



Institute of Hotel Management & Catering Technology

DR, B.B.A.POLYTECHNIC CAMPUS, SRV NO. 137/P, KARAD-SILVASSA-396230

U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI. [Tel:026-268001](tel:026-268001)

ihmsilvassa@gmail.com www.ihmsilvassa.in

(Affiliated to National Council for Hotel Management & Catering Technology, NOIDA)

No.IHM&CT/248/2017/121

Date: 20/08/2020

e-Tender (Online) Invitation Notice

The Principal & Member Secretary, Institute of Hotel Management & Catering Technology, Karad (D.P), Silvassa, invites online tender on <https://dnhtenders.gov.in>, by 2 bid system from eligible Contractor/ Supplier for providing mess services/contract at Institute of Hotel Management & Catering Technology, Karad.

Sr. No.	Particulars	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
01.	Providing of Mess Service/contract at Institute of Hotel Management & Catering Technology, Silvassa.	Rs.3,93,000/-	Rs.2000/-	2020_UTDNH_4827

Online document downloading Start Date	:	21/08/2020
Downloading End Date	:	10/09/2020 11.00 Hrs.
Last Date & Time for receipt of Bid	:	10/09/2020 17.00 Hrs.
Opening of Technical Bid	:	11/09/2020 11.00 Hrs
Opening of Price Bid	:	12/09/2020

Bidders have to submit price bid in Electronic format only on <https://dnhtenders.gov.in> website till the last date and time for submission. Price Bid in Physical format shall not be accepted in any case.

Only tender fees and EMD should be submitted in original to be sent to the above mentioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender

received in hard copy will not be accepted.

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of Demand Draft/Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Karad/Silvassa.
3. The EMD will be accepted in form of FDR or Bank Guarantee from any Nationalized or Schedule/ Commercial Banks in an acceptable form payable at silvassa in favour of under signed.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: ihmsilvassa@gmail.com ,Website: www.ihmsilvassa.in

Sd/-
Principal
Institute of Hotel Management & Catering
Technology, Silvassa
E-mail id: ihmsilvassa@gmail.com

Copy to :-

- 1) Chief Publicity Officer Dadra & Nagar Haveli, Silvassa for wide publicity in leading News Papers.
- 2) Director (I.T), Secretariat, Dadra & Nagar Haveli, Silvassa with a request to publish in Website www.dnh.nic.in.
- 3) Copy to all H.O ,Dadra and Nagar Haveli for vide publicity

Contents

Chapter	Item	Page no.
1	Notice Inviting Tender (NIT)	4
3	Instructions to Bidders	5
4	Scope of work	8
5	Terms & Conditions	13
6	Estimated cost	17
7	Documents required and checklist	18
8	Price Bid	27

Chapter – 1

Notice Inviting Tender (NIT)

I. Obtaining Tender document :

- a. The tender document can be downloaded from www.dnhtenders.gov.in.
- b. Tender notice can be seen at www.dnh.nic.in.

II. Tender Fees (non – refundable):

- a. In case, the tender document is downloaded, a tender fees of Rs. 2000/- (Rupees Two thousand only) shall be paid through a Demand draft / Cheque drawn on a nationalized / schedule bank favoring “Principal, Institute of Hotel Management & Catering Technology” payable at Silvassa.

III. Earnest Money Deposit (EMD) :

- a. The tender must be accompanied with an EMD of Rs. 393000/- (Rupees Three lakh ninety three thousand only) in the form of a PBG / FDR drawn on a nationalized / schedule bank authorized by RBI favouring “Principal, Institute of Hotel Management & Catering Technology”

IV. Security deposit :

- a. The successful bidder shall pay a security deposit equal to 10% (ten percent) of the tender cost within 15 (fifteen) days from date of issue of Work order.

V. Submission of Tender document :

- a. Bidders can submit bids along with requisite documents in PDF only at www.dnhtenders.gov.in on or before the last date and time.
- b. The physical form of all above documents can be send via speed post at the Institute of Hotel Management & Catering Technology, DR. B.B.A Campus, SR No.137/P, Karad Dadra and Nagar Haveli, Silvassa.

VI. Important deadlines :

S.No.	Item	Deadline
1	Issue of tender document	21/08/2020
2	Tender fees (non-refundable)	Rs.2000/-
3	Earnest Money deposit (EMD)	Rs. 3,93,000/-
4	Submission of tender	10/09/2020 up to 17:00 PM
5	Opening of technical bid	At 11:00 AM on 11/09/2020
6	Opening of financial bid	12/09/2020

Chapter – 2

Eligibility Criteria

A. Financial eligibility :

1. The bidder should have experience of at least two years out of five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16) of rendering similar Mess / Catering services having work orders valuing Rs. 24,00,000 /- (Rupees Twenty four lakhs) and above for one year contract period in any one or more govt. institutes / semi-govt. / PSU / Banks / Club / corporate establishments / schools, colleges & universities / reputed organisations etc.
2. The bidder should have at-least one Mess / Catering services on the date of the advertisement.
3. The bidder should have minimum annual turnover of Rs. 24,00,000 /- (Rupees Twenty four lakhs) for three years out of five years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16).

B. Documents required to check the eligibility of the Bidder :

1. See Chapter – 7, Annexure -II

C. Other qualifications :

1. The Agency / Caterer shall not station any person from third party NOR their involvement of third party in any manner.

