

**BID DOCUMENT**  
**E-Procurement**  
**Open Competitive Bid (OCB)**

For  
Providing Catering Services including Maintenance of Kitchen  
and Dining Halls at IIIT Nuzvid, RGUKT-AP

Proprietary & Confidential



Rajiv Gandhi University of Knowledge Technologies – IIIT Nuzvid,  
Nuzvid, Krishna (Dist)  
Andhra Pradesh - 521202

## Proprietary & Confidential

No part of this document can be reproduced in any form or by any means, disclosed or distributed to form or by any means, disclosed or distributed to any person without the prior consent of the Administrative Officer (I/c), IIIT Nuzvid, RGUKT-AP, except to the extent required for submitting bid and no more.

## **News Paper Advertisement**



**Rajiv Gandhi University of Knowledge Technologies  
IIIT Nuzvid Institute  
Nuzvid, Krishna District, Andhra Pradesh -521202**

### **E-Procurement – Short Tender Notice**

**Ref. No: IIIT Nuzvid RGUKT-AP/ E-proc/Catering/T01/2018**

**Date 26.10.2018**

Online Tenders are invited from reputed registered agencies/ contractors for Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid, RGUKT-AP

Interested Service Providers can download and submit the bids online from 26.10.2018 to 09.11.2018 up to 05.00 PM through <https://tenders.apecurement.gov.in> (AP Portal). For further details visit our website [www.rguktn.ac.in](http://www.rguktn.ac.in) , <https://tender.apecurement.gov.in>

Sd/-

**Administrative Officer (I/c)**  
IIIT Nuzvid, RGUKT-AP

## Time schedule of Tender related events

Name of the Work	Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid, RGUKT-AP
Bid calling date	26.10.2018
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 IIIT Nuzvid RGUKT-AP", payable at SBI, RGU-IIIT Nuzvid, Nuzvid
Bid Documents Downloading Start date	26.10.2018 at 05:00 P.M
Bid Document Downloading End Date	09.11.2018 till 05.00 PM
Pre Bid Meeting at RGUKT-AP	03.11.2018 at 11:00 A.M
Last date for uploading of online documents	09.11.2018 till 05:30 PM
Last date for submission of the Hard copies	12.11.2018 at 05:00 PM
Pre-qualification/Technical Bid opening date/time	13.11.2018 at 11:00 AM
Price Bid opening date/time	16.11.2018 at 11:00 AM
Address to which hard copies of tenders to be Sent	The 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 Nuzvid RGUKT-AP/ E-proc/Catering/T01/2018 Date: 26.10.2018

**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 Service Provider may contact the help desk of M/s. VUPADHI (<https://tender.apeprocurement.gov.in>) at their e-mail address: [contact@vupadhi.com](mailto:contact@vupadhi.com), Phone: +91 40-39999700, 39999701

Sd/-  
Administrative Officer (i/c), IIIT Nuzvid

CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on **procurement@rguktn.ac.in, ao@rguktn.ac.in** on or before 02.11.2018 at 05:00 PM. Queries received via any mode other than e-mail 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 IIIT Nuzvid, RGUKT-AP website i.e. [www.rguktn.ac.in](http://www.rguktn.ac.in) as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Service Providers are requested to submit the bids after issue of clarifications duly considering the changes made if any. Service Providers are totally responsible for incorporating/complying the changes/ amendments issued if any.

## SECTION - I

### INVITATION FOR BIDS

Ref No.: RGUKT-AP/ E-Proc/Catering/T01/2018,

Date: 26.10.2018

Subject: Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid,  
RGUKT-AP

Rajiv Gandhi University of Knowledge Technologies (RGUKT-AP) is a fully residential University with four constituent Universities viz IIIT-Nuzvid, RK Valley, Ongole & Srikakulam. Presently IIIT-Nuzvid is having requirement of Catering Services and Maintenance of Kitchen and Dining Halls for around 6500 students on rolls. Basing on these requirements IIIT Nuzvid, RGUKT-AP is inviting tenders comprising Pre-qualification technical bid and price bid from the eligible Service Providers for providing of Catering Services for PUC-1 to E4 Students (approx. 6500 students per day) in its premises located in the IIIT- Nuzvid, Nuzvid, Krishna District, Andhra Pradesh.

Sir/Madam,

- 1) Bids are invited on the e-procurement platform from the Registered 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, Service Provider(s) has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, Service Providers will be provided with a user id and password by the system, through which they can submit their bids online. The Service Providers need to scan and upload the required documents as mentioned in this tender document.
- 3) The participating Service Providers will have to pay a 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, IIIT Nuzvid, RGUKT-AP” payable at SBI, RGU-IIIT NUZVID, Nuzvid, Krishna District.**
- 4) The Service Provider(s) shall furnish, as part of the bid, the Bid security (EMD - Earnest Money Deposit) for the amounts specified in the Section-II of Tender Document. All the participating Service Providers 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 RGUKT-AP by 05.00PM of 12.11.2018. **Hard copy of the price / financial bid should not be submitted.** IIIT Nuzvid, RGUKT-AP will consider the bids and the supporting documents submitted only through on-line for evaluation process.

- 6) IIIT Nuzvid, RGUKT-AP will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with IIIT 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.
- 7) **Any information pertaining to the tender process and submission of supporting documents shall not be entertained after the due date (i.e. 05:00 PM on 12.11.2018)**

The Service Providers 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 Service Providers from the tender exercise. *For any clarification and further details on the above tender please contact Telephone No: 0866-2468516, 0866-2468514 during 10.00 AM to 5.00 PM or e-mail: [procurement@rguktn.ac.in](mailto:procurement@rguktn.ac.in), [ao@rguktn.ac.in](mailto:ao@rguktn.ac.in).*

Sd/-  
Administrative Officer (I/c)  
IIIT Nuzvid RGUKT –A.P.

**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.**

**SECTION-II**

**STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID**

S. No	Item	Description
1	Name of the work	Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid, RGUKT-AP
2	EMD	Rs. 5,00,000 /- [Rupees Five Lakh Only] (by way of Demand Draft from any Nationalized Bank in favour of “The Director, IIIT Nuzvid”, payable at SBI, RGU-IIIT Nuzvid, Nuzvid, Krishna Dt 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	90 days from the date of opening of commercial bid
4	EMD Validity Period	90 days 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 maximum period of another two years.
6	Approx. Student strength per one mess	1000 (± 10%)
7	Period for furnishing performance Security	Within 7 days 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	Within 7 days 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. However payment for the students sanctioned with leave for a minimum period of 3 days or above will be deducted from the payment bill. Invoice is to be certified by the concerned authorities and along with performance Certificate.



12	Transaction Fee	All the participating Service Providers 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 Service Provider has to pay an amount of 0.04% on quoted value through demand draft in favor of Managing Director, APTS, Vijayawada towards corpus fund at the time of concluding agreement.
13	Transaction Fee Payable to	All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores & GST as levied by 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, Vijayawada towards corpus fund at the time of concluding agreement.
14	Procedure for Bid	<p>Bids shall be submitted online on <a href="https://tender.apecurement.gov.in">https://tender.apecurement.gov.in</a> platform</p> <ol style="list-style-type: none"> <li>1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website <a href="https://tender.apecurement.gov.in">https://tender.apecurement.gov.in</a></li> <li>2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.</li> <li>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.</li> <li>4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.</li> <li>5. The hard copies of all the uploaded Technical documents to be attested by a Gazetted Officer or properly notarized or self attested.</li> <li>6. The rates should be quoted in online only</li> </ol>

