

BID DOCUMENT

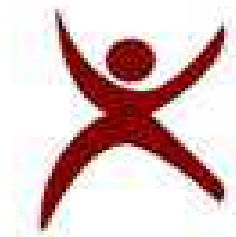
e-Procurement

Open Competitive Bid (OCB)

for

**Catering Services and Maintenance of Kitchen and Dining Halls for
the messes of IIIT Nuzvid, RGUKT-AP**

Proprietary & Confidential



IIIT - NUZVID

Rajiv Gandhi University of Knowledge Technologies AP

NUZVID (M), Krishna District (Dist.),

A.P – 521202, Ph.No:08656-235147

Proprietary & Confidential

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News paper advertisement



Rajiv Gandhi University of Knowledge Technologies

IIIT - Nuzvid

Nuzvid, Krishna District, Andhra Pradesh- 521 202.

Ref. No.: IIIT/NZD/RGUKT/ E-proc/Catering/T01/2017

Date: 29.12.2017

E-Procurement – Short Tender Notice

Online Tenders are invited from reputed registered agencies/contractors for Catering Services and Maintenance of Kitchen and Dining Halls for the messes of IIIT- Nuzvid, RGUKT-AP.

Interested bidders can download and submit the bids online from 29.12.2017 to 17.01.2018 up to 05:00PM through <https://tender.a procurement.gov.in> (AP Portal). For further details please visit our website: www.rguktn.ac.in or <https://tender.a procurement.gov.in>

Date: 20.12.2017

Sd/-

Administrative Officer (i/c)

Time schedule of Tender related events
(Providing Catering Services including maintenance of kitchen and dining halls)

Name of the Work	Catering Services and Maintenance of Kitchen and Dining Halls in IIIT Nuzvid, RGUKT-AP
Bid calling date	29.12.2017
Tender processing fee (Non refundable)	Rs.25000/- (Rupees Twenty Five thousand only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, RGU IIIT, Nuzvid ", payable at SBI, Nuzvid)
Bid Documents Downloading Start date	30.12.2017 at 12:00 P.M
Bid Document Downloading End Date	17.01.2018 till 05.00 PM
Pre Bid Meeting at IIIT Nuzvid	10.01.2018 at 11:00 A.M
Last date for uploading of online documents	17.01.2018 till 05.30 PM
Last date for submission of the Hard copies	18.01.2018 at 03:00 PM
Pre-qualification/Technical Bid opening date/time	18.01.2018 at 04:00 PM
Price Bid opening date/time	20.01.2018 at 11:00 A.M
Address to which hard copies of tenders to be sent	Administrative Officer (i/c), IIIT Nuzvid, RGUKT-AP, Nuzvid, Krishna District, Andhra Pradesh - 521202
Contact person	Administrative Officer (i/c), IIIT Nuzvid, RGUKT-AP
Reference Number	IIIT/NZD/RGUKT/ E-proc/Catering/T01/2017

Note: The dates stipulated above are firm and under no circumstances they will be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: contact@vupadhi.com, Phone: +91 40-39999700, 39999701

Sd/-
Administrative Officer
IIIT -NUZVID

CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on ao.nuz@rgukt.in, procurement@rguktn.ac.in, on or before 09.01.2018 at 05:00PM. Queries received via any mode other than e-mail id mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

- ii. The addendum/corrigendum if any shall be published on IIT Nuzvid website i.e. www.rguktn.ac.in as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments issued if any.

SECTION - I

INVITATION FOR BIDS

Ref No.: IIIT/NZD/RGUKT/ E-proc/Catering/T01/2017,

Date: 29.12.2017

Subject: Catering Services and Maintenance of Kitchen and Dining Halls for the messes at IIIT Nuzvid, RGUKT-AP.

Rajiv Gandhi University of Knowledge Technologies (RGUKT-AP), IIIT - Nuzvid, is a fully residential Institute having around 7000 students on rolls. IIIT Nuzvid invites sealed tenders comprising Pre-qualification, technical bid and price bid from the eligible bidders for providing of Catering Services from PUC-1 to E4 Students (around 7000 students) in its premises located in the IIIT- Nuzvid, Nuzvid, Krishna District.

Sir/Madam,

- 1) Bids are invited on the e-procurement platform from the Registered Suppliers/contractors/Service Providers for providing catering Services at IIIT Nuzvid, RGUKT- Andhra Pradesh. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform of **Government of Andhra Pradesh**, i.e. <http://tender.apecurement.gov.in>.
- 2) In-order to participate in the tender, bidders has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, bidders will be provided with a user id and password by the system, through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in this tender document.
- 3) The participating bidder/s will have to pay non-refundable tender processing fee of Rs.25,000/- in the form of Demand Draft drawn from any Nationalized Bank, in favor of "The Director, RGUKT, IIIT - Nuzvid" payable at SBI, RGUIIT, Nuzvid branch.
- 4) The bidder/s shall furnish, as part of the bid, the Bid security (EMD) for the amounts specified in the Section-II of Tender Document. All the participating bidders who submit the bids have to pay an amount Rs. 10,000/- and GST as levied by Govt. of India as transaction fee through online in favor of MD, APTS. The amount payable to APTS is non refundable.
- 5) After uploading the documents, the copies of the uploaded documents of technical bid along with original Demand Drafts in respect of Tender Processing fee and Bid Security (EMD) should be submitted offline to Administrative Officer (i/c), IIIT Nuzvid by 03.00PM of 18.01.2018. No physical submission of the financial bid will be accepted. IIIT Nuzvid will consider only the bids submitted through on-line over the copies of the paper based bids.

- 6) IIT Nuzvid will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with IIT Nuzvid was found poor and also against whom there have been adverse reports of Poor Service, as defined in the other parts of the Bidding document.

The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.

For any clarification and further details on the above tender please contact Telephone No: 8333981189/98 or e-mail: ao@rguktn.ac.in

Sd/-
Administrative Officer *(i/c)*

NOTE:

After uploading the documents, the copies of the uploaded technical bid documents along with original Demand Drafts in respect of Bid Security and Bid document fee have to be submitted. Physical submission of price bids will not be entertained.

For any clarification and further details on the above tender please contact Telephone No: 8333981189/98

SECTION-II
STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

S. No	Item	Description
1	Name of the work	Catering Services and Maintenance of Kitchen and Dining Halls for the messes at IIIT Nuzvid, RGUKT-AP.
2	EMD	Rs.5,00,000/- (Rupees Five Lakhs only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, IIIT Nuzvid, RGUKT-AP", payable at SBI, Nuzvid or by way of Irrevocable Bank Guarantee from any Nationalized Bank (No interest will be payable). DD/BG from other than Nationalized Banks will not be accepted)
3	Bid Validity Period	90days from the date of opening of commercial bid
4	EMD Validity Period	90days from the date of opening of commercial bid
5	Contract Agreement Period	The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.
6	Variation in quantities /number of manpower	±10
7	Period for furnishing performance Security	Within7days from date of receipt of Letter of Intent.
8	Performance security value	10 % of annual contract value (No interest will be payable)
9	Performance security validity period	60 days beyond contract period
10	Period for signing the order of acceptance	Within7days from date of receipt of notification of award
11	Payment of bill	Fortnight payment will be released based on the number of students registered in a mess for that month irrespective of students present in the campus. Invoice is to be certified by the concerned authorities and along with performance certificate.
12	Transaction Fee	All the participating bidders who submit the bids have to pay an amount of Rs. 10,000/- and GST as per Govt. of India on transaction fee through online in favor of MD, APTS. The amount payable to APTS is non refundable. Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favor of

		Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.
13	Transaction Fee Payable to	<p>The Managing Director, A. P. Technology Services Ltd., Hyderabad.</p> <p>Important Notice to Contractors, Suppliers and Department users (i) In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No.13 dated. 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers/contractors to pay the transaction fee online using their credit cards.</p>
14	Procedure for Bid Submission	<p>Bids shall be submitted online on http://tender.a procurement.gov.in platform</p> <p>The participating bidders in the tender should register themselves free of cost one-procurement platform in the website http://tender.a procurement.gov.in</p> <p>Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.</p> <p>The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the marketplace. The bidders should scan and upload the respective documents in Pre-Qualification/Technical bid documentation including EMD. The bidders shall sign on all the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity. The hardcopies of all the uploaded Technical documents should be attested by a Gazetted Officer or properly notarized.</p>
15	Other conditions	<ol style="list-style-type: none"> 1. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation. 2. After uploading the documents, the copies of the uploaded technical bid documents along with original Demand Drafts/BG in respect of EMD, Bid Security and Tender processing fees (DD) have to be submitted to the “The Administrative Officer, IIIT Nuzvid, Krishna (Dist), A.P.-521201”, by 03:00 P.M on 18-01-2018 3. IIIT Nuzvid will not hold any risk and responsibility regarding non-visibility of the scanned and

		<p>uploaded documents.</p> <ol style="list-style-type: none"> 4. The IIIT Nuzvid shall not hold any responsibility on account of postal delay. 5. Failure to furnish any of the uploaded documents, certificates will be entitled in rejection of the bid. Similarly, if any of the certificates, documents, etc., furnished by the Bidders are found to be false/fabricated/bogus, the bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security will be forfeited 6. The rates should be quote do online only 7. The financial bids of the Service Providers, who qualified the technical bid, shall only be opened.
16	Termination of contract	<p>In the event of any breach and / or failure on the part of the Agency/Contractor to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. IIIT Nuzvid also reserves the right to cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by IIIT Nuzvid in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the IIIT Nuzvid will give 15 days' notice before the said cancellation/suspension. In addition if the contract is cancelled, the security deposit will be en-cashed and forfeited.</p>
16	Placing work order	<ol style="list-style-type: none"> 1. The Institute will place work order on identified successful bidder. If decided by the IIIT Nuzvid can split the order basing on the quoted price and service track record. The decision of IIIT Nuzvid is final in this regard. 2. Only one mess will be given to one bidder. 3. Institute is also reserves the right to reject only or all the tenders or accepts them in part or rejects the lowest tender without assigning any reason thereof. Institute authorities reserve the right to relax or tighten the conditions/norms given in the tender documents.

SECTION-B

1. PREAMBLE

The Government of Andhra Pradesh has established Rajiv Gandhi University of Knowledge Technologies (RGUKT) in 2008 to cater to the educational needs of the meritorious rural youth of Andhra Pradesh state. IIIT-Nuzvid, RGUKT, AP is one of its autonomous campuses started in 2008. The institute provides an ambience of excellence for the pursuit of knowledge leading to B.Tech degree in different branches of Technology. The institute is currently located at IIIT- Nuzvid, Krishna Dist., Andhra Pradesh.

Bids are invited by the Director, IIIT Nuzvid, RGUKT-AP through online tenders from the registered/licensed reputed and experienced agency for providing catering services at IIIT Nuzvid (located at Nuzvid, Krishna District) for a period of one year initially and extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.

Interested bidders may view and download the tender document containing the detailed terms & conditions, from the website <https://tender.apecurement.gov.in> & www.rguktn.ac.in. The account payee Demand Draft/Bank Guarantee has to be enclosed with the Per-qualification Bid of Tender, no tender will be accepted without processing fee (DD) to tender and EMD (DD/BG).

Bidders are advised to study the Tender document, Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications

The details of bidding conditions and other terms can be downloaded from the electronic procurement platform of Government of A.P., i.e., <http://tender.apecurement.gov.in>.

- The two bid system consist of technical (Pre-bid qualification) and financial bid (Price bid)
- The technical bid contains all the documents mentioned in **Annexure-I** and financial bid contains the price (commission or service charges) details as given in **Annexure-II**

The two bids should be submitted by the bidder through online (AP e-procurement cell) along with scanned copies of DDs or Bank guarantee of EMD and bid processing fee on or before 17-01-2018, 5:30 PM.

The hard copies of only technical bid in a sealed cover should reach Administrative Officer (i/c), IIIT Nuzvid on or before 18-01-2018 at 3:00 PM.

- On 18-01-2018 at 04:00 PM technical bids will be opened and evaluated.
- On 10-01-2018 at 02:00 PM financial bids submitted online of only those bidders who qualified technical bid will be opened.

(In case of postponement of any of the above dates the bidders will be intimated)

2. SCOPE OF WORK:

2.1. Broad Scope

Providing catering services with housekeeping (for kitchen, dining halls and surroundings) to the messes of IIIT Nuzvid. The Scope of work covered in this tender would be general, but not limited to the following as detailed in the Scope of Services attached in this document.

Sl.No	Type of Service	Mess Type	Number of Messes
1	Catering to Students Mess	Boys	4
2	Catering to Students Mess	Girls	4

Note: Every Boys' mess will have students from PUC1 to E4
Every Girls' mess will have students from PUC1 to E4

There are 4 boys' messes and 4 girls messes. Boys/Girls mess from PUC1 to E4 will be distributed equally among all the Boys/Girls messes. Out of least quoted 8 caterers in the bidding, the option to select the Boys' or Girls' mess will be given to the least quoted bidder, next to the 2nd least quoted bidder and so on up to 7th least quoted bidder. If 4 boys/4 girls are already chosen (starting from 1st least, but before 7th least) then, remaining caterers have to take the remaining messes.

