



E-TENDER DOCUMENT FOR

ANNUAL CONTRACT CATERING FOR IHM

BOY'S HOSTEL MESS & GIRL'S HOSTEL MESS

FOR

THE PERIOD 1st July ,2022 to 30th June , 2023

No. IHM BHUBANESWAR/2021-22/ 1389

Dated : 02-03-2022

INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751010
Tel No.(0674) 2589241, website-www.ihmbbs.org

Cost of E-Tender Document: - 1000/-



INSTITUTE OF HOTEL MANAGEMENT
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V.S.S. NAGAR , BHUBANESWAR-751010
Tel No.(0674) 2589241, website-www.ihmbbs.org
E-TENDER NOTICE

E- Tender notice is invited from the established ,reputed contractor/caterer/ food supplier for supply of food/ Mess contract of Catering for IHM Boy's Hostel & Girl's Hostel at Ram Mandir, Bhubaneswar from the period of July,2022 To Jun,2023.

The tender forms may be down loaded from our website [www. ihmbbs.org](http://www.ihmbbs.org) and www.tenderwizard.com/IHM. The tender paper completed in all respects should be uploaded in e-tender portal www.tenderwizard.com/IHM. Hard copy of EMD & Paper cost dispatched by Speed Post/Regd. Post only. The last date for receiving of tender will be Dt 15th March, 2022, 5.00p.m. The tender paper shall be opened at 11.30 a.m. on Dt.16st March, 2022 online in presence of tenderers or their authorized representatives who may wish to be present. The undersigned reserves the right to cancel any or all the tenders without assigning any reason.

Sd/-
PRINCIPAL

News paper NIT



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CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751007
Tel No.(0674) 2589241, website-www.ihmbbs.org

No. IHM BHUBANESWAR/2020-21/1389

Dtd 02-03-2022

NOTICE INVITING TENDER

E-tender is invited by IHM, Bhubaneswar on two bid system from, reputed contractor/caterer/ food supplier for supply of food/ Mess contract of Catering for IHM Boy's Hostel & Girl's Hostel from the period of 1st July, 2022 To 30th June, 2023.for the Institute.

Last date of submission of tender :-15th March, 2022

For details please visit our websites www.tenderwizard.com/IHM or www.ihmbbsr.org

Sd/-
PRINCIPAL

Notice Inviting Tenders

On behalf of IHM, Bhubaneswar e-Tender is invited on two stage bidding system from reputed contractor/caterer/ food supplier for supply of food/ Mess contract of Catering for IHM Boy's Hostel & Girl's Hostel registered in India fulfilling the eligibility conditions, as per tender document.

Sl. No	Item	Particulars
1	Tender Notice No & date	IHM BHUBANESWAR/2021-22/ 1389 Dated :02-03-2022
2	Tender item	For supply of food/ Mess contract of Catering for IHM Boy's Hostel & Girl's Hostel from the period of 01-07-2022 To 30-06-2023.for the Institute_
3	Cost of tender paper	The cost of Bid security and cost of Tender paper as in section-II to be paid through online Banking/ RTGS / NEFT / DD/ MSME OR NSIC are exemption from Tender paper cost & EMD as per the Section-I,
4	Cost of Tender document	Rs 1000/-
5	EMD	Rs 1,00,000/-
6	Tender Processing Fee	Rs 2124/- (Through Online Credit Card/Debit Card/Net Banking)

Tenders are invited in two parts viz., Part-I - Technical competence bid Part-II- Quantity and Price bid from the reputed contractors for the Contracts mentioned in the tender document. Tender Part I –Technical competence bid, consisting of only Technical Competence to undertake the work should furnish details on Work experience, past performance, infrastructure facilities, client list etc., and the eligibility of the tenderer will be based on the following criteria.

Criteria- I

Technical Bid

Profile of the Tenderer (Technical Bid)

PART - A

Tender for job contract for boys and girls students mess at IHM Bhubaneswar

1. Name of the firm/ Organization:
2. Address:
3. Telephone No./ Mobile No. & Name of the Contract person:
4. Email ID:
5. Month and year of establishment
6. Name of Proprietor/ Partners/ Directors
7. No. of years of experience in this field, with references and Certificate
8. Annual Turnover during the last three financial year
(Enclose copies of Audited Financial Statement)
2019-20
2020-21
2021-22
9. PAN No. and Copy of the latest assessment in order

10. Registration No. (Attach Proof)
11. CST /GST No. (Attach Proof), as applicable.
12. Bank Details (Bank Name, No. (attached Aadhar Card), & Address) (For ECS Payment)
13. Details of EMD

Minimum 03 years experience in undertaking similar nature of works.