15	Other conditions	<p>1. The Documents that are uploaded on e-market place will only be considered for Bid Evaluation.</p> <p>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 processing fees (DD) have to reach the Administrative Officer (i/c), IIIT Nuzvid, Nuzvid, Krishna District, Andhra Pradesh – 521202</p> <p>3. IIIT Nuzvid, RGUKT-AP will not hold any risk and responsibility regarding non-visibility of the scanned and uploaded documents by the bidder.</p> <p>4. RGUKT will not hold responsibility for the postal delay.</p> <p>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 Service Providers are found to be false/fabricated/bogus, the Service Provider will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security will be forfeited.</p> <p>6. The rates should be quoted through online only.</p> <p>7. The financial bids of the Service Providers, who qualified the technical bid, shall only be opened.</p>
16	Termination of contract	<p>In the event of any breach and / or failure on the part of the Agency/Service Provider to comply with the said terms &amp; conditions of the contract, the contract will be terminated cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by IIIT Nuzvid RGUKT-AP in the event of the afore said cancellation/suspension. However, normal circumstances the IIIT Nuzvid, RGUKT-AP will give 15 under the days' notice before the said cancellation/suspension. In addition if the contract is cancelled, the security deposit will be en-cashed and forfeited.</p>

17	Placing work order	<ol style="list-style-type: none"><li>1. IIT Nuzvid, RGUKT-AP will place work order on identified successful Service Provider. The decision of IIT Nuzvid, RGUKT-AP is final in this regard.</li><li>2. Only one mess will be allotted to one Service Provider.</li><li>3. IIT Nuzvid, RGUKT-AP reserves the right to reject any or all the tenders or accept them in part or reject the lowest tender without assigning any reason thereof.</li></ol>
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## 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 University provides an ambience of excellence for the pursuit of knowledge leading to B.Tech degree in different branches of Technology. The University head office is currently located at RGUKT, Tadepalli, Guntur Dist, Andhra Pradesh.

Bids are invited by the Administrative Officer (I/c) IIIT Nuzvid, RGUKT- AP through online tenders from the registered / licensed reputed and experienced agency for providing catering services at IIIT Nuzvid (for 6 Messes) 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 Service Providers may view and download the tender document containing the detailed terms & conditions, from the website <https://tender.apecurement.gov.in>, [www.rgukt.in](http://www.rgukt.in) & [www.rguktn.ac.in](http://www.rguktn.ac.in). The account payee Demand Draft / Bank Guarantee has to be enclosed with the Pre-qualification Bid of Tender. No tender will be accepted without processing fee (DD) and EMD.

Service Providers 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 (per student per day) details as given in Annexure-II

The two bids should be submitted by the Service Provider through online (AP e-procurement cell) along with scanned copies of DDs or Bank guarantee of EMD and bid processing fee on or before 09-11-2018, 5:00 PM.

The hard copies of only technical bid in a sealed cover should reach Administrative Officer (i/c), IIIT Nuzvid, RGUKT-AP on or before 12-11-2018 at 5:00 PM.

On 13-11-2018 at 11:00 AM technical bids will be opened and evaluated.

On 16-11-2018 at 10:00 AM financial bids submitted online of only those Service Providers who are technically qualified, will be opened.

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

## **2. SCOPEOFWORK:**

### **2.1. Broad Scope**

Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid, RGUKT-AP. 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	Both boys & girls	Total of 06

Every caterer has to serve for both boys & girls for a period of 6 months alternatively. This will continue every year till end of the contract (if extended after one year subjected to a maximum contract period of 3 years).

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 25<sup>th</sup> to 28<sup>th</sup> 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 cumulative strength of any mess comes below 350 students, then the contract between Service provider and the University will be cancelled. Service Provider has to leave campus with all his equipment and labor before 15<sup>th</sup> of the next month.

### **2.2. Details of services required**

2.2.1 The Service Provider shall ensure that they cater to the Students, Faculty, Staff and Guests at IIIT Nuzvid, RGUKT-AP. This include normal services like providing food at mess, 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 Service Provider shall serve Tea/Coffee/Biscuits/Snacks, etc., to the Students, Faculty, Staff and Guests at IIIT Nuzvid RGUKT-AP 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 functions, inside or outside as may be required. Economy/Value priced Special menu as required will have to be served to the participants of training programs on payment.

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

2.2.4 The Service Provider 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 Service Provider's own.

2.2.5 It is understood and agreed that the above factors have properly been investigated and considered by the Service Provider 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 Service Providers before submitting their tenders. The University 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 Service Provider. IIIT Nuzvid will not provide any kitchen equipment to the Service Provider. Any equipment available with the IIIT Nuzvid 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 Service Provider 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 Service Provider as per APSPDCL rates. No rentals will be charged on the premises.

2.2.9 Service Providers 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.

2.2.10 Fire and Safety shall be key responsibility of the service provider. Regular maintenance should be carried out by the service provider.

2.2.11 Maintenance of hygiene and cleanliness of the mess environment (internal & external) is the responsibility of the Service Provider. Appropriate penalty shall be levied on the Service Provider in case of non-compliance.

### **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 on his own name and ensure that adequate stock of provisions are kept at all times, at his own cost.

2.3.2. The Service Provider shall ensure that only first quality ingredients as per brands stipulated in the tender are used for preparation of eatables. IIIT Nuzvid, RGUKT-AP authorized officials, members of Students' Mess Committee or any other committee specifically created to check the performance of the Service Provider 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 Service Provider 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 Service Provider has to supply first quality ingredients for preparation of food items. IIIT Nuzvid, RGUKT-AP reserves the right to indicate the best available brands at that time and same will be binding on the Service

Provider. The Service Provider 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/FSSAI/ISI Certification should be used, where such certification is available in any class of branded items.

2.3.5 The Service Provider 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 Service Provider should not serve pre-cooked food items purchased from any outsider except items like Mineral Water, Sweets, Ice-creams in the mess premises, unless specific prior permission is obtained from IIIT Nuzvid, RGUKT-AP. Appropriate penalty shall be levied on the Service Provider in case of non-compliance.

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 Service Provider in the form of penalty. The decision of IIIT Nuzvid, RGUKT-AP shall be final and binding.

2.3.8. The Service Provider shall use the best practices, 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 at 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, RGUKT-AP to fix the menu and no new item shall be introduced in the menu without the prior permission of IIIT Nuzvid, RGUKT-AP.

2.3.11 Each Service Provider should maintain and operate exclusive store and kitchen for the respective mess facilities. Common utilization of the stores is strictly prohibited. Appropriate penalty shall be levied on the Service Provider in case of non-compliance. The decision of IIIT Nuzvid, RGUKT-AP shall be final and binding.

## **2.4. Preparation of menu and inspection**

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

2.4.2. IIIT Nuzvid RGUKT-AP at all times reserves the right to inspect eatables, beverages, food, etc. prepared by the Service Provider to ensure quality. Such items, which are rejected by the duly

authorized officials of IIIT Nuzvid RGUKT-AP during inspection, should not be used for services in IIIT Nuzvid, RGUKT-AP mess and should be disposed /cleared from the

premises immediately. The Service Provider should ensure that there is no disruption to the Mess services on this account.

2.4.3. The Service Provider 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 university.

### COMPOSITION OF MENU SCHEDULE (DAILY)

The following menu has to be implemented / served by the Service Providers without any deviation for students at IIIT NUZVID of RGUKT-AP. The schedule of the dining hall timing and mess menu are as below. Appropriate penalty shall be levied on the Service Provider in case of non-compliance.