The caterers who selected boys' mess in the beginning has to serve for girls' mess after 6 months and vice versa. This will continue every year till contract continues (if extended after one year subjected to a maximum contract period of 3 years). Every caterer has to serve boys for 6 months and girls for 6 months.

If there is a tie in the price bid, then selection of boys/girls mess in the beginning will be based on lottery.

Dynamic Mess system: Students will be given the option to opt out of a mess by selecting other mess. Options will be given to students on 25th to 28th of every month to dine in a mess for the next month. A maximum of 100 students can be reduced from a mess in a month and a

maximum of 250 students can be added to a mess. If the total strength of the mess comes below 350 students for the next month, then the contract between caterer and the institute will be cancelled. Caterer has to leave campus with all his equipment and labor before 15th of the next month.

2.2. Details of services required

2.2.1 The Contractor shall ensure that they cater to the Students, Faculty, Staff and Guests of IIIT-Nuzvid. This include normal services like providing food at mess, residences, takeaways as well as emergency services like special food support for people who are sick and indisposed, which may occur infrequently. These services are to be provided at the rates agreed without any extra service charges.

2.2.2 The Contractor shall serve Tea/Coffee/Biscuits/Snacks, etc., to the Students, Faculty, Staff and Guests of IIIT Nuzvid inside the campus as required and on payment, and shall provide various services at official meetings, training programs, farewells, conferences, special get-togethers and at various function, in or outside as may be required. Economy/Value priced Special menu as required will have to be served to the participants of training programs.

2.2.3 The Contractor shall dedicate separate utensils exclusively for preparation of vegetarian dishes. The Contractor shall set up a properly manned exclusive counter for take-away items in each Mess.

2.2.4 The bidder is advised to visit and examine the site of works and its surroundings and obtain for himself all information that may be necessary for preparing the tender and entering into a contract for execution of the works. The cost of visiting the site shall be bidder's own.

2.2.5 It is understood and agreed that the above factors have properly been investigated and considered by the bidder while submitting the Tender.

2.2.6 No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors shall be entertained.

2.2.7 The facilities available at sites can be examined by the bidders before submitting their tenders. The Institute has arranged whatever cooking and storage facilities as could be perceived and all these equipments are in working condition. The equipment required for cooking is to be arranged by the contractor. University will not provide any kitchen equipment to the contractor. Any equipment available with the institute will be given on rental basis and it is on the sole discretion of the institute. If any additional equipments and refurbishing of the existing ones are required, the same shall be done by the bidder who is awarded the contract.

2.2.8 User charges will be levied on water and electricity as per usage. Raw and drinking water will be charged as per Institute norms. Electricity charges will be levied on the contractor as per APSPDCL rates. No rentals will be charged on the premises.

2.2.9 Vendors shall maintain all the above equipment if provided by the institute and weekly maintenance to be carried out as per the schedule indicated by the in-charge of the

Mess/maintenance in-charge during the service period.

2.3. Procurement of ingredients

2.3.1. The Service Provider shall place necessary orders with the suppliers in connection with the running of the mess in his own name and ensure that adequate stock of provisions are kept at all times, at his own cost.

2.3.2. The Contractor shall ensure that only first quality ingredients as per brands stipulated in the tender are used for preparation of eatables. IIIT Nuzvid authorized officials, members of Students' Mess Committee or any other committee specifically created to check the performance of the contractor have the right to check the quality and reject any ingredient that is found to be sub-standard. Such of those ingredients rejected shall be disposed / cleared from the premises. Alternate ingredients shall be arranged immediately under such circumstances and no compensation shall be payable in this regard. Further, the Contractor should ensure that there is no disruption to the Mess services on this account.

2.3.3. If brand of any ingredient is not mentioned in the tender, for such items it is understood the bidder has to supply first quality ingredients for preparation of food items. IIIT NUZVID reserves the right to indicate the best available brands at that time and same will be binding on the contractor. The bidder has to maintain consistency in quality of ingredients to be used for preparation of food items for entire period of contract.

2.3.4. Only those branded items carrying AGMARK/ FPO/ BIS/ISI Certification should be used, where such certification is available in any class of branded items.

2.3.5 The Contractor shall use only standard materials for preparation of food and other items. Milk should be procured only from the reputed suppliers. Vegetables/ Fruits should be tendered fresh from market on day to day basis preferable from reputed suppliers. The source of supply should be disclosed.

2.3.6. The Contractor shall not be entitled to serve pre-cooked food items purchased from an outside vendor excepting items like Mineral Water, Sweets, Ice-creams in the mess premises, unless specific prior permission is obtained from IIIT-Nuzvid.

2.3.7. The Service Provider shall maintain quality and quantity in respect of the menu served in the mess. In the event of any dispute in regard to the quantity and quality of the menu, proportionate deduction shall be made from the bills payable to the Contractor and the decision of IIIT Nuzvid shall be final and binding.

2.3.8. The Service Provider shall use the best practice, industry-standard storage and handling procedures. Stacking of all materials such as flour bags, rice bags and bulk items should be on tug pallets and not on the floor. Shelves shall be used to stack smaller packets of food items.

2.3.9. The freezer should be maintained proper temperature round the clock to avoid spoilage.

2.3.10. The Service Provider shall exercise all reasonable imagination, creativity and good taste in the planning, preparation and serving of the meals and shall conscientiously strive to prepare and serve food in accordance with the diners' desires with regard to quality, taste,

appearance, nutritional value and variety. Notwithstanding the same, the provisions of this clause shall always be subject to the right of IIIT Nuzvid to fix the menu and no new item shall be introduced in the menu without the prior permission of IIIT Nuzvid.

2.4. Preparation of menu and inspection

2.4.1. The services of the Contractor will be monitored by one or more designated / authorized officials of the IIIT Nuzvid and all day to day activities and immediate instructions will be conveyed to the Contractor through him/them on day to day basis.

2.4.2. IIIT Nuzvid at all times reserves the right to inspect eatables, beverages, food, etc. prepared by the Contractor to ensure quality. Such items, which are rejected by the duly authorized officials of IIIT Nuzvid during inspection, should not be used for services in IIIT Nuzvid mess and should be disposed /cleared from the premises immediately. The Contractor should ensure that there is no disruption to the Mess services on this account.

2.4.3. The contractor shall comply with the standard operation procedures without fail on an ongoing basis and a docket in this regard will be maintained and updated on a daily basis and if called upon, the docket shall be produced before the competent authority of the Institute.

COMPOSITION OF MENU SCHEDULE (DAILY)

The following Catering Services are required with the specifications as mentioned here under for students at IIIT Nuzvid located at Nuzvid, Krishna District, Andhra Pradesh – 521202 with immediate effect:

The detail of the dining hall timings and mess menu is as follows.

1. Breakfast: **07:00 AM – 09:00 AM** 3. Snacks: **04:30 PM – 05:30 PM**
 2. Lunch: **12:00 PM – 02:00 PM** 4. Dinner: **07:00 PM – 09:00 PM**

Day	Breakfast	Lunch	Snacks	Supper
Monday	Kichidi / Tomoto Rice + Gongura Chutney, Coffee or Milk	Rice + Thotakura Pappu + Miriyala Rasam + Boiled Egg / Papad + Curd + Beetroot / Carrot curry	2 No's of Mirchi Bajji Coffee or Milk	Rice + Munakkaya Sambar + Aloo Dum Fry + Curd + Banana + Mango Pickle
Tuesday	Pongal + 1 Vada Groundnut Chutney + Sambar Coffee or Milk	Rice + Palakura Pappu + Miriyala Rasam + Boiled Egg / Kara + Curd + Dondakaya Fry	Boiled Channa - Coffee or Milk	Rice + Mullangi Sambar + Vankaya curry + Curd + Banana + Tomoto Pickle
Wednesday	3 No's of Dosa / 4 No's of Uthappam Putnalalu coconut	Rice + Tomato Pappu + Miryala Rasam + Curd + Papad + Motikaya	Onion Pakoda Coffee or Milk	Veg Palav + Chiken Curry (150g) / Chicken

	chutney, Allam chutney Coffee or Milk	curry		fry (100g) + Cashew nut curry for veg. + Raita + Banana + White Rice + Rasam
Thursday	Lemon Rice, palli / coconut Cutney Coffee or Milk	Rice + Aaku kura Pappu + Miriyala Rasam + Curd, Boiled Egg/sweet + Bendi Fry	Fried Atukulu, Coffee/Milk	Rice + Pappu Charu + Mixed Veg curry + Curd + Banana + Lemon Pickle
Friday	Mysore Bajji (5 No's) + Allam chutney, Coffee or Milk	Rice + Sorakaya Pappu + Miriyala Rasam + Amlet / Kara + Curd + Chikkudu curry	Alu Bajji, Coffee or Milk	Rice + Vankai Sambar + Kakarkaya fry + Curd + Banana + Lemon Pickle
Saturday	3 No's of Chapati/ 4 No's poori, Alu kurma, Coffee or milk	Mudda pappu, Ghee, Rice, Rasam, Laddu + Kaara Boondi, Aloo Chips, Curd	Batani/Corn, Coffee or Milk	Lemon Rice / Karivepaku Rice + Curd Rice + Banana
Sunday	5 No's of Idly + 1 Vada Groundnut Chutney + Sambar Coffee or Milk	Veg Palav + Chiken Curry (150g)/Paneer Butter masala for veg + Raita + White Rice + Rasam	Alu Pakoda, Coffee or Milk	Rice, Mix veg Sambar + cabbage curry + Curd + Banana
SICK MENU	Boiled Vegetables / Fruits – 2 Varieties, Milk, Bread;			

Note 1: Chicken with curry – 150grams

Fried Chicken – 100 grams

Note 2: Curd: 100ml

Milk: 150 ml

2.5. Manpower for running the mess

2.5.1. The contractor should provide adequate manpower and maintain catering service without any disruption. The Contractor shall also provide a Manager to be present at all times in the mess to monitor day-to-day functioning of the mess.

2.5.2. No person shall be deployed for any job under this contract, if s/he is less than 18 years of age.

2.5.3. The Contractor shall employ his own Workmen/Supervisors to run the mess and he shall make his own arrangements to engage the required manpower. The Institute has the right to specify the minimum number of manpower required to run its Mess and to demand for additional persons for Special services as and when required. The Contractor should also

deploy adequate manpower exclusively for the maintenance of cleanliness inside/surrounding the Mess premises, dining halls, dining table and chairs, ceiling fans, exhaust, tube fittings and other equipments (including lavatory and bathrooms attached for the specific use of the Mess contract workmen).

2.6. Minimum requirements of personnel deployed

2.6.1 Waste generated from the mess must be transported out of campus without storing outside the mess premises. Supervisor should have at least a 1 year Certificate in catering technology from a Government recognized institute.

2.6.2 Cook shall have a minimum of 3 years experience in the field.

2.6.3 The service personnel should have an education of minimum 7th Std. and adequate experience in catering services. They should be properly trained in providing services in an industrial / institutional Mess / Mess.

2.6.4 Must have a motor vehicle for food waste(generated from mess) transport.

2.7. Other provisions including medical examination

2.7.1 All staff/ workmen of the Contractor employed for handling the food items should be subjected to Pre-job Medical Examination by Medical Officer authorized by IIIT Nuzvid. In addition to the above, the mess workers/ staff should undergo periodical medical checking as and when IIIT Nuzvid deems it necessary and as required. Bidder has to deploy medically fit personnel for the services envisaged and IIIT Nuzvid's decision on fitness of the personnel so deployed will be binding on the contractor. The contractor shall maintain medical check-up register along with the medical reports at all times.

2.7.2 The Service Provider shall arrange to carryout medical examination of his personnel at his own cost at periodic and regular intervals, so as to ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, Hygiene, Sanitation and Prohibition of smoking. Violations will be viewed seriously and the Officer-in-charge of IIIT Nuzvid will levy penalty as deemed fit as per the guidelines.

2.7.3 IIIT Nuzvid has no responsibility whatsoever on the Contractor's workmen and the Contractor is solely responsible for managing their work in the event of any dispute between the Contractor and their workmen, the Contractor is solely responsible for any claim and consequences that may arise out such dispute, whether statutory or otherwise.

2.7.4 IIIT Nuzvid reserves the right to advice the Contractor to remove from service any of the Contractor's workmen if any of such workmen's behavior or conduct is not conducive for the General discipline, Safety, Hygiene and Security of the Institute or for any other reasons that the Institute may deem fit and the Contractor shall immediately comply.