Chapter – 3

Instructions to Bidders

A. General instructions :

1. Site visit :
 - i. Before tendering, the bidders must visit the site before 02/09/2020 where intended services are to be provided and satisfy themselves as to the conditions prevalent at the site.
 - ii. The bidders should also cross-check and fill-up the tender.
2. Disqualifications and Rejections of bids :
 - i. IHM&CT(Karad, Silvassa) reserves the rights to accept, reject any or all tenders without assigning any reasons thereof. The decision of the Principal (IMH&CT) shall be final & binding on all.
 - ii. IHM&CT(Karad, Silvassa) reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against earlier contracts entered into with this department or any other central or state govt. agencies. The decision of the Principal (IMH&CT) shall be final & binding on all.
 - iii. If IHM&CT (Karad, Silvassa) found that the bidder is blacklisted on previous occasions by anyone at any stage then, the contract will be cancelled.
 - iv. Conditional bids shall be summarily rejected.
3. General communications :
 - i. Any corrigendum, if any, related to this tender, till the tender process is completed, shall be uploaded at www.dnhtenders.gov.in by the IHM&CT(Karad, Silvassa).
 - ii. Bidders can email their queries at ihmsilvassa@gmail.com.
 - iii. Contact person : Smt Vaisali Kapadi
4. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.
5. Each bidder should submit only one tender.
6. Tenders are non-transferrable.

B. Instructions related to Payments :

1. All amount should be quoted in figures & words. It should be inclusive of all wages, materials required, overheads & taxes. It should be inclusive of GST.
2. All financial transactions shall take place in Indian Rupees only.
3. In case, the tender document is downloaded, a tender fee of Rs. 2000/- (Rupees Two thousand only) shall be paid through a Demand draft / Cheque drawn on a nationalized / schedule bank favoring "Principal, Institute of Hotel Management & Catering Technology" payable at Silvassa.
4. It must be enclosed with the Technical bid.
5. The tenders without tender fees shall be summarily rejected.
6. The tender must be accompanied with an EMD of Rs. 3,93,000/- (Rupees Three lakh ninety three thousand only) in the form of a PBG / FDR drawn on a nationalized / schedule bank authorized by RBI favouring "Principal, Institute of Hotel Management & Catering Technology".
7. Other forms of payment shall not be accepted.
8. It must be enclosed with the Technical bid.
9. The tenders without EMD shall be summarily rejected.

10. At the back of the PBG / FDR, please mention, "*Providing Mess services at Institute of Hotel Management and Catering Technology, Karad, Silvassa, UT of Dadra & Nagar Haveli and Daman & Diu*"
11. EMD shall be forfeited under following circumstances :
 - i. Non-submission of requisite documents in proper format.
 - ii. Submitting false / fabricated documents, false affidavit or misleading information / statement.
 - iii. The agency fails to execute the work order within stipulated time.
 - iv. The termination of contract.
12. EMD of unsuccessful bidders shall be refunded within one month by DD / Cheque after deducting transaction charges.
13. EMD is non-adjustable with any other amount like Tender fees, Security fees, Monthly bills etc.
14. All statutory deductions such as TDS on GST, TDS (I.T), surcharge, education cess shall be deducted as applicable from time to time.
15. The successful bidder shall pay a security deposit equal to 10% (ten percent) of the tender cost within 15 (fifteen) days from date of issue of Work order. This security deposit shall remain with the IHM&CT (Karad, Silvassa) throughout the contract period without bearing any interest of whatsoever kind. It will be refunded to the agency within 60 (sixty) days of completion of the contract subject to :
 - i. Satisfactory performance of the contract
 - ii. Deducting any dues payable to the IHM&CT (Karad, Silvassa)
 - iii. Any deduction due to agency's obligation under the contract.
16. No extension of time limit shall be entertained.

Chapter – 4

Scope of Work

A. Food Menu :

Timings	Breakfast	Lunch	Evening Snacks	Dinner
Monday	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup=150ml) 2. Milk with cornflakes (1 bowl= 150ml with 50gms of Cornflakes) 3. (Wheat Flour) Aloo Paratha (2 nos.) (8" diameter) with Fresh Curd (50 gms) & Sugar. 4. Pickles or Tomato ketchup 5. Seasonal fruit(02 Fresh Banana & 01 Medium sized Fresh Apple/Orange/Sweet Lime) 	<ol style="list-style-type: none"> 1. Plain rice (white,) (Kolam/Masuri) 2. Phulka Chapati (with or without ghee) 3. Chana Dal fry 4. Paneer masala 5. Papad, Fryums 6. Pickle 7. Curd / Raita/ Butter milk 8. Green Salad with Onion & Lemon. 	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup=150ml) 2. Punjabi Samosa-2nos. 	<ol style="list-style-type: none"> 1. Plain rice (White) (Kolam/Masuri) 2. Phulka Chapati (with or without ghee) 3. Toor Dal 4. Mix Veg 5. Papad, Fryums 6. Pickle 7. Green Salad with Onion & Lemon.
Tuesday	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. Milk with cornflakes(1 Bowl = 150ml with 50 gms of Cornflakes) 3. (4 No.Idli- sambhar (1 big bowl= 300ml) 4. Pickles & Tomato ketchup 5. Seasonal fruit (02 Fresh Banana & 01 Medium Sized Fresh Apple/Orange/Sweet Lime) 	<ol style="list-style-type: none"> 1. Jeera rice (white) (Kolam/Masuri) 2. Phulka Chapati (with or without ghee) 3. Toor Dal 4. Mix Veg 5. Papad, Fryums 6. Pickle 7. Curd / Raita 8. Green Salad with Onion & Lemon 	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup=150ml) 2. Pakora (1 Plate= 200gms) 	<ol style="list-style-type: none"> 1. Plain rice(White) (Kalam/Masuri) 2. Phoolka Chapati (with or without ghee) 3. Chana Dal fry 4. Mix vegetable 5. Papad, Fryums 6. Pickle 7. Green Salad with Onion & Lemon
Wednesday	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. Milk with cornflakes(1 Bowl = 150ml with 50 gms of Cornflakes) 	<ol style="list-style-type: none"> 1. Plain rice 2. Chapati (with or without ghee) 3. Toor Dal 4. Chicken curry 5. Curd / Raita 	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. Maggi (1 plate= 200gms) 	<ol style="list-style-type: none"> 1. Plain rice 2. Chapati (with or without ghee) 3. Toor Dal 4. Paneer