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/Tea/ Milk	Rice + Sambar + Boiled Egg/ Sweet (Veg.) + Papad + Curd + Beetroot / Carrot curry + Fresh Chutney	2 No's of Mirchi Bajji Coffee/Tea/ Milk	Rice + Dosakaya Pappu+ Tamota Rasam + Aloo Dum Fry + Curd + Banana + Mango Pickle
Tuesday	Pongal + 1 Vada Groundnut Chutney + Sambar Coffee/Tea/ Milk	Rice + Mullangi Sambar + Boiled Egg/ Sweet (Veg.) + Kara + Curd + Bendi Curry + Fresh Chutney	Boiled Channa - Coffee/Tea/ Milk	Rice + Palakura Pappu + Miriyala Rasam + Vankaya curry + Curd + Banana + Tomoto Pickle
Wednesday	3 No's of Dosa / 4 No's of Uthappam Putnal coconut chutney, Allam Chutney Coffee/Tea/ Milk	Rice + Tomato Pappu + Miriyala Rasam + Curd + Papad + Motikaya Curry + Fresh Chutney	Onion Pakoda Coffee/Tea/ Milk	Veg Palav + + Raita + Banana + White Rice + Rasam NV: Chiken Curry (150g) / Chicken fry (100g) Veg: Cashew nut curry (150 g)



Thursday	Lemon Rice, palli / coconut Chutney Coffee/Tea/ Milk	Rice + Sambar + Curd + Boiled Egg / Sweet (Veg.) + Bendi Fry / Mulakkaya Curry + Fresh Chutney	Fried Atukulu + Coffee/Tea/ Milk	Aaku kura Pappu +Rice + Mixed Veg curry + Curd + Banana + Lemon Pickle
Friday	Mysore Bajji (5 No's / Weight 200 g)  + Allam chutney,  Coffee/Tea/ Milk	Rice +  Sambar + Amlet (NV) / Kara (V) + Curd + Chikkudu curry + Fresh Chutney	Alu Bajji / Banana Bajji +  Coffee/Tea/ Milk	Rice + + Miriyala Rasam + Sorakaya Pappu  Kakarkaya fry +  Curd + Banana + Lemon Pickle
Saturday	4 No's of Chapati / 4 No's poori, Alu  kurma,  Coffee/Tea/ Milk	Mudda pappu + Ghee+ Rice+ Rasam+  Kaara Boondi, Aloo  Chips, Curd + Mango Pickle	Batani/Corn, Coffee/Tea/ Milk	Lemon Rice / Karivepaku Rice + Curd Rice + Fresh Chutney+ Banana+ Laddu
Sunday	5 No's of Idly + 1 Vada Groundnut Chutney + Sambar Coffee/Tea/ Milk	Veg Palav + Chiken Curry (150g) for NV / Paneer Butter masala for V + Raita + White Rice + Rasam	Mix. Veg Pakoda, Coffee/Tea/ Milk	Rice, Mix veg Sambar + cabbage curry + Curd + Banana
SICK MENU	Boiled Vegetables / Fruits – 2 Varieties, Coffee/Tea/ Milk, Bread;			

**NV: Non Vegetarian; V: Vegetarian**

**[REFER ANNEXURE – XIII]**

Note 1: Chicken curry – 100grams chicken + 50 grams gravy

Fried Chicken – 100 grams

Note 2: Curd: 150 ml

Milk: 150 ml (Min. 3% Fat)

## **2.5. Manpower for running the mess**

2.5.1. The Service Provider should provide adequate manpower and maintain catering service without any disruption. The Service Provider 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. Child labour should not be engaged by the Service Provider.

2.5.3. The Service Provider 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 Service Provider 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 Qualification / Experience of Staff deployed by Service Provider**

2.6.1 Supervisor should have done at least a 1 year Course Certificate in Catering Related Services from a Government recognized Institute.

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

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

## **2.7. Other provisions including medical examination**

2.7.1 All staff/ workmen of the Service Provider employed for handling the food items should be subjected to Pre-job Medical Examination by Medical Officer authorized by IIIT Nuzvid, RGUKT-AP. In addition to the above, the mess workers/ staff should undergo periodical medical checking as and when IIIT Nuzvid, RGUKT-AP deems it necessary and as required. Service Provider has to deploy medically fit personnel for the services envisaged and IIIT Nuzvid, RGUKT-AP's decision on fitness of the personnel so deployed will be binding on the Service Provider. The Service Provider 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, RGUKT-AP will levy penalty as deemed fit as per the guidelines.

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

2.7.4 IIIT Nuzvid, RGUKT-AP reserves the right to advice the Service Provider to remove from service any of the Service Provider'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 University may deem fit and the Service Provider 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 RGUKT-AP 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 RGUKT-AP, 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 RGUKT-AP.

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 RGUKT-AP 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 RGUKT-AP indemnified in case any action is taken against IIIT Nuzvid RGUKT-AP 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 there under, regulations or notifications to pay or reimbursements. If IIIT Nuzvid RGUKT-AP is caused such Acts, Laws, Rules, Regulations, Notifications including amendments, or servants, then IIIT Nuzvid RGUKT-AP shall have the right to deduct from any money due to the Service Provider including his amount of Performance Security. IIIT Nuzvid RGUKT-AP 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 RGUKT-AP.

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 Institute of all the workmen deployed for the Contract and in no case shall these personnel be treated as the employees of IIIT Nuzvid RGUKT-AP 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 RGUKT-AP, 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 Service Provider shall make his own arrangements for transportation of the prepared foodstuff from the mess to the various service points. The Service Provider 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 Service Provider 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 RGUKT-AP will not provide any facility for transporting the food items to various service points within the Institute.

2.8.4. The service provider shall safely dispose the food waste from the IIIT Nuzvid Campus. Shall observe utmost care in preserving the food waste till disposal without spreading any foul / bad odor and shall see that no waste is disposed in to either the open drains or the pipe lines. Each Service Provider must deploy a motorized vehicle for food waste disposal with proper sealing provision. Severe penalty shall be levied on the Service Provider in case of non-compliance.

2.8.5. The rate quoted by the Service Provider shall be inclusive of all these provisions.

## **2.9 Mess maintenance and other jobs**

2.9.1 In addition to cooking and serving to students and employees, as mentioned in this document, the Service Provider 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 Service Provider's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Service Provider. The Scope or Work to be executed on this head is detailed elsewhere in the tender document. Failure on the part of the Service Provider 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 Service Provider.

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 Service Provider. 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 Service Provider 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 Service Provider. 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 Service Provider 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 Service Provider 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 spray, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick Naphthalene balls, etc. shall be arranged by the Service Provider 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 Service Provider and the cleaning materials required for this purpose shall be at Service Provider'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 Service Provider. The Dining halls are to be mopped and kept clean and tidy during each shift. The Service Provider has to adopt mechanized cleaning methods to keep the main dining hall and service points to keep clean, neat and tidy. The Service Provider 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 Service Provider. The Service Provider 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 Service Provider 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 Service Provider on alternate days or on daily basis during seasons.

2.12.3. The Service Provider 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 Service Provider has to arrange for rodent control measure at the Main Dining Hall/ Kitchen/ Stores regularly.

2.12.5. The Service Provider 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 Service Provider 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 RGUKT-AP. 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 Service Provider 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 RGUKT-AP 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 Service Provider to follow the above methodology. Further improvisation to maintain a hygienic atmosphere in the Mess and service points shall be the responsibility of the Service Provider.
- f. The Service Provider has to adhere to the cleaning procedures strictly, else RGUKT-AP 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 Service Provider.

### **2.14. SCOPE OF SUPPLY OF MATERIAL / FACILITIES BY IIIT Nuzvid RGUKT-AP**

2.14.1. 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 University norms. Electricity will be provided at the rates of APSPDCL.

2.14.2. 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.

2.14.3. 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 Service Provider.

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

2.14.5. The Service Provider is expected to deploy service personnel who can communicate in Telugu / English with the users.

2.14.6. The Service Provider 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 Service Provider for managing the affairs and supervision of each Mess shall be physically present in the Messes while food is served.

2.14.7. The Service Provider 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 Service Provider at IIIT Nuzvid RGUKT-AP and will be available on full time basis to manage the operations at IIIT Nuzvid RGUKT-AP.

2.14.8. The Service Provider 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 RGUKT-AP.

2.14.9. The Service Provider 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 Service Provider if she/he or his employees are found violating this norm.

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

2.14.11. The performance of the catering services provided by the Service Provider at IIIT Nuzvid RGUKT-AP will be continuously monitored by its officials or any other mechanism set up by the Institute. The Service Provider will be required to quickly and satisfactorily implement the instructions or suggestions arising thereof.



## **2.15. Scope of supply of Service Provider**

2.15.1. 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 Service Provider. The rates quoted by the Service Providers 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 Service Provider 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 Service Provider will be required to commence operations in the messes within one week from the date of confirmation of Service Provider. No extension of time will be given.

