



TENDER DOCUMENT

FOR HOSTEL MESS AT

ISLAMIC UNIVERSITY OF SCIENCE AND TECHNOLOGY

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Hostel Catering Services

For and on behalf of Vice Chancellor, Islamic University of Science and Technology, Awantipora, J&K State, E-Tenders (in two cover system) are invited from approved and eligible Hostel Mess catering services from reputed Companies / Vendors / Agencies.

The following is the necessary information:

S. No.	Name of work	Details
1	Hostel Mess Catering Services	For Six Number of Boys and Girls Hostels at IUST Awantipora Campus and Charar-e-Sharief Campus
2	Period Of Contract	One Year (365 Days)
3	Cost of document	Free of Cost
4	Earnest Money Deposit (EMD)	No Earnest Money Deposit (EMD) Requirement
5	Security Deposit (For successful Bidder only)	CDR @ 2,00,000/- only favoring Finance Officer, IUST (is to be submitted by successful bidder within 03 working days from the date of Opening of Tenders)
6	Document Download Start Date	24-11-2021
7	Last Date for Submission of Documents	30-11-2021 by or before 2: 00 PM
8	Time, Date & Address of opening of tender	Bids shall be opened at Islamic University of Science and Technology, Awantipora on 01-12-2021 at 2: 00 PM.
9	Availability of Tender document	Tender document can be downloaded from the University website: www.iust.ac.in
10	Bid Validity	120 Days
11	Bidder Stamp	All the authorized persons / bidders shall carry their respective Authorized Stamps on the date of Opening of Tenders (who wish to be present on the said purpose).

Note: Before submitting the bids, bidders are requested to go through the complete tender document.

Read the instructions very carefully for Running Six (o6) Number Hostel Mess

On behalf of the Vice Chancellor, Islamic University of Science and Technology, Awantipora sealed tenders (in two bid system) are invited from the interested persons for running three (03) Hostel Mess (presently only four hostels are functional) at Islamic University of Science and Technology, Awantipora Campus. The contract would be for a period of one year (365 days).

Caterers having adequate experience for running Mess may apply along with sufficient proof of their experience and ability of running Mess. No Earnest Money Deposit (EMD) is required.

DETAILS OF THE HOSTELS / OCCUPANTS

S. No	Name of the Hostel	No. Occupants
1	Boys Hostel – 1 - IUST	330
2	Boys Hostel – 2 - IUST	330
3	Girls Hostel – 1 - IUST	90
4	Girls Hostel – 2 - IUST	180
5.	Boys Hostel – Chrar-e-Sharief Campus	90
6.	Girls Hostel – Chrar-e-Sharief Campus	90

Total number of occupants: 1110

INSTRUCTIONS TO BIDDERS REGARDING TENDERING PROCESS

Tender must be submitted in two sealed envelopes separately i.e., the tender form duly signed on every page (page no.s should be written on all pages) along with all the technical documents in one envelope (**Envelope - A**) and the offer / price bid on the prescribed Performa in the second envelope (**Envelope - B**). Both the envelopes are to be sealed in **Master Envelope** and the name of tenderer with address and telephone number should be clearly mentioned on the envelopes. In case of any incomplete document / information submitted by the tenderer, the tender may be rejected without assigning any reason thereof.

- **Packet:1:Technical Bid**

- a. Professional experience for providing Mess Service in student hostels or in similar environment like Universities, Industrial Sector, hotels of repute etc. duly supported with documentary proof.
- b. The tenderer must have a minimum of two (02) years of experience in running mess services in student hostels and should be a profit-making firm / caterer. The Average Turnover of the consecutive two (02) financial years: 2019-20 & 2020-2021 must not be less than Rs. 50 Lakhs.
- c. FSAI Certificate (copy) as a registered Caterer.
- d. G - Certificate from Chartered Accountant (CA).
- e. Copies of license from concerned Municipal Authorities, etc. as registered Caterer.
- f. List of work force engaged by the Firm as on date.
- g. Copies of Registration for GST and the Govt. Labour Department, etc.

- h. Annual turnover of the Firm for the last two (02) financial years i.e. 2019-20 & 2020-2021 supported by Balance Sheet, Profit & Loss Account duly authenticated by a Chartered Accountant, copies whereof to be enclosed.
- i. Income Tax Return for the last two years along with a copy of PAN card of the Firm.