	<p>3. (4 nos.) Bread-Omlette(2 eggs) 4. Pickles & Tomato ketchup 5. Seasonal fruit (02 Fresh Banana & 01 Medium Sized Fresh Apple/Orange/Sweet Lime)</p>	<p>6. Green Salad with Onion & Lemon</p>		<p>Masala 5. Green Salad with Onion & Lemon</p>
Thursday	<p>1. Tea or Coffee (1 Cup = 150ml) 2. Milk with cornflakes (1 bowl= 150ml with 50gms of Cornflakes) 3. (4nos.) Meduvada-sambhar (1 Big Bowl = 300ml) 4. Pickles & Tomato ketchup 5. Seasonal fruit (02 Fresh Banana & 01 Medium Sized Fresh Apple/Orange/Sweet Lime)</p>	<p>1. Fried rice (White) (Kolam/Masuri) 2. Chapati (with or without ghee) 3. Chana Dal fry 4. Mix vegetable 5. Papad, Fryums 6. Pickle 7. Curd / Raita</p>	<p>1. Tea or Coffee (1 Cup = 150ml) 2. (2nos.)Veg-roll</p>	<p>1. Plain rice (White) (kolam/MAsuri) 2. Chapati (with or without ghee) 3. Dal 4. Aloo-dum 5. Papad, Fryums 6. Pickle 7. Green Salad with Onion</p>
Friday	<p>1. Tea or Coffee (1 Cup = 150ml) 2. Milk with cornflakes (1 bowl= 150ml with 50gms of Cornflakes) 3. Boiled-egg, Bread-butter 4. Pickles & Tomato ketchup 5. Seasonal fruit (02 Fresh Banana & 01 Medium Sized Fresh Apple/Orange/Sweet Lime)</p>	<p>1. Plain rice (White) (kolam/Masuri) 2. Phoolka Chapati (with or without ghee) 3. Toor Dal 4. Egg curry 5. Curd / Raita/Butter milk 6. Green salad</p>	<p>1. Tea or Coffee (1 Cup = 150ml) 2. Egg-roll</p>	<p>1. Plain rice (white) (Kalam/Masuri) 2. Phoolka Chapati (with or without ghee) 3. Dal 4. Meat curry 5. Green Salad</p>

Saturday	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. Milk with cornflakes (1 bowl= 150ml with 50gms of Cornflakes) 3. (2 nos.)Paratha-paneer bhurji 4. Pickles & Tomato ketchup 5. Seasonal fruit (02 Fresh Banana & 01 Medium Sized Fresh Apple/Orange/Sweet Lime) 	<ol style="list-style-type: none"> 1. Khichdi 2. Kadhi 3. Aloo-dum 4. Papad, Fryums 5. Pickle 6. Green Salad with Onion & Lemon 7. Sweet (2PC)/Ice cream 	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. Chowmein (1 Plate= 200gms) 	<ol style="list-style-type: none"> 1. Plain rice (White) (Kalam/Masuri) 2. Chapati (with or without ghee) 3. Dal 4. Paneer masala 5. Papad, Fryums 6. Pickle 7. Green Salad with Onion & Lemon
Sunday	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. Milk with cornflakes (1 bowl= 150ml with 50gms of Cornflakes) 3. (2 nos.) Masala dosa-chutney(1 small ball = 100ml)-sambhar(1 big Bowl= 300ml) 4. Pickles & Tomato ketchup 5. Seasonal fruit (02 Fresh Banana & 01 Medium Sized Fresh Apple/Orange/Sweet Lime) 	<ol style="list-style-type: none"> 1. Plain rice 2. Chapati (with or without ghee) 3. Toor Dal 4. Meat curry 5. Curd / Raita 6. Green Salad with Onion & Lemon 	<ol style="list-style-type: none"> 1. Tea or Coffee (1 Cup = 150ml) 2. (4nos.)Vada-Pav 	<ol style="list-style-type: none"> 1. Plain rice (white) (Kolam/Masuri) 2. Phoolka Chapati (with or without ghee) 3. Toor Dal 4. Egg curry 5. Green Salad with onion & Lemon

Note : All fine quality food items (of govt. approved brands) are compulsory. Either Tea or Coffee can be served, Milk products will be Amul brand only. The menu day-wise can be interchanged, any change in brands of food items will occur if found below standard, subject to written requisition by the students, the mess contractor will be required to correct the quality with prior approval by the Hostel-cum-Mess committee and Principal (IMH&CT, Karad, Silvassa). For any approved required variations within the above list in the menu, quoted rate will not change.