3.1.2 Notwithstanding anything contained in any other clause, the University reserves the right to terminate the contract due to any failure on the part of the Service Provider 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 Service Provider shall be final and binding on the Service Provider.

3.1.3 The Service Provider shall give prior notice of 02 months to IIIT Nuzvid RGUKT-AP 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 Service Provider of any of the terms and conditions of the contract, or due to the Service Provider'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 Service Provider, and recover losses, damages, expenses or costs that may be suffered or incurred by the University. The decision of the University about the breach/failure on the part of the Service Provider shall be final and binding on the Service Provider 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 Service Provider and the Service Provider shall not be entitled to any compensation by reason of such termination. The decision of the University under this clause shall be final, conclusive and binding on the Service Provider and shall not be called into question.

3.1.6 On the Institute exercising its right to terminate the contract as above, the Service Provider shall vacate the premises within 15 days ensuring that all the Service Provider's equipments and personnel have been removed from the premises. If the Service Provider fails to do so, the University shall be entitled to remove the Service Provider's equipments from the premises of IIIT Nuzvid RGUKT-AP at the Service Provider'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 RGUKT-AP therein, in good condition.

#### **4. PLACE OF WORK AND VISIT TO SITE**

Intending Service Providers 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 Service Providers should tender the rate per day per head excluding the GST with a price 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 RGUKT-AP for verification.

7.2. The Service Provider 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 RGUKT-AP before start of work.

7.3 The Service Provider shall not undertake or execute or permit any other agency or sub contractor to undertake or execute any work on the Service Provider'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 Service Provider 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 Service Provider 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 Institute's contribution of such total wages payable to the employees in the appropriate account. Service Provider 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 Service Provider should comply with the provision of the Employees Provident Fund Act. The Service Provider should promptly deposit PF deduction of the eligible contract employees plus the Institutes' contribution to the RPF. 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 Institutes contribution has been

deposited with RPF. In support of this, the agency must furnish the challan / receipt for the payment made to RPF.

7.7 The Service Provider 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 Service Provider shall be borne by the Service Provider. 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 RGUKT-AP, the Service Provider shall submit proof of such compliance to RGUKT-AP periodically, or at any date upon such request, as may be made by RGUKT-AP to the Service Provider. In the event of noncompliance with the statute or the provisions thereof, referred to above, it shall be open to IIIT Nuzvid RGUKT-AP to withhold such amount as in its opinion is due and payable by the Service Provider in respect of its employees from and out of dues, payable by the Service Provider in respect of its employees from and out of dues, payable by IIIT Nuzvid RGUKT-AP to the Service Provider and such due shall be held by RGUKT-AP with it until proof is submitted by the Service Provider to IIIT Nuzvid RGUKT-AP indicating compliance with such statutes within reasonable time, failing which IIIT Nuzvid RGUKT-AP shall deposit such amounts with the authorities concerned on behalf of the Service Provider and inform the Service Provider of such deposits.

7.9 The provision of EPF & MP Act, 1952 and the Rules / Schemes there under shall be applicable to the Service Provider and the employees engaged by him for the work. The Service Provider shall furnish the code number allotted by the RPF Authority, to IIIT Nuzvid RGUKT-AP before commencing the work.

## **8. EARNEST MONEY DEPOSIT/SECURITY DEPOSIT:**

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, IIIT Nuzvid, RGUKT-AP payable at *SBI, RGU-IIIT Branch, Nuzvid* from any Nationalized Bank, no interest will be payable. DD from other than Nationalized Banks will not be accepted

8.2. The successful Service Provider 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 Service Provider 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:**

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

### **9.1. Experience:**

9.1.1. The Prospective Service Provider 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** in past four financial years.

9.1.2. The Service Providers 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 RGUKT-AP would appropriately decide on acceptance of tenders based on the criteria specified above.

## **9.2. Financial Criteria**

9.2.1. The Service Provider should have an annual turnover of Rs. **50 lakhs per year** in any of the three out of four financial years 2014-15, 2015 – 16, 2016 – 17, and 2017-18.

## **9.3. Other Criterion**

Other criterion is as per details given in the Annexure-I

## **9.4. Ranking System**

The Technical qualified bids, which fulfill 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 –X.

## **10. INSTRUCTIONS TO SERVICE PROVIDERS**

10.1 The Service Providers 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 Service Provider, nor convicted in a Court of Law nor suspended / black listed by any organization on any grounds.

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

10.5. If the performance of the Service Provider is / has been found to be unsatisfactory for any reasons, whatsoever, IIIT Nuzvid RGUKT-AP reserves the right to reject the tenders submitted by such Service Providers 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 Service Providers 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, Service Providers has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, Service Providers will be provided with a user id and password by the system, through which they can submit their bids online. The Service Providers need to scan and upload the required documents as mentioned in this tender document.

10.6.2 The participating Service Provider/s will have to pay non-refundable tender processing fee Rs.25,000/- in the form of Demand Draft drawn from any Nationalized or Scheduled Bank, in favor of “The Director, IIIT Nuzvid, RGUKT-AP” payable at SBI, RGU-IIIT Nuzvid Branch, Nuzvid.

10.6.3 The Service Provider/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 Service Providers 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 Service Provider has to pay an amount of 0.04% on quoted value through demand draft in favor of Managing Director, APTS 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 RGUKT-AP by 5.00PM of 12.11.2018. **Hard copy of the price / financial bid should not be submitted.**

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 11 AM on 03.11.2018. Service Provider can contact Administrative Officer (i/c), RGUKT-AP over phone 08656-2468516, and email: [procurement@rguktn.ac.in](mailto:procurement@rguktn.ac.in) .

10.9. Tenders with all information and supporting documents shall be submitted to the Administrative Officer (I/c), IIIT Nuzvid, Nuzvid, Krishna District, and Andhra Pradesh – 521202 up to 5:00 PM on 12.11.2018 by Speed Post/Registered Post / Courier. Tenders can also be dropped in the Box entitled ‘Mess Tenders -2018’ at the Procurement section, IIIT Nuzvid, RGUKT-AP. The Technical Bids will be opened on 13.11.2018 at 11:00 AM and price bid will be opened at 11:00 AM on 16.11.2018. If the above day of opening happens to be a closed holiday for IIIT Nuzvid RGUKT-AP, 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. Service Provider shall ensure submission of complete information/documents at the first instance itself. **The Service Provider has to ensure that the tender document is strictly as per the order indicated in the master index.** IIIT Nuzvid RGUKT-AP reserves the right to complete the evaluation based on the details furnished by the Service Providers 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 Service Provider to participate in the tendering process.

10.12. IIIT Nuzvid RGUKT-AP shall not be responsible for any costs or expenses incurred by the Service Providers 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 RGUKT-AP, 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 however payment of the students sanctioned with leave for a minimum period of 3 days or more will be deducted from the mess bill. 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 Service Provider 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 Service Provider as per the below assessment criterion.

- (i) Students' feedback (online) : 50% weightage
- (ii) Student Mess Committee feedback (Offline): 25% weightage
- (iii) Faculty Mess Committee feedback (Offline): 25% weightage

Each question in the feedback forms consists of five options as below:

1	Timeliness of the service.				
	<i>A. Excellent</i>	<i>B. Good</i>	<i>C. Satisfactory</i>	<i>D. Below Satisfactory</i>	<i>E. Poor</i>
	(100%)	(80%)	(60%)	(40%)	(20%)

- (i) The Students' feedback form (Online)

Sl. No	Type of Service	Individual Points	Points
1.	Timeliness Service	1	1
2.	Neatness /Cleanliness 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 Service Provider employees towards students	1	1

6.	Wearing of Uniforms + Hand Gloves + Head Masks etc. by the mess staff	1	1
7.	Cooking & Serving of food as per Menu.	1	1

(ii). Student Mess committee's feedback & Faculty Mess committee's feedback form. (Offline)

Sl. No	Type of Service	Individual points	Points
1.	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	
2.	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	
3.	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	
4.	Cooking & Serving of food as per MENU		2

Each form is evaluated for 10 credit points. The score is scaled down to the respective weightage as mentioned earlier.