- **Packet: 2: Financial Bid**

- a. Financial bids of only those agencies shall be considered, whose technical bids are complete in all respects and qualify the criteria as per tender document.
 - b. BOQ and the rates should be covered with transparent tape
1. IUST will not be responsible for delay in submission due to any reasons.
 2. Conditional bidding shall not be entertained.
 3. Bidders may contact office of the Dean of Students, IUST for any guidance or query.
 4. Bidders are advised not to make any changes in BOQ (Bill of Quantities) contents. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate inclusive of all taxes and it should be saved with the same name as it contains.
 5. The unit rates and prices shall be quoted by the bidder entirely in Indian Rupees and the rates quoted shall be deemed to be valid up to the completion of the contract, until revision of GST by the Govt. of J&K UT
 6. Any corrigendum or subsequent information shall be updated on the e-tender portal / University website only. Bidders should keep track of the same.

TERMS & CONDITIONS OF THE TENDER

1. The Tenderer should be a registered and licensed Caterer / Firm / Agency having sound professional expertise for providing Mess Services in student hostels, messes or similar environment.
2. Before submission of Tender document, the tenderers, in their own interest, are advised to visit site to assess site and its surrounding and satisfy themselves in respect of the site conditions as the IUST shall bear no responsibility for lack of acquaintance of the site and other conditions or any information relating thereto, on their part. The consequences of the lack of knowledge, as aforesaid, on the part of the tenderers shall be at their own risk & responsibility.
3. The rate offered / quoted in the tender should be valid for the one year after the award of contract and no upward revision of rates shall be allowed during the currency of the Catering Contract.
4. IUST reserves the right to terminate the contract of a successful tenderer on one month's notice without assigning any reasons thereof.
5. IUST reserves the right to split the work or award the catering contract to more than one tenderer on the same rates.
6. The award process may be postponed / cancelled Suo motto without assigning any reason or giving any notice to the tenderer(s). The University reserves the right to consider the tenders of only short-listed firms.
7. The issuing of tender document shall not constitute that the tenderer is automatically qualified.
8. If even after the award of contract, information / facts submitted by the tenderer is found misleading / incorrect / false etc., IUST reserves the right to scrap the contract forthwith.

9. The University reserves the right to shortlist the Tenderers as per the requirement of the University and to allot mess services contract to the tenderer it deems eligible and qualified based on the responses received, and the decision of the University in this regard shall be final.
10. The University shall permit the Catering firm to use the University premises for running Mess facilities for the students, staff etc. at respective Boys and Girls Hostel of the University for the duration of the contract. The said period is extendable at the sole discretion of the University Authorities only on satisfactory performance / service by the Caterer.
11. The catering services by the Caterer will cover Breakfast, Lunch & Dinner in a day as per menu, which may be agreed upon in writing from time to time between the Caterer and the Office of Dean of Students and kept displayed in the hostel / mess as the case may be under the seal & signatures of Dean of Students.
12. The present number of Students is approximately 600 which may increase or decrease. Apart from the catering needs of the regular students, there will be official programmes, seminars / conferences for which catering services may be required from the caterer for which separate rate quotations have to be submitted by the caterer.
 - i) The caterer will supply meals of wholesome quality and sufficient or specified quantity, as the case may be, to the residents of the Hostels of the University and also local and other guest participants for whom arrangements for stay have been made in the Hostel and to the University staff as per the menu prescribed from time to time. The current Menu applicable in this regard is enclosed.
 - ii) Tea / snacks / meals to the students are to be served in the dining hall only.
 - iii) Periodic menu shall be decided by the respective Hostel Mess Committees. The Caterer shall follow the time schedule for opening and closing of the Mess each day as may be specified by the Dean of Student.
 - iv) List of indicative brands of items to be used is enclosed.

13. The Caterer will make arrangements for hygienic storage and cooking of food and service in the dining hall / store. He will ensure that the kitchen / dining hall(s) are kept clean and tidy.
14. The Caterer shall not sublet the contract / premises / venue allotted by the University or enter into contract with any other party to run the business at the said premises / venue implicitly / explicitly failing which the Contract shall be cancelled and the decision of the University in this regard shall be final and binding on the Caterer.
15. It shall be the responsibility of the Caterer to constantly maintain the quality of the mess food, its preparation in accordance with the menu, which may be agreed upon in writing from time to time between the Caterer and the Dean of Students, IUST for the respective Hostel messes. The scope of work for providing mess services in the University hostels is enclosed.
16. The Caterer shall observe proper working hours as may be notified by the Dean of Students from time to time including the summer / winter breaks and shall keep him / herself / authorized representative available at the venue during the working hours.
17. The Caterer will comply with all such instructions that may be issued to him by the University through any of its functionaries, including the office of Dean of Students in regard to the operation and maintenance of the University premises. The Caterer shall provide all such kitchen equipments / utensils / material / eatables etc. as may be required for effective operation of the catering services and as may be communicated to him / her by the functionaries of the University.
18. It shall be the responsibility of Caterer to maintain and upkeep all the machinery and other equipment's including items of furniture and fixture provided in the respective Student's Hostel Mess premises and any repair / replacement in this regard shall require to be immediately intimated to the Dean of Students / University Engineer for requisite repairs. However, in case any damage to the machinery and other equipment's including civil / plumbing / electrical / furniture and fixture etc., if found, to be on the part of caterer or its workforce then a suitable penalty for the repair / replacement shall be deducted from the monthly bill(s) or as decided by the University Authority.
19. The responsibility of upkeep, maintenance and repairs of the Cold Storage Units in the hostels shall be entirely on the Caterer.

