET:CSTS- RANCHI / Govt. of India / any State or any Union Territory.
19. The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor.
20. The contractor shall maintain record of major/minor incidents on daily basis and report the same to the CIPET:CSTS- RANCHI administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The contractor shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment.
21. The contractor will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the CIPET:CSTS- RANCHI Security along with police verification certificate.

22. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to CIPET:CSTS- RANCHI and shall indemnify CIPET:CSTS- RANCHI against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which CIPET:CSTS- RANCHI may party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
23. Taxes, Labor Laws and Other Regulations:
- i. The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
 - ii. The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.
 - iii. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.
 - iv. The Contractor shall be responsible for proper maintenance of all registers, records and accounts as far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.
 - v. The contractor shall be responsible and liable for all the claims of his employees.
 - vi. The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
 - vii. The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
 - viii. The contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the Institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The contractor shall not employ child labor. Payment to workers must be according to Minimum Wages Act.
24. Interpretation: All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
25. In addition to the prescribed manpower, whenever required, contractor has to provide additional manpower and/or equipment at the rates quoted in the tender.
26. Validity: The quoted rates must be valid for a period for 90 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
27. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

28. In exceptional circumstances, the CIPET:CSTS- RANCHI may request the bidders's consent for an extension of the period of bid validity. A bidder may however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.
29. Anyone or more the following action / commission / omission are likely to cause summary rejection of tender: Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time. Any conditional bid or bid offering rebate. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents. Any effort by a bidder to influence the CIPET:CSTS- RANCHI in the bid evaluation, bid comparison or contract award decision.
30. Authority of person signing document: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, CIPET:CSTS- RANCHI may without prejudice to other civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
31. Access to SITE: The contractor shall allow unhindered access to the Institute and/or any other party or person, engaged by the Institute to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the contractor.
32. Safety and Security: Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
33. Work at Risk and Cost: The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
34. Payment of Bills: The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through crossed-cheque, drawn in favour of the Agency payable at Raipur or NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the CIPET:CSTS- RANCHI. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.
35. FORCE MAJURE: If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the CIPET:CSTS- RANCHI as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract. Provided, also that if the contract is terminated under this clause, the CIPET:CSTS- RANCHI shall be at liberty to take over from the Security Agency, the security personnel, vehicles & equipment deployed in the campus until a new security agency is appointed and commences the operation.
36. PENALTY: For Complaint, non-adherence of terms & condition specified in tender document, indiscipline and unsatisfactory operation of any of the services, a penalty of (1 to 4 % of per day sale) will be levied for the first time, in case the same point is repeated then a penalty of (5 to 10 % of per day sale) may be levied.

37. CIPET:CSTS- RANCHI reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
38. CIPET:CSTS- RANCHI reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it felt necessary in the benefit of the Institute.
39. CIPET Ranchi can devise various system to have check and balances for arriving at exact number of students/ trainees taking food in mess. Such as Token System, Biometric System and/or any other method as devised by the mess committee/ administration dept.
40. The decision of the Director of CIPET:CSTS- RANCHI will be final in all respect and will be acceptable to all the tenderers.
41. Jurisdiction: All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Raipur only.

Director & Head

Special Note for Site Visit

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be entertained or payable by the Institute. The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract. All the temporary services/arrangements shall be made by Contractor at no extra cost to Institute.

Annexure-III
Eligibility Criteria

1. The agency should be a registered and licensed vendor i.e FSSAI licensed in the similar line of business covered under this tender. Appropriate documents/certificates issued from appropriate authorities of FSSAI should be enclosed to support this along with the format given below.
2. The agency shall submit the original EMD and tender fee in a sealed envelope super scribing this tender name & the name of the agency and must reach at IIMR before the last date & time for receipt of Bid. Photocopy of the same EMD and tender fee should be enclosed to support this along with the format given below.
3. The agency should have a minimum continuous three years of experience in providing similar type of services as on 31 March 2019 (cafeteria service experience will not be considered). The agency should have worked with Educational Institute of repute, Government, PSU, Large Private Sector institute /organization. During these three years, it should have worked for a minimum of three organizations out of which 01(one) of them should be academic Institute (minimum one order/contract value should be more than 2 crore per annum for academic Institute) , certificate in this regard issued from the Institute /organization must be attached along with the format given below.
4. The agency must provide the performance certificate from the top 03 customer by contract revenue earned during the last three years.
5. The agency must have had a minimum annual turnover of 50.00 lakhs (Rupees fifty lakh only) per annum during each of the last three years for similar line of business. The agency must submit duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover.
6. The agency should attach copy of audited profit loss statement of last three financial years ended on 31 March 2018.
7. The agency should not be blacklisted by any Government agency. An undertaking on agency letterhead should be attached.