2.7.5 Personnel engaged by the Service Provider in the Mess must be properly attired for achieving a smart turnout and to meet the hygiene standards necessary for the job. They shall also be courteous to the employees of IIIT Nuzvid and permitted diners, in their interactions.

2.7.6 The Service Provider will arrange to carry out, at his own cost, the verification by the Police Authorities of the character and antecedents of the personnel engaged by him for the job, and ensure that no person, whose character and antecedents have not been so verified, shall be engaged in the Mess. Notwithstanding the same however, any person whose engagement is objected to by IIIT Nuzvid, shall be promptly replaced by the Service Provider.

2.7.7 The unit manager so provided will get the work done from the personnel of the service provider by properly deploying them for various types of functions like cooking, cleanliness etc., the personnel deployed by the Service Provider shall not be considered or deemed to be employees of IIIT Nuzvid.

2.7.8 The service provider shall be solely responsible to comply with all provisions of labor laws including rules, regulations, byelaws, notifications etc. as may be applicable from time to time and shall indemnify IIIT Nuzvid against any claim, loss, damage including costs thereof, in case of any breach of any of the provisions of labor laws including rules, regulations, byelaws, notifications etc., as may be applicable from time to time. The Service Provider shall also keep IIIT Nuzvid indemnified in case any action is taken against IIIT Nuzvid by the competent authority on account of contravention by the Service Provider, his agents or servants, of any of the provisions of an Act or rules made thereunder, regulations or notifications to pay or reimbursements. If IIIT Nuzvid is caused such Acts, Laws, Rules, Regulations, Notifications including amendments, or servants, then IIIT Nuzvid shall have the right to deduct from any money due to the Service Provider including his amount of Performance Security. IIIT Nuzvid shall also have the right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by IIIT Nuzvid.

2.7.9 The Service Provider shall all times comply with Acts/Laws/Rules and Regulations including notifications and amendments thereof, issued by the appropriate government and / or Mess garbage, including but not limited to any requirement to and / or Mess garbage, including but not limited to any requirement to obtain and maintain a license, consent, permit or registration under the Prevention of Food Adulteration Act and all such laws and regulations as may be applicable for the purposes of providing the services at the said Mess premises

2.7.10 The Service Provider will be the employer of all the workmen deployed for the Contract and in no case shall these personnel be treated as the employees of IIIT Nuzvid at any point of time.

2.7.11 All risks of loss or of damage to property and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider.

2.7.12 The Service Provider shall be solely responsible for any damage to the property of IIIT Nuzvid, whether accidental or deliberate, caused by him, his agents or servants.

2.7.13 The Service Provider shall be personally responsible for any theft, dishonesty and/ or disobedience and discourteous behavior on the part of the workmen/ supervisors so provided by him to provide this service.

2.7.14 The Service Provider shall not transfer or assign or sub let any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or company whatsoever.

2.8. Transportation

2.8.1. The Contractor shall make his own arrangements for transportation of the prepared foodstuff from the mess to the various service points. The Contractor shall ensure adequate protection against seasonal weather conditions by transporting the food items by his own motorized conveyance/ closed cycle trolleys as may be necessary at his cost and for ensuring satisfactory and timely service.

2.8.2. For transporting the food items from kitchen to various service points, the Contractor shall use a vehicle (fully covered with weather proof panels) in good condition, round the clock basis and shall not be more than three years old.

2.8.3. IIIT NUZVID will not provide any facility for transporting the food items to various service points within the Institute.

2.8.4. The rate quoted shall be inclusive of these provisions.

2.9 Mess maintenance and other jobs

2.9.1 In addition to cooking and serving to our students and employees, as detailed out in this document, the contractor is also responsible for upkeep (except painting/color wash) of Mess Building and surrounding area, furniture provided by the Institute including repair/replacement due to damage made by the Contractor's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Bidder. The Scope or Work to be executed on this head is detailed elsewhere in the tender document. Failure on the part of the Contractor to execute the work under this clause, the Institute will make its own arrangements to execute the same and the actual cost incurred plus 15% for undertaking the jobs will be recovered from the running bills of the Contractor.

2.9.2. The activities including all cleaning activities/disposal of mess waste, upkeep of in and around the mess, kitchen, dining halls and all conference halls (after service) are in the scope of the contractor. No separate charges will be paid for these activities /disposal of Mess waste, etc.

Mess Sewage Lines/Pits/Toilet Cleaning:

a. Cleaning the sewage water lines (both opened and closed), manholes and pits around messes periodically by deploying adequate and trained manpower to maintain the line clear of all waste and other foreign materials.

b. Remove Mess waste from the sewage lines running in and around the Mess (opened & closed), manholes and pits on regular basis and store it into the drums. Also, the food waste, vegetable leaves and any garbage to be safely removed by separate motor vehicle (ref. to the clause under "Transportation") on daily basis and properly disposed outside the premises. The required manpower vehicle/ trolley, drums, bucket and other cleaning equipment/appliances, etc. for clearing / cleaning / transporting the Mess waste shall be arranged by the Contractor at his own cost.

c. Remove the Mess waste and clean the open drainage inside the Mess premises at the following location on regular basis:

- i. Kitchens
- ii. Vessels Washing Areas
- iii. Wash basins
- iv. Grinder Rooms
- v. Drainage from kitchens to pumping areas.

d. Mess waste solids blocked into the drainage are to be collected then and there and dumped into the big plastic buckets to be kept for the purpose by Contractor. The waste /solids kept in the drums to be transported daily to garbage, vermin compost and disposed off sagely and in eco friendly manner.

e. Clean the strainers fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its position always.

f. The service providers shall ensure that solid waste materials are not dumped into the drains. All such solid wastes must be removed from the utensils prior to washing. Any block either on the sewage lines (open and closed), manholes and pits shall be removed then and there by deploying additional manpower as required. No extra cost will be paid for such work.

g. If by chance, solids are allowed to accumulate, the Contractor should employ more men for one time clearance. No extra payment will be paid for such work.

h. All tools and tackles required to perform the subject work shall be arranged by the Contractor at his own cost.

i. Mess toilet (men/women) provided by the Institute for the workmen are to be cleaned daily and always kept neat and tidy.

j. The required cleaning materials/ consumables such as buckets, broomsticks, Floor wiper

with stick, Cotton swabs with stick and chemicals/Detergents, Vim, cheap cloth, duster cloth, Perfume room spry, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick Naphthalene balls, etc. shall be arranged by the Contractor at his own cost.

2.10. Mess utensils/ groceries/ cutleries/ glassware cleaning

The service provider shall keep spoon/fork, electric dispenser, bread toaster, cornflake machine, crockery/cutlery of good quality, jugs of standard variety, salt/pepper container and any other items ordered from time to time in each dining hall.

Sterilization of plates, spoons, tumblers etc., and cleaning of utensils/cutleries/glassware, etc. should be properly done by the Contractor and the cleaning materials required for this purpose shall be at Contractor's expense.

2.11. Housekeeping – maintenance of main dining hall, kitchen / store areas

2.11.1. The Service Provider shall maintain utmost hygiene in the Mess premises and ensure that the premises, utensils and equipment are kept in neat and tidy condition. Main Dining hall, Kitchen, and stores are to be maintained by the Contractor. The Dining halls are to be mopped and kept clean and tidy during each shift. The contractor has to adopt mechanized cleaning methods to keep the main dining hall and service points to keep clean, neat and tidy. The Contractor shall arrange for room spray for all the dining halls regularly especially before commencement of service.

2.11.2. The cleaning materials for this purpose shall be within the purview of the contractor. The Contractor shall use only chemicals supplied by standard producers under well-known brands bearing ISI or other quality marks. They shall do the cleaning with appropriate cleaning brushes / clothes / brooms. The quality of above cleaning chemicals shall be adequate and shall be augmented as per directions of Maintenance in charge.

2.11.3 The Contractor shall maintain a system of monitoring these activities for ensuring effectiveness.

2.12 FLY CONTROL / MOSQUITO CONTROL MEASURE

2.12.1. The Service Provider shall ensure adequate, safe and effective insect-, pest-, and rodent control measures in the Mess premises.

2.12.2. At Kitchen, Main Dining Hall and in and around the mess, fly control / mosquito control measure are to be carried out by the Contractor on alternate days or on daily basis during seasons.

2.12.3. The Contractor shall make proper arrangement for spraying with appropriate World Health Organization (WHO) approved pest control materials in and around all the dining halls on a daily basis/regularly to avoid fly / mosquito menace. The impute chemicals will be inspected by the mess – in-charge/ authorized official of the Institute at their discretion before use.

2.12.4. The contractor has to arrange for rodent control measure at the Main Dining Hall/ Kitchen/ Stores regularly.

2.12.5. The contractor shall take adequate measures to ward of domesticated/stray animals/birds from the Mess.

2.12.6. The rates quoted shall be inclusive of all the above activities.

2.13. MECHANIZED CLEANING OF MAIN DINING HALL, KITCHEN, STORES, HAND WASH AREA, ENTRANCE, ETC.

2.13.1. The Contractor shall comply with the following minimum requirement of mechanized cleaning detailed below to maintain standards of hygiene and cleanliness in the mess, kitchen and dining hall premises and other servicing points as specified in the tender document.

2.13.2. The floor of Dining Hall, Hand Wash Area, Entrance, Stores and Kitchens should be scrubbed with automatic electric scrubber drier machine.

2.13.3 Dining hall including, wherever provided, skirting and serving platform should be sanitized and disinfected DAILY using steam cleaners.

2.13.4 The room freshener shall be sprayed DAILY at the Main Dining Hall adequately prior to commencement of dining services and as advised by IIIT Nuzvid. The doors and windows, Grills shall be cleaned DAILY.

2.13.5 Mechanized Cleaning of Kitchen

a. De-scaling and grease cutting (de-greasing) should be done DAILY in the kitchen for floor area, grills, oven and Dosa Tawa and any other catering gadget under use.

b. The entire kitchen has to be sanitized and disinfected DAILY using steam cleaners.

c. The floors should be scrubbed once in 3 days with automatic scrubber drier machine.

2.13.6 Chemicals, Sanitizers and Other Cleaning Compounds

a. The chemicals, sanitizers and other cleaning compounds shall be used depending upon the nature of surface to be applied.

b. The cleaning of Kitchen and dining hall area shall be done using appropriate equipment and good quality Cleaners, sanitizers, deodorizers & Chemicals of standard brands. Adequate frequency shall be maintained in doing various cleaning operations.

c. Materials and chemicals of approved quality only shall be used. These chemicals and materials are specifically for Kitchen usage only, where in food is prepared at these locations. Utmost care should be taken to get the chemicals and the usage of the chemicals should be as per the recommendations and advice of the manufacturer of these chemicals.

d. The contractor has to maintain a logbook for the above cleaning activities and the

log book shall be made available at all times in the Mess premises for inspection of IIIT Nuzvid authorities. A copy of above cleaning schedule has to be accompanied along with the running bill.

e. The above procedures are formulated in order to maintain high standards of cleanliness in the Mess and it is the responsibility of the contractor to follow the above methodology. Further improvisation to maintain a hygienic atmosphere in the Mess and service points shall be the responsibility of the contractor.

f. The contractor has to adhere to the cleaning procedures strictly, else IIIT Nuzvid will be forced to invoke penalty and other relevant Clauses of the tender document and it reserves the right to get the work done by mechanized service providers for housekeeping at the risk and cost of the contractor.

2.12. SCOPE OF SUPPLY OF MATERIAL / FACILITIES BY IIIT NUZVID

2.12.1. The Institute will provide infrastructure facilities as and where it is such as; Building, Furniture, Cold storage facilities as already available at sites. The Institute reserves the right to levy rentals/charges on kitchen equipment or utensils if provided by the institute. Raw and drinking water supplied to the mess will be charged as per Institute norms. Electricity will be provide at the rates of APSPDCL.

2.12.2. In the event of disruption of water supply on account of power failure, the Service Provider shall make his own arrangement for supply and storage of water in the Mess for smooth running of the Mess. In the event of power failure, the Service Provider should make his own arrangements for grinding etc., at his own cost.

2.12.3. Further, any loss towards theft or breakage of such equipment furniture, fixtures, cold storage facilities, utensils and all other Mess equipment supplied will be borne fully by the Contractor.

2.12.4. The Contractor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water, electricity to be provided by the Institute, without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by the Institute or its authorized representative from time to time.

2.12.5. The Contractor is expected to deploy service personnel who can communicate in Telugu / English with the users.

2.12.6. The Contractor shall make available adequate manpower in appropriate attire for serving food items during the above occasions. They shall bear a pleasing personality and pleasant disposition and maintain highest standards of discipline and hygiene. Floor managers appointed by the Contractor for managing the affairs and supervision of each Mess shall be physically present in the Messes while food is served.

2.12.7. The Contractor will name a single point contact person preferably a Chief Operating Manager having experience in catering establishment, who will be finally responsible for the entire catering operations of the Contractor at IIIT NUZVID and will be available on full time basis to manage the operations at IIIT NUZVID.

