

**Indian Institute of Heritage
A 19, Institutional Area, Sector 62, Noida -201309**

TENDER DOCUMENT

for

**“Providing Institution Catering Services at
Indian Institute of Heritage, Noida”**

Last Date for submission of tender: 20.12.2024 (Friday)

Pre-Bid meeting will be held on 10.12.2024

(Tender document is to be submitted in original in sealed covers, duly filled and signed in blue/black colour ink on all pages by Authorized Signatory with Company's seal stamped on each page).

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Bidders are requested to enclose an Index Table on first page of Technical Bid along with enclosures giving details about - Sl. No., Particulars, Page Nos., from-to etc.

SECTION-I (INTRODUCTION TO THE TENDER)

Tender for Providing Institution Catering Services at Indian Institute of Heritage, Noida

Indian Institute of Heritage, Noida, Uttar-Pradesh (hereinafter referred to as the "Institute"), an Institute of national and international repute, is dedicated to offer M.A. and Ph.D. in History of Art, Conservation, Museology, Archeology and Paleography, Epigraphy & Numismatic and training programmes. The Institute invites sealed bids as per 'Two Bid System' as mentioned hereunder, strictly in the attached prescribed format, from the reputed eligible ISO certified bidding Agency/Firm/Bidder (Certified Quality Management System - ISO 9001:2015 and Food Safety Management System ISO 22000:2018) having adequate experience of providing residential institution catering services at a large size Educational/ Research Institute.

The bidder shall be engaged to provide residential institution catering services at the Institute, as per the requirement of the Institute from time to time, for a period of **one** year from the date of commencement of services extendable upto three years based upon satisfactory performance. Also, if required, after expiry of one year period, the rates can be mutually discussed and agreed for subsequent year, as the case may be.

Interested eligible bidders may submit their bids along with all enclosures/ attachments in two separate envelopes duly super-scribed as "**Technical Bid**" and "**Financial Bid**" and both these bids should be put together in another bigger envelope duly superscribed "**Providing Institution Catering Services at Indian Institute of Heritage, Noida**".

It may please be noted that the bids of (a) Manpower (including security staff) supplying agencies and (b) Agencies who have provided catering services in a piece meal basis during a year shall not be considered.

SECTION-II

IMPORTANT INFORMATION RELATED TO THE TENDER

S.No.	Information	Dates
1.	Date of Publishing of Tender	29.11.2024
2.	Bid Document Download from website	https://nmi.gov.in/opportunitiestender.htm
3.	Date/Time of Pre-Bid Meeting (for Clarification)	10.12.2024 at IIH, Noida Bidders are requested to nominate only one member to attend the pre-bid meeting.
4.	Date/Time of closing of Tender	20.12.2024 (Friday)
5.	Date/Time/Place of Opening of Technical Bid	Will be notified later
6.	EMD Amount (Interest free, Refundable to unsuccessful Bidder)	Rs. 50,000/- to be paid through a Demand Draft in favour of "Indian Institute of Heritage", issued by any nationalized Scheduled bank payable. The Demand Draft should be attached with the application form, in the envelope of the Technical Bid, without which the bid would not be considered valid. EMD of unsuccessful bidders will be returned.
7.	Period of validity of Tender	180 days from the date of closing of Tender
8.	Address for bid queries and communication	Superintendent, Indian Institute of Heritage, A 19, Institutional Area, Sector 62, Noida, Uttar Pradesh – 201309. Contact no.: +91 (0) 120-2975632 (10.30 AM to 5.30 PM on working days Mon-Fri), e-mail supdt.nmi@gov.in .
9.	Term of Contract	The agency shall be providing catering services to the Institute as per the requirement of the Institute from time to time for a period of one year, from the date of commencement of services extendable upto three years (on yearly basis) based upon satisfactory performance.

1. The bids duly filled in all respect enclosing necessary documents addressed to Registrar, Indian Institute of Heritage, A 19, Institutional Area, Sector 62, Noida, Uttar Pradesh – 201309 (Uttar-Pradesh) be sent through Speed/Registered Post/by hand only at IIH, Noida so as to reach on or before the last date.
2. The address and contact numbers for submitting bids or seeking clarifications regarding tender are given below:
 - a. **For Bid queries:** Superintendent, Indian Institute of Heritage, A – 19, Institutional Area, Sector – 62, Noida (+91 (0) 120-2975632 (10.30 AM to 5.30 PM on working days Mon-Fri), e-mail supdt.nmi@gov.in.)
 - b. **Postal address for submitting the Bids:**

Registrar, Indian Institute of Heritage, A – 19,
Institutional Area, Sector – 62, Noida, Uttar Pradesh –
201309.
3. Tenders received after the last date will not be considered.
4. IIH Noida reserves the right to either accept or reject any or all of the bids without assigning any reason whatsoever and decision of the Competent Authority, IIH shall be final and binding.