Tenderer should have minimum 03 years experience at present/past to any of the Hotels, Hostels, Hospitals, Clubs, Govt. Estt. etc. and give particulars.				
Sl. No.	Description of the Service	Name, Address, Telephone, E-mail and Fax of the Organization to whom served	Details of order & work Value	REMARKS
1.				
2.				
3.				

The Agency should have the following registrations and to be enclosed

1. Tenderer should have Minimum 03 years experience at present/past to any of the Hotels, Hostels, Hospitals, Clubs, Govt. Estt.
2. The Agency should furnish a copy of PAN/TIN Card.
3. The Agency should furnish a copy of GST Certificate.
4. Registration of the Agency with Department of Labour Govt. of Odisha(Registration under Shops & Establishment Act, Govt. of Odisha)
5. Latest Income Tax Clearance Certificate.
6. Audited Balance Sheet for the last three years.
7. Agencies whose contracts have been terminated/foreclosed by any company/ Department during the last 03 financial years due to non fulfillment of contractual obligations are not eligible to bid. The Agencies are required to furnish self declared certificate to this effect in their letter head. Non-furnishing of this information will entail rejection of the Tender.
8. Resent Food License from appropriate authority
9. Undertaking to be given by the tenderer.

Signature of the Tenderer

- A) Give details of the organization and work experience. Furnish list of customers as per format in Technical Bid.
- B) The Tenderer progresses from one stage to another stage, i.e. only Financial Bids of those Agencies who qualify in the Technical Stage will be considered for Evaluation.
- C) Income Tax and sales tax clearance certificates.
- D) Current Food License from appropriate authority.

Submission of tender Part I without any of the above such documents are liable for rejection. **Tender Part II** – Quantity and Price bid consisting of Schedule of quantities with price should accompany with the documents. Service details, complete and detailed technical specifications etc should be provide.

The offer Part II should be submitted in the following format only as given in Criteria II (Otherwise the offer will be liable for rejection)

- i. Rates should be inclusive of all taxes and any other levies.
- ii. Item wise rates should be quoted wherever necessary and all rates should be inclusive of all taxes and any other levies.
- iii. Payment terms should be mentioned.
- iv. TDS will be deducted as applicable.
- v. Tender E.M.D. Amount Rs.1,00,000/- (Rupees One Lakh only)
- vi. The successful tenderer shall pay the additional amount towards security deposit at the rate of 5% of the amount tendered by him.
- vii. The security deposit of the Contractor shall be forfeited if he fails to comply with any of the conditions of the contract.
- viii. Application form can be downloaded from the Institute's website. www.ihmbbs.org and www.tenderwizard.com/IHM. Completed applications should be accompanied by the Demand Draft of Rs. 1000/- (non refundable), drawn in favour of, *Principal IHM, Bhubaneswar* payable at Bhubaneswar towards the cost of the Tender Document.

Note:

1. Technical & Financial/Price Bid is provided for each description, Tenderer should quote accordingly as per the e-procurement portal.
2. Tenderer should quote for all items mandatory.
3. Tender will be awarded to over all L1 Tenderer

4. B. Tender Bidding Methodology:

5. It is a Two Stage bidding system–.

6. Financial bids & Technical bids shall be submitted by the bidder at the same time.

7. C. Broad outline of activities from Bidders perspective:

8. a. Procure a Digital Signature Certificate (DSC)

9. b. Register for Electronic Tendering System (ETS) in e-Tender Portal.

10. c. Create Users and assign roles on ETS

11.d. View Notice Inviting Tender (NIT) on ETS

12. e. Download Official Copy of Tender Documents from ETS

13. f. Clarification to Tender Documents on ETS – Query to IHM BHUBANESWAR (Optional)

14. g. View response to queries posted by IHM Bhubaneswar, through addenda.

15. h. Bid-Submission on ETS

16. i. Attend Public Online Tender Opening Event (TOE) on ETS – Opening of Technical-Part

17. j. Post-TOE Clarification on ETS (Optional)

18. k. Respond to IHM Bhubaneswar's Post-TOE queries

19. l. Attend Public Online Tender Opening Event (TOE) on ETS – Opening of Financial-Part

20. (Only for Technically Responsive Bidders)

21. D. Digital Certificates

22. For integrity of data and its authenticity/ non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). Also referred to as Digital Signature Certificate (DSC), of Class III issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>]. Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

23. E. Registration

24. Amendments, if any, to the tender document will be notified in the above website as and when

such

25. amendments are notified. Intending bidders are requested to register themselves with M/s. ITI Limited through e- Tender Portal for obtaining user-id, Digital Signature Certificates etc., by paying Vendor registration fee and processing fee for participating in the above mentioned tender. After successful submission of Registration details and Vendor registration fee and processing fee (as applicable), please contact ITI Helpdesk and IHM BHUBANESWAR Contact Points (as given below), to get your registration accepted/activated.

