

INDIAN INSTITUTE OF BANK MANAGEMENT

JAWAHAR NAGAR, KHANAPARA, GUWAHATI-781022

TENDER FOR CATERING AND CARE TAKING OF HOSTEL AND STAFF CAFETERIA

Indian Institute of Bank Management (IIBM), Guwahati invites sealed tender for Catering and Care Taking of Hostel and Staff Cafeteria from reputed catering and housekeeping service firms having minimum 3 years of experience in similar work in an organization/office/hotel. Tenders shall be invited in two bid system i.e. Technical Bid (Part-A) and Financial Bid (Part- B). Financial Bids of those Contractors only will be opened who qualify in Technical Bid. Detailed application format, eligibility criteria, instructions, terms and conditions, Technical and Financial bids can be downloaded from IIBM website: <https://www.iibm.ac.in>. Tenders accompanied with specified EMD amount in prescribed manner shall be submitted to the CAO, Indian Institute of Bank Management on or before April 29, 2019 before 2.00 PM. Technical bid will be opened at 3:00 P.M. on 30/04/2019. The date of opening of financial bid will be informed severally only to those who qualify in technical bid.

Chief Administrative Officer
Indian Institute of Bank Management

**INDIAN INSTITUTE OF BANK MANAGEMENT
JAWAHAR NAGAR, KHANAPARA
GUWAHATI: 781022**

TENDER FOR CATERING AND CARE TAKING OF HOSTEL AND STAFF CAFETERIA

Name of
Tenderer:

Address:
.....

Telephone:

**Due date of submission of tender:
April 29, 2019 on or before 2.00PM**

**Opening of tender:
April 30, 2019 at 3.00PM**

ELIGIBILITY CRITERIA FOR CATERING SERVICE

- a). Must be in the field of catering services for the last 3 years in rendering catering service in Learning Centers/Large residential Institutes/Establishments and should possess necessary labour license for the same. (Supporting documents to be enclosed).
- b). Minimum annual turnover of the contractor during last three years should be Rs.20 lacs for each of the year. (Proof to be enclosed)
- c). Must be having sufficient number of experienced staffs. A declaration of number of skilled staffs to be employed to be furnished.
- d). Should possess necessary labour contract license under the contract labour (Regulation & Abolition) Act to carry out the work.
- e). Should have GST certificate and PAN.
- f). Any contractor engaged by the Institute earlier who has voluntarily withdrawn from the contract before the expiry of the term of the agreement for what-ever reasons ascribed by him shall not be eligible for bidding. Similarly, if any contractor was earlier terminated by the IIBM for negligence or for non-satisfactory performance, he/they shall also not be eligible for bidding.

ELIGIBILITY CRITERIA FOR CARE TAKING SERVICE

- a). Must be in the field of housekeeping services for the last 3 years in rendering housekeeping service in Learning Centers/Large residential Institutes/Establishments and should possess necessary license for the same. (Supporting documents to be enclosed).

Clause (b) , (c), (d), (e), (f) mentioned for Catering Service will apply for Care Taking service also.

INSTRUCTIONS FOR THE APPLICANTS

1. Tender is open to registered partnership Firms, Companies, HUFs or Proprietary concerns.
2. Intending applicants are required to submit their applications with details about their organization, experience and competence of cooks/catering personnel in the organization and adequate evidence of their financial standing etc, in the enclosed form, which will be kept confidential
3. Each page of the application should be signed and stamped with rubber seal of the establishment. The application should be signed by person/persons on behalf of the organization having necessary authorization/power of attorney to do so.
4. If the space in the pro-forma is insufficient for furnishing full details such information may be supplemented on separate sheets of paper, stating therein the name after relevant parts of the pro - forma and serial number. Separate sheets shall be used for each part.
5. Applications containing false and/or inadequate information are liable to be rejected.
6. Information shall be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same shall be given separately in a supplementary sheet.
7. The applications received against the press notice/ advertisement only will be considered. The criteria for selection will be decided by the Institute. Institute reserve the right to cancel the tender without giving any reason.
8. Intending contractor/service provider has to apply using separate covers for Technical Bid and Financial Bid i.e. cover -A & B respectively in a sealed envelope.
9. The contractor awarded with the catering contract shall have to deposit Rs. 50,000/- as Security Deposit.
10. All applicants participating in the bid should submit application with Earnest Money Deposit (EMD) of Rs.10,000/- each in form of an account payee Bank Draft/Bankers Cheque/IOI drawn in favour of "Indian Institute of Bank Management" payable at Guwahati. Earnest Money Deposit amount of unsuccessful bidders shall be returned against their acknowledgement.