B. Procurement of raw materials :

1. The Agency / Caterer shall procure all required raw materials for food preparation. IHM&CT shall not provide any such raw materials.
2. Below mentioned Branded Raw materials shall be used:-

S.No	Name of Item	Brand/Preferred Type
1.	Wheat Flour (Atta)	Aashirwad by ITC
2.	Paneer	Amul
3.	Milk	Amul Shakti/Gold
4.	All Spices (Turmeric powder/Black Pepper/Corriander/Sabzi Masala/Sambhar Masala/Garam Masala/Red Chilli Powder/Jeera Powder/Chaat Masala/Mutton Masala/Chicken Masala/Other powdered Masala)	Everest/MDH
5.	Sugar Packed	Madhur
6.	Tea	Red Lebel Nature Fresh/Waghabakri
7.	Coffee	Nescafe Classic
8.	Rice (White, fine quality)	Kolam/Masuri/Basmati
9.	Maggi	Nestle
10.	Pickle	Kissan
11.	Tomato Ketchup	Kissan
12.	Papad	Lijjat
13.	Cornflakes	Kellogs (Plain/Chocolate/Almond/Honey/ Strawberry Flavoured)
14.	Curd	Amul Masti
15.	Ghee	Amul/ Vashudhara
16.	Refined Oil	Fortune (Sunflower)
17.	Mustard Oil	Fortune (Kachi ghani)
18.	Salt	Tata (Iodized)
19.	Maida/Rawa/Besan	Fortune/Uttam

C. Serving of food :

1. The Agency / Caterer shall provide buffet system to serve food. The mess boys should be in full fresh uniform, wear globes/ caps for hand and head, respectively. The buffet should consist of all items mentioned in the table above and also papad, pickles & tomato ketchup, all in sufficient quantity and freshly cooked & all cooked items to be kept in hot condition.
2. All tables should be fully cleaned, have two dispensers for water jugs, bottles for sugar, salt & chilli powder.

D. Cleanliness and maintenance of entire mess area :

1. The Agency / Caterer shall be responsible for daily cleaning the entire kitchen area along with all equipment.
2. The Agency / Caterer shall be responsible for daily cleaning the dining hall and washing area.
3. The Agency / Caterer shall be responsible for daily cleaning all the utensils after each meal time.
4. All minor repairs work like electrical, plumbing, fixtures etc. shall be borne by the Agency / Caterer.

E. Stationing of staff :

1. The Agency / Caterer shall employ two Cooks, two Assistant Cooks.
2. The Agency / Caterer shall employ two helpers for kitchen works and two labourers for cleaning works.
3. One Mess Manager should be stationed in the Dinning hall to monitor the day to day operations and to distribute vouchers to Guests availing mess food, with prior approval of the mess committee, compulsarily.

Chapter – 5

Terms and Conditions

A. Legal terms and conditions :

1. Tender shall be valid for a period of at-least six months (180 days) from the date of tender. If the bidder withdraws /amends /impairs /derogates from the tender in any respect during this period, then the EMD shall be forfeited.
2. The total amount quoted to be charged by L1 bidder will remain fixed for first year of contracted period and there will not be any enhancement during the first year. IHM&CT (Karad, Silvassa) will not pay any thing over and above this amount during the first year.
3. Initially, the contract will be awarded for one year, which may be extended on the basis of satisfactory services to the satisfaction of the IHM&CT (Karad, Silvassa) for second and third year on the original terms and conditions, after taking a performance report from the mess committee, with inputs from students coordinators (two students [one boy, one girl] from each year).
4. The contract may be renewed for any periods beyond first year on yearly basis, subject to satisfactory services to the IHM&CT (Karad, Silvassa). If agreed, the amounts payable during such period of renewal may be enhanced for second & third year by 10% of amount quoted during first year. Total period should not exceed five years.
5. After 30 (thirty) days of operation, the bidder shall be evaluated as per the terms & conditions mentioned in this document. If the bidder fails to meet the expectations, then contract shall be cancelled.
6. **The Caterer/ Agency should have necessary license from FSSAI / SMC on date of tender application.**
7. One month of prior notice shall be given to the Agency / Caterer if IHM&CT wishes to terminate the contract.
8. The bidder should have experience of at least three years out of four financial years (2019-20, 2018-19, 2017-18 and 2016-17) of rendering similar Mess / Catering services having work orders valuing Rs. 30,00,000 /- (Rupees Thirty lakhs) and above for one year contract period in any one or more govt. institutes / semi-govt. / PSU / Banks / Club / corporate establishments / schools, colleges & universities / reputed organizations etc.
9. The bidder should have at-least one Mess / Catering services on the date of the advertisement.
10. The bidder should have minimum annual turnover of Rs. 30,00,000 /- (Rupees Thirty lakhs) for three years out of four years (2019-20, 2018-19, 2017-18 and 2016-17).
11. If IHM&CT (Karad, Silvassa) found that the bidder is terminated/blacklisted on previous occasions by anyone at any stage then, the contract will be cancelled.
12. **With above all terms and conditions, Preference will be given to bidder engaged in running kitchen services in any hotel/restaurant/resorts or running own hotel, restaurant, resorts etc. having kitchen facility.**

B. Labour laws and regulations :

1. The Caterer / Agency shall be responsible to adhere to all labour laws of the land which include the provision of The DNH Minimum wages Rules, 1970, The DNH payment of wages Rules, 1977, The DNH workmen's compensation Rules, 1977, The DNH Employee's State insurance (Medical Benefit) Rules, 2004, The contract labour DNH Rules, 1976, The payment of gratuity (DNH) Rules, 1985, The Model Standing Order