2.12.8. The Contractor shall ensure that the Mess premises are not used for any purpose other than activities related to the maintenance and running of the Mess for IIIT-Nuzvid.

2.12.9. The contractor will not facilitate any illicit consumption (such as beedies / cigars, alcoholic beverages or narcotic substances) or immoral activities in the Campus. Stern action will be taken against the Contractor if she/he or his employees are found violating this norm.

2.12.10. The responsibility of cleaning the Mess premises daily/routine including fans, glass panes, walls, toilets, steps etc. will be the sole responsibility of the contractor. The responsibility of safe disposal of all the bio-waste and other garbage materials will also be the sole responsibility of the Contractor.

2.12.11. The performance of the catering services provided by the Contractor at IIIT NUZVID will be continuously monitored by IIIT NUZVID officials or any other mechanism set up by the Institute. The Contractor will be required to quickly and satisfactorily implement the instructions or suggestions arising thereof.

2.13. Scope of supply of contractor

2.13.1. All items including gas, raw materials for the preparation of food items, housekeeping materials, manpower, Mess maintenance and other jobs, miscellaneous works, etc., shall be under the scope of the Contractor. The rates quoted by the bidders shall be inclusive of the above services.

3. PERIOD OF CONTRACT:

3.1 Contract Period

The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.

3.1.1 The contractor shall be allowed a period of one week from the date of issue of Letter of acceptance to mobilize resources to commence services in all respects. However, in any case, the Contractor will be required to commence operations in the IIIT-Nuzvid messes within one week from the date of confirmation of bidder. No extension of time will be given.

3.1.2 Notwithstanding anything contained in any other clause, the Institute reserves the right to terminate the contract due to any failure on the part of the Contractor in discharging their obligations under the contract or in the event of their becoming insolvent or going into

liquidation. The decision of the Institute about the failure on the part of the Contractor shall be final and binding on the Contractor.

3.1.3 The Contractor shall give prior notice of 02 months to IIIT Nuzvid for termination of contract.

3.1.4 The Institute shall also have without prejudice to other rights and remedies, the right, in the event of breach by the Contractor of any of the terms and conditions of the contract, or due to the Contractor's inability to perform as agreed for any reason whatsoever, to terminate the contract forthwith and get the work done for the un-expired period of the contract at the risk and cost of the contractor, and recover losses, damages, expenses or costs that may be suffered or incurred by the Institute. The decision of the Institute about the breach/failure on the part of the Contractor shall be final and binding on the Contractor and shall not be called into question.

3.1.5 The Institute also reserves the right to terminate the contract at any time without assigning any reason thereon by giving 15 days notice in writing to the Contractor and the Contractor shall not be entitled to any compensation by reason of such termination. The decision of the Institute under this clause shall be final, conclusive and binding on the Contractor and shall not be called into question.

3.1.6 On the Institute exercising its right to terminate the contract as above, the Contractor shall vacate the premises within 15 days ensuring that all the Contractor's equipments and personnel have been removed from the premises. If the Contractor fails to do so, the Institute shall be entitled to remove the Contractor's equipments from the premises of IIIT-Nuzvid at the Contractor's risk and cost.

3.1.7 Upon the expiry of the contract period or upon termination of the contract, the Service Provider shall forthwith vacate the premises along with his workers and hand over the same, along with all furniture fittings and fixtures and all other items provided by IIIT-Nuzvid therein, in good condition.

4. PLACE OF WORK AND VISIT TO SITE

Intending bidders shall visit the IIIT Nuzvid, RGUKT-A.P, Nuzvid, Krishna District, to acquaint with local site conditions, nature and requirement of work, present conditions of Premises/fittings/fixtures, etc., before quoting for the tender.

5. RATES, TAXES AND DUTIES

The bidders should tender the rate per day per head excluding the GST with a price of between Rs.85/- to Rs. 95/-.

6. INCOME TAX

During the course of the contract period, income tax if any will be deducted as per the Government of India norms.

7. TAX STRUCTURE

7.1 During the course of the contract period, the agency shall pay applicable GST once in a quarter and the proof of payment must be submitted to IIIT Nuzvid for verification.

7.2. The Contractor shall obtain necessary license from the Licensing Authority under the Contract Labour (Regulation & Abolition) Act, 1970 and the Central Rules framed there under and produce the same to IIIT NUZVID before start of work.

7.3 The Contractor shall not undertake or execute or permit any other agency or subcontractor to undertake or execute any work on the Contractor's behalf through contract labour except under and in accordance with the license issued in that behalf by the Licensing Officer or other authority prescribed under the Factories Act or the Contract Labour (Regulation & Abolition) Act, 1970 or any other applicable law, rule or regulation.

7.4 The Contractor shall be exclusively responsible for any delay in commencing the work on account of delay in obtaining a license or in obtaining the code number and the same shall not constitute a ground for extension of time for any purpose.

7.5 The Contractor shall enforce the provisions of ESI Act and Scheme framed there under with regard to all his employees involved in the performance of the Contract, and shall deduct employee's contribution from the wages of each of the employees and shall deposit the same together with employer's contribution of such total wages payable to the employees in the appropriate account. Contractor is required to submit documents towards proof of remittance towards ESI for the workers engaged for this work along with every RA bill.

7.6 The Contractor should comply with the provision of the Employees Provident Fund Act. The contractor should promptly deposit PF deduction of the eligible contract employees plus the employers' contribution to the RPFC. For this purpose agency must submit a certificate in their Bill that PF amount has been deducted from the eligible employees and along with the employers contribution has been deposited with RPFC. In support of this, the agency must furnish the challan / receipt for the payment made to RPFC.

7.7 The contractor has to maintain record of all details called for by EPF organization for the labour employed by them and has to submit the same at any time if called for.

7.8 All liabilities of the Contract like Salaries, wages and other statutory obligations in respect of the persons engaged by the Contractor shall be borne by the Contractor. In view of the provisions of the ESI Act, P.F. and the EPF Act and other Acts, as may be applicable to IIIT NUZVID, the Contractor shall submit proof of such compliance to IIIT NUZVID periodically, or at any date upon such request, as may be made by IIIT NUZVID to the Contractor. In the event of noncompliance with the statute or the provisions thereof, referred to above, it shall be open to IIIT NUZVID to withhold such amount as in its opinion is due and payable by the contractor in respect of its employees from and out of dues, payable by the contractor in respect of its

employees from and out of dues, payable by IIIT NUZVID to the Contractor and such due shall be held by IIIT NUZVID with it until proof is submitted by the Contractor to IIIT NUZVID indicating compliance with such statutes within reasonable time, failing which IIIT NUZVID shall deposit such amounts with the authorities concerned on behalf of the Contractor and inform the Contractor of such deposits.

7.9 The provision of EPF & MP Act, 1952 and the Rules / Schemes there under shall be applicable to the Contractor and the employees engaged by him for the work. The Contractor shall furnish the code number allotted by the RPFC Authority, to IIIT NUZVID before commencing the work.

8. EARNESTMONEYDEPOSIT/SECURITYDEPOSIT:

8.1. The tender should accompany with Earnest Money Deposit(EMD) for Rs.5,00,000/- by way of crossed Demand Draft drawn from any Nationalized Bank in favor of the Director, R G U K T, IIIT NUZVID payable at *SBI, Nuzvid* from any Nationalized Bank, no interest will be payable. DD from other than Nationalized Banks will not be accepted

8.2. The successful bidder has to submit security deposit in form of DD or Bank Guarantee from any Nationalized Bank for 10 % of the annual bid value at the time of concluding agreement.

8.3. The Security Deposit/Bank Guarantee of successful bidder will be retained for the period of contract in force and will be returned 60 days after expiry of the contract period (after deducting the outstanding liabilities if any). The Security Deposit/Bank Guarantee shall not carry any interest.

9. ELIGIBILITY CRITERIA:

Daily Volume of Students approximately 800 per mess

Items –Breakfast with tea/coffee Lunch, Evening Tea/coffee with snacks and Dinner.

The bidders who intend to participate shall meet the following qualifying requirements:

9.1. Experience:

9.1.1. The Prospective bidder should have successively carried out catering services in any industry/ Academic organization/establishment for not less than 350 persons/users on a normal working day in a single unit for a continuous period of three years.

9.1.2. The bidders having experience only in the Cafeteria (snacks & beverage services) will not be considered.

9.1.3. For the purpose of the value of work, the value of operating Catering service to an Industrial/ Establishment /Academic Organization alone will be considered.

9.1.4. A Committee constituted by IIIT Nuzvid would appropriately decide on acceptance of tenders based on the criteria specified above.

9.2. Financial Criteria

9.2.1. The bidder should have an annual turnover of 50 lakhs per year in any of the three out of four financial years (2014-15, 2015 – 16, 2016 – 17, 2017 – bid starting date).

9.3. Ranking System

The Technical Tenders, which fulfils the above experience and financial criteria shall be ranked as per the ranking system of awarding points for each attribute. The details of ranking system are given in Annexure 9.

10. INSTRUCTIONS TO BIDDERS:

10.1 The bidders shall submit documentary evidence in support of the above pre-qualification criteria. Tenders with all information and supporting documents by way of copies of work orders and audited Balance Sheets, including Profit & Loss Statement, Annual Turnover Statement, latest Income Tax Certificate, financial and ranking system requirements will be considered.

10.2. For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the tendering entity shall alone be taken into consideration.

10.3. There shall neither be any case or charge under investigation/ enquiry / trial against the bidder, nor convicted in a Court of Law nor suspended / black listed by any organization on any grounds.

10.4.IIIT Nuzvid reserves the right to use in-house information for assessment of capability of bidders. The decision of IIIT Nuzvid regarding the tender will be final and binding.

10.5. If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including IIIT NUZVID, then IIIT NUZVID reserves the right to reject the tenders submitted by such bidders at the technical scrutiny stage itself.

10.6. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform and the bidders have to register on the e-procurement market place of Government of Andhra Pradesh i.e. <http://tender.apecurement.gov.in>.

10.6.1 In-order to participate in the tender, bidders has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, bidders will be provided with a user id and password by the system, through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in this tender document.

10.6.2 The participating bidder/s will have to pay non-refundable **tender processing feeRs.25,000/-** in the form of Demand Draft drawn from any Nationalized or Scheduled Bank, in

favor of "The Director, RGUKT, IIIT Nuzvid" payable at Nuzvid.

10.6.3 The bidder/s shall furnish, as part of the bid, the Bid security (EMD) for the amounts specified in the Section-II of Tender Document. All the participating bidders who submit the bids have to pay an amount Rs. 10,000/- and GST as levied by Govt. of India, as transaction fee through online in favor of MD, APTS. The amount payable to APTS is non refundable. Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favor of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.

10.6.4 After uploading the documents, the copies of the uploaded documents of technical bid along original Demand Drafts in respect of Bid document fee and Bid Security (EMD) should be submitted offline to Administrative Officer (i/c), IIIT Nuzvid by 03.00PM of 18.01.2018. No physical submission of the financial bid will be accepted. IIIT Nuzvid will consider only the bids submitted through on-line over the copies of the paper based bids.

10.7. Request for sending the Tender Form by post or courier or any other mode shall not be entertained.

10.8. Pre-tender site inspection, queries and discussion can be made during the pre bid meeting at 3 PM on 10.01.2017. Bidder can also contact Administrative Officer (i/c), IIIT-Nuzvid over phone.

10.9. Tenders with all information and supporting documents shall be submitted to the Administrative Officer (i/c), IIIT Nuzvid, Krishna District, Andhra Pradesh – 521202 up to **03 :00 PM on 18.01.2018** by Speed Post/Registered Post/ Courier. Tenders can also be dropped in the Box entitled 'Mess Tenders' in the Procurement section, IIIT-Nuzvid, Nuzvid. **The Technical Bids will be opened on 18.01.2018 at 04:00 PM and price bid will be opened at 2:00 PM on 20.01.2018.** If the above day of opening happens to be a closed holiday for IIIT NUZVID, it is implied that the opening of the tenders will be held on the next working day at the time stipulated as above.

10.10. Bidder shall ensure submission of complete information/documents at the first instance itself. The bidder has to ensure that the tender document is strictly as per the order indicated in the master index. IIIT Nuzvid reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Tenders not in compliance with tender conditions or with incomplete information/documents are liable for rejection.

10.11. Issuance of tender form or submission of tender by itself shall not amount to pre-qualification or entitle the bidder to participate in the tendering process.

10.12. IIIT Nuzvid shall not be responsible for any costs or expenses incurred by the bidders in connection with the preparation of tender.

10.13. Telex/ Email / Fax tenders shall not be accepted.

10.14. Canvassing in any form by the agency directly or by any other agency/person on their behalf may lead to disqualification of their tender.

10.15. Clarification, if any, can be obtained from the Administrative Officer (i/c), IIIT Nuzvid,

Krishna District, Andhra Pradesh - 521202 during working hours of the Institute.