ITI Tender Wizard Help Desk Contact	Shri Sanjeeb Mahapatra, Mobile no. 07377708585, 011-49424365 email id: twhelpdesk404@gmail.com
IHM Bhubaneswar Contact-1	Mrs Sharada Ghosh Mob No- 9437001241 / 9437574465 E-Mail- hospitality@ihmbbs.org

26. 30. INTIMATION OF CORRECTIONS/MODIFICATIONS TO TENDER DOCUMENT

27. The correction/modification, if any, in the tender document will be uploaded in the Website i.e. www.ihmbbsr.org and www.tenderwizard.com/IHM up to **due date and time** which will
28. be treated as final. The amendments if any will not be published in the Newspaper. It is the responsibility of the bidders to visit e-Tender Portal and keep themselves updated regarding amendments/ correction/modification etc.

Sd/-
Principal

FINANCIAL BID

(Financial Bid Format only for reference not be uploaded in E-procurement portal)

To
The Principal
Institute of Hotel Management, Catering Technology & Applied Nutrition
V.S.S. Nagar,
Bhubaneswar
With reference to your advertisement E-Tender for AMC for Catering Contract for Hostel for the year ----- to ----- in the website, I/We hereby submit the financial bid required by you:

Sl.No.	Items	Rates
1	Capacity: More than 300- Residents Food Monday to Friday - Breakfast & Dinner Saturday, Sunday & Closed Holidays Breakfast, Lunch & Dinner	
2	<u>Menu Structure</u> <u>Breakfast</u> Day -1 - Bread, Cutlet, Omelete, Jam, Ketchup, Tea, Milk. Day -2 - Idly, Vada (2pcsperson), Sambar, Chutney ,Tea, Milk Day -3 - Aloo Paratha ,Curd, Pickle, Tea, Milk Day -4 - TawaParatha, Veg Kurma, Tea, Milk Day -5 - Poori,AlooSabji,Pickle ,Tea,milk Day -6 - Poha, VermicelliUpma ,Chutney, Tea, Milk Day -7 - Dosa, Sambar, Chutney, Aloo masala Tea, Milk	-
3	<u>Menu Structure</u> <u>Lunch</u> Saturday : Chapati,Rice, Seasonal vegitable, ChanaDal, papad, Pickle, curd,. Sunday: Chole Masala,Bathure,Rice,Kadai,Pickle,Sliced,onion Salad. Holidays	-
3	<u>Menu Structure</u> <u>Evening Tea</u> Day -1 - StuffedbreadPakora,Pudina Chutney,Masala Tea. Day -2 - AlooBonda,Ketchup,Masalatea Day -3 – Aloo Tiki chat,,Masalatea. Day -4 - SpongeCake,MasalaTea Day -5 - SamosaTamarindchutney,MasalaTea. Day -6 –Jhal Moori MasalaTea. Day -7 - Coffee, Biscuits(2-4)nos	-
4	<u>Menu Structure</u> <u>Dinner</u> Day-1- Chappati, Rice, Palak Paneer, split moong Dal, Salad, ButterScotch IceCream. Day-2 - Chappati, Rice, Seasonal vegitable, BlackEyedPeas, salad, seasonal fruits. Day-3 - NV-ChickenCurry, Veg-Kadhaipaneer,Chapati,Rice, toor dal, salad, Banana. Day-4 - Gobi Manchurian,Veg friedrice, salad, Chocolate Icecream. Day- 5 - N.VEgg Curry ,VegpalakPaneer/Kadhai paneer, Mix Dal, Salad,Chapati, Rice,Pickle, MotichoorLadoo/Balushahi Day-6 - Chappati, Rice,AlooBaiganCapsicumMasala, drygreen MoongDal, Salad, Pickle,Sevaiyankheer/ Ricekheer Day-7- N.VChickenBiryani/ChickenGravy,Veg Dum	

	Briyani, PanneerButterMasala, Salad, GulabJamun	
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CATERING CONTRACT FOR IHM HOSTEL(BOY'S & GIRL'S)

Note:-

1. Rates quoted are inclusive of all taxes and no additional taxes or other levies will be claimed.
2. Common items for lunch and dinner: Salt, Sugar, Pickle, Green Salad, Papad (1 no),Curd(1 cup), Black Pepper powder.
3. Fruits, milk, khichadi and daliya etc. should be provided to sick students on prior intimation by the Mess Committee.
4. Rice, Dal, Vegetables should be unlimited.
5. Tenderer should quote for all items mandatory.
6. Tender will be awarded to over all L1 Tenderer.
7. Once a month Mutton to replace Chicken Briyani with one Veg and one Non-Veg .