2. The Agency shall not employ any person below the age of 18 (eighteen) years. The Agency shall indemnify the IHM&CT (Karad, Silvassa)(Silvassa, D&NH) & its representative(s) from and against all claims and penalties which may be suffered by the IHM&CT (Karad, Silvassa)(Silvassa, D&NH) by reason of any default on the part of the Agency to observe and / or in the performance of the provisions of Employment of Children Act 1938 or any re-enactment or modification of the same.
3. The Caterer / Agency shall submit details of its personnel working at IHM&CT (Karad, Silvassa) along with Aadhaar card as proof of identity.
4. The Caterer / Agency shall submit biometric attendance of its personnel working at IHM&CT (Karad, Silvassa) along with the monthly bill. All the salaries have to debit to their bank account by 7th of that month. Their copies of bank statement, EPF & ESI proof have to submit by 15th of that month. **The monthly bill should also contain a copy of daily suggestion register placed in the mess, signed by the caterer and the mess in-charge.**

C. Management of Mess related :

1. Equipment & utilities :
 - i. The Agency / Caterer shall use its own utensils, **gas cylinders**, kitchen equipment, dining hall furniture, service counters, crockery, cutleries, plates etc. and maintain them. IHM&CT (Karad, Silvassa) shall not provide any or all of these items.
 - ii. The Agency / Caterer shall carry out all minor repair works like replacement of light bulbs, fans, leakages, fittings & fixtures where major civil repairs shall be the responsibility of IHM&CT (Karad, Silvassa).
 - iii. The IHM&CT (Karad, Silvassa) shall NOT provide any accommodation / boarding facility to the employees of the Agency / Caterer. **No employees of the Agency / Caterer shall stay** in the IHM&CT (Karad, Silvassa) after 10 : 30 pm without prior permission of the Mess committee, for any emergency condition only.
 - iv. Security and maintenance of all equipment, fixtures, furniture in the kitchen and dining hall shall be the responsibility of the Agency / Caterer.
2. Conduct of the Agency's / Caterer's employees:
 - i. The Agency / Caterer shall ensure that the personnel employed by them should be polite and respectful to all. They shall NOT indulge in any fight / argument with anyone. They shall NOT consume alcohol or indulge in consumption of narcotics within institute's premises.
 - ii. The Agency / Caterer shall ensure that the personnel employed by them use head & hand-gloves and caps while working & wearing clean uniform bearing the label of the Agency's / Caterer's name. They shall be provided with atleast three uniforms. They shall not wear shoes / chappals inside the kitchen.
3. Maintenance of kitchen & dining hall :
 - i. Cleaning of kitchen and mess / dining hall shall be the sole responsibility of the Agency / Caterer.
 - ii. The Agency / Caterer should use branded detergent soaps / powder / liquid for cleaning and washing hands. One soap / liquid hand wash to be provided at washbasin.
 - iii. The Agency / Caterer shall station one Mess Manager at the Institute premises to monitor the day to day activity.
 - iv. Food should be served at appropriate temperature.
 - v. The Agency / Caterer shall use room freshers in the Kitchen and entire dining area to avoid foul smell.
 - vi. The Agency / Caterer shall install insect catcher / repellent in the kitchen and entire dining area.
4. Food storage & preservation :

- i. The Agency / Caterer shall use proper airtight storage containers and refrigerator to store all non-perishable & perishable items. At least two months of stock should be maintained duly entered in the stock register. IHM&CT (Karad, Silvassa) shall inspect the stock register any time.
 - ii. The use of monosodium glutamate (ajinomoto) is strictly prohibited.
 - iii. The Agency / Caterer shall purchase food items from brands approved under FPO / FSSAI.
 - iv. If mess is closed on any day at any time due to unavoidable circumstances on the part of the Agency / Caterer or IHM&CT (Karad, Silvassa), then alternative food arrangements has to be made by the Agency within the ambit of this tender. IHM&CT (Karad, Silvassa) shall not bear any expenses in this regard.
5. Personnel management :
- i. All the employees of the Agency / Caterer shall punch their attendance in biometric machine. Failure to do so, the monthly bill shall not be processed by IHM&CT(Karad, Silvassa).
 - ii. In every 03 (three) months, the Agency / Caterer shall submit medical fitness certificate of all the workers employed by them duly issued by the DMHS (UT of DNH & DD) indicating that they are NOT suffering from any communicable diseases.
 - iii. The Agency / Caterer shall not station any person from third party NOR there be involvement of third party in any manner.
6. General management :
- i. The Agency / Caterer shall issue separate itemized bill for food served during any event or meeting or any special occasion.
 - ii. Only those faculty members of the IHM&CT (Karad, Silvassa) who are unmarried / single and staying alone shall be provided mess food by the Agency / Caterer.
 - iii. There should be atleast two counters for serving food in the dinning halls. Food shall NOT be served anywhere else in the Institute nor delivered by any means without written permission from the Faculty in-charge of Mess.
 - iv. There should be a complaint cum suggestion register with Mess manager everytime.
 - v. **The use of plastic in any form is strictly prohibited.**
 - vi. All the coupons should be punched properly & should not be reused in any circumstances, failing to do so IHM&CT (Karad, Silvassa) has rights to impose penalty upon the caterer.
 - vii. The Agency / Caterer shall not make any changes in menu without prior permission of the Faculty in charge of mess and mess committee.