*Total Credit Points = 50% from Students + 25% from Student Mess committee + 25% from faculty mess committee.*

For example, if a service provider obtains 8 points from online student feedback, 6 points from off line student mess committee feedback and 8 from off line faculty mess committee feedback, the total credit points are calculated as below.

$$\begin{aligned}
 \text{Total Credit Points} &= (50\% \text{ of } 8) + (25\% \text{ of } 6) + (25\% \text{ of } 8) \\
 &= 4.0 + 1.5 + 2.0 \\
 &= 7.50
 \end{aligned}$$

If the total credit points are less than 6 fine will be imposed for caterer based on the below criterion.

***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 thrice in the contract period, the contract will be cancelled along with 20% fine each time.***

## **12. COMPLIANCE OF STATUTORY PROVISIONS**

12.1. The Service Provider 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 Service Provider 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 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 Service Provider shall fully indemnify the Institute for any default or non observance by the Service Provider 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 Service Provider shall be solely liable for settlement of any claim made by any person due to the non observance by the Service Provider of any of the provisions or otherwise of the enactments cited, the Institute reserves right to settle directly any amount due by the Service Provider as mentioned above and to recover such amounts form any of the amounts payable by the Institute to the catering Service Provider or in the absence for the same as debt due to the Institute by the Service Provider.

12.4. The Service Provider 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 Service Provider should have separate EPF and ESI Code numbers for all workers. The Service Provider should ensure remittance of EPF and ESI, to the respective accounts of the individual contract worker. IIT Nuzvid RGUKT-AP reserves the right to check the records.

## **13. WAGES TO PERSONS DEPLOYED**

13.1. The Service Provider shall make payment to the workers deployed by him on the scheduled date. The Service Provider 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 Service Provider shall be solely responsible to disburse Wages due payable to the personnel deployed for the subject services promptly and in due time if the Service Provider 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 Service Provider.

13.2. The Service Provider should submit copy of the EPF and ESI, monthly remittances to the authorities, by 25<sup>th</sup> of subsequent month.

13.3. The Service Provider should submit Attendance & Salary Disbursement Register for the workmen engaged, by 25<sup>th</sup> of subsequent month.



13.4. The Service Provider shall, whenever required by the Institute or University 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 Service Provider 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 Service Provider.

#### **15. GOVERNMENT AND LOCAL RULES**

15.1. The Service Provider 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 RGUKT-AP shall not be responsible for such liabilities and claims.

15.2. The Service Provider 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 Service Provider)
- 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 Service Provider.

#### **16. FIRST AID**

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

16.2. If IIIT Nuzvid RGUKT-AP provides, entirely at its discretion, any of these facilities, the cost of such support as worked out by IIIT Nuzvid RGUKT-AP shall be recovered from the Service Provider.

#### **17. GENERAL**

17.1. The Service Provider shall furnish in writing the list of persons to be deployed by him. He shall not engage child labour. All workers are to be in uniform having Service Provider'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 Service Provider, 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 Service Provider and result be given without fail to Administrative Officer on 10<sup>th</sup> April, 10<sup>th</sup> July, 10<sup>th</sup> September and 10<sup>th</sup> January. The Service Provider

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 RGUKT-AP issued materials / equipments / tools by the Service Provider shall be made good by the Service Provider at his own cost, failing which the actual cost as worked out by IIIT Nuzvid RGUKT-AP shall be deducted from Service Provider's running account bill.

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

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

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

17.7. The Service Provider 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 Nuzvid.

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 SERVICE PROVIDER**

19.1. The Service Provider shall not change the composition during the contract/service period without the prior approval of the Institute. Any happening like Death/ Resignation of any partner / Director / member of the service provider 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 Service Provider, 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 Service Provider.

19.2. The contract shall be awarded on the basis of “PRINCIPAL-TO-PRINCIPAL” and the Service Provider shall be deemed to be an independent Service Provider 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 Service Provider shall have any claims against the Institute / University in respect of the execution of the contract and the Service Provider undertakes to indemnify the Institute against loss suffered on account of any such claims.

## **20. SUBLETTING**

**The Service Provider shall not sublet, transfer or assign the contract or any part thereof. The Service / Contract will be terminated in case of non-compliance.**

Each Service Provider should maintain and operate exclusive store and kitchen for the respective mess facilities. Common utilization of the stores and the kitchen is strictly prohibited. **The Service / Contract will be terminated in case of non-compliance.** The decision of IIIT Nuzvid, RGUKT-AP shall be final and binding.

## **21. LAWS GOVERNING THE CONTRACT**

The contract will be governed by the Laws of the land.

## **22. RECOVERY OF COST OF DAMAGED PROPERTY**

22.1. The Service Provider 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 Service Provider or their designated person is operating under this Agreement. The Service Provider shall make good to the satisfaction of the Institute any loss or damage due to any of the Institute 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 Service Provider 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 Service Provider 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 Service Provider. In regard to natural wear and tear of such items, the decision of the Institute shall be final and binding on the Service Provider.

## 23. PENALTY

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

- i. The Service Provider 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 RGUKT-AP 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 RGUKT-AP, it will be free to get the service done by any other agency at the cost and risk of the Service Provider.
- iii. If the Service Provider is not fulfilling the terms and conditions of the Contract or in case of any misconduct by the workmen of the Service Provider (which the Service Provider has not remedied in spite of the same being reported to him by IIIT Nuzvid RGUKT-AP), IIIT Nuzvid RGUKT-AP reserves the right to terminate / cancel the agreement either partially or fully by giving 1 month notice, and without any liability to IIIT Nuzvid RGUKT-AP.

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

23.2. Substandard 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 Service Provider 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 Service Provider should purchase the raw material at his own risk and cost.

23.4.If it is found that the Service Provider 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 to 2% of the day's collection** will be levied on the Service Provider on each such items separately for each occasion. Besides, inferior ingredients are liable to be removed from the premises of the Mess at the Service Provider's risk and cost.

23.5.If the Service Provider 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 to 2% of the day's collection** will be deducted. In addition the Service Provider should also immediately make good the shortage.

23.6. If it is found that there is laxity on the part of the Service Provider 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 RGUKT-AP is final and binding on the Service Provider.

23.7. Penalty shall be levied if changes in the menu are made without prior approval of the Institute.

23.8. Penalty shall be levied for delays in service.

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

23.10. If IIT Nuzvid RGUKT-AP find that the mess services are supplied to any unauthorized personnel, penalty will be imposed on the Service Provider.

### PERFORMANCE INDEX – FEEDBACK FORMS

#### PERFORMANCE INDEX – STUDENT FEEDBACK FORM (Online)

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				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
2	Neatness of the surroundings				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
3	Quality of food to all dining members.				
	i.) Status of boiled Rice/ Status of Banana/ Status of Boiled Egg				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	ii) Taste of Curries/ Fried				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
4	iii) Snacks, Tea, Coffee and Breakfast				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher				
5	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	Courtesy of services from Service Provider employees towards dining members.				
6	Wearing of uniforms by catering Service Provider employees on duty.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
7	Cooking as per Menu.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor

**Name Of the Student:**

## PERFORMANCE INDEX – FMC\* & SMC\* FEEDBACK FORM (Offline)

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	<b>Kitchen</b>				
	I. Vegetables cutting in Hygienic Conditions				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	II. Vessels/ Pans cleanness				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	III. Wearing uniform while cooking food.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	IV. Cleanliness inside the preserving area				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	2	<b>Store Hygiene</b>			
I. Ingredients as per brands					
A. Excellent		B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
II. Items arrangement inside the store					
A. Excellent		B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
III. Condition of Ingredients					
A. Excellent		B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
3	<b>Neatness of Mess</b>				
	I. Providing hot water for cleaning the plates				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	II. Neatness of tables at dinning time				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	III. Proper dumping of food waste				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	IV. Mess hall & surroundings cleanliness				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	4	Cooking & serving of food as per Menu.			