Terms and conditions:

1. Please mention taxes if any
2. Extra items if any to be mentioned

The food will be served as under:-

- | | |
|---|------------------|
| (a) Breakfast limited with coffee/tea/Milk | -7.00-8.15 AM |
| (b) Lunch–Saturday & Sunday & Holidays | -12.35-1.45 PM |
| (c) Evening Tea/Coffee with snacks/Biscuits | - 6.00 – 6.30 PM |
| (d) Dinner | - 8.00-9.00 PM |

Note: Timing will be amended as per operations and requirement.

Mess committee will decide on the unlimited and limited items to be provided .COVID Protocol has to be followed strictly

1. Job Specification:

- 1) To provide morning tea, breakfast, lunch, evening tea with snacks and dinner. The number of boarders in the mess will be approximately 400, which may vary.
- 2) To make necessary arrangements for all cooking utensils, crockery, gas cylinder, stoves including utensils for serving food to the students. Plates, Bowls, stainless steel tumbler glasses, tea spoon, table spoons and forks.
- 3) The food to be prepared in clean, hygienic and safe conditions as per the menu mentioned in the financial Bid and the Principal or authorized person of IHM Bhubaneswar with mutual consent.
- 4) The garbage collected from the kitchen, dining hall, dish wash area will be disposed of every morning and evening through garbage van in closed bins by separation of bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.
- 5) The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch and dinner) and disinfected once in a month or as and when required.
- 6) High quality of hygiene, sanitation and safety will be maintained in kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily.
- 7) The mess will be opened at 5.00 am and closed by 10.00 pm and keys of the mess shall remain with the successful contractor on all the seven days of the week. Any changes in the timings will require the approval of the Principal or authorized person of IHM Bhubaneswar.
- 8) Food shall be served through counters on self-service basis. Water shall be served on the dining tables.
- 9) After every meal (breakfast, lunch and dinner) all the plates, cups, Bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for the next meal. All the vessels used for cooking also should be washed in soap solution and hot water and properly cleaned vessels should be made available for cooking the next meal. The cleaning material used should be of approved quality.
- 10) After every round of meal, table including floors should be cleaned / wiped before serving next batch of students.
- 11) Water coolers and purifiers should be cleaned every 15 days and should be maintained as per the instructions from the authority.
- 12) Proper cleaning of all vessels, utensils, dining area, kitchen, water coolers etc. should be of high quality. Any shortcoming in this regard attracts penalty.
- 13) The contractor will be responsible for the loss of any items provided by
IHM, Bhubaneswar.
i. e. equipments, furniture, electrical equipment, RO utensils etc and make up the loss if found damaged or short.
- 14) Electricity charges as per actual, Maintenance charges and water charges have to be paid by the contractor as decided by the competent authority of the institute.

2. Terms and conditions: (General)

- 1.1 This contract for a period of one year unless renewed between parties on mutual terms. The contract can be extended beyond 1 year and up to 3 years and it may be terminated by either side by giving 15 days notice. However Principal has reserve right to terminate this contract without assigning any reason and notice thereof. If the services are unsatisfactory at any time, Principal reserve the right to withhold any or part payments that are to be made to you.
- 1.2 The contract specified in job specification para -1 will be performed at Girl's Hotel Institute staff quarter premises , unit-09, Bhoi Nagar, Bhubaneswar and Boy's hostel institute premises at V.S.S Nagar, Bhubaneswar.
- 1.3 Tenderer will abide by any instructions / suggestions etc., given to you either by the in charge or any other person nominated by the Principal regarding services rendered under this contract.
- 1.4 Tenderer must notify to Principal or any other person nominated by the Principal in writing employee's name employed by the tenderer for rendering the services referred to herein. It is clearly understood and agreed by between the parties that Institute will not be held responsible or be liable under any laws that are in force / come in force from time to time, in respect of personnel engaged by you and you will be solely responsible for their terms & conditions of services, etc.,
- 1.5 It is agreed and understood that you will be responsible for any disciplinary matters arising out of your employee's behavior and conduct. We will take appropriate disciplinary action against your employees if found indulging in any act indiscipline in our premises or in connection with the services referred to herein.
- 1.6 You should cover your staff under all-statutory requirements, viz, Minimum Wages Act, E.S.I. and P.F. etc., and comply with all formalities in this regard.
- 1.7 The Institute will not be liable for non-payment of ESI and PF and any other dues / claims by you to your workers.
- 1.8 The agency shall issue Photo ID cards to all its employees with the agency's Logo & Name and Designation of the employee deployed within a period of one month from the date of such deployment. Any worker found without identity card will not be permitted to enter the premises.
- 1.9 The agency shall issue two sets of uniform for your staffs and should ensure that each employee while on duty wears neat and tidy uniform. Fine will be imposed on the agency if the employee/s is/are found not wearing proper uniform.
- 1.10 It is clearly agreed and understood that all staff deputed by you for this contract will be fulfilling the age criteria as per the Labour Act of Government of Odisha.