D. Penalty provisions :

S.No.	Rule Violation	Minimum fine per complaint
1	Non-availability of complaint register on the counter / discouraging students from registering complaints	Rs. 10,000/- or 10% of daily billing for one day which ever is more
2	Insects cooked along with food	Rs. 50,000/- or 10% of daily billing for one day which ever is more
3	Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 10,000/- or 25% of daily billing for one day which ever is more
4	Stones / pebbles of diameter more than 02 mm.	Rs. 20,000/- or 40% of daily billing for one day which ever is more
5	Hard & sharp objects like pieces of glass, metal & wood	Rs. 20,000/- or 60% of daily billing for one day which ever is more
6	Three or more complaints of unclean utensils in a week	Rs. 15,000/- or 20% of daily billing for one day which ever is more

7	Instances of uncooked or overcooked food or too spicy or too oily	Rs. 10,000/- or 25% of daily billing for one day which ever is more
8	Food poisoning	Rs. 3,00,000/- or 200% of daily billing for one day which ever is more
9	Not strictly following the food timings	Rs. 10,000/- or 10% of daily billing for one day which ever is more
10	Change in menu without consulting Faculty in-charge of the Mess	Rs. 10,000/- or 10% of daily billing for one day which ever is more
11	Misbehaviour by the Agency / Caterer's employees	Rs. 25,000/- or 35% of daily billing for one day which ever is more
12	Improper hygiene observed in the Kitchen, dinning area.	Rs. 25,000/- or 35% of daily billing for one day which ever is more
13	Failure to maintain proper health check-up of the Agency / Caterer's employees	Rs. 10,000/- or 30% of daily billing for one day which ever is more
14	Using unbranded items without written permission from the Faculty in-charge of mess	Rs. 50,000/- or 50% of daily billing for one day which ever is more
15.	Use of newspapers and plastics for keeping food items.	Rs. 20,000/- or 10% of daily billing for one day which-ever is more

Chapter – 6

ESTIMATED COST

1. The price per plate per person should not be less than Rs. 130/- on an average. It may vary according to breakfast, lunch, snacks and dinner.
2. Calculation Sheet :

Sr No.	Particular	No of Student	Total No of Days	Rate per Meal
1	Breakfast (Veg.)	203	308	30
2	Lunch (Veg.)	203	164	45
3	Lunch (Non Veg.)	203	144	45
4	Evening Tea & Snacks	203	308	10
5	Dinner (Veg.)	203	212	45
6	Dinner (Non Veg.)	203	96	80
7	Faculty & Visitor Tea	40	308	10

(Name and Signature of the Bidder along with seal of the Agency)
(Address of the Agency, contact no. & valid email-id)

Chapter – 7

DOCUMENTS REQUIRED AND CHECK LIST

A. DOCUMENTS REQUIRED : (Attach copies – Self attested)

1. Certificate of Experience that the Agency / Bidder has handled mess services or any catering business during last five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16). The bidder should have experience of at least two years out of five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16) of rendering similar Mess / Catering services having work orders valuing Rs. 24,00,000 /- (Rupees Twenty four lakhs) and above for one year contract period in any one or more govt. institutes / semi-govt. / PSU / Banks / Club / corporate establishments / schools, colleges & universities / reputed organizations etc.
2. Atleast one references from previous organizations where the Agency / Bidder has served earlier.
3. Bank solvency certificate
4. Income tax certificate for the last three years (2019-20, 2018-19, 2017-18).
5. Balance sheet for the last three years (2019-20, 2018-19, 2017-18).
6. PAN details.
7. GST details.
8. Registration Certificate/Valid food license issued by Food Safety and Standard Authority of India (FSSAI) for their existing business.
9. Undertaking of the agency confirming the available of adequate manpower of requisite qualification and experience for deployment.
10. Undertaking that the Company/firm/proprietor is not blacklisted by any govt. undertaking or department with regard to the functioning of the company/firm/proprietor.
11. Terms and Condition of tender documents duly stamped and signed on each page.
12. Partnership deed (if applicable).
13. Provident fund registration number.
14. ESI registration number.
15. An EMD of Rs. 393000/- (Rupees Three lakh ninety three thousand only) in the form of a PBG / FDR drawn on a nationalized / schedule bank authorized by RBI favouring "Principal, Institute of Hotel Management & Catering Technology".

B. Checklist for pre-qualification bid for Mess services at IHM&CT (Karad, Silvassa):

Particulars	Uploaded & Enclosed (Yes / No)
1. Certificate of Experience that the Agency / Bidder has handled mess services or any catering business during last five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16). The bidder should have experience of at least two years out of five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16) of rendering similar Mess / Catering services having work orders valuing Rs. 24,00,000 /- (Rupees Twenty four lakhs) and above for one year contract period in any one or more govt. institutes / semi-govt. / PSU / Banks / Club / corporate establishments / schools, colleges & universities / reputed organizations etc.	Yes / No
2. Atleast one references from previous organisations where the Agency / Bidder has served earlier.	Yes / No
3. Bank solvency certificate	Yes / No

4. Income tax certificate for the last three years (2019-20, 2018-19, 2017-18).	Yes / No
5. Balance sheet for the last three years (2019-20, 2018-19, 2017-18).	Yes / No
6. PAN details.	Yes / No
7. GST details.	Yes / No
8. Registration Certificate/Valid food license issued by Food Safety and Standard Authority of India (FSSAI) for their existing business.	Yes / No
9. Undertaking of the agency confirming the available of adequate manpower of requisite qualification and experience for deployment.	Yes / No
10. Undertaking that the Company/firm/proprietor is not blacklisted by any govt. undertaking or department with regard to the functioning of the company/firm/proprietor.	Yes / No
11. Terms and Condition of tender documents duly stamped and signed on each page.	Yes / No
12. Partnership deed (if applicable).	Yes / No
13. Provident fund registration number.	Yes / No
14. ESI registration number.	Yes / No
15. An EMD of Rs. 393000/- (Rupees Three lakh ninety three thousand only) in the form of a PBG / FDR drawn on a nationalized / schedule bank authorized by RBI favouring "Principal, Institute of Hotel Management & Catering Technology".	Yes / No
16. Calculation sheet :	Yes / No

(Name and Signature of the Bidder along with seal of the Agency)
(Address of the Agency, contact no. & valid email-id)

TENDER FORM FOR PROVIDING MESS SERVICES

Affix duly attested PP
size colour recent
photograph of the
bidder or his
authorized
representative

1. Due date for Tender	
2. Opening date & time of tender	
3. Name, Address of firm/Agency Contact Number	
4. Registration No. of the Firm/Agency (In case proprietor concern not applicable)	
5. Name, Designation, Address and Telephone No of Authorized person of Firm/Agency to deal with	
6. Please specify as to whether Bidder is sole proprietor/Partnership firm, Name and Address, Telephone No.	
7. PAN issued by Income Tax Deptt. (Proprietor/firm/company/Joint Venture)	
8. Copies of last three financial year ITR	
9. Provident Fund Account No.	
10. EST Number	
11. GST Registration No.	
12. License No. (Contract Labour (R&A) Act, 1970)	
13. Copy of valid registration certificate issued by Food Safety Department.	
14. Details of Bid security deposit: (a) Amount :-Rs. (b) FDR/DD/BG No. :- (c) Date of issue:- (d) Name of issuing authority:-	

(Name and Signature of the Bidder along with seal of the Agency)
(Address of the Agency, contact no. & valid email-id)

CHECK-LIST FOR PROVIDING MESS SERVICES

Particulars	Uploaded & Enclosed (Yes / No)
1. Certificate of Experience that the Agency / Bidder has handled mess services or any catering business during last five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16). The bidder should have experience of at least two years out of five financial years (2019-20, 2018-19, 2017-18, 2016-17 and 2015-16) of rendering similar Mess / Catering services having work orders valuing Rs. 24,00,000 /- (Rupees Twenty four lakhs) and above for one year contract period in any one or more govt. institutes / semi-govt. / PSU / Banks / Club / corporate establishments / schools, colleges & universities / reputed organizations etc.	Yes / No
2. Atleast one references from previous organizations where the Agency / Bidder has served earlier.	Yes / No
3. Bank solvency certificate	Yes / No
4. Income tax certificate for the last three years (2019-20, 2018-19, 2017-18, 2016-17).	Yes / No
5. Balance sheet for the last three years (2018-19, 2017-18, 2016-17).	Yes / No
6. PAN details.	Yes / No
7. GST details.	Yes / No
8. Registration Certificate/Valid food license issued by Food Safety and Standard Authority of India (FSSAI) for their existing business.	Yes / No
9. Undertaking of the agency confirming the available of adequate manpower of requisite qualification and experience for deployment.	Yes / No
10. Undertaking that the Company/firm/proprietor is not blacklisted by any govt. undertaking or department with regard to the functioning of the company/firm/proprietor.	Yes / No
11. Terms and Condition of tender documents duly stamped and signed on each page.	Yes / No
12. Partnership deed (if applicable).	Yes / No
13. Provident fund registration number.	Yes / No
14. ESI registration number.	Yes / No
15. An EMD of Rs. 393000/- (Rupees Three lakh ninety three thousand only) in the form of a PBG / FDR drawn on a nationalized / schedule bank authorized by RBI favouring "Principal, Institute of Hotel Management & Catering Technology"	Yes / No
16. Calculation sheet :	Yes / No

Declaration : (i) That all the annexure required for the bid are correctly filled & duly signed by I / We. In case of any discrepancies / error, I / We will be solely responsible for disqualification of I / our bid. (ii) That I / We have not submitted any bod for this contract. (iii) I / We hereby declare that the above information submitted by me/us are true and correct to the best of my / our knowledge and belief and has been cross-checked & found correct.

(Name and Signature of the Bidder along with seal of the Agency)
(Address of the Agency, contact no. & valid email-id)

UNDERTAKING (on a stamp paper of Rs. 100/-)

To,
The Principal,

Ma'am / Sir,

1. *I / We hereby agree to abide by all terms & conditions laid down in the tender document.*
2. *This is to certify that, I / We, before signing this bid have read & fully understood all the terms & conditions contained therein & undertake myself / ourselves above by the said terms & conditions .*
3. *I / We abide by the all labour laws of the land which include the provision of The DNH Minimum wages Rules, 1970, The DNH payment of wages Rules, 1977, The DNH workmen's compensation Rules, 1977, The DNH Employee's State insurance (Medical Benefit) Rules, 2004, The contract labour DNH Rules, 1976, The payment of gratuity (DNH) Rules, 1985, The Model Standing Order, Provident fundact, ESI bonus, Gratuity, Leave, Relieving time, Uniform & Allowance thereof & any other charges applicable from time to time.*
4. *I / We shall provide neat & hygienic catering services with standard quality of raw material.*
5. *I / We shall file certificate in the IHM&CT (Karad, Silvassa) by the 10th of every month all dues / salaries has been paid to all the employees engaged for providing mess services as per minimum wages act & deposited applicable contribution in respect of these employees in EFP & ESI.*
6. *I / We shall maintain neat & clean environment in the kitchen and the entire dinning hall of the IHM&CT (Karad, Silvassa).*
7. *I / We declare that no middlemen ,agents, intermediaries, third party shall be engaged for providing any kind of services related to mess / catering.*
8. *I / We declare that the Agency is not involved in any legal matter with any organization nor blacklisted by any organization.*

(Name and Signature of the Bidder along with seal of the Agency)
(Address of the Agency, contact no. & valid email-id)

PROFORMA FOR BANK GUARANTEE FOR EMD

KNOW ALL MEN by these present that we _____ (Name and address of Bank), having our registered office at _____ (hereinafter called “the Bank”) are bound unto _____ (hereinafter called “the Department”) in sum of Rs. _____/- for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by the presents.

WHEREAS _____ (Name of Bidder) (hereinafter called “the bidder”) has submitted his bid dated _____ for providing Catering Services (hereinafter called “the Bid”). WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. _____/- as Bid Security against the Bidder’s offer as aforesaid. AND WHEREAS _____ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

We further agree as follows:

1. That the department may without affecting this guarantee grant time of other to or indulgence to or negotiation further with the Bidder in regards to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Employer and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of Bidder.
3. That this guarantee commence from the date hereof and shall remain in force till:-
 - (a) The Bidder, in case the bid is accepted by the Department, executed a formal agreement after furnishing the performance Guarantee of a scheduled commercial Bank based in India.
 - (b) Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
4. That the express “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assignees.

THE CONDITIONS of obligation are:-

- I. If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- II. If the Bidder refuses to accept the corrections of errors in his bid; or
- III. If the Bidder having been notified of the acceptance of his bid by the Employer during the period of tender validity and (a) fails or refuses them Performance Guarantee and/or (b) fails or refuses to enter into a contract within 15 days from the receipt of letter of offer.
- IV. If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.
- V. If the contract is terminated for the reason that the agency is blacklisted in Central Government/State Government /Union Government.

We undertaken to pay the Department upto the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand provided that in his demand the Employer will note that the amount claimed (i), (ii), (iii) (a), (iii) (b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness

Signature of Authorized Official of Bank

PROFORMA FOR BANK GUARANTEE FOR SECURITY DEPOSIT

To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) hereinafter called the "Bank") of the one part and Directorate of Training (hereinafter called the "Department") of the other part.
2. WHEREAS _____ has awarded the contract for catering services contract for Rs. _____ (Rupees in figures and words) hereinafter called the "contract") to M/s _____ (Name of the contractor) hereinafter called the "contractor").
3. AND WHEREAS THE contractor is bound by the said contract to submit to the Department a performance security for a total amount of Rs. _____ (Amount in figures and words).
4. NOW WE the undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. _____ (Amount in figures and words) as stated above.
5. After the Contractor has signed the aforementioned contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the department to indemnify the Department for any Liability of damage resulting from any defects or shortcomings of the Contractor of the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Department immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the Liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Department any Money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or processing pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of 26 months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).
7. At any time during the period in which this Guarantee is still valid, if the Department agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time in demand by the Department and at the cost of the contractor.
8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.
9. The neglect or of forbearance of the Department in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.
10. The expressions "the Department" "the Bank" and "the Contractor" hereinbefore used shall In WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of the _____ Bank.
Signature of authorized Bank official

Name _____
Designation _____
I.D. No. _____
Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

AGREEMENT

THIS AGREEMENT is made on the _____ day _____ (Month) _____ (Year) Between, the President of India through the Institute of Hotel Management & Catering Technology, Silvassa hereinafter called "the Department", which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called "the contractor ") (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavors to provide **CATERING SERVICES** to residential and non residential trainees of the Institute of Hotel Management & Catering Technology, Silvassa.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz :
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender;
 - d. Details of scope of work and price bid;
 - e. Scope of work, duties and responsibilities;
 - f. Addendums, if any;
 - g. Annexure I to VII and undertaking, declaration submitted.
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and the CATERING SERVICES w.e.f _____ as per the provisions of the Agreement and the tender documents.
4. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price (as per price bid accepted per person per meal/tea).
5. Being the sum stated in the letter of acceptance subject to such additions thereto of deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor
Of Signature of the authorized official

For and on Behalf of the President India

Name of the Official
Stamp/Seal of the Contractor

Signature of the authorized Officer
Name of the Officer
Stamp/Seal of the Employer

By the said

By the said

DECLARATION OF PROPRIETORSHIP FIRM

I, _____ S/o /D/o/W/o _____ R/o _____, do hereby state and affirm as follow:-

1. I am the sole owner/proprietor of a business operating under the name and style “ _____ ” operating from _____ < address of the premise> _____:
2. This business is not undertaken/operated by a partnership firm or limited liability company.
3. It is also to declare that below mentioned person is my legal nominee for the said proprietorship concern-
Name :- _____
Relationship with proprietor:- _____
4. That the contents of this declaration are true and correct to the best of my knowledge and belief.

Signature of the proprietor with Stamp/Seal

Name : _____

Address : _____

Contact No. _____

Place: _____

Date: _____

Price Bid

Sr. No.	Particulars	Rate per day per Meal	Total
1.	Buffer Breakfast		
2.	Buffet Lunch		
3.	Hi-Tea		
4	Buffet Dinner		
Total			

Note: Rates quoted should be in gross and inclusive of all taxes (Total Lowest will be consider as L1 bidder).

Signature of tenderers
with rubber stamp