



## NOTICE INVITING TENDER

FOR HOSTEL MESS  
AT

ISLAMIC UNIVERSITY  
OF SCIENCE AND TECHNOLOGY

1- UNIVERSITY AVENUE,  
AWANTIPORA, PULWAMA, 192122, J&K  
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# ISLAMIC UNIVERSITY OF SCIENCE AND TECHNOLOGY



For and on behalf of Vice Chancellor, Islamic University of Science and Technology, Awantipora, J&K, Tenders are invited from approved and eligible Hostel Mess caterers from reputed Companies/ Vendors/ Agencies.

The following is the necessary information:

1	<b>Name of work</b>	Hostel Mess Catering Services. For Two Number of Girls Hostels at IUST Awantipora Campus.
2	<b>Period Of Contract</b>	<b>One Year.</b>
3	<b>Cost of Tender Document</b>	<b>Rs. 2,000/- (non-refundable)</b>
4	<b>Security Deposit</b>	<b>Rs 5,00,000/- (By successful tenderer only)</b>
5	<b>Document Download Start Date</b>	<b>27-01-2023</b>
6	<b>Last Date for Submission of Documents</b>	<b>10-02-2023 by or before 2: 00 PM</b>
7	<b>Time, Date &amp; Address of opening of tender</b>	Bids shall be opened at Islamic University of Science and Technology, Awantipora on <b>15-02-2023 at 2: 00 PM.</b>
8	<b>Availability of Tender document</b>	Tender document can be downloaded from the University website <a href="http://www.iust.ac.in">www.iust.ac.in</a>
9	<b>Bid Validity</b>	120 Days

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

**Read the instructions very carefully .**

On behalf of the Vice Chancellor, Islamic University of Science and Technology, Awantipora sealed tenders (in two bid system) are invited from the interested caterers for running two(02) Hostel Mess 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.

**DETAILS OF THE HOSTELS / OCCUPANTS**

S. No	Name of the Hostel	Capacity	Presently boarding
1	Girls Hostel – 1 - IUST	170	140
2	Girls Hostel – 2 - IUST	90	64

## INSTRUCTIONS TO BIDDERS REGARDING TENDERING PROCESS

Tender must be submitted in two sealed envelopes separately. The tender form duly signed on every page (page no. 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.

***Note: The Security Deposit of Rs. 5,00,000/- needs to be deposited by the successful tenderer only.***

- **Envelope – A :Technical Bid**

- A. Professional experience for providing Mess Service in student hostels or in similar environment duly supported with documentary proof.
- B. The tenderer must have a minimum of two (02) calendar years of experience in running mess services in student hostels or in similar environment.
- C. The Tenderer must have required minimum two (02) calendar years of experience from (1st January 2021 to 31<sup>st</sup> Dec 2022) with an average turnover not less than Rs. 50 Lakhs for the two concerned years.
- D. FSSAI Certificate (copy) as a registered Caterer.
- E. Turn over Certificate from Chartered Accountant (CA).
- F. Copies of license from concerned Municipal Authorities or any other Govt. / Semi – Govt. Agency etc. as registered Caterer.
- G. Copies of Registration for GST and the Govt. Labour Department.

- H. Financial documents of the Firm for the two (02) calendar years from( 1<sup>st</sup> January 2021 to 31<sup>th</sup> Dec 2022) supported by Balance Sheet, Profit & Loss Account duly authenticated by a Chartered Accountant, copies whereof to be enclosed.
- I. Income Tax Return for the two (02) concerned years( 1<sup>st</sup> January 2021 to 31<sup>th</sup> Dec 2022) along with a copy of PAN card of the Firm.

**Envelope – B : 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. The rates quoted should be covered with transparent tape.

**NOTE:**

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 Provost, Girls IUST for any guidance or query.
4. Bidders are advised not to make any changes in the tendered menu /contents. In no case they should attempt to create similar menu manually.
5. The prices quoted by the bidder shall entirely be in Indian Rupees and the rates quoted shall be deemed to be valid up to the completion of the contract.
6. Any corrigendum or subsequent information shall be updated on the University website [www.iust.ac.in](http://www.iust.ac.in) 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 execution 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 Girls and Boys 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 Provost, Girls and kept displayed in the hostel / mess as the case may be under the seal & signatures of Provost (Girls).
12. The present number of Students is approximately 300 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 concerned Provosts.
  - iv) List of indicative brands of items to be used is enclosed.

13. The Caterer has to ensure only male staff / workers for the Girls Hostels.
14. 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.
15. 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.
16. 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 Provost (Girls), IUST for the respective Hostel messes. The scope of work for providing mess services in the University hostels is enclosed.
17. The Caterer shall observe proper working hours as may be notified by the Provost (Girls) from time to time including the summer / winter breaks and shall keep him / herself / authorized representative available at the venue during the working hours.
18. 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 Provost (Girls) 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.
19. 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 Provost (Girls) /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.
20. The responsibility of upkeep, maintenance and repairs of the Cold Storage Units in the hostels shall be entirely on the Caterer.



21. 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).
22. The Provost (Girls), 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. 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.
23. 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.
24. 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.
25. 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.
26. 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.
27. 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.
28. 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 Provost (Girls), IUST whose decision in this regard shall be final and binding.