The tender in favour of the Contractor/Service provider who fails to carry out the work within the stipulated date, after receipt of the work order, shall be cancelled and the EMD amount forfeited.

11. In case the contractor fails to fulfill his obligation for any day or any number of days to the satisfaction of the Institute, for any reason whatsoever, he shall pay by way of liquidated damage a sum equivalent to 5 % of the quoted amount per item per day for the entire number of such days and the Institute shall without prejudice to their rights and remedies including the termination of contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor.

Terms and conditions

Category A- Catering Service

1. The “Caterer” shall do the daily catering of food at the Institute as per the terms and conditions, timings and the charges specified in **Schedule-I and Schedule II** to the arrangement. He shall not carry out any other business inside the premises. The caterer shall provide catering services to the staff/officers attached to the Institute.

2. The items and beverages and dishes agreed are to be served by the “Caterer” at the time of (i) bed tea (ii) break fast (iii) forenoon tea/ coffee (iv) lunch (v) afternoon tea/coffee (vi) evening tiffin (vii) dinner and the general conditions pertaining to the aforesaid services are given in the **schedule-II**.

3. The quality of ingredients used in the preparation of food and beverages shall be of high order/quality, nutritious and delicious.

4. The “Caterer” will be entirely responsible for the quality of food and for serving it free from any contamination.

5. Any officer of the Institute may at any moment, preferably before serving, demand any dish or item to be tested by him or any other officer. If the item/ dish is not approved by the official it may be replaced. This, however, does not absolve the caterer of his responsibility for serving food of the highest quality.

6. If any complaint is received from the participants regarding the quantity and quality of any item of food, proportionate charges will be deducted.

7. The charges for catering will be paid by 15th of next month provided bills are submitted by 5th of next month.

8. The “Caterer” shall engage sufficient number of persons for kitchen, room and table services and the number of the same in no case shall exceed six respectively. He will ensure, that they remain in proper and clean uniform as prescribed by the Institute and behave decently with Trainees/Staffs of the Institute. The “Caterer” or his supervisor shall personally supervise in the dining hall.

Uniforms with colour specifications and pattern approved by the Institute shall be supplied by the Caterer to his staff and workers at his cost and it should be ensured that the dining hall staff, catering staff, helper, manager or supervisor wear uniform acceptable to Institute while on duty.

The caterer shall carry out Medical Check-up of mess boys attached to lounge, staff canteen, cook and his helpers on yearly basis at Institute’s approved test centers covering the following test at his own cost.

Physical and clinical examination including skin examination

- x-ray (Chest)
- Stool and Urine test Routine.
- Blood Test (Routine)

9. The “Caterer” shall be responsible for the compliance of laws including labour laws and such other statutory laws in relation to the services to be provided and the personnel to be engaged by the caterer and he will be responsible for payment of wages/ minimum wages to persons engaged by him

and under no circumstances the liability shall be thrown on Institute. In the event any liability comes on the Institute, the caterer shall indemnify the same without any protest, counter and demur.

10. The caterer shall be solely responsible for all acts of the personnel to be engaged by him for the purpose and there will not be any contract for any purpose and to any intent between the Institute and the said personnel to be engaged by the contractor. The workers and staff of the caterer should be issued Identity Cards by the Caterer. Only those workers & staff to whom Identity Cards have been issued will be allowed into the Institute premises.