11. MODE OF PAYMENT

11.1. Fortnight payment will be released based on the number of students registered in a mess for that Month irrespective of students present in the campus. Invoice is to be certified by the concerned authorities and along with performance certificate.

11.2. Employees may avail of the mess facility by payment in cash or by a monthly account system as mutually agreed between the Contractor and an employee. The Institute will have no role in this.

11.3. For services provided to the Institute Guests, payment will be made from the Institute on a periodic basis.

Payment procedure:

Payment is based on the performance of the caterer. They are three types of performance index forms, one is based on the students feedback form which will be taken online, second one is based on the student mess committee members feedback form which will be taken offline and third one is same as the student mess committee feedback form but it will be given by the Faculty Mess committee members.

For Student performance index form we give 50% weightage and performance index form given by the student mess committee members will be allotted 25% and remaining 25% is given to the Faculty mess committee members.

In student performance index form consists of following questioner along with their credit points;

Sl. No	Area of Service	Individual points	Points
1.	Timeliness Service	1	1
2.	Neatness of the surroundings (Including Table, Dining hall, plates and dustbins)	2	2
3.	Quality of food to all dining members		3
	i. Status of boiled Rice/ Status of Banana/ Status of Boiled Egg	1	
	ii. Taste of Curries/ Fried	1	
	iii. Snacks, Tea, Coffee and Breakfast	1	
4.	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher	1	1
5.	Courtesy of services from contractor employees towards dining members	1	1
6.	Wearing of uniforms by catering contractor employees on duty	1	1
7.	Cooking as per Menu.	1	1

Each question in the feedback form consists of four options as below:

1	Timeliness of the service.				
	A. Good	B. Above average	C. Average	D. Below average	E. Poor
	(100%)	(80%)	(60%)	(40%)	(20%)

Same procedure is followed for the Student Mess committee member's feedback form. The Student Mess committee members form along with their credit points is as follows;

Sl. No	Area of Service	Individual points	Points
8.	KITCHEN		4
	i. Vegetables cutting in Hygienic Conditions	1	
	ii. Vessels/ Pans cleanness	1	
	iii. Wearing uniform while cooking food	1	
	iv. Cleanness inside preserving area	1	
9.	STORE HYGIENIC		2
	i. As per Brands, Fresh Vegetables	0.5	
	ii. Items storage	0.5	
	iii. Condition of ingredients	0.5	
	iv. Neatness of Store	0.5	
10.	NEATNESS OF MESS		2
	i. Providing hot water for cleaning of plates	0.5	
	ii. Neatness of tables at dining time	0.5	
	iii. Proper dumping of food waste	0.5	
	iv. Mess hall & surroundings cleaning	0.5	
11.	Cooking as per MENU		2

This form is consist of 4 major questions and the total credit points are 10, so will give 100 marks. Based on the feedback of mess committee members we calculate the marks for the 100 marks. Again we convert it into 25%.

Same feedback form is filled by the faculty mess committee members and it will be given a Weightage of 25%.

Total Score = 50% from Students + 25% from Student Mess committee + 25% from faculty mess committee.

Finally, these 100 points are converted into 10 credit points. If the credit points are more than 6,100% payment will be paid against bill. If the total credit points are less than 6 fine will be imposed for caterer based on the below rules and regularizations.

If Total credit points are above 5.0 and up to 6.0 the fine will be 5% in total bill amount

If Total credit points are above 4.0 and up to 5.0 the fine will be 10% in total bill amount

If Total credit points are above 3.0 and up to 4.0 the fine will be 15% in total bill amount

If Total credit points are below or equal to 3.0, the contract will be cancelled.

12. COMPLIANCE OF STATUTORY PROVISIONS

12.1. The Contractor shall comply with the provisions of the Minimum Wages Act (Central / State), if applicable and as applicable, Contract Labour (Regulation & Abolition) Act, 1970 read with the Central Contract Labour (Regulation & Abolition) Rules 1975, ESI Act, 1948, Workmen Compensation Act, 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Payment of Bonus Act 1965, Payment of Gratuity Act, 1972.

12.2. The contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the mess and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local bodies and other authorities in this regard, and the Service Provider shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.

12.3. The Contractor shall fully indemnify the Institute for any default or non-observance by the Contractor or any of their representatives of any of the provisions of the above mentioned enactment and the rules framed there under. Even though the catering Contractor shall be solely liable for settlement of any claim made by any person due to the non-observance by the Contractor of any of the provisions or otherwise of the enactments cited, the Institute reserves its right to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by the Institute to the catering Contractor or in the absence for the same as debt due to the Institute by the Contractor.

12.4. The contractor shall have separate ESI/PF code number on their own name and ensure prompt payment and submission of related returns on time to the authorities concerned and produce documentary evidence to that effect. The Contractor should have separate EPF and ESI Code numbers for all workers. The Contractor should ensure remittance of EPF and ESI, to the respective accounts of the individual contract worker. IIIT NUZVID reserves the right to check the records.

13. WAGES TO PERSONS DEPLOYED

13.1. The contractor shall make payment to the workers deployed by him on the scheduled date. The contractor has to maintain the Wage Register for the payment made to the personnel deployed for the subject services. The copy of above proof shall be enclosed along with monthly running bills. The contractor shall be solely responsible to disburse Wages due payable to the personnel deployed for the subject services promptly and in due time if the

contractor fails to pay the wages to his workmen/comply with the relevant statutory provisions, the Institute would make necessary arrangement for the same and recover the cost thereof from the Security Deposit / Bills payable to the Contractor.

13.2.The Contractor should submit copy of the EPF and ESI, monthly remittances to the authorities, by 25th of subsequent month.

13.3.The Contractor should submit Attendance/Salary Disbursement Register for the workmen engaged, by 25th of subsequent month.

13.4. The Contractor shall, whenever required by the Institute or Government Officials authorized under the Statutes, produce for inspection, all forms, registers and other documents required to be maintained under various statutes.

14. PENALTY FOR NON-REMITTANCE OF PF &ESI CONTRIBUTION.

14.1. In the case of delay / default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due by the Contractor towards their contribution, penal interest and / or damages as may be levied by the Authorities; a penalty of 10% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction as regards the payment of ESO and EPF dues by the Contractor.

15. GOVERNMENT AND LOCAL RULES

15.1. The contractor shall conform to the provisions of all local laws / bylaws and regulations relating to the work any pay all fees payable to such authorities for execution of the work involved. IIIT NUZVID shall not be responsible for such liabilities and claims.

15.2. The contractor shall comply with the provisions of all labour legislations including the requirements of :

- i. Payment of Wages Act
- ii. Workmen's Compensation Act
- iii. Contract Labour (Regulation & Abolition Act, 1970 & Central Rules, 1971) Act.
- iv. PF & ESI Acts
- v. Prevention of Child Labour Act, (No child labour shall be employed by the Contractor)
- vi. Indian Contract Act.

15.3. The approval from any authority required as per statutory rules and regulations of Central / State Government shall be responsibility of the contractor.

16. FIRST AID

16.1. The contractor shall provide necessary First Aid Facilities to his personnel.

16.2. If IIIT NUZVID provides, entirely at its discretion, any of these facilities, the cost of such support as worked out by IIIT NUZVID shall be recovered from the contractor.

17. GENERAL

17.1. The contractor shall furnish in writing the list of persons to be deployed by him. He shall not engage persons below 18 years of age. All workers are to be in uniform having contractor's logo while working in the Mess during duty hours and while inside the mess Complex. The workers will also wear identity cards issued by the contractor, which would be displayed prominently. All workers are to be neatly dressed with hair trimmed and nails properly cut. All cooks have to wear Head Cap. Quarterly medical checkup of all workers are to be carried out by the Contractor and result be given without fail to General Administration on 10th April, 10th July, 10th September and 10th January. The Contractor will provide accommodation for his/her workers outside the Campus. No workers including those working in Night mess would be permitted to reside in the Campus.

17.2. If any dispute arises with regard to the interpretation of any terms of this contract, the Institute's decision in this regard would be final and binding.

17.3. Damage caused willfully or through gross neglect to any of the IIIT NUZVID issued materials / equipments / tools by the contractor shall be made good by the contractor at his own cost, failing which the actual cost as worked out by IIIT NUZVID shall be deducted from contractor's running account bill.

17.4. The bidder shall take into consideration all statutory obligations including the liabilities towards Gratuity / Retrenchment Compensation, Leave / Holidays wages, etc.

17.5. The Contractor shall also ensure that all the persons deployed by him in the mess or IIIT-Nuzvid premises have no criminal background and are free from court cases and other legal complexities. If any of the workers employed by the contractor is found indulging in acts subversive of discipline, the same will be brought to the knowledge of the Contractor and he shall arrange for replacement of such personnel.

17.6. It shall be clearly understood that the personnel to be deployed by contractor are their own workers and they have no binding whatever with Institute.

17.7. The Contractor shall indemnify the Institute from all liabilities arising out of deployment of personnel and other related issues thereto.

17.8. Institute will not entertain any request for revision of rates in the contract period even on the cost escalations including due to any upward revision in the minimum rates fixed by the Regional Labour Commissioner, Government of India or the State Government during the subject contract period.

18. ARBITRATION

18.1. A dispute arising out of this contract shall be settled as per the Arbitration and Conciliation Act 1996 of the Govt. of India.

18.2. In the event of any dispute as to the interpretation of any of these presents, such dispute shall be settled through mutual negotiations or by appointing an Arbitrator mutually agreed upon or an Arbitrator from panel of Arbitrators on Indian Council of Arbitration.

18.3. In the event of a reference made to an Arbitrator, the decision of the Arbitrator shall be final and binding on both the parties of this agreement and shall not be called into question.

18.4. Subject as aforesaid, the Arbitration & Conciliation Act, 1996, shall apply to the arbitration proceedings under this clause and such arbitration shall take place in Kadapa.

18.5. The Costs of and in connection with arbitration shall be decided by the Arbitrator at his sole discretion, who may make a suitable provision for the same in his award.

19. CONSTITUTION OF THE CONTRACTOR

19.1. The contractor shall not change the composition during the contract without the prior approval of the Institute. Any happening like Death/ Resignation of any partner/ Director/ member shall be notified within 3 working days of such happening, in writing, to the Institute. On receipt of such notice, the Institute reserves the right either to terminate or continue the contract. In the event of any dispute, legal or other proceedings by any party or parties concerning the constitution or composition of the Contractor, the Institute reserves the right to take such necessary action as it deems fit, including termination of contract and withholding payments due or accrued to the Contractor.

19.2. The contract shall be awarded on the basis of "PRINCIPAL-TO-PRINCIPAL" and the Contractor shall be deemed to be an independent Contractor engaged for the performance of services / work / job in the manner and to the extent provided in these presents.

19.3. None of the workmen engaged by the contractor shall have any claims against the Institute in respect of the execution of the contract and the Contractor undertakes to indemnify the Institute against loss suffered on account of any such claims.

20. SUBLETTING

The Contractor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Institute.

21. LAWS GOVERNING THE CONTRACT

The contract will be governed by the Laws of India in force from time to time and as amended or made from time to time.

22. RECOVERY OF COST OF DAMAGED PROPERTY

22.1. The contractor shall comply with all operational, fire and safety rules and regulations framed by the Institute and made applicable to the whole or part of the Institute premises where the Contractor or their designated person is operating under this Agreement. The Contractor shall make good to the satisfaction of the Institute any loss or damage due to any of the Institute's existing property. In the event of any of their staff/workmen violating the said rules and regulations or in any way becoming objectionable to the Institute, the Contractor

shall remove them from Institute's designated premises forthwith.

22.2. The Institute through its designated officers will carry out periodic inventory of all the aforesaid articles any discrepancy found at the time of taking inventory, will be notified to the Contractor by the Institute and the crockery, glassware and other utensils and such other assets entrusted to him for running the catering facilities. All the repair charges will have to be borne by the Contractor. In regard to natural wear and tear of such items, the decision of the Institute shall be final and binding on the Contractor.

23. PENALTY

23.1. PROMPT, PUNCTUAL EFFICIENT, SAFE, COURTEOUS AND QUALITY SERVICE

- i. The Contractor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions by the Service Provider and in case of deterioration in the quality of the food items or reduction in the quantity thereof, IIIT NUZVID shall be at liberty to levy penalty for such breach, as determined by the Institute, whose decision of the penalty shall be final and binding.
- ii. In case of failure to carry out the service to the satisfaction of IIIT NUZVID, it will be free to get the service done by any other agency at the cost and risk of the Contractor.
- iii. If the Contractor is not fulfilling the terms and conditions of the Contract or in case of any misconduct by the workmen of the Contractor (which the Contractor has not remedied in spite of the same being reported to him by IIIT NUZVID), IIIT NUZVID reserves the right to terminate / cancel the agreement either partially or fully by giving 1 month notice, and without any liability to IIIT NUZVID.

The Contractor shall be liable for penalty for any failure as detailed below.

23.2. Sub-standard quality of raw materials found by the institute's authorized / designated officials once reported should be removed and replaced in total. The quality of the ingredients to be used will be determined based on the first quality sold in the market.

23.3. If the contractor repeatedly fails to ensure the quality of the raw material, the Institute, in order to ensure quality, has the right to name a departmental store/super market from where the Contractor should purchase the raw material at his own risk and cost.

23.4. If it is found that the contractor is using other than the specified brand or uses inferior quality/size, vegetables, fruits, tea leaves, provisions, cooking oil, etc., a penalty to the extent of 1% of the day's collection will be levied on the contractor on each such items separately for each occasion. Besides, inferior ingredients are liable to be removed from the premises of the Mess at the contractor's risk and cost.

23.5. If the contractor fails to provide service at any location for any period for any reason and if adequate quantity of food is not served, a penalty of 1% of the day's collection will be deducted. In addition the Contractor should also immediately make good the shortage.

23.6. If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in Mess operations at the kitchen/ dining halls in various service points/ transport vehicles / personnel handling the food items / surroundings. Leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of the IIIT NUZVID is final and binding on the contractor.

23.7. Penalty may be levied if changes in the menu are made without prior notice to/ permission of the Mess Committee.

23.8. Penalty may be levied for delays in service.

23.9. Penalty may be levied if a worker is not found in uniform or with bad turnout without proper haircut, nail trimming, etc.

23.10. If IIIT-Nuzvid find that the mess services are supplied to any unauthorized personnel, penalty will be imposed on the contractor.

PERFORMANCE INDEX – FOOD & DINING

Among the terms & conditions in agreement entered by IIIT NUZVID and the catering contractor for providing catering services certain penalty points have been mentioned. Food committee consisting of students & staff decide the performance index based on the feedback taken every month.

The points are as follow:

- i. Timeliness of the service.
- ii. Neatness of the surroundings (Including Table, Dining hall, plates and dustbins).
- iii. Quality of food to all dining members.
 - Status of boiled Rice/ Status of Banana/ Status of Boiled Egg
 - Taste of Curries/ Fried
 - Snacks, Tea, Coffee and Breakfast
- iv. Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher.
- v. Courtesy of services from contractor employees towards dining members
- vi. Wearing of uniforms by catering contractor employees on duty.
- vii. Cooking as per Menu.

The above points will be given weightage and the score will be based on performance on ground.

HOW DID WE DO: Each of the food committee members will be given with a feedback form (with six areas of service & four options) then the member of the committee will assess the performance on ground and give their opinion accordingly in the feedback form. Based on opinions/feedback from the members, the opinions will be converted into scores by giving Weightage for each opinion.

POINTS TO NOTE: The primary purpose of this system is to highlight the areas of improvement. The results of the system can be graphed to show the trends targets for the improvements can be discussed using these measures.

PERFORMANCE INDEX – FEED BACK FORM				
To provide you with the highest standards of quality, service, cleaning, values your options extremely important in evaluating the areas related to food. Thanking you for taking a moment to take your opinion on the following:				
1	Timeliness of the service.			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
2	Neatness of the surroundings.			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
3	Quality of food to all dining members.			
	i. Status of boiled Rice/ Status of Banana/ Status of Boiled Egg			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
	ii. Taste of Curries/ Fried			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
	iii.Snacks, Tea, Coffee and Breakfast			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
4	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher.			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
5	Courtesy of services from contractor employees towards dining members.			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
6	Wearing of uniforms by catering contractor employees on duty.			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
7	Cooking as per Menu.			
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>
Name of the Student:				

PERFORMANCE INDEX – FOOD, DINING & SURROUNDING OF MESS

Among the terms & conditions in agreement entered by IIIT NUZVID and the catering contractor for providing catering services certain penalty points have been mentioned. Food

committee consisting of students & staff decide the performance index based on the feedback taken every month. The points are as follow;

- 1. KITCHEN**
- i. Vegetables cutting in Hygienic Conditions
 - ii. Vessels/ Pans cleanness
 - iii. Wearing uniform while cooking food
 - iv. Cleanness inside preserving area

- 2. STORE HYGIENIC**
- i. As per Brands, Fresh Vegetables
 - ii. Items storage
 - iii. Condition of ingredients
 - iv. Neatness of Store

- 3. NEATNESS OF MESS**
- i. Providing hot water for cleaning of plates
 - ii. Neatness of tables at dinning time
 - iii. Proper dumping of food waste
 - iv. Mess hall & surroundings cleaning

- 4. Cooking as per MENU**

The above points will be given weightage and the score will be based on performance on ground.

HOW DID WE DO: Each of the student mess committee members will be given with a feedback form (with six areas of service & four options) then the member of the committee will assess the performance on ground and give their opinion accordingly in the feedback form. Based on opinions/feedback from the members,

PERFORMANCE INDEX – FEED BACK FORM							
To provide you with the highest standards of quality, service, cleaning, we value your opinions which is extremely important in evaluating the areas related to food. Thanking you for taking a moment to provide your opinion on the following;							
1	Kitchen						
	I	Vegetables cutting in Hygienic Conditions					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	II	Vessels/ Pans cleanness					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	III	Wearing uniform while cooking food.					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	IV	iv. Cleanliness inside the preserving area					
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>		
2	Store Hygiene						
	I	Ingredients as per brands					
	<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>		

			<i>Average</i>				
	II	Items arrangement inside the store					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	III	Condition of Ingredients					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	IV	Neatness of Store					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
3	Neatness of Mess						
	I	Providing hot water for cleaning the plates					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	II	Neatness of tables at dining time					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	III	Proper dumping of food waste					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
	IV	Mess hall & surroundings cleanliness					
		<i>A. Good</i>	<i>B. Above Average</i>	<i>C. Average</i>	<i>D. Below Average</i>	<i>E. poor</i>	
4. Cooking food as per Menu							
<i>A. Good B. Above average C. Average D. Below Average E. Poor</i>							
Name of the Member:							
Signature of the Member							

the opinions will be converted into scores by giving weightage for each opinion.

POINTS TO NOTE: The primary purpose of this system is to highlight the areas of improvement. The results of the system can be graphed to show the trends targets for the improvements can be discussed using these measures.

Caterer:

Students:

Date: -----

Period:

Performance Index

Points Sl. No.	Timelines of the services	Neatness of the surroundings	Quality of food			Quantity of food	Courtesy of services	Wearing of Uniforms	Mess Menu	Total
			Rice	Curries	Snacks					
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
Total										
Average										
Performance Index (P.I) for 10 points										

Performance Index (P.I) Report of catering services for Batch Students

Caterer: _____ **Mess No:** _____ **Date:** _____

The faculty mess committee members will fill this form.

Sl. No	Area of Service	Individual points	Points
12.	Timeliness Service	1	1
13.	Neatness of the surroundings (Including Table, Dining hall, plates and dustbins)	2	2
14.	Quality of food to all dining members		3
	iv. Status of boiled Rice/ Status of Banana/ Status of Boiled Egg	1	
	v. Taste of Curries/ Fried	1	
	vi. Snacks, Tea, Coffee and Breakfast	1	
15.	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher	1	1
16.	Courtesy of services from contractor employees towards dining members	1	1
17.	Wearing of uniforms by catering contractor employees on duty	1	1
18.	Cooking as per Menu.	1	1

Caterer: _____ **Students:** _____ **Date:** _____ **Period:** _____

Performance Index														
Points	Kitchen				Store Hygienic				NEATNESS OF MESS				Cooking as per MENU	Total
	SL No	i	ii	iii	iv	i	ii	iii	iv	i	ii	iii		
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
Total														
Average														
Performance Index (P.I) for 10 points														

24. MEMBERS OF THE INSTITUTE NOT INDIVIDUALLY LIABLE

No officer, official or employee, of the Institute shall in any way be personally bound or liable for the acts or obligations of the Contractor under the contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

25. THE INSTITUTE DOES NOT BOUND BY PERSONAL REPRESENTATIONS

The contractor shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to him by any person.

26. METHOD OF SUBMISSION:

26.1 Bids shall be submitted online on <https://tender.apecurement.gov.in> Platform. The participating bidders in the tender should register themselves on e-procurement platform in the website <https://tender.apecurement.gov.in>.

26.2 Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.

26.3 The bidders, who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.

26.4 The bidders should scan and upload the respective documents mentioned in eligibility criteria.

26.5 After uploading the documents, the copies of the uploaded technical bid documents and original Demand Drafts in respect of Bid Security(DD) and Tender processing fee(DD) are to be submitted by the bidder in a sealed cover for PQ evaluation to the "The Administrative Officer (i/c), IIIT Nuzvid, Krishna (D), A.P.-521202" by 03:00PM on or before 18.01.2018

26.6 Failure to furnish any of the uploaded documents, certificates, will entitle in rejection of the bid. The IIIT Nuzvid, IIIT NUZVID shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.

26.7 IIIT Nuzvid, IIIT NUZVID will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.

26.8 The documents that are uploaded online on e-market place will only be considered for Bid Evaluation.

26.9 The rates should be quoted online only.

27 EVALUATION PROCEDURE:

Tender submission is the responsibility of the bidder and no relief or consideration can be given for errors and omissions made by the bidder inadvertently or advertently. Tender with incomplete information is liable for rejection.

27.1. Qualifying Criteria:

27.1.1. The bidders who intend to participate shall meet the qualifying requirement as mentioned in Tender Document.

27.1.2. Tenders not meeting the qualifying requirements shall be summarily rejected.

27.1.3. Tenders of those bidders, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

27.2 Determination of Responsiveness

27.2.1 Prior to the detailed evaluation of tender, the Institute will determine whether each tender is substantially responsive to the requirements of the tendering documents.

27.2.2 For the purpose of this Clause, a substantially responsive tender is one which conforms to all the terms and conditions and specifications of the tendering document without material deviation or reservation. A material deviation or reservation is one which affects in any substantial way the scope, quality, or performance of the works or which limits in any substantial way, inconsistent with the tendering document, the University's rights of Contractor's obligation under the Contract and retention of which deviation or reservation would affect unfairly the competitive position of bidders presenting substantially responsive tenders.

27.2.3 If a tender is not substantially responsive to the requirements of the tendering documents, it may be rejected by University.

27.2.4 Tender is the responsibility of Bidder and no relief or consideration can be given for errors and omissions made by the bidder. Tenders with incomplete information are liable for rejection.

27.2.5 The time schedule for completion is given in the tender document. Bidder is required to confirm to the completion period unconditionally.

27.2.6 In case the tender does not fully comply with the requirement of Tender Document and in case the Bidder continues to stipulate exceptions and deviation to the clauses of Tender Document and if the same is not acceptable to IIIT NUZVID, then the tender will be rejected.

27.2.7 Proposed deployment of resources like manpower shall be complied with as per the requirements specified and will be completed prior to the commencement of work.

27.2.8 The bidders shall not mention their rate of any items or total quoted price anywhere in the Technical Bid (Part-I) part of the Tender. If bidder specifies rate of any items or total quoted price in the Technical Bid (Part-I) part of the tender, then his/her offer shall be rejected summarily. 27.2.9 If there is a tie in the price bid of two or more bidders, then the priority will be given to the bidder based on the evaluation matrix as mentioned in annexure IX, otherwise award of contract will be based on the price bid (bidders who are successful in the technical evaluation) only.

28. PROPOSAL OF THE BIDDER:

The bidder shall arrange his/her tender in the following order.

28.1 Technical Bid (Part-I)

- 28.1.1 Tendering document duly signed and stamped on each page
- 28.1.2 Documents in support of pre-qualifying requirements as per Annexure -I
- 28.1.3 Earnest Money Deposit
- 28.1.4 GST Registration Certificate
- 28.1.5 Check list of submitted documents as per Annexure – I
- 28.1.6 Declaration form as per Annexure II
- 28.1.6 Declaration of prescribed requirements on company letter head as per Annexure IV
- 28.1.7 Organization details as per annexure -V
- 28.1.8 List of major customers as per Annexure -VI
- 28.1.9 Non black listing certificate as per enclosed Annexure -VII
- 28.1.10 Power of Attorney in the name of the person who has signed the tender.
- 28.1.11 Evaluation matrix as per Annexure IX
- 28.1.12 Annual Turnover Statement as per Annexure X
- 28.1.13 ESI/PF details as per enclosed Annexure -XI
- 28.1.14 Other details, if any.

Part-II -Priced Part shall be submitted in the additional standard format for 'Schedule of Rates' issued to the Bidder. Price Bid shall contain only prices Quoted by the Bidder.

Although all the details presented in this tender document have been compiled with all reasonable care, it is the Bidder's responsibility to ensure that the information provided is adequate and clearly understood. Bidder shall inspect the site and surrounding area, shall satisfy him of the existing facilities, and shall collect any other information, which he may require before submitting the tender. Claims and objections due to ignorance of conditions will not be considered after submission of the tender and during implementation. Bidder's quotation is the responsibility of Bidder and no relief or consideration can be given for errors and omissions.