- 1.11 Any theft, Mismanagement, Damage etc., the agency will be held responsible.
- 1.12 Any dispute arise the jurisdiction will be in Odisha.
- 1.13 The tender should accompany with the copy of the letter of Labour Registration, ESI, Provident Fund, Income tax returns, Service taxes, Professional tax registration, and Experience certificate for 3 years from any reputed hotels / hospitals / MNC.
- 1.14 None of your employees are allowed to form any association, groups etc while working at the Institute / EDC / Hostels.
- 1.15 All employees will be subjected to security check on entry and exit.
- 1.16 Tenderer should be registered and licensed contractor/caterer/ food supplier for the said job type as specified in Section-1. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
- 1.17 The Tenderer should have valid PAN, GST and CST/VAT Registration, food license as applicable.
- 1.18 Tenderers should have a minimum of **three year's experience** in providing similar type of services. A Tenderer who has worked with Government/ Public Sector undertaking / Large industrial establishment / organizations / companies / institutions shall be given preference and a certificate of performance should be enclosed duly indicating the period of contract and type of payment received.
- 1.19 The Tenderer should have a minimum turnover of ₹.60,00,000/- (Rupees Sixty Lakhs) Per Annum on average basis for the last three years. Balance sheets for the last three years, duly certified by Chartered Accountant, to be submitted with the tender document.
- 1.20 **The cost of the Tender document is Rs.1000/- (Rupees One Thousand)only, which is non-refundable. The cost of EMD and cost of Tender paper can also be paid through online Banking/ RTGS/ NEFT/ Demand Draft in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar from any Nationalized/ Scheduled Bank. in following manner.**

Name of the Bank & Branch	Indian Overseas Bank, Macheswar, Bhubaneswar
Accounts Name	Principal, IHMCT &AN. V.S.S.Nagar, Bhubaneswar
Account No.	091502000001017
IFSC Code	IOBA0000915
Address of the Bank	Macheswar V.S.S.Nagar, Bhubaneswar
E-Mail id	hospitality@ihmbbs.org
Contact No.	9437001241

- 1.20 Only successful vendor's EMD will be retained as a part of security deposit and is refundable after complete of the contract without any interest, after deducting dues if any, to the institute..

- 1.21 If, two or more tenderers are found quoting L-1, then the Tenderer who is found to have the highest number of years of experience with maximum turnover during the last 03 years and total bidding price is lowest will be most preferred by IHM Bhubaneswar as successful bidder.
- 1.22 The tenderers quoting mess charge less than ₹.2000/- PM per student (all inclusive), their tenders shall be rejected forthwith. The tenderers are therefore advised not to quote the minimum mess charge less than ₹.2000/- per student PM (all inclusive).
- 1.23 The tender document is non-transferable.
- 1.24 Tender should be submitted in two parts, namely, Part A and Part B.
- 1.25 If the contractor fails to carry out the jobs as per the terms and conditions agreed upon, he is liable for forfeiture of EMD/Security Deposit in additions to penalty.
- 1.26 The contractor shall be solely responsible either for any injury, damage, accident to any worker by the agency or for any loss or damage to the equipment/property in the areas of work.
- 1.27 The workers employed by the contractor shall wear uniform and name badge, which is provided by the contractor and the agency, shall be responsible for the discipline of his workers. The workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. The workers shall have to follow the security regulations as directed by Security and Fire Fighting unit of the Institute. Workers shall not form union or carry out trade union activities in the campus.
- 1.28 Child labour should not be engaged.
- 1.29 The institute reserves the right to terminate the contract on 01 months' notice, without assigning any reason. The contractor can also terminate the contract by giving 01 month's notice and clearing all the dues to the Institute, if he is not willing to continue the contract.
- 1.30 The performance of the successful bidder will be watched for initial three months. In case, the performance is found unsatisfactory the contract will be terminated forthwith without assigning any reason thereof.
- 1.31 The institute reserves the right to terminate the contract on 1 month notice anytime, if the performance is not found satisfactory.
- 1.32 If, at any time it is found that the tender was awarded based on any false/ misleading information furnished by the Tenderer, the institute reserves the right to terminate the contract immediately.
- 1.33 The contractor will have no right to ask for any accommodation or space, in the campus, for mess-workers, etc.
- 1.34 Sub-letting/sub-contracting the work is not permissible under any circumstances.