20. In case of any default or deficiencies of services provided by the tenderer / caterer, the alternate arrangement will be made by the University at the risk & cost of the tenderer and the tenderer / caterer reserves no right to raise any queries / objections (what-so-ever).
21. The Dean of Students, IUST shall be authorized to inspect the premises, quality of edibles, sanitation and other arrangements from time to time. In case of any unsatisfactory condition or any defect or deficiency in the service or performance of Contract, the University may impose a fine subject to a maximum of Rs. 10,000/- on the Caterer on each such occasion on the recommendation of Dean of Students, IUST. Such fines will be deductible from any amount due to the Caterer, if not sooner paid by the Caterer. In case of continuous defect or deficiency in the service by the Caterer, the University may also terminate the Contract.
22. The successful tenderer shall have to execute an Agreement on non-judicial stamp papers of requisite denomination within a week of the receipt of award / contract letter which shall be guiding document for operation of mess services contract so awarded.
23. The successful tenderer who may be awarded the contract for Mess services subject to fulfilment of all other formalities should be able to provide the requisite services within period of (07) days from the date of award of contract failing which the contract may be awarded to the next lowest / suitable tenderer.
24. IUST reserves the right to terminate the contract on one month's notice if the performance is not satisfactory. The Caterer can also terminate the contract by giving three months' notice and clearing all dues, if he / she are not willing to continue the contract.
25. The Caterer shall maintain and upkeep cooking gas cylinders of commercial category in all the student's Hostel messes and shall also abide by all governmental instructions in this behalf.
26. The Caterer shall not cause any loss or damage to the property of the University and shall be responsible to compensate the University for any such loss or damage. However, he shall be personally responsible for his machinery, equipment's and other belongings.
27. The Caterer shall engage well behaved experienced staff for working in the Mess and the Caterer shall be responsible for their work, behaviour and conduct. If at any time, the

work / behaviour of any such employed staff of the Caterer is found to be unsatisfactory, the Caterer shall be liable to remove such a person immediately when ordered to do so by the Dean of Students, IUST whose decision in this regard shall be final and binding.

28. The Caterer shall take all precautions that all persons engaged by him / her for catering services are courteous, civil, sober, honest and free from any virulent or contagious disease(s). The Caterer shall be under obligation to obtain the following certificates during the period of Contract:
- Medical fitness certificate from the authorized Medical Officer.
 - COVID -19 vaccination certificates (both doses).
 - Character certificate from their respective Police Stations for all the persons engaged by the Caterer.
29. The Caterer shall ensure that all the mess workers wear proper uniforms and identity cards during the mess service in the University. He will also ensure that the cooking area / mess premises is not used as a residence of the workers.
30. The Caterer / his / her employees shall not do any act or omission which may be prejudicial to the interests of the University.
31. The Caterer shall not construct, raise or modify any structure, temporary or permanent in or around the Mess premises, without the prior written permission of the University.
32. That the permission / leave / license granted in favour of the successful Caterer shall not create any (in any case) tenancy, lease and otherwise other interests or other right on the property. The present arrangement is only a temporary permission granted in favour of Caterer for a period mentioned herein above and subject to the performance / observance of the other conditions as may be communicated to the Caterer by the University. The licensed space shall always remain under actual control and possession of the University.
33. The Caterer shall be responsible for strict compliance with all applicable laws, rules and regulations relating to P.F. Act, ESI Act, Minimum Wages Act, Workmen Compensation Act, Contract Labour Act and such other Acts or Laws / Regulations passed by Central, State and Local government authority or agency and in the event, University being made liable for any expenditure or otherwise on this account, the same shall be recoverable by the University from Caterer.