	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
<b>Name of the Member:</b> .....					
<b>Signature of the Member:</b> .....					

\*FMC: Faculty Mess Committee ; SMC: Student Mess Committee

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:

Student:

Date:.....

Period

## **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 Service Provider 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 Service Provider 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:**

Refer Serial No. 14 and 15 of the Section-II : Statement of Important Limits/Values Related to Bid of this document.

## **27. EVALUATION PROCEDURE:**

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

### **27.1. Qualifying Criteria:**

27.1.1. The Service Providers 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 Service Providers, 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 Institute's rights of Service Provider's obligation under the Contract and retention of which deviation or reservation would affect unfairly the competitive position of Service Providers 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 Institute.

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

27.2.5 The time schedule for completion is given in the tender document. Service Provider 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 Service Provider continues to stipulate exceptions and deviation to the clauses of Tender Document and if the same is not acceptable to IIIT Nuzvid RGUKT-AP, 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 Service Providers shall not mention their rate of any items or total quoted price anywhere in the Technical Bid (Part I) part of the Tender. If Service Provider 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 **Tie Resolution:** If there is a tie in the price bid of two or more Service Providers, then the priority will be given to the Service Provider based on the evaluation matrix as mentioned in annexure- X. In case of occurrence of tie even after the evaluation as per Annexure –X, lottery system shall be followed for award of the contract.

## **28. ARRANGEMENT OF BID DOCUMENTS**

The Service Provider 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 III
- 28.1.7 Declaration of prescribed requirements on company letter head as per Annexure V
- 28.1.8 Organization details as per annexure –VI
- 28.1.9 List of major customers as per Annexure – VII
- 28.1.10 Non black listing certificate as per enclosed Annexure - VIII
- 28.1.11 Power of Attorney in the name of the person who has signed the tender.
- 28.1.12 Evaluation matrix as per Annexure X
- 28.1.13 Annual Turnover Statement as per Annexure XI

28.1.14 ESI/PF details as per enclosed Annexure -XII

28.1.15 Other details, if any.

## **28.2 Price Bid (Part-II)**

**Price bid shall be submitted only through online mode in the standard format (Annexure-II may be referred). Price Bid shall contain only price in Indian Rupees per student per day both in figures and words.**

Although all the details presented in this tender document have been compiled with all reasonable care, it is the Service Provider's responsibility to ensure that the information provided is adequate and clearly understood. Service Provider 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. Service Provider's quotation is the responsibility of Service Provider and no relief or consideration can be given for errors and omissions.

## **29. EVALUATION OF PRICE TENDERS**

The price tenders of only those Service Providers shall be considered for opening and evaluation whose tender is determined as technically qualified. IIIT Nuzvid, RGUKT-AP reserves the right to assign any mess to any Service Provider. The rate per student per day should be in the range of Rs. 85.00 to Rs. 95.00 exclusive of taxes.

## **30. INTERPRETATION OF TERMS**

The terms Institute / Administrative Officer / IIIT Nuzvid, RGUKT, A.P / Director / University appearing in this tendering document are synonymous.

The terms Service Provider / Caterer / Bidder / Tenderer / Contractor appearing in this tendering document are synonymous.

## **31. ACCEPTANCE OF TENDER**

IIIT Nuzvid, RGUKT-AP reserves the right to accept or reject any or all of the tenders without assigning any reason and to go for tendering process afresh. The decision of IIIT Nuzvid, RGUKT-AP shall be final and binding.

## **32. AWARD OF CONTRACT**

### **32.1. Notification of award**

32.1.1 The Institute will notify the successful service providers and intimate for their acceptance through Letter of Intent (LoI). The Service Provider shall submit letter of acceptance along with Performance

Guarantee enabling Institute & the Service Providers to enter into an agreement for execution of the service or contract duly incorporating terms and conditions in the tender document.

### **32.2. Performance Security:**

*The performance Security is 10% of the Annual Contract Value.* The successful Service Provider shall require submitting the performance security and other documents, if any, as required by the Institute within 14 days from the receipt of notification of award through LoI. The performance security shall be in one of the following forms:

32.2.1. A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India with at least one branch office in Nuzvid, in the form provided in the bidding document or another as acceptable to the IIIT Nuzvid, RGUKT A.P.

32.2.2. A cashier's cheque or banker's certified cheque or crossed demand draft or pay order drawn in favor of "The Director, IIIT Nuzvid, RGUKT-AP"

The performance security shall be valid for entire duration of the contract plus 60 (sixty) days. EMD of Rs.5,00,000/0 (Rupees Five Lakh Only) already deposited shall be adjusted against the Security Deposit. No interest shall be payable on the Security Deposit.

### **33. SIGNING OF CONTRACT**

On submission of performance security, the successful Service Provider is required to execute an agreement on a non-judicial stamp paper of appropriate value in a prescribed format. Failure of the successful Service Provider to sign the contract proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security (EMD), in which event the IIIT Nuzvid, RGUKT-AP may make the award to another bidder or call for new bids.

### **34. RETURN OF EMD**

Upon the successful bidder(s) signing on the contract, IIIT Nuzvid, RGUKT-AP will promptly notify each unsuccessful bidder. The bid security (EMD) of all the bidders shall be refunded without any interest on it within 30 to 90 days after awarding of the contract.

### **35. VALIDITY OF THE TENDER/BID**

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

### **36. STATUTORY LIABILITIES OF THE 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 Service Provider. The 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 Institute from all running bills and

payments to the Service Provider. The Service Provider will have to be necessarily registered with the ESI and EPF Authorities and other necessary authorities as required under the Applicable Office / Shops & Establishment Act.

36.2 The 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 Service Provider shall maintain proper records, registers etc., as applicable and required under various enactments including, but not limited to, Contract labour.

36.4 The 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 Institute.

36.5 The Service Provider shall, at all times, make available to the Institute 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 of any returns, statements etc., to the Institute as may be required from time to time.

36.6 The 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 Institute shall promptly notify the Service Provider upon discovering any instance where the Service Provider has failed to comply with the provisions as given in above paragraphs.

### **37. CODE OF CONDUCT FOR SERVICE PROVIDER'S STAFF**

The number of staff employed at the premises should be intimated to the Institute to ensure well running of obligations under this contract.

The Service Provider shall ensure that all staff are provided with and wear uniforms, identity cards, PPE (Personal Protective Equipment) other necessary items etc., while working at kitchens & dining halls, they have to behave in a cordial manner when interacting with the students of Institute 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 number of students served in the period, subject to deductions, if any, as per Clause 11 of this document.

38.2 The Service Provider shall raise an invoice in an acceptable pro-forma and in accordance with the agreed rate as per contract.

38.3 The invoices shall be raised within 5 days after completion of billing period for the service provided during the preceding half month. Invoices raised for the second half of the month should be accompanied by a copy of PF Challan (TRRN Details), ESI Challan, GST 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 RGUKT-AP for payment made to the 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 Service Provider shall submit a photocopy of his PAN identity for record to the IIIT Nuzvid, RGUKT-AP.

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

### **39. FORCE MAJEURE**

39.1 No liability shall be attached to the 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 Service Provider / Service Provider.

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

### **40. TERMINATION**

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 Institute, if the Service Provider fails to fulfill their tasks to the satisfaction of the Institute. Such failures constitute a breach of the 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.

### **41. 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 Institute's decision shall be final on all such matters and shall be binding on the Service Provider. In case of a dispute or difference arising between the RGUKT-AP and the Service Provider 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 Service Provider approaches court for whatsoever reason, the case must be filed in Krishna District court only.

### **42. DISCLAIMER**

42.1. Even though adequate care has been taken in the preparation of this Tender Schedule, the Service Provider should satisfy himself that the Schedule is complete in all respects.