11. The Institute shall provide the cutlery, **(List will be provided)**. The same together with additional items that may have to be provided subsequently shall be handed over by the Caterer to the Institute's Administrative Department on termination of this agreement. The caterer shall be responsible for making good any loss or breakage. Additional crockery, cutlery, if any required will have to be provided by the caterer. The furniture and fixtures, kitchen equipments and other items, etc. will be provided to the caterer for hostel Rooms, Reception Lobby and dining hall etc.

The Institute shall provide gas fittings which should be returned in good condition and order on expiry of the agreement and the caterer shall be responsible for making good any loss or breakage/damage thereto above 5%. The caterer shall, however, be required to provide the gas cylinder refills at his own expenses.

12. The "Caterer" shall be paid for all services at the rate quoted by him in **Schedule-I** in the application per head per day from the date of engagement. Proportionate charges shall be taken into account for payment in case of part supply, non-supply or in dine out cases besides penalty provisions.

13. Guests will be charged at regular rates applicable to the participants for the services availed.

14. Room services will be provided by the "Caterer" at no extra cost for serving bed tea, drinking water and attending the sick participants and any such miscellaneous services as deemed necessary from time to time.

15. The Institute also reserves the right to terminate the agreement/arrangement with immediate effect if the caterer neglects and fails to take proper care or does any act jeopardizing the health and safety of the occupants of the Institute without serving the notice of two month.

16. The caterer will provide the food items recommended by the doctor to participants under medical care.

17. The caterer will be responsible for the compliance of all laws and regulations governing working conditions of the employees working under him/engaged by him.

18. The caterer shall not infringe any law relating to the contract labour, payment of wages and the minimum wages, child labour and other state/local laws etc. In the event of any violations of any laws/regulations it will be the sole responsibility of the caterer to make good the compliance.

19. The caterer shall keep the furniture of the dining hall in a tidy manner.

20. A Complaint Register shall be kept in the Dining Hall prominently where the participants/guests can record their complaints/grievances, which shall be verified by the Administrative Officer/ Chief Administrative Officer on daily basis and action taken against the complaints has to be recorded

therein. The inspector and Lounge Committee may also verify the register invariably as and when the visit/inspection is conducted and their views on action taken by the Administration Department should be given to Director.

21. The caterer will be responsible for the proper upkeep and hygiene of the premises he is using. He will also be responsible for safety and security of the articles entrusted to him by the Institute. In the event of any damage caused to the Institute or its occupants or premises on account of any act, default, negligence, omission on the part of the caterer or his staff then the caterer shall forthwith pay adequate compensation as determined by the Institute. The Caterer will allow verification of the articles as and when desired by the Administration.

The Institute's Medical Officer will pay visits to the Mess/Canteen/Kitchen periodically and his recommendation regarding cleanliness, hygiene, etc. will be binding on the Caterer.

22. The caterer will duly and faithfully perform the above duties assigned to him.

23. The Institute reserves the right to change/modify the terms and conditions by issuing letter to caterer.

24. The applicant will pay Rs10,000/- (Rupees ten thousand) only in the form of draft/bankers cheque in favour of the Indian Institute of Bank Management as Earnest Money Deposit which will be refunded to the un-successful applicants for the tender. However, on completion of tendering process and in case of the successful applicant, the EMD will be adjusted towards security deposit of Rs.50,000/- which will be refunded to the caterer/contractor on termination of agreement without any interest.

25. The "Caterer" shall do the daily catering of food at the "Indian Institute of Bank Management" at hostel and office as per the terms and conditions.

26. Incomplete/blank application(s) for the tender shall be rejected.

27. The Caterer shall also execute an agreement/undertaking on requisite value of non judicial stamp paper within a period of 7 days in case of successful tender.

28. The Director of the Institute may entrust any Faculty Member/Officers for surprise inspection of Mess/Canteen/Kitchen and housekeeping of hostel during any day in a month and the inspector shall submit his report about quality of eatables, maintaining hygiene, etc. to the Director. The Director shall decide the number the times of surprise inspection on the basis of findings of the previous surprise inspection reports. The Authority of the Institute shall issue notice(s) to the caterer to remove/rectify the deficiencies/defects/irregularities within as specified time.