34. The Caterer shall obtain adequate insurance policy in respect of his / her workmen engaged by it towards meeting the liability of compensation arising out of injury / disablement / death etc. at work place.
35. The liability / responsibility in case of any accident-causing injury / death to mess worker or any of his / her staff shall be the responsibility of the Caterer.
36. The workers of the Caterer shall be of good character and of sound health and should be above 18 years of age. The responsibility of antecedents of his / her workers shall lie with the Caterer.
37. The Caterer will be allowed the use the kitchen and dining hall with furniture in various hostels for discharge of the contract. The Caterer will use this space only for persons actually working in the kitchen, dining hall for providing services under this contract. The Caterer shall not make or cook any meals(s) in the premises of the University for supply to any persons(s) / agency outside the University other than the students, guests and the staff of the University.
38. Facilities to be provided by IUST for running the mess services:
- i) Dining halls with adequate furniture.
 - ii) Kitchens with Stores.
 - iii) Water.
 - iv) Electricity.
 - v) Adequate space shall be provided for night staying purpose for the workers of Caterer.
39. That no right, much less a legal right shall vest in the Caterer's workers to claim / have employment or otherwise seek absorption in IUST nor the Caterer's workers shall have any right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the IUST. The workers will remain the employees of the agency / caterer and this will be the responsibility of the agency / caterer to make it clear to their workers before deputing them for mess work at IUST.
40. None of the workers of the Caterer shall enter into any kind of private work within the IUST Campus during working hours / days.

41. The Caterer shall maintain an inspection book as prescribed by the Dean of Students, IUST which will be made available to Supervisory staff of the IUST. Any fault / observation recorded therein shall be attended immediately.
42. Bill for providing catering services may be raised monthly with a Certificate from the Dean of Students, IUST for the purpose of verifying the number of students in each hostel along with a Certificate of satisfactory quality / service of the food consumed.
43. If in the execution of their work, any infraction / breach / infringement of any law, rules / byelaws for the time being in force, takes place; Caterer shall indemnify the University and hold the University harmless against the consequences of any or all litigation / prosecution in any matter connected with or arising out of the subject including the result of any labour dispute and should any award or decree including awards of any labour court and / or Arbitrator which might be enforced / sought against the University, the University shall be compensated by the Caterer to the full extent in respect of all such claims / awards etc.
44. The Caterer shall advise its work force etc. to strictly refrain from smoking / use of polythene / any kind of tobacco products / pan chewing / consumption of alcohol / non-veg. food / playing of cards etc. within or around the premises of the University.
45. On expiry of the contract, the caterer shall vacate the premises of the University immediately and handover the charge of equipment etc. peacefully to the officer nominated by the Dean of Students.
46. If any question or dispute arises to the interpretation or violation of any of the terms and condition of this contract, the matter will be referred to the sole arbitration of an Arbitrator appointed by the Vice Chancellor, IUST whose decision shall be final and binding on the parties.
47. Notwithstanding to any provision in this contract, if the Caterer violates any norms, rules or acts in any way prejudicial to the interests of the University or to the environment at the campus, the contract shall stand cancelled without assigning any reason to the Caterer by the University.

48. Any dispute arising out of and in relation to this Contract shall be referred to the sole arbitration of an Arbitrator appointed by the Vice Chancellor, IUST. The arbitration would be conducted and governed by and under the provisions of Arbitration & Conciliation Act 1996. Any legal dispute shall be subject to the jurisdiction of Courts in Srinagar District only and no other Court shall have the jurisdiction.
49. The quality of raw materials used for cooking will be as per specifications provided in Annexure.
50. Materials known to be harmful to health (as decided by the Institute from time to time) such as food colouring (emulsion powder) / soda / aginomoto etc. shall not be allowed, if so found, penalty not less than Rs. 10,000/- shall be imposed as instant fine by IUST.
51. The contractor 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. The contractor shall ensure that raw material is sufficiently and appropriately stocked in the storage, for consumption.
52. The contractor shall procure only good quality fresh vegetables from the market. The vegetables shall not be stored for more than 2 days in summer months and 3 days in winter months at a stretch. The Hostel administration or its nominee shall have the right to check the quality of food articles and vegetable from time to time.
53. The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises immediately. UN-refrigerated cooked food, not consumed within 6 (six) hours in summer months and 10 (ten) hours in winter months, shall be deemed to be stale and unfit for consumption and must be discarded. Under no circumstances shall stale food be served.
54. The food shall neither be too spicy nor too oily. The food preparation shall be wholesome and shall cater to the general taste of the residents.
55. The oil that remains from the deep frying at the end of the day shall be discarded and shall not be allowed to be recycled for the purpose of cooking again.