42.2. Neither IIIT Nuzvid, RGUKT-AP, 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, RGUKT-AP to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tender Schedule. Certain prospective Service Providers may have a better knowledge of the scope of work than others. Each prospective Service Provider 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.

42.3. The Administrative Officer (i/c), IIIT Nuzvid, RGUKT-AP, reserves the right to accept or reject any or all the Bids submitted in response to this request for Proposal at any stage without assigning any reasons whatsoever.

42.4. The Administrative Officer (i/c), IIIT Nuzvid, RGUKT-AP 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.

### **43. REJECTION OF TENDERS**

43.1. The Administrative Officer (i/c), IIIT Nuzvid, RGUKT-AP, 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 Service Provider or any obligations to inform the affected Service Provider of the grounds of acceptance or rejection.

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

43.3. 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 ADMINISTRATIVE OFFICER (i/c), IIIT Nuzvid, RGUKT-AP, in this regard is final and binding on the Service Provider.

### **44. CANVASSING**

Service Providers are hereby warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Service Provider.

### **45. TERMINATION FOR INSOLVENCY**

ADMINISTRATIVE OFFICER (i/c), IIIT Nuzvid, RGUKT-AP, 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 Service Provider shall fill the check list & upload)

The Service Provider must ensure that the following details in the check list are furnished along with the bid document (in the following order only). The Service Provider 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.

S.No	Details of the Eligibility Criteria	Yes	No
1	Tender Document Fee of Rs.25000/-in the form of DD.		
2	EMD of Rs.5,00,000/-(DD or BG ) drawn from a Scheduled Bank		
3	Service Provider Information Sheet(Annexure - VI)		
4	Service Provider Letter (Annexure - IV)		
5	Declaration letter (Annexure – III & V)		
6	Tender document, duly signed and stamped in token of acceptance of 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	Service provider should have a valid EPF registration (In case of not having EPF registration in Andhra pradesh, shall obtain the same after award of contract)		
11	Valid registration with ESIC under relevant Act (In case of not having EPF registration in Andhra pradesh, shall obtain the same after award of contract)		
12	Service provide should have valid GST registration		
13	Proof of Catering Services experience from any educational institution with not less than 25 staff/workers/members in a single work of any one year of the Preceding four years viz. 2014-15 to 2017-18 (A certificate from the Head of the Organization or any other competent authority should be uploaded / submitted)		
14	Certificate of the Service Provider'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 – 18) in rupees must be enclosed. (Form 26 AS should be uploaded/submitted as proof)		
15	Latest Income Tax Returns of any three years out of previous four financial years (2014-15 to 2017-18)		
16	Power of Attorney, wherever applicable		

17	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/submitted as per the proforma in tender document (As per Annexure- VIII)		
18	The Service Providers shall furnish the information with regard to the existing commitments with proofs such as work orders, agreements etc., and shall be uploaded / submitted for Works more than Rs. 40.00 Lakhs.		
19	Proof of providing catering services in any educational institution for student count not less than 350 members per day for any three continuous years in past four financial years (2014-15 to 2017-18) (Work orders needs to be uploaded/submitted)		
20	Proof for minimum 25 workers/staff on the rolls of the Service Provider's organization doing job in all of its Industrial/ Institutional Mess/Mess (Latest TRRN Details needs to be uploaded/submitted as proof for number of workers/staff on roll)		
21	Proof for minimum 4 skilled employees on the rolls of the Service Provider's organization doing job in all of its Industrial/ Institutional Mess/Mess. (List should be enclosed along the proof of their qualifications, appointment order, EPF UAN and Latest ECR highlighting these employees)		

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



Annexure-II  
FINANCIAL / PRICE BID

Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid, RGUKT-AP, located at Nuzvid, Krishna District, Andhra Pradesh-521202. 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 Service Provider)

**Annexure-III**

**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 Service Provider in the checklist, and shall be enclosed to the Technical bid for the purposes of verification as well as evaluation of the Service Provider'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 Service Provider in sealed Cover "A" as Hard Copies along with the original Demand Drafts drawn towards EMD & Processing fee.
3. The University 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 Service Providers. If any Service Provider 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 Service Provider will be disqualified.

**DECLARATION**

I / WE xxxxxxxxxxxxxxxxxxxxxxxxxxx. 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 Service Provider

**Annexure-IV**

**Bid letter form**

From:

(Registered name and address of the Service Provider)

To

The ADMINISTRATIVE OFFICER (i/c),  
IIIT Nuzvid, RGUKT-AP, 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 xx-xx-xxxx

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:

Service Provider's Signature

Date:

Seal.

**Annexure-V**  
**DECLARATION (on Company Letter Head)**

From:

Date.

(Registered name and address of the Service Provider)

To  
The ADMINISTRATIVE OFFICER (i/c),  
IIIT Nuzvid, RGUKT-AP, Nuzvid  
Krishna (Dist), Andhra Pradesh-521202

Dear Sir,

Sub. Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid,  
RGUKT-AP -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, RGUKT-AP. 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, RGUKT-AP, IIIT Nuzvid, RGUKT-AP, 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, RGUKT-AP.

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 mess only, at IIIT Nuzvid, RGUKT-AP even if he will be lowest Service Provider for more than one mess.

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 SERVICE PROVIDER

**Annexure-VI**  
Service Provider 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-VII**

List of Major Clients (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-VIII**  
**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 / University / Institute on any account.

I/We also certify that firm will provide outsourcing of manpower services as per the specification given by IIIT Nuzvid, RGUKT-AP 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, RGUKT-AP may imposed any action as per the rules.

Date :

Name :

Place :

Business Address :

Signature of Service Provider:

Seal of the Service Provider:

**Annexure-IX**

**PRICE REASONABILITY CERTIFICATE**

1. I/We \_\_\_\_\_ hereby certify that the price quoted per student per day is reasonable for serving the food as per the menu in the tender documents up to the satisfaction of students.
2. I/We further agree that the price quoted per student per day is reasonable and shall be abide by us for the entire contract period irrespective of the variations in prices of the raw materials or commodities.

Date:

(SIGNATURE & STAMP OF THE AUTHORIZED SIGNATORY)



**Annexure-X**  
Evaluation Matrix for Award of Contract

S.No	Description	Attributes	Point	Please tick the appropriate attribute	Score
1	Registration of the Service Provider(Necessary proof shall be uploaded/submitted)	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.e. In providing Mess services on contract basis catering minimum 350 Persons / day. (Copy of Work Order should be uploaded/submitted)	More than 5	10		
		3 – 4	7		
		1 – 2	4		
3	Annual Turnover of Service Provider (with respect to all Industrial / Institutional Messes /Mess being operated. (Form 26 AS & Income Tax Returns should be uploaded/submitted)	Rs. 241 Lakhs & above	10		
		Rs. 181 to 240 Lakhs	8		
		Rs. 121 to 180 Lakhs	6		
		Rs. 61 to 120 Lakhs.	4		
4	Annual value of the Single largest contract for running industrial / Institutional-Mess / Mess. (Work Order should be uploaded/submitted as proof)	Rs. 181 Lakhs & above	10		
		Rs. 141 to Rs. 180 Lakhs	8		
		Rs. 101 to Rs. 140 Lakhs	6		
		Rs. 61 to Rs. 100 Lakhs	4		
		Rs. 40 Lakhs to Rs. 60 Lakhs	2		
5	No. of Skilled workers (with Catering Certificate	20 Skilled Personnel & Above	10		

	/Diploma/ Degree) available in the rolls of the Service Provider's organization. (List should be enclosed along the proof of their qualifications, appointment order, EPF UAN and Latest ECR highlighting these employees)	16 to 19 Skilled Personnel	8		
		12 to 15 Skilled Personnel	6		
		8 to 11 Skilled Personnel	4		
		4 to 7 Skilled Personnel	2		
6	Total no. of workers/staff on the rolls of the Service Provider's organization doing job in all of its Industrial/ Institutional Mess/Mess (Latest TRRN details should be submitted as proof of No.of workers/staff on roll)	76 workers & above	10		
		66 to 75 Workers	8		
		56 to 65 Workers	6		
		46 to 55 Workers	4		
		25 to 45 Workers	2		

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

Seal

**Annexure XI**

NAME OF WORK : Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Nuzvid, RGUKT-AP

Name of the Service Provider: .....