2 Submission of Tender: _

Part A

- a) Profile of the Tenderer
- b) Tender Document duly signed and stamped
- c) EMD
- d) Self-Evaluation Sheet
- e) Current year Food license

Part B

a) Commercial Bid stating the rates

The tender should be submitted under “Two Cover System”, the first cover is termed as Part-A, which shall contain tender documents, profile of the Tenderer, EMD of ₹. 50,000/- (Rupees Fifty thousand only) and self-evaluation sheet. This cover should be super scribed as Tender for Mess Contract for Boys and Girls Hostel Mess of IHM Bhubaneswar Contract Part-A. The second cover is termed as Part-B, which should be superscripted with Tender for Mess Contract for Boys and Girls Hostel Mess of IHM Bhubaneswar Campus Contract Part-B. Both covers should be placed in a bigger cover with superscription Tender for Mess Contract for Boys and Girls Hostel Mess of IHM Bhubaneswar Campus, addressed to the Principal IHM Bhubaneswar and submitted on or before the last date of tender submission.

- 2.1 Quotes price should be for the tentative menu provided as **Financial Bid**.
- 2.2 Quoted price should be inclusive of all taxes and duties.
- 2.3 **The quoted price should not be less than ₹2000/- per month per student (all inclusive).**
- 2.4 The offer should be valid for a period of at least 06 months beyond the date of the tender opening and no condition whatsoever can be attached to the price offered.
- 2.5 The contract will be for a period of one year, which could be extended further, on satisfactory services and on mutual consent of both the parties at the end of one year.
- 2.6 Institute reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Competent Authority shall be final and binding.
- 2.7 All tenders and covers should bear the name and address of the Tenderer and all the pages of the tender document must bear the seal and signature of the Tenderer.
- 2.8 The completed tenders should reach to the office of the Principal IHM, Bhubaneswar as per the schedule mentioned as per tender notification.
- 2.9 The technical bids will be opened as per the schedule mentioned in tender notification in the Institute in the presence of the tenderers who may wish to be present, either by themselves or through their authorized representatives.
- 2.10 On the scheduled date, only Part-A i.e., technical bids will be opened on the basis of information provided in Part-A, Commercial Bid in Part B submitted by the short listed tenderers, will be opened at the later date under intimation to such tenderers.
- 2.11 The Institute may form a committee to inspect the food quality provided by the Tenderer elsewhere. The institute may also ask the Tenderer to provide the items or sample testing before the finalization of the bids.
- 2.12 The contractor shall fulfill all statutory requirements pertaining to minimum wages and other statutory benefits like EPF, ESI etc., and proper account of payments including minimum wages being made to the workers of the agency. The contractor shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against all such liabilities, which are likely to arise out of the agency' failure to fulfill such statutory obligations.
- 2.13 In case of any conflicting and/or conditional terms and conditions in the tender, the tender shall be summarily rejected.
- 2.14 The workers employed by the contractor should not have any criminal background; an affidavit to this effect must be attached with the tender by the Tenderer.
- 2.15 Successful contractor shall execute an agreement on a prescribed format.

The duration of the contract: The duration of this contract is for a period of **one year**, this may be extended further, on mutual consent and subject to satisfactory performance of the contract.

Payment Terms: The payment will be made monthly on satisfactory completion of job contract services and related miscellaneous works mentioned in the scope of work and job specifications and as per actual manpower supplied. In case of shortfall in supply of manpower, the payment will be deducted at the rate of 1.25 times of the applicable wages in addition to the penalty as specified in our tender document under Penalty clause. The bill should be submitted on or before 10 of succeeding month and payment will be made within 20 days after the bills are duly certified by authorized person of the Institute, who will supervise the above work. The contractor has to indicate bank details attached with Aadhar card for arranging ECS payment. The proof in the form of copy of challans for payment of statutory taxes to be furnished to the Institute quarterly.

Penalty Charges:-

- a) Penalty will be deducted if the food quality is not up to the standard.
- b) Use of low quality raw materials, chicken, vegetables and fruit.
- c) Improper grooming of staff members.
- d) Maintenance of the Mess/Kitchen/Dining area in an unhygienic manner.
- e) Non availability of enough quantity of food served to the students during meal hours

Indemnity: The Institute shall be indemnified for all losses due to commissions and omissions of any person deployed by the contractor. There shall not be any loss or damage caused to the Institute (people and/or property) on account of any employees or staff and the same shall be commissions of contractors. It shall be made very clear that the employees/ staff engaged by the contractor shall not be treated or considered as employees of the Institute of Hotel Management, Bhubaneswar under any circumstances. The contractor shall defend, indemnify and hold the Institute harmless from any liability or damage, law suits, penalties imposed by any State and Central Government Department or statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The Institute shall not be liable for any damage or compensation payable to any worker or to any person as a consequence of his work and the Institute shall be completely indemnified accordingly.

Security Deposit: The contractor shall provide Performance Bank Guarantee as Security Deposit of **₹.3,00,000/- (Rupees Three Lakhs Only)** from the nationalized bank in favour of the Principal Institute of Hotel Management Ctering Technology & Applied Nutrition, Bhubaneswar payable at Bhubanesware before the commencement of the contract.

If the contractor fails to carry out the entrusted job contract services and related miscellaneous works within the stipulated time and as per the scope of work and job specification, Institute reserves the right to impose penalty as specified in the Penalty Clause and has the right of getting the work done through someone else.

The security deposit furnished by the contractor will not carry any interest and will be refunded:-

- i. On completion of job contract service entrusted to the contractor satisfactorily. If the work is not satisfactory he is liable for forfeiture of security amount deposited.
- ii. The security deposit made by the contractor to be released only after producing the proof of compliance and provident fund, minimum wages etc.

The books of accounts regarding attendance, acquaintance, wage paid, PF accounts etc., are to be maintained properly and produced for inspection to the Institute, whenever asked for and the Institute can take penal action for the non-compliance.

The contractor shall provide the required number of efficient and reliable workers, in the respective categories for all shifts on all the days of week.

The contractor shall be responsible for the discipline of his workers.

The normal working hours of all the mess are from 5.00 am to 10 pm. However, the Institute may call for special services that may be at times beyond these hours on special occasions, without any additional payments.

3 The guidelines for the workers employed by the contractor

- 3.1 Shall not act in any way detrimental to the interest of the Institute.
- 3.2 Are not employees of the Institute and shall not have any claim whatsoever on the Institute.
- 3.3 **Uniform:** All personnel appointed by the contractor shall wear approved uniforms provided by the agency during working hours for proper identification of employees of different agencies.
- 3.4 The Contractor shall provide ID cards to the staff. It will be verified and certified by Indian Institute of Tourism and Travel Management, Golagamudi (Vill), Venkatachalam, (Mandal), Andhra Pradesh Officer.
- 3.5 How to follow the security instructions as directed by the Security Supervisor.
- 3.6 They shall not participate in any strike or protest in any form.
- 3.7 The Contractor workers can take rest in the room provided in the mess during break timings.
- 3.8 All the contractor workers are required to do their duty maintaining hygienic, cleaning and safety.
- 3.9 The List of workers profile has to be submitted to Programme Officer of the institute for approval and should be employed only on the approval by the Competent Authority.
- 3.10 The workers should not have any criminal background.
- 3.11 Contractor shall ensure that the behavior of the workers/staff with the students/mess users is decent. Contractor shall be responsible for any miss- behavior and/or abusive language by the workers/staff and necessary action may be taken in any of such occurrence.
- 3.12 Smoking and consumption of alcohol by any of the mess staff in the Institute premises is strictly prohibited.
- 3.13 All the required quantity of materials and laborers for Mess Contract and related miscellaneous works will be at the cost of the contractor, he shall furnish the staff position, implements, equipments, tools and plants for this work as proposed to be deployed by him. Whenever any claim for the payment of whether liquidated or not, money arises out of or under this contract against the contractor, the Institute shall be entitled to recover such sum by appropriating part or whole, the security deposit by the contractor. In the event of security deposit money being insufficient, then the balance or the total sum recoverable, shall be deducted from any sum then due or which at any time thereafter may become due to the contract under this or any Security Deposit shall be withheld till such claims of the Institute and finally adjudicated upon and paid by the contractor.

4 Termination of contract in the initial stage

The Institute reserves the right to cancel the award of the contract in case the food items/ meals are not found satisfactory for first 15 days from the date of the commencement of the contract.

5 Penalty Clause

1. Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded (Cleanliness, sufficient staff, service quality, food quality & quantity, quality of raw material etc. are some of the parameters for evaluation.)
2. Penalty shall be a maximum of Rs. 10,000/- per fault/unsatisfactory work to be decided by Wardens as per the recommendations of the Mess Committee.
3. If a written complaint is received (verified by a minimum of 10 students) on shortage of food, an amount equivalent to 100 student's meals shall be deducted from the payment on three such occasions the contract shall be liable to be terminated.
4. The cost of execution of the work at the risk as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit, which has to be made good within 15 days of the short fall.
5. If the quality of raw materials are not up to the mark in surprise/routine checking by the authority, 10-50% amount of that day will be deducted based on the low grade quantity. If any eatable of expiry date is found, penalty of ₹.2000/- per incidence shall be imposed and all such material will be seized by the Institute. On three such occurrences the contract will be liable to be terminated.
6. If the food quality is not up to the mark and/or insufficient quantity on inspection, 10-50% amount of that day will be deducted. On three such occurrences, the contract will be liable to be terminated.
7. Periodic feedback will be taken from the students/ mess users. Contractor has to take care of the suggestions/concerns of the mess users and should report the action-taken to the concerned warden.