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56. The contractor shall ensure that sufficient manpower is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of mess assets and premises.
57. The waste material and unused / leftover food from mess shall be removed from the hostel premises every day by the contractor. The contractor shall ensure that stray cattle, dogs etc. do not consume any food within the hostel premises.
58. The mess shall function on all days throughout the year and will not be allowed to be closed on any day, including holidays, for any reasons whatsoever.
59. The Contractor shall provide meals to the persons on hostel duty i.e. Hostel Wardens / Caretakers / Attendants etc., without incurring any charges.
60. The Bidders shall strictly adhere in accordance with the Mess Menu prepared by the University Authority in consultation with students and is binding upon the contractor and no any other option shall be excepted by the Tender Opening Committee.
61. Financial Bid shall not be the sole criteria for the award of contract. The decision of the University Committee shall be final.

Annexure – 1

Item	Brand
	All dry ingredients will be bought from open market, packed and of highest quality
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Satyam, Badshah, Everest, Catch
	Or other brands after approval from the Hostel Administration
Jam / Ketchup	Maggi, Kissan, Heinz / Tops
Oil (Sunflower)	Agmark / ISI or branded items such as Sundrop, Godrej, Saffola, Fortune, Ruchi
Pickle	Mother's or Pravin or Priya or Bedekar or Nilon's
Atta	Aashirvad, Pillsbury, Annapurna, Ginni or freshly grinded
Rice	Basmati Tukda ($\frac{3}{4}$ size) e.g., Dubraj, India Gate, or equivalent in Punjab Market
Butter	Amul, Britannia, mother dairy
Bread	Bonn or Other brand after approval from the Hostel Administration
Ghee	Amul, Mother Dairy, Britannia, Gits, Every day,
Milk	Amul/Verka (Green Packet)/ Other brand after approval from the Hostel Administration
Paneer	Amul or another branded item approved by the Hostel Administration

Annexure - 2

DAYS	BREAKFAST	LUNCH	Evening Tea	DINNER
MONDAY	Bread - 04 slices / Roti 01 (Rs. 05/-) Butter - 05 gms Tea - 01 cup	Rice - 01 plate Dal - 01 bowl / Sabzi - 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice - 01 plate Dal - 01 bowl / Paneer - 01 bowl
TUESDAY	Bread - 04 slices Butter - 05 gms Tea - 01 cup	Rice - 01 plate Dal - 01 bowl / Sabzi - 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice - 01 plate Dal - 01 bowl / Egg curry - 01 bowl
WEDNESDAY	Bread - 04 slices Butter - 05 gms Tea - 01 cup	Rice - 01 plate Mutton - 01 piece (70-80 gms) Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice - 01 plate Sabzi - 01 bowl / Dahi - 01 bowl
THURSDAY	Bread - 04 slices Butter - 05 gms Tea - 01 cup	Rice - 01 plate Dal - 01 bowl / Sabzi - 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice - 01 plate Chicken - 01 piece (70-80 gms)
FRIDAY	Bread - 04 slices Butter - 05 gms Tea - 01 cup	Rice - 01 plate Mutton - 01 piece (70-80 gms) Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice - 01 plate Sabzi - 01 bowl / Dahi - 01 bowl
SATURDAY	Bread - 04 slices Butter - 05 gms Tea - 01 cup	Rice - 01 plate Dal - 01 plate Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Biryani (Veg / Non-veg) - 01 plate Curd or Raita - 01 bowl
SUNDAY	Aloo Paratha - 01 Curd or sabzi - 01 bowl Tea - 01 cup	Rice - 01 plate Dal - 01 plate Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice - 01 plate Chicken - 01 piece (70-80 gms)

Annexure - 3

FINANCIAL BID

NAME OF THE TENDERER:

Dean of Students
Islamic University of Science and Technology
Awantipora, Pulwama.

Madam,

I / We / M/s _____

having office at _____

hereby submit our tender for providing Hostel Mess Service at IUST, Awantipora, Pulwama, J&K. Our rates for providing the Mess Services shall be as under:

Rate per day / Student (including GST as applicable): Rs. _____

(In words) _____

I / We affirm that we have read and fully understood the nature of job and the terms & conditions relating to this tender and agree to abide by the same.

In case of selection of my / our firm for providing Hostel Mess Service at IUST Campus, I / we will execute an agreement with the IUST within period as may be prescribed by the University and that I / we shall also be bound by all such terms and conditions laid therein, which might be subsequently incorporated in the agreement to be signed by us.

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If I / we contravene any one of the conditions of the agreement, I / we shall not have any objection on penalty to be imposed upon me / us by the University Authority along with extinguishing of our right to continue the assignment entrusted to our firm.

For & on behalf of M/s _____

(Authorized Signatory)

Name: _____

Authorised Stamp: _____