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal

PART-II: FINANCIAL BID (FORMAT)

Sl.No	Category	Unit	Rate per person per day excluding GST
1	Catering charges for Standard Category (A) as per menu (Inclusive of Breakfast, Lunch, Evening Tea with Snacks and Dinner)	01 Standard Category	
2	Catering charges for Special Occasion Deluxe Category (B) as per menu (Special Lunch / Dinner)	01 Special Lunch/Dinner	
3	Routine Meeting Category (C)		
	Tea / Black Tea		
	Coffee / Green Tea/ Lemon Tea		
	Soups (Tomato/ Clear Veg./Hot & Sour/ Sweet Corn etc.		
	Freshly Prepared Drinks (Lassi, Butter Milk, Lime etc.		
	Tea/Coffee/Green Tea/ Black Tea with cookies, wafers and 08 pieces roasted almonds/ cashew		
	Tea/Coffee/Green Tea/ Black Tea with freshly prepared snacks (sandwich/samosa/pakoda)		

Notes:

1. GST will be extra as per actual.
2. The successful bidder will be the tenderer that will quote lowest rates for standard category -Sr. No 1.
3. L1 rates are required to be matched by successful bidder for other line items, if their quoted rate will be found very higher (Up to 5 % variation may be accepted from L1).
4. The number of people / person (if any mentioned in tender document) may increase or decrease in any month.
5. There would be no increase in rates during the Contract period including extension period.

Place :

(Signature of the bidder with seal)

Category A

Sl. No	Day	BreakFast (9AM -10AM)	Lunch (1PM-2PM)	Evening Snacks (4PM-5PM)	Dinner (8PM -9PM)
1.	Monday	Aloo Pratha With Curd & Chatnee - 3 Nos	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Biscuit-2 Pcs	Roti , Rice, Egg Curry (2 Pcs.)/Panner
2.	Tuesday	Puri (6 Nos) + Veg Shabji	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Samosa-1 Pcs)	Roti(4) , Rice, Dal, One Seasonal Dry Veg Item
3.	Wednesday	Roti(4) with Green Sabji +Sewai kheer	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Biscuit-2 Pcs	Roti , Rice, Egg Curry(2Pcs)/Panner(25 gms)
4.	Thursday	Sattu Paratha-3Nos & Chatnee	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Cutlet-1 Pcs	Roti(4) , Rice, Dal, One Seasonal Dry Veg Item
5.	Friday	Puri (6 Nos) + Veg Shabji	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Biscuit-2 Pcs.	Roti , Rice, Chicken Curry(100gm)/Paneer(25 gm) & Dal
6.	Saturday	Roti(4) with Green Sabji	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Samosa-1 Pcs	Roti(4) , Rice, Dal, One Seasonal Dry Veg Item
7.	Sunday	Sattu Paratha-3Nos & Chatnee+Kheer	Roti(4) , Rice, Dal, One Seasonal Veg Item+Papad+Salad	Tea-1 Pc. & Biscuit-2 Pcs	Roti(4) , Rice,& Chicken (100 gm)Curry/Paneer(25 gm)

* Green Salad, Papad, Pickle daily with Lunch and Dinner

*** Menu can be changed as per mess committee meeting decisions and market situation.

Note: A Special rebate of 25% will be given by the Caterer to the staff members who take their meals in the Hostel Mess.

Category B

- i. Shall be of quality presentable to special guest
- ii. Shall have one sweet
- iii. Curd extra
- iv. Other requirement as directed from time to time.