The Caterer is liable to submit the food items prepared for test to ensure quality by the Authorized officer (s) of the Institute.

29. The Institute shall provide only 2 (two) rooms in the building behind hostel complex for accommodation of the caterer's personnel.

30. The Institute shall provide electricity and water free of cost.

31. This agreement can be terminated by either party i.e the Institute or the Caterer before the expiry of the period of the agreement on giving an advance notice of 2(two) months.

32. Any other expenditure such as cost of detergents, cleaning powder, etc. which are not specified in the above conditions, in connection with the catering arrangements, will be borne by the caterer.

33. Pest control in the kitchen and Dining hall should be done by the Caterer at least once in a month.

34. The Caterer personnel will also manage check-in and check-out formalities in the lounge of the hostel including carriage of baggage of participants/guest, etc. to and fro their rooms. A register indicating the names of the hostel occupants, room number, arrival time, departure time and signature should be maintained in the reception lobby and shown to the concerned officer of the Institute along with catering bills, updated copy of the register should be submitted without which bills will not be processed and paid. The Administrative Department of the institute shall determine books and records to be maintained by the caterer for the purpose of House-keeping and lounge. Other incidental services like calling of doctors/conveyance etc. shall be undertaken by the Caterer.

35. On the expiry or termination of this agreement, the caterer and his employees shall vacate the premises. However, the caterer shall be entitled to remove the furniture, fittings, crockery, cutlery, utensils and other articles belonging to him without in anyway causing any damage to the said premises and the Institute's property therein. Any expenses legal or otherwise that the institute may have to incur for evicting the staff of the caterer on the expiry/termination of this agreement will have to be borne by the caterer and the Institute shall have the right to recover such amounts from the Caterer's pending bills.

36. The Institute reserves the right to accept or reject any or all applications for the tender without assigning any reason what so- ever.

Dated:

Signature of the Caterer.

Category B- Care Taking Service of Hostel (34 Double Room, 4 Single Room, 1 Store Room, 1 Office Room, Reception area, 2 Dining Hall, 1 Recreation room and 1 Doctor room)

1. The Contractor shall arrange for housekeeping such as cleaning, upkeep and all other room services as a part of housekeeping services in the hostel rooms, guest rooms, gymnastic room and any other rooms or attachment thereto in hostel establishment. The details of the house keeping duties will include:

- Cleaning, dusting, sweeping, washing with cleaning agent and polishing of all the rooms of the hostel building every day.
- Cleaning common areas such as passage, foyer, staircase, drains of the said building every day.

- Cleaning of toilets daily including tiles and commodes.
- Cleaning and maintenance of the furniture and fixtures of the hostel building.
- Cleaning of water cooler and glasses etc.
- Cleaning of recreation room, entrance lobby, verandas of both the floor and inside drains etc. everyday.
- Collection of garbage of the hostel every day and its disposal outside the campus in Municipal garbage bin in the space provided for this purpose;
- Cleaning of windows, doors and ventilation glass panes, etc. of rooms and hostel building.
- Ensuring that the rooms are cleaned and properly locked and secured when the inmates are out.
- Change of bed sheet, pillow cover, towel, linen, bath soap, etc. every alternate day.
- Washing of bed sheet, pillow cover, towel and linen every 3 days.

2. The charges for Care Taking of Hostel will be paid by 15th of next month provided bills are submitted by 5th of next month.

3. The “Contractor” shall engage sufficient number of persons for housekeeping. He will ensure, that they remain in proper and clean uniform as prescribed by the Institute and behave decently with Trainees/Staffs of the Institute.

Uniforms with colour specifications and pattern approved by the Institute shall be supplied by the Contractor to his staff and workers at his cost and it should be ensured that staff wear uniform acceptable to Institute while on duty.