29. EVALUATION OF PRICE TENDERS

The price tenders of only those bidders shall be considered for opening and evaluation whose tender is determined to be technically and commercially acceptable to IIIT NUZVID. Evaluation of price tenders shall be taken up to determine the competitive prices of the techno-commercially acceptable tenders. Director, IIIT NUZVID reserves the right to assign any mess to any Bidder. The rate per student per day should be in the range of Rs. 85 to Rs. 90 exclusive of taxes.

30. TENDER / BIDDEROR TENDER DOCUMENT / TENDERING DOCUMENT

The terms BIDDER or BIDDERS and TENDER DOCUMENT or TENDERING DOCUMENT

appearing in this tendering document are synonymous.

31. ACCEPTANCE OF TENDER

IIIT NUZVID reserves the right to reject any or all of the tenders without assigning any reason and to go for fresh tender. The decision of IIIT NUZVID shall be final and binding.

32. CONTRACT DOCUMENT

32.1 The bidder, whose tender has been accepted by IIIT NUZVID, shall enter into formal agreement with IIIT NUZVID at the date and place to be notified by the Institute.

32.2 Contract documents for agreement shall be prepared after award of works as intimated to the successful bidder by a letter of acceptance. Until the final contract documents are prepared and executed, the tendering document together with the annexed documents and bidder's acceptance thereof shall constitute a binding contract between the successful bidder and the Institute. Contract documents to be signed between IIIT NUZVID and successful bidder shall consist of following:

32.3 Agreement on stamp paper of appropriate value

32.4 Letter of acceptance

33. AWARD OF WORK

33.1 Detailed letter of award/acceptance

33.2 Original tendering document

33.3 Addendum issued to bidder, if any

The bidder, whose tender is accepted by IIIT NUZVID, shall be issued a letter of acceptance prior to expiry of tender validity. Bidder shall confirm acceptance by returning a signed copy of the letter of acceptance.

IIIT-Nuzvid shall not be obliged to furnish any information / clarification / explanation to the unsuccessful bidders, the Institute shall correspond only with the successful bidders.

34. PERFORMANCE GUARANTEE/SECURITY DEPOSIT

Within seven days from the date of receipt of Letter of Acceptance, the Contractor shall deposit with the Institute a sum equivalent to 10% of his approximate annual business turnover from IIIT NUZVID as Security Deposit by way of Demand Draft / Bank Guarantee for the due performance of the contract. The Bank Guarantee would be Valid for the entire duration of the Contract plus 60 (sixty) days. EMD of Rs.5,00,000/-already deposited will be adjusted against the Security Deposit. The Institute will be at liberty to forfeit the deposit if the Contractor fails to honor his commitments in any manner whatsoever. The deposit will not bear any interest and the same shall be refunded to the Contractor on due performance of the contract after adjusting dues, if any, on this account.

35. VALIDITY OF THE TENDER/BID

The Tender valid for a period of 90 days from the date of opening of commercial bid

36. STATUTORY LIABILITIES OF THE BIDDER / SERVICE PROVIDER:

36.1 All statutory obligations as per the Labour Laws (e.g. Minimum Wages Act), Contract Labour (Regulation of Abolition) Act, ESI, PF, Bonus etc., as amended from time to time will be met by the Bidder / Service Provider. The Bidder / Service Provider will have to submit necessary proof and certificate for the compliance of all statutory obligation/ labour laws or any other applicable Indian Law, which is entirely his duty, failing which necessary deductions would be made by the Employer from all running bills and payments of the Bidder/ Service Provider. The Bidder / Service Provider will have to be necessarily registered with the ESI and PF Authorities and other necessary authorities as required under the Applicable Office / Shops & Establishment Act.

36.2 The Bidder / Service Provider shall obtain at their cost all permits, licenses as may be required under various laws / regulations for carrying out their obligations under these presents.

36.3 The Bidder / Service Provider shall maintain proper records, registers etc., as applicable and required under various enactments including, but not limited to, Contract labour (Regulation & Abolition) Act, 1970, EPF Act and Miscellaneous Provisions Act 1952 and the schemes framed there under, ESI Act 1948 and Rules, the Payment of Bonus Act 1965 and Rules and all other applicable Acts and Regulations and further shall comply with all statutory provisions thereof in obtaining registrations licenses, filing returns, submitting information etc.,

36.4 The Bidder / Service Provider shall submit copies of remittance challan along with details in respect of payment / contributions paid to ESI, PF etc., on month to month basis to the Employer.

36.5 The Bidder / Service Provider shall, at all times, make available to the Employer authorized official records / registers required to be maintained under various laws in force and necessary certificates and licenses for reference / inspection and shall provide copy (so of any returns, statements etc., to the Employer as may be required from time to time.

36.6 The Bidder / Service Provider shall maintain all records at site regarding duty schedules, leave, salary disbursement etc., pertaining to the personnel deployed by them in the said premises.

36.7 Notice of Non-compliance: The Employer shall promptly notify the Bidder / Service Provider upon discovering any instance where the Bidder / Service Provider has failed to comply with the provisions as given in above paragraphs.

37. EMPLOYEES:

The number of staff employed at the premises will be as decided by the employer to be adequate to ensure well running of obligations under this contract.

The service provider shall provide additional persons to the employer whenever required at the same rates as mentioned in Price Bid.

The Bidder / Service Provider shall ensure that all employees are supplied with and wear uniforms, identity cards, other necessary items etc., while working at site, they have to behave

in a cordial manner when interacting with the employees of employer and visitors and follow the safety regulations and disciplinary procedures.

38. PAYMENT TERMS:

38.1 Payment will be made on fortnight basis. Payment shall be made on the basis of performance of services. The Employer has authority to alter / reduce the bill as per the performance of the Bidder / Service Provider.

38.2 The Bidder / Service Provider shall raise an invoice in an acceptable proforma and in accordance with the rates quoted in Price Bid.

38.3 There are two billing periods, they are 1-15th of month and 16th to end of the month. The invoices shall be raised within 5 days after completion of billing period for the services provided during the preceding half month. Invoices raised for the second half of the month should be accompanied by a copy of PF Challan, ESI Challan, Service Tax Challan, Salary statement of previous month etc., Payment will be made within 10 days of receipt of the invoice. Payment will be made by account payee cheque.

38.4 Income tax will be deducted by the IIIT Nuzvid from all payment made to the Bidder / Service Provider. This will be as per the Rules and Regulations in force and in accordance with the Income Tax Act prevailing from time to time.

38.5 At the time of signing of the Agreement, the bidder /Service Provider shall submit to the IIIT Nuzvid, IIIT NUZVID, a photocopy of his PAN identity for record.

38.6 GST, EPF, ESI, other statutory duties / levies, as applicable shall be paid by the Bidder / Service Provider to the concerned departments and proof of such payments shall be made available along with the bill of next month of the Employer. Failure in submission of proof of payments, employer withholds the payment till its production.

39 PAYMENTS TO BE MADE TO PERSONNEL BY THE TENDERER

39.1 The Bidder / Service Provider shall make payments of wages to the Housekeeping personnel employed by him before 5th of succeeding month without waiting for the payment from the Employer. Proof of payment shall be submitted to the employer along with the bill of next month.

39.2 After submitting the invoice certified by the concerned Officials, the payment shall be paid.

40. FORCE MAJEURE

40.1 No liability shall be attached to the Bidder / Service Provider for non-operation or execution of his obligation under this contract as a result of Force Majeure or any other factor beyond the control of the Bidder / Service Provider.

40.2 No liability shall be attached to the Bidder / Service Provider for any damage due to natural calamities such as earthquake, war, civil commotion and willful damage.

41 TERMINATION

41.1 The contract can be terminated

- a) by either without cause, after giving to the other party at least one calendar month written notice thereof
- b) by the Employer, if the Bidder/Service Provider fails to fulfill their tasks to the satisfaction of the Employer. Such failures constitute a breach of the Bidder / Service Provider's obligations under contract, which are not remedied within 30 days from the date of giving of written notice requiring such breach to be remedied.

42.DISPUTES

- All disputes and differences of any kind whatsoever arising out or in connection with contract, whether before, during or after completion of contract will be settled amicably in a spirit of co – operation and the Employer's decision shall be final on all such matters and shall be binding on the Bidder / Service Provider.
- In case of a dispute or difference arising between the IIIT Nuzvid and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.
- If the bidder approaches court for whatsoever reason, the case must be filed in Kadapa district court only.

43. DISCLAIMER:

43.1. Even though adequate care has been taken in the preparation of this Tender Schedule the Bidder should satisfy himself that the Schedule is complete in all respects.

43.2. Neither IIIT Nuzvid, IIIT NUZVID nor their employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this Tender Schedule and it is not possible for the IIIT NUZVID to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tender Schedule. Certain prospective Bidders may have a better knowledge of the scope of work than others. Each prospective Bidder should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in the Tender schedule and obtain independence advice from appropriate sources.

43.3. Director, IIIT Nuzvid, IIIT NUZVID, reserves the right to reject any or all the Bids submitted in response to this request for Proposal at any stage without assigning any reasons whatsoever.

43.4. Director, IIIT Nuzvid, IIIT NUZVID reserves the right to change any or all of the provisions of this Request for Proposal. Such changes would be intimated to all parties procuring this Request for Proposal.

44. REJECTION OF TENDERS:

44.1. The Director, IIIT Nuzvid, IIIT NUZVID, reserves the right to cancel the tender process and reject all tenders at any time prior to the award of contract without thereby incurring any liability to the affected bidder or any obligations to inform the affected bidder of the grounds of acceptance or rejection.

44.2. No bidder is entitled to withdraw his offer after submission. In case of such withdrawal, the EMD deposited along with the tender schedule will stand forfeited.

44.3. For breach of any of the conditions prescribed in the tender as specified by the organization from time to time, the Security Deposit is liable to be forfeited. Decision of the Director, IIIT Nuzvid, IIIT NUZVID in this regard is final and binding on the Contractor.

45. Performance Guarantee

Within 7 days of the receipt of notification of award of contract from IIIT Nuzvid, the successful Agency shall furnish the performance guarantee in accordance with the conditions of Contract in the Contract Performance in the form of DD/Bank Guarantee to the Director, IIIT Nuzvid, IIIT NUZVID which shall be 10% of the contract value, valid for the entire contract period, in the form of DD/Bank Guarantee from a Nationalized / Scheduled Bank.

46. Applicable Law

The successful Agency shall comply with Governments Labour Laws & Acts, Regulations and directives in force. All the registers as required by the applicable Act / Rules should be maintained and produced when demanded by the competent authority.

47. Canvassing

Bidders are hereby warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Bidder.

48. Termination for Insolvency

Director, IIIT Nuzvid, IIIT NUZVID may at any time terminate the work order / contract by giving written notice of four weeks to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.

Annexure-I

CHECKLIST TO ACCOMPANY THE TENDER FOR TECHNICAL EVALUATION.

(The Bidder shall fill the check list & upload)

The Bidder must ensure that the following details in the check list are furnished along with the bid document. The bidder must also carefully go through all the contents of the BID Document and any additional information/documents, required more than the items listed in the check list below, also shall have to be furnished. Non-furnishing of any required information/document as per the Tender Document will lead to rejection of the bid (in the following order only).

S.No	Details of the Eligibility Criteria	Specified Criteria in Tender	Yes	No
1	Tender Document Fee of Rs.25000/- in the form of DD.			
2	EMD of Rs.5,00,000/- (DD) drawn from a Scheduled Bank			
3	Bidder Information Sheet (Annexure 4)			
4	Bidder Letter (Annexure 2)			
5	Declaration letter (Annexure 3)			
6	Tender document, duly signed and stamped in token of accepted all the terms and conditions of the tender schedule.			
7	Registration certificate with the Labour Department			
8	A Valid license (Contract Labour License) for catering services from the Commissioner of Labour Department, of any Government (State/Central) not less than 25 Workers/Members .			
9	A Solvency certificate from any bank for Rs.50 lakhs should be uploaded			
10	Valid registration with EPF under relevant Act (bidder must register in AP if the contract is awarded, after the award of contract if it is not available now in AP).			
11	Valid registration with ESIC under relevant (bidder must register in AP if the contract is awarded, after the award of contract if it is not available now in AP).			
12	Should have possessed valid registration for Service Tax on the head of catering Services Valid EPF, ESI and Professional tax Registration.			
13	Proof of Catering Services experience from any educational institution with man power not less than 25 Members in one single work of any one year of the preceding three years viz. 2014-15 to 2016-17 . A			

S.No	Details of the Eligibility Criteria	Specified Criteria in Tender	Yes	No
	certificate from the Head of the Organization or any other competent authority should be uploaded / submitted.			
14	Certificate of the bidder's turnover of Rs.50 Lakhs per year in any of the three out of four financial years(2014-15, 2015-16, 2016-17, 2017 – bid starting date) in rupees must be enclosed and be duly certified by firm of Chartered Accountant.			
15	Latest Income Tax Saral form / Returns filed (for 2015-16 and 2016-17).			
16	Power of Attorney, wherever applicable			
17	Proof of Payment of GST/ service tax since last three years along with the Service Tax Returns. (Acknowledgement may be produced for returns)from April 2014-2017 whichever is latest			
18	An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State Government institution and there has been no litigation history with any government department on account of similar services and the same should be uploaded as per the proforma in tender document			
19	The bidders shall furnish the information with regard to the existing commitments with proofs such as work orders, agreements etc., and shall be uploaded / submitted for Major Works.			
20	Proof of providing catering services in any educational institution for student count not less than 350 members for the last three years.			

NOTE: All pages of the bid documents must be serially numbered and signed.

Annexure-II
FINANCIAL BID

Catering Services and Maintenance of Kitchen and Dining Halls for the messes of IIIT Nuzvid, RGUKT-AP located at Nuzvid, Krishna District, Andhra Pradesh. Please quote amounts in numerals and words per head per day for the menu mentioned in the document.

Schedules	Description	Price per head per day (Rs.) (Exclusive of all taxes)
Schedule-I	Breakfast, Lunch, Snacks and Dinner as per the Menu	

(Signature of the Bidder)

Annexure-1

Declaration Form

1. All the copies of the certificates, documents etc., enclosed to the Technical bid shall be given page numbers on the right corner of each certificate. The furnished shall be in the formats appended to the tender document and the same should be submitted in a sealed envelope
2. The information shall be filled-in by the Bidder in the checklist, and shall be enclosed to the Technical bid for the purposes of verification as well as evaluation of the bidder's Compliance to the qualification criteria as provided in the Tender document. All the Certificates, documents, s as per check-list shall be uploaded and copies shall be submitted by the bidder in sealed Cover "A" as Hard Copies along with the original Demand Drafts drawn towards EMD & Processing fee.
3. The Institute shall carry out the technical bid evaluation solely based on the uploaded certificates/documents, DD/BG towards EMD and open the price bids of the responsive bidders. If any bidder fails to submit the original hard copies towards EMD, Processing Fee and other documents before the opening of the price bids, the technical bids of such bidder will be disqualified.

DECLARATION

I / WE have gone through carefully all the Tender conditions and solemnly declare that I / we will abide by any penal action such as disqualification or black listing or determination of contract or any other action deemed fit, taken by, the Department against us, if it is found that the s, documents, certificates produced by us are false / fabricated.

I / WE hereby declare that, I / WE have not been blacklisted / debarred / Suspended / demoted in any department in Andhra Pradesh or in any State due to any reasons.

Signature of the Bidder

Annexure-2
Bid letter form

From:

(Registered name and address of the bidder)

To

The Director,
IIIT Nuzvid (Nuzvid)
Krishna (Dist), Andhra Pradesh-521202

Sir,

Having examined the bidding documents and amendments thereon ,we the undersigned, offer to provide the **Catering Services** in conformity with the terms and conditions of the bidding document and amendments thereon in response to your tender call dated.....

If our bid is accepted, we undertake to:

- a. Provide services/execute the work according to the time schedule specified in the bid document,
- b. Obtain the performance guarantee from a scheduled bank in accordance with bid requirements for the due performance of the contract ,and
- c. Agree to abide by the bid conditions, which remained during the entire bid validity period and bid, may be accepted any time before the expiration of that period.
- d. We understand that you are not bound to accept the lowest or any bid you may receive ,nor to give any reason for the rejection of any bid, and that you will not defray any expenses incurred by using bidding.

Place:

Bidder's Signature

Date:

Seal.

Annexure-3
DECLARATION (on Company Letter Head)

From:

Date.

(Registered name and address of the bidder)

To
The Director,
IIIT Nuzvid (Nuzvid)
Krishna (Dist), Andhra Pradesh-521202

Dear Sir,

Sub. Catering Services and Maintenance of Kitchen and Dining Halls for the messes of IIIT-Nuzvid, IIIT NUZVID -Reg.

With respect to the tender notice published in the above mentioned daily newspaper, I/We here by submit my/ our tender in a required format.

I/We have adhered to the requirements prescribed by IIIT Nuzvid, IIIT NUZVID. I/We have carefully gone through the guidelines/ terms and conditions and prescribed format and I/We accept the same without any alternations/ modifications.

I/ We here by solemnly declare that any of our partners jointly or severally and / or individually or our firm / company/ associate company have not been black listed by the central govt. or any state govt. or it's under taking Institutions.

I / We here by further declare that, if the above declarations is found untrue the IIIT Nuzvid, IIIT NUZVID, shall be entitled to take any legal action against us severally and or individually or our firm / company in this regard in any manner that may deem fit by, IIIT Nuzvid, IIIT NUZVID.

I / We here by further declare that I/we shall abide the Institute rules and regulations in terms of one Service provider is eligible to work/serve for one specific service only at IIIT Nuzvid, IIIT NUZVID even if he will be lowest Bidder for more than one Outsourcing/service Tenders.

I/ We understand and accept that you are not bound to accept the lowest or any tender you may receive.

YOURS SINCERELY

SIGNATURE & STAMP OF THE BIDDER

**Annexure-4
Bidder Information**

1	Name of the organization	
2	Year of establishment	
3	Complete postal address	
4	Name & Designation of Authorized person	
5	Phone No.'s	
6	Fax No.	
7	Email	
8	Nature of the firm (Proprietary/partnership/etc...)	
9	Bank Details of the Agency:	
	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	
10	PAN No.	
11	EPF Registration No.	
12	ESI Registration No.	
13	GST Registration No.	
14	Registration with Labour Dept.	
15	Registration No. under AP State Shops & Establishment Act	
16	Tender processing Fee (Nonrefundable)	Amount Rs. : DD No. : DD Date : Issuing Bank & Branch:
17	EMD	Amount Rs.: DD/BG No. : DD/BG Date: Issuing Bank & Branch:
18	Details of certificates enclosed.	

Annexure-5

List of Major Customers (Both Ongoing and Completed)

S.No.	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Nature or type of Outsourcing Services (viz., Outsourcing Services to educational institutions, Factory, etc.,)	Work order Value (Rs.)	Number of Personnel deployed	Period of Contract	
					From	To

Annexure-6
NON BLACKLISTING CERTIFICATE

[To be submitted on letterhead]

I/We hereby certify that the ----- [Name of the company / firm] has not been ever blacklisted/debarred by any Central / State Government / Public Undertaking / Institute on any account.

I/We also certify that firm will provide outsourcing of manpower services as per the specification given by IIIT NUZVID and also abide all the terms and conditions stipulated in the bid document.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and IIIT NUZVID may imposed any action as per the rules.

Date :

Name :

Place :

Business Address :

Signature of Bidder :

Seal of the Bidder :

Annexure-7

PRICE REASONABILITY CERTIFICATE

1. I/We _____ hereby certify that the service charge quoted by us in our offer letter No.....are not higher than prices to any Government Department/PSU/Institution.
2. I/We further certify that I/We will not quote for outsourcing of manpower services in offer letter at service charge lower than quoted to any Government/Semi Government/ Public/ Charitable Trust Organization/ Institution/ Wholesalers/ Stockiest/ Distributors within the period of 90 days preceding the last date of submission of the offer.
3. I/We hereby undertake that I/We will not quote for outsourcing of manpower services in offer letter at prices lower than those quoted to any Government/Semi Government/ Public/ Charitable Trust Organization/ Institution/ Wholesalers/ Stockiest/ Distributors within the period of validity of the offer/rate contract.
4. I/We also undertake to bring the attention of the Director, any incidence of breach of any of the above paras within 30 days from the occurrence of the breach and further undertake to refund/reimburse the difference which may arise due to breach of any of the above paras and I/We also understand that the decision of Director regards to the determination of quantum payable shall be final.

Date:

(SIGNATURE & STAMP OF THE AUTHORIZED SIGNATORY)

Annexure-8

Evaluation Matrix for Award of Contract

Sl. No	Description	Attributes	Point	Please tick the appropriate attribute	Score
1	Registration of the Bidder	If Registered under Companies Act	10		
		If Partnership firm	7		
		If Proprietary concern	4		
		Others	1		
2	Total Number of establishments served during the last three years (<i>i.e. in providing Messservices on contract basis catering minimum 500 persons/day</i>)	More than 5	10		
		3 – 4	7		
		1-2	4		
3	Annual Turnover of Bidder (<i>with respect to all Industrial / Institutional Messs / Mess being operated</i>)	Rs. 241 Lakhs & above	10		
		Rs. 181 to 240 Lakhs	8		
		Rs. 121 to 180 Lakhs	6		
		Rs. 61 to 120 Lakhs.	4		
		Rs. 50 to 60 Lakhs	2		
4	Annual value of the single largest contract for running industrial / Institutional Mess / Mess	Rs. 181 Lakhs & above	10		
		Rs. 141 to Rs. 180 Lakhs	8		
		Rs. 101 to Rs. 140 Lakhs	6		
		Rs. 60 to Rs. 100 Lakhs	4		
		Below Rs. 60 Lakhs	2		
5	No. of workers deployed in the single largest contract in	51 Workers & above	10		
		41 to 50 Workers	8		

	an Industrial / Institutional Mess / Mess	31 to 40 Workers	6		
		21 to 30 Workers	4		
		20 Workers & Below	2		

6	No. of skilled workers (with catering certificate / Diploma/ Degree) deployed in the single largest contract in an Industrial / Institutional Mess/ Mess	13 Skilled workers & above	10		
		10 to 12 Skilled workers	8		
		7 to 9 Skilled workers	6		
		4 to 6 Skilled workers	4		
		2 to 3 Skilled workers	2		
7	No. of Skilled workers (with Catering Certificate /Diploma/ Degree) available in the rolls of the bidder's organization for the last two years	20 Skilled Personnel & above	10		
		16 to 19 Skilled Personal	8		
		12 to 15 Skilled Personnel	6		
		8 to 11 Skilled Personnel	4		
		4 to 7 Skilled Personnel	2		
8	Professional Category of Personnel available in the rolls of the bidder's organization	Dietician	2		
		Quality Control Officer	2		
		Hygienist/ HK Officer	2		
		HR Officer	2		
		Safety Officer	2		
9	Total no. of workers/staff on the rolls of the Bidder's organization doing job in all of its Industrial/ Institutional Mess/ Mess	76 workers & above	10		
		61 to 75 Workers	8		
		46 to 60 Workers	6		
		31 to 45 Workers	4		

		21 to 30 Workers	2		
10	Total continuous experience in a single unit in running Mess/ Mess on contract basis for 200 users or more	73 Months & above	10		
		Between 61 & 72 Months	8		
		Between 49 & 60 Months	6		
		Between 37 & 48 Months	4		
		Just 36 Months	2		
	Total				

Notes:

1. The Bidder shall ensure to fill up the score column depending upon their capabilities.
2. The Bidder shall submit proof of all the above criteria by way of testimonials, records, photographs, etc., and conditions.

Seal

Annexure 9

**NAME OF WORK : Catering Services and Maintenance of Kitchen and Dining Halls in
IIIT Nuzvid, IIIT NUZVID**

Name of the Bidder:

Annual Turnover Statement

Bidder shall indicate herein his annual turnover during the following three years based on the audited balance sheet / profit and loss account statement.

Financial Year	Annual Turnover (Rs.)
2014- 2015	
2015- 2016	
2016- 2017	
2017 – bid starting date	

Average Annual Turnover during the above three financial years: ` (Rupees
.....)
.....)

NOTE:

- 1 Copies of audited Balance Sheets with Profit & Loss Account statements for last three years shall be submitted along with the tender.
- 2 Bidder shall indicate herein his Net Worth details during the following three years based on the audited balance sheet/profit and loss account statement on the following basis.

Financial year	Reserve (Rs.)	Capital (Rs.)	Accumulated Loss (Rs.)	Net worth
2014□2015				
2015□2016				
2016□2017				
2017 – bid starting date				

Signature of the Bidder with official seal

Annexure 10

ESI / PF DETAILS

NAME OF WORK: Operating Catering Services and Maintenance of Kitchen and Dining Halls in IIIT-Nuzvid, IIIT NUZVID

Tender No.

Name of the Bidder:

Details of PF & ESI Registration

Bidder to furnish details of PF &ESI Registration along with copies:

Sl. No.	Description	Details to be furnished by the Bidder
1	PF Registration No., District & State	
2	ESI Registration No., District & State	

We confirm that the above PF & ESI Accounts are under operation presently and shall be used for all PF & ESI related activities for the labour engaged by us in the present work (if awarded to us).

Signature of Bidder with official seal