Annual Turnover Statement

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

Financial Year	Annual Turnover (Rs.)
2014- 2015	
2015- 2016	
2016- 2017	
2017 – 2018	

**NOTE:**

1 Copies of audited Balance Sheets with Profit & Loss Account statements for last three years shall be submitted along with the tender.

2 Service Provider 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 – 2018				

**Signature of Chartered Accountant**  
**Name:**  
**Membership No.:**  
**Seal**

**Annexure XII**

**ESI / PF DETAILS**

**NAME OF WORK: Providing Catering Services including maintenance of Kitchen and Dining Halls  
at IIIT Nuzvid, RGUKT-AP**

Tender No. ....

Name of the Service Provider: .....

Details of PF & ESI Registration

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

Sl. No.	Description	Details to be furnished by the Service Provider
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 Service Provider with official seal

**ANNEXURE - XIII**

**QUALITY OF ITEMS TO BE USED BY SERVICE PROVIDERS**

**ITEM WISE MINIMUM WEIGHT DETAILS**

<b><u>S.No</u></b>	<b><u>ITEM</u></b>	<b><u>INDICATIVE QUANTITY SUGGESTED</u></b>	<b><u>MIN. WEIGHT OF ITEM</u></b>	<b><u>Minimum Number</u></b>	<b><u>Remarks</u></b>
<b>Breakfast</b>	<b>Idli</b>	<b>250-300 gms</b>		<b>4 to 5</b>	
	<b>Chapathi</b>	<b>250-300 gms</b>	<b>70 -80 Gms each</b>	<b>4</b>	
	<b>Uthappam</b>	<b>250-300 gms</b>		<b>4 to 6</b>	
	<b>Poori</b>	<b>250-300 gms</b>			
	<b>Tamota Rice / Lemon Rice etc.</b>	<b>250-300 gms</b>			
	<b>Vada</b>	<b>250-300 gms</b>	<b>70 -80 Gms each</b>	<b>4</b>	
<b>Chutney</b>	<b>Chutney</b>	<b>One smal laddle</b>			
	<b>Sambar</b>	<b>One Sambar laddle</b>			
	<b>Coffee</b>	<b>1 Cup</b>	<b>150 ml 6% Fat</b>		
	<b>Milk</b>	<b>1 Cup</b>			
<b>Lunch</b>		<b>250-300 gms</b>			
	<b>White Rice</b>				
	<b>Pappu- Aku kura</b>	<b>One Sambar laddle</b>			
	<b>Rasam</b>	<b>Two Sambar laddle</b>			
	<b>Curd ( Solid)</b>	<b>One Cup</b>	<b>150 ml</b>	<b>1 cup</b>	
	<b>Curry</b>	<b>100 gms</b>			
<b>Snacks</b>	<b>Biscuits</b>	<b>4 Number any item</b>		<b>4</b>	
	<b>Boiled Chana</b>	<b>50 Gms.</b>			
	<b>Corn flakes-fried</b>	<b>50 Gms.</b>			
	<b>Bajji</b>	<b>Two Numbers</b>		<b>2</b>	
	<b>Samosa</b>	<b>Two Numbers</b>		<b>2</b>	
	<b>Onion Pakoda</b>	<b>75 Gms</b>			
	<b>Tea</b>	<b>1 Cup</b>			
<b>Dinner</b>					
	<b>Curry</b>	<b>100 gms</b>			
	<b>Sambar</b>	<b>2 Sambar Labbles</b>			
	<b>Pickle</b>	<b>2 table spoons</b>			
	<b>Fresh Veg Chutney</b>	<b>3 table spoons</b>			
<b>Non Veg</b>	<b>Chicken Curry</b>	<b>170 Gms</b>	<b>120 Gms Chicken + 50 Gms Gravy</b>	<b>170 gms</b>	
<b>Veg</b>	<b>Spl- Veg Curry</b>	<b>150 Gms</b>		<b>150 gms</b>	
	<b>Sweet</b>	<b>100 Gms</b>			
	<b>Biryani / Pulao</b>	<b>200 Gms</b>			

**PERISHABLE AND NON-PERISHABLE ITEMS RECCOMENDED**

S.No.	Item	Brand
1	Rice	One year old sona masuri
2	Oil (Refined Sun Flower, Ground-Nut)	Crystal, Gold Drop, Vijaya brand, Freedom
3	Dal Arhar	Grade – I
4	Dal Chana	Grade – I
5	Dal Moong (Pesarpappu)	Grade – I
6	Dal Urad (Gundu)	Grade – I
7	Rajma	Grade – I
8	Kabuli Chana	Grade – I
9	Idly Ravva	Grade – I
10	Suji	Grade – I
11	Wheat Ravva	Grade – I
12	Salt (Crystal)	Annapurna/Tata
13	Salt (Table)	Annapurna/Tata
14	Mirchi Powder	Grade – I
15	Haldi (Turmeric Powder)	Grade – I
16	Dhaniya Powder	Grade – I
17	Mustard	Grade – I
18	Zeera	Grade – I
19	Red Chilly	Grade – I
20	Hing	Grade – I
21	Lavanga	Grade – I
22	Elachi	Grade – I
23	Patta	Grade – I
24	Sugar	Grade – I
25	Jagri	Grade – I
26	Tea Powder	Red Label/Taj Mahal
27	Coffee Powder	Brook Bond Green Label
28	Cooking Gas	HP Gas/19 Kg. Commercial.
29	Soya Chunks	Grade – I
30	Maida	Grade – I
31	Basin	Grade – I
32	Corn Flour	Grade – I
33	Tamarind	Grade – I
34	Ground Nut	Grade – I
35	Putana Dal	Grade – I
36	Dry Coconut	Grade – I
38	Rasam Powder	Grade – I
39	Sambar Powder	Grade – I
40	Cashew	Grade – I
41	Vermicelli	Grade – I
42	Saboodana	Grade – I
43	Pure Ghee (Durga)	Grade – I
44	Pickles	Grade – I
45	Chole Masala	Grade – I
46	Chat Masala	Grade – I
47	Namkin	Haldiram's/Everest

48	Biscuits Pkt.	BRITTANIA
49	Noodles	Grade – I
50	Chekki Atta	Grade – I
51	Kasuri Menthi/pkt	Grade – I
52	Fresh Mutter	Grade – I
53	Chilly Sauce	Grade – I
54	Tomato Sauce	MAGGI/ANNA PURNA
55	Soya Sauce	Grade – I
56	Black Pepper	Grade – I
57	Eating Soda	Grade – I
58	Rice Flakes	Grade – I

S.No.	Item	Brand
1	Bread	Modern
2	Butter	Amul
3	Jam	Kissan/Frutop
4	Eggs Each	Grade A
5	Chicken –Skinless	Standard
6	Vegetables	
7	Onion	
8	Garlic	
9	Ginger	
10	Milk (Toned)	Minimum 3 % Fat
11	Paneer	Visakha Dairy / Vijaya Dairy /Equivalent
12	Curry Leaves	
13	Coriander	
14	Green Leafy Vegetables	
15	Potatoes	
16	Pepper	
17	Coconut Full	
18	Green Chillies	
19	Butter Chiplet	
20	Curd	Visakha Dairy / Vijaya Dairy /Equivalent
21	Carrot	

**Note:**

1. Branded Sun flower & Ground nut oil should be used on monthly rotation basis and avoid using Vanaspathi in foods.
2. The above commodities should be used before the expiry date.

***Incomplete tender documents submitted by the interested Service Providers shall summarily be rejected. Therefore, Service Providers are advised to carefully go through the tender document and fill all the relevant information required before submission of the tender document along with all supporting documents.***

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