4. The Contractor shall be responsible for the compliance of laws including labour laws and such other statutory laws in relation to the services to be provided and the personnel to be engaged by the Contractor and he will be responsible for payment of wages/ minimum wages to persons engaged by him and under no circumstances the liability shall be thrown on Institute. In the event any liability comes on the Institute, the contractor shall indemnify the same without any protest, counter and demur.

5. The contractor shall be solely responsible for all acts of the personnel to be engaged by him for the purpose and there will not be any contract for any purpose and to any intent between the Institute and the said personnel to be engaged by the contractor. The workers and staff of the Contractor should be issued Identity Cards by the Contractor. Only those workers & staff to whom Identity Cards have been issued will be allowed into the Institute premises.

6. The Contractor will be responsible for the compliance of all laws and regulations governing working conditions of the employees working under him/engaged by him.

7. The Contractor shall not infringe any law relating to the contract labour, payment of wages and the minimum wages, child labour and other state/local laws etc. In the event of any violations of any laws/regulations it will be the sole responsibility of the Contractor to make good the compliance.

8. On the expiry or the earlier termination of the arrangement, the Contractor shall remove himself and his employees and agents from the premises and all articles belonging to him. The Contractor will ensure that his action does not cause any damage to the said premises or any property belonging to the Institute and the Contractor shall also surrender all items of the Institute entrusted to him by the Institute from time to time.

9. The Contractor will duly and faithfully perform the above duties assigned to him.

10. The Institute reserves the right to change/modify the terms and conditions by issuing letter to Contractor.

11. Incomplete/blank application(s) for the tender shall be rejected.

12. This agreement can be terminated by either party i.e the Institute or the Contractor before the expiry of the period of the agreement on giving an advance notice of 2(two) months.

12. Any other expenditure such as cost of detergents, cleaning powder, etc. which are not specified in the above conditions, in connection with the catering arrangements, will be borne by the Contractor.

13. The Institute reserves the right to accept or reject any or all applications for the tender without assigning any reason what so- ever.

Dated:

Signature of the Caterer.

SCHEDULE-II

Timing of Different services

i)	ITEM	Timing	
a)	Bed Tea/Coffee	06.30AM	07.00AM
b)	Breakfast with tea/coffee	08.00AM	09.30AM
c)	Fore –noon Tea/Coffee with biscuits.	11.30AM	12.00 Noon
d)	Lunch	01.00PM	02.00PM
e)	Afternoon Tea/Coffee with biscuits	03.30PM	04.00PM
f)	Evening Tiffin with tea	05.15PM	06.00PM
g)	Dinner	08.30PM	09.30PM

ii) Bed Tea/Coffee will be served in the rooms; breakfast, lunch and dinner will normally be served in the dining hall. Forenoon tea, afternoon tea and evening tiffin with tea will be served either in the dining hall or the lecture hall/dormitory as required. Appropriate meals will be served to the sick persons in their respective rooms.

iii) Bed Tea/Coffee (room service)- This may not be required in case Daily two sachets of Tea/Coffee / Sugar / Milk powder per participant is provided by the caterer.

iv) If required by the Institute daily/weekly menus will be prepared and submitted in advance and caterer shall ensure items of the menu are changed frequently to provide variety.

NOTE: The timings should be strictly adhered to.

Date:

Signature of the caterer

APPLICATION
PART A (1)
BASIC INFORMATION

1	Name of the Applicant and Address of the Registered office with contact numbers	
2	Year of Establishment (Enclose documentary evidence)	
3	Type of the organization (whether proprietary, partnership, HUF, Private Ltd or Co-operative Body etc.). Details of Registration- whether partnership firm, company, etc. Name of Registration Authority, date and Registration number	
4	Name of the Partners/Directors/Proprietor/vendor with Address and Phone No. (a) (b) (c) (d)	
5	Whether registered with Government/Municipal Authority or any other public Organization and if so, in which class and since when.	
6	Address and phone numbers of office through which the proposed work will be handled and the name & designation of the officer in charge (Give full details of the staff working at present in a separate statement)	
7	a. Income Tax assessment certificate & PAN to be furnished (copy to be enclosed) b. GST number and certificate to be given (photocopy). c. Shop and establishment Registration Number (copy to be enclosed). d. C.L(R&A) Act License No. (Copy to be enclosed)	
8	Whether ESI/EPF norms are complied with? ESI/EPF Registration No.	
9	Whether any penalty imposed or indictment passed against the applicant or any case is pending with any of the statutory Authorities related to the items mentioned in 7 and 8 above?	
10	Whether police verification certification of all staff engaged by you is kept on record with you?	
11	Adequate and satisfactory evidence to indicate financial capacity of the Applicant to undertake the said works. Name of the	