GENERAL DIRECTIONS TO TENDERERS

1. The tenderer is required to examine carefully - the form of tender showing Technical Specification, nature of work, indicative drawings and the Articles of Agreement before pricing the quantities.
2. Tenderers are to sign the form of the Tender, giving exact specification of the articles, the contents and the service of the articles and the schedules of rates. All tenders, not so signed, shall be rejected.
3. No sub-letting and sub-contracting in any form is allowed.
4. The quantities set out in the tender form are only approximate. However service details, Technical Specifications etc, are to be submitted along with the tender.
5. Any alterations in the tender document by the tenderer the tender will be to be rejected. No subsequent correspondence regarding price will be entertained, once the tender is opened.
6. A high standard of workmanship is required. Payment will be made only after entire satisfaction of the authority.
7. As this Institute is an autonomous body of the Ministry of Tourism, Govt. of India, discount applicable should be shown separately.
8. Your rates should be valid of contract period..
9. You may contact representatives authorized by the Principal, IHMCT & AN, Bangalore for any Technical clarifications.
10. Your bill in triplicate should be submitted along with copies of necessary duties/taxes paid, for making payment.
11. Any conditional tenders will not be accepted.
12. No advance payment will be made.
13. The Institute reserves the right to disqualify the complete tender if overwriting or erasing is found in the rate column. Each page must be stamped and signed.
14. All tenderers must disclose the names of their partners, if any. Any tenderer failing to do so will render him liable to have his security deposit forfeited and contract, entered into, cancelled at any time during its completion.

15. All tender quotations should, besides the specifications already stated in the Tender Form very clearly specify the articles in respect of contents, gauge, brand, quality, quantity, size, gross weight, net weight and any other additional specification, wherever applicable to such items.
16. In the event of the tender being accepted, the contract must be signed by all the members of the firm after depositing a suitable amount required by the Institute as security deposit. This security deposit is for the due performance of all conditions of the contract, such as quality, quantity and service etc. The security deposit of a tenderer will be forfeited in the event of unsatisfactory performance of the contract.
17. The Institute does not bind itself to accept the lowest or any tender.
18. It is distinctly understood that the tenderer will be strictly required to confirm to the conditions of this contract and any pleas will not on any account be admitted as an excuse on their part for infringement of any of the condition.
19. All disputes shall be subject to the jurisdiction of the Courts in the City of Bhubaneswar, Odisha.
20. Successful tenderer or tenderers shall supply articles in such quantities and as per specifications and quality demanded as any ordered on him or them from time to time. The quantities mentioned in the schedule are only indicative of the estimated requirements of the Institute, and the Institute does not bind itself to purchase/to complete any or all the quantities **indicated therein.**
21. If any article is not available or the Tenderer does not want to quote for it, clear remarks to this effect must be made against such articles.
22. Tenderers are requested to fill in the tender carefully after noting the size by numbers etc. of articles mentioned in the specifications. Workout the amount tendered for each items and total up for all the tendered items.
23. The successful tenderers will be required to deliver the articles under the terms of contract at the Institute's registered office which shall be inclusive of delivery charges, cartage, freight etc.
24. The successful tenderer while effecting deliveries against the Institute's orders, will have to send an official delivery challan mentioning in it the quantity, rates etc. Thereafter, bill should be submitted within 3 days.
25. If any time, during the continuance of this contract, the performance in whole or in part by either part of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of the public enemy,

civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or acts of God (hereinafter referred to as "events") provided notice of happening of any such eventuality is given by either party have any claim for damages against the other in respect of such non-performance or delay in performance; and deliveries under the contract shall be resumed as soon as practical work after such event has come to an end or ceased to exist and the decision of the Secretary/Principal shall be final and conclusive have, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by a reason of any such event for a period exceeding 30 days either party may at its option terminate the contract PROVIDED ALSO that if the contract is terminated under this clause, the Institute shall be at liberty to take over from the tenderer at a price to be fixed by the Secretary/Principal which shall be final; all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the tenderer at the time of such termination or such portion thereof as the Institute may deem fit accepting such materials, bought out components and stores as the tenderer may with the concurrence of the Institute elect to retain.

The Institute also reserves the right to enter into parallel contracts simultaneously or at any time during the period of this contract with one or more tenderer(s)/supplier(s) for such quantity of such item(s) as the Secretary/Principal (whose decision shall be final) may determine and to forfeit the security deposit and terminate the contract within 21 days in the case of the unsatisfactory performance of the tenderers.

Signature of Tenderer

Principal

UNDERTAKING TO BE GIVEN BY THE TENDERER
(To be submitted along with Part II)

We, the having registered office at

..... do hereby declare and affirm the following:

1. We are aware of all statutory and legal requirements of Central and State Governments as well as local regulations applicable to the work. Consequences due to violation of these Acts, Rules and Regulations shall be borne by us and the Employer/Consultant is indemnified from any charge directly or indirectly arising there from.

2. That this undertaking forms part of the Agreement and contract documents.

WITNESS:

**Signature of the Tenderer with
seal**