29. The Caterer shall engage the Managerial Staff for maintaining the discipline among the working Mess Staff. Further, it would be the sole responsibility of the Caterer to collect the mess fee from the students and maintaining the records thereof.
30. The successful tenderer shall have to abide by the rebate policy for the hostel boarders as deemed fit by the Hostel authorities.
31. 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:
  - a) Medical fitness certificate from the authorized Medical Officer.
  - b) COVID -19 vaccination certificates (both doses).
  - c) Character certificate from their respective Police Stations for all the persons engaged by the Caterer.
32. 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.
33. The Caterer / his / her employees shall not indulge in any act or omission which may be prejudicial to the interests of the University.
34. 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.
35. 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.

36. 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.
37. 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.
38. 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.
39. 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.
40. The Caterer will be allowed to 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.
41. Facilities to be provided by IUST for running the mess services:
- i) Dining halls with adequate furniture.
  - ii) Kitchens with Stores.
  - iii) Adequate space shall be provided for night staying purpose for the workers of Caterer.
42. 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.

43. None of the workers of the Caterer shall enter into any kind of private work within the IUST Campus during working hours / days.
44. The Caterer shall maintain an inspection book as prescribed by the Provost (Girls), IUST which will be made available to Supervisory staff of the IUST. Any fault / observation recorded therein shall be attended immediately.
45. The Caterer shall arrange ministerial staff for attendance of boarders/collection of mess fee and overall mess related management.
46. 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.
47. The Caterer shall advice its work force etc. to strictly refrain from smoking / use of polythene / any kind of tobacco products / pan chewing / consumption of alcohol / playing of cards etc. within or around the premises of the University.
48. 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 Provost (Girls).
49. 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.
50. 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.
51. 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.

52. The quality of raw materials used for cooking will be as per specifications provided in Annexure - I.
53. Materials known to be harmful to health (as decided by the University 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.
54. 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 University 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.
55. 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.
56. 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.
57. 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.
58. 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.
59. 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.

60. 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.
61. 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.
62. The Contractor shall provide meals to the persons on hostel duty i.e. Hostel Wardens / Caretakers /Security/Attendants etc., without incurring any charges.
63. Financial Bid shall not be the sole criteria for the award of contract. The decision of the University Committee shall be final.

## Annexure-I

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, Badshah, Everest, Catch / Kanwal / Araafh Or other brands after approval from the Hostel Administration.
Jam/Ketchup	Maggi, Kissan, Heinz / Tops.
Oil	ISI or branded items such as Sundrop, Saffola, Fortune, P Mark, V Mark or any other brand after approval from the Hostel Administration.
Pickle	Mother's / Tops / Nelons / Kanwal or any other brand after approval.
Atta	Aashirvad, Pillsbury, Annapurna or any other brand after approval.
Rice	Basmati (good quality), India Gate, Rajdhani, Or other brands after approval from the Hostel Administration.
Butter	Amul, Britannia, Mother Dairy.
Bread	Bonn / Britannia or Other brand after approval from the Hostel Administration.
Ghee	Amul, Mother Dairy, Britannia, Verka, Every day.
Milk	Amul/Verka / Other brand after approval from the Hostel Administration.
Paneer	Amul / Khyber or another branded item approved by the Hostel Administration.

## Annexure – II

DAYS	BREAKFAST	LUNCH	Evening Tea	DINNER
MONDAY	Bread – 02 slices / Roti 01 (Rs. 05/-) Butter – 10gms Tea – 01 cup	Rice – 01 plate Sabzi – 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Chicken–01 Piece with curry Onion Salad
TUESDAY	Bread – 02 slices / Roti 01 (Rs. 05/-) Jam – 10 gms Tea – 01 cup Boiled Egg (01)	Rice – 01 plate Dal – 01 bowl / Dahi	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Curried Paneer – (Tomatao / Palak/ Pea
WEDNESDAY	Bread – 02 slices / Roti 01 (Rs. 05/-) Butter – 10gms Tea – 01 cup Boiled Egg (01)	Rice – 01 plate Sabzi – 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Chicken–01 Piece with curry Onion Salad
THURSDAY	Bread – 02 slices / Roti 01 (Rs. 05/-) Jam – 10 gms Tea – 01 cup Boiled Egg (01)	Rice – 01 plate Dal – 01 bowl / Dahi	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Mutton–01 piece (80 gms)
FRIDAY	Bread – 02 slices Butter – 10 gms Tea – 01 cup Boiled Egg (01)	Rice – 01 plate Sabzi – 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Egg curry – 01 bowl Dahi
SATURDAY	Bread – 02 slices / Roti 01 (Rs. 05/-) Butter – 10 gms Tea – 01 cup Boiled Egg (01)	Rice – 01 plate Mixed Veg – 01 bowl Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Rajhma Dal – 01 bowl Salad
SUNDAY	Aloo Paratha – 01 Dahi or sabzi – 01 bowl Tea – 01 cup	Rice – 01 plate Dal – 01 plate Salad	Tea - 01 Cup Biscuits / Roti (Rs. 05/-)	Rice – 01 plate Mixed Veg – 01 bowl Salad



## Annexure – III

### FINANCIAL BID

NAME OF THE TENDERER:

Provost (Girls)  
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 asunder:

**Rate per month / 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 alongwith extinguishing of our right to continue the assignment entrusted to our firm.

For & on behalf of M/s \_\_\_\_\_  
(Authorized Signatory)

Name: \_\_\_\_\_