	Bankers and their full address with facilities enjoyed (copies of proof to be enclosed)	
12	Yearly turnover of the organization during last 3 years (year wise) (Enclose copy of audited balance sheet)	2016-17 Rs..... 2017-18 Rs..... 2018-19(unaudited) Rs.....
13	Enclose Performance Certificate(s) from existing and previous clients.	
14	Number of supplementary sheets attached, if any.	
15	Particulars of EMD in shape of B.Ch./Draft enclosed	Banker's Cheque/Draft No..... Date..... amount Rs..... drawn onBankBranch.
16	FSSAI Certificate	

Date:

SIGNATURE OF THE APPLICANT

PART A (2)
WORK CAPABILITY AND PREVIOUS EXPERIENCE

List of important works executed by the Caterer is to be furnished category wise in the format given below:

Category:- 1. ON HAND-Educational & Training institution (Residential)

Category:- 2. ON HAND-Other than Educational & Training institutions (Residential)

Category:- 3. ON HAND- Other than category-1 & Category-2

Category:- 4. Executed during the last 5 years (Copies of certificate evidencing execution of contract be enclosed)

Sl #	Category	Location of the work & Name of the Organization	Contract Amount (Rs.)	Residential YES/NO	Year of Contract	Contract period	Name & Contact No. of person of the client

Date:

SIGNATURE OF THE APPLICANT

PART B(1)

FINANCIAL QUOTE FOR CATERING AND CARE TAKING SERVICE

Sl No	Particulars	Rate	
1.	Rate of Bed Tea/Coffee with two Biscuits	Rs.	< >/-per head
2.	Rate of Breakfast	Rs.	< >/-per head
3.	Rate of Normal Lunch (Veg as well as Non-veg inclusive)	Rs.	< >/-per head
4.	Rate of Class Room tea/Coffee with tea biscuits	Rs.	< >/-per head
5.	Rate of evening Tea/Coffee with snacks	Rs.	< >/-per head
6.	Rate of Normal Dinner (Veg as well as Non-veg inclusive)	Rs.	< >/-per head
	Sub Total (A)	Rs	
7.	Rate of Hi- tea/coffee	Rs.	< >/-per head
8.	Rate of Programme inauguration tea	Rs.	< >/-per head
9.	Rate of Special Lunch/ Dinner	Rs.	< >/-per head
	Sub Total (B)	Rs	
10.	Lunch for staff members (concessional)	Rs.	50 /-per head
11.	Rate of Serving tea/coffee in work place of staff members	Rs.	9 /-per head
	Sub Total (C)	Rs	
	Total (D= A+B+C)	Rs	

- Menu as given under Schedule I and Schedule II
- Item 10 and Item 11 is to be offered at the mentioned rate.

B. Care Taking Charges (34 Double Rooms, 4 Single Rooms, 1 Store Room, 1 Office Room, Reception area, 2 Dining Halls, 1 Recreation room and 1 Doctor room)

Sl No	Particulars	Rate	
12.	Rate for hostel Caretaking Services inclusive of cost of cleaning materials	Rs.	45,000/-per month

Selection Process:

1. The applicant meeting all the terms and condition and L1 in Category A (Sub Total (A)) will be offered the contract.
2. L1 in Category A will be decided as sum total of all the items listed under (Item 1 to Item 6) of Category A.

Date:

SIGNATURE OF THE APPLICANT