SECTION-III

INSTRUCTIONS TO THE BIDDERS

- 1. Scope of Work:** The Scope of Work is given in **SECTION IV**.
- 2. Eligibility Criteria:**
 - a) Should be either registered as a company under Companies Act 1956/2013/LLP or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or as a sole proprietorship firm, as the case may be, and should be in existence as such entity for not less than five years.
 - b) Should be ISO certified (Certified Quality Management System - ISO 9001:2015 and Food Safety Management System ISO 22000:2018). Please attach valid documents in support of proof.
 - c) Must have a valid FSSAI license (as on bid submission date) for providing catering services, as stipulated in the relevant provisions.
 - d) The bidder should have minimum five years' experience in providing similar residential institution Catering Services (for 100 persons or more) and have successfully completed the same. In support of this, bidder should submit the copy of such work orders along with satisfactory completion certificates issued from at least three or more clients.
 - e) Must have achieved minimum Average Annual Turnover (from the catering services only) of Rs. 03 crores during three financial years i.e. F.Y. 2021-22, 2022-23 and 2023-24.
 - f) Should have their own Bank Account.
 - g) Should be registered with Income Tax and GST departments.
 - h) Should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other regulatory authorities including under the Contract Labour (Regulation and Abolition Act) and should be in compliance with applicable Act/laws.
 - i) The agency or any of its partners /directors etc. should not have been black listed/debarred by any of the government agencies/Private company or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities or in violation of the Private Catering Agencies (Regulation) Act, 2005.

- j) Should have successfully completed at least ONE similar work of providing residential institution catering services of value equal to Rs. 50 lakhs or more at national level educational Institute/Research Institute/Academic Autonomous Bodies during financial year F.Y. 2023-24. Attach Work Order and Satisfactory Completion of work awarded in support of proof.
- k) Bidder should have registered office in Delhi/NCR.
- l) Agency should accommodate his staff outside the campus of Indian Institute of Heritage.

3. Documents required in support of eligibility and qualification:

Tenderer should submit the following documents along with Technical Bid:

- a) Self-attested copy of the Certificate of Incorporation of the applicant organization issued by the Registrar of Companies or a partnership deed duly registered under the Partnership Act.
- b) Self-Attested copies of Telephone bill/Electricity Bill indicating the address evidencing its location in Delhi/NCR for the month of September 2024 or October 2024.
- c) Self-attested copies of valid and applicable licenses for providing catering services.
- d) Self-attested copies of valid registration certificate from FSSAI, Labour Department / EPFO / ESIC etc., as may be required for smooth running of the business.
- e) Self-attested copies of the GST registration certificate and PAN.
- f) Statement of Average Annual Turnover (strictly from the catering services only) during three financial years i.e. F.Y. 2021- 22, 2022-23 and 2023-24 duly certified from a registered practicing Chartered Accountant.
- g) EMD (interest free) in the form of Demand Draft as specified in this tender document.
- h) Self-Declaration stating that the Company/Firm/agency has not been blacklisted by Centre/ State Government/ PSU/ Academic Autonomous Bodies as per the format in this tender document as per Section VIII.
- i) Detailed list of present employees (on regular payroll and casual labour) related to providing catering services on roll of the bidder.
- j) Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations where served, on the organizations letter head, during the financial years 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24 or more in case experience is more than 05 years as per Annexure V.
- k) Details of number / strength served on a daily basis as per Annexure V.
- l) Tender Document dully signed in blue / black ink by the authorized person and official stamp on all the pages to be submitted in original.

4. Earnest Money Deposit (EMD)

- a. Details of EMD may be furnished by the bidder in Section VI of the tender document.
- b. EMD of the successful bidder shall be returned on receipt of Performance Security Deposit and after signing the contract Agreement.
- c. The EMD shall be forfeited if:
 - (i) The Bidder/Tenderer withdraws his bid during the validity period of Tender.
 - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
 - (iii) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as FSSAI, PF, ESI, Minimum Wages and all other statutory requirements.

5. Preparation and Submission of Bids:

- a) Bids are to be submitted as per two bid system i.e. Technical Bid and Financial Bid.
- b) All entries in the bid should be legible and filled clearly.
- c) Bids should be typewritten in English and any correction and interlineations in the bid should be attested with full signature by the Tenderer, failing which the bid will be treated as ineligible. No overwriting will be accepted.
- d) All documents/papers submitted should be numbered, signed by the authorized signatory and official stamped by the Bidder/Tenderer on each page **along with the index on top**.
- e) Technical Bid should contain all the documents required and EMD Demand Draft as specified in the relevant paras. Technical Bid should also contain Tender Form, Declaration Form, Manpower Details, Performance Statement, Details of Staff available with the bidder, and any other details as stipulated in this Tender document.
- f) Financial Bid should contain only the Price Schedule, duly filled as per Financial Bid Proforma only (Section IX), Annexure I & Annexure II. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall be liable to be rejected.
- g) The rates should be quoted for all the services to be provided as per instructions given in the tender document. Bid received with rates quoted for partial/selected services only will not be entertained and summarily rejected, without citing any reason to the bidder.
- h) Both the bids (Technical Bid and Financial Bid) are to be separately sealed in the envelopes duly super-scribing "Technical Bid" and "Financial Bid", respectively. Both the sealed envelopes should be sealed in a third envelope and superscribed as **"Providing Catering Services at Indian Institute of Heritage, Noida"**.

6. Evaluation of Bids:

- a) Evaluation shall be made under Quality and Cost Based Selection (QCBS) System.

Under QCBS, the technical concept proposals based on available data before the Bid Evaluation Committee (BEC) will be allotted a weightage of 70%. Agencies securing minimum 70% Marks on Technical Evaluation (TE) shall only be considered technically qualified.

- b) IHH shall evaluate the Technical Bids with reference to technical requirements and various other commercial criteria given in the Tender Document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
- c) Indian Institute of Heritage may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder. Indian Institute of Heritage Committee at its own discretion may visit any of the premises of the client(s) as per list provided and make quality assessment of the services provided, at its own expense. However, arrangement for such visit to the identified organisation is to be facilitated by the bidder.
- d) Only Technically qualified bids shall be further considered for opening and evaluation of financial bids.

7. Evaluation of Financial Bids: -

The **metric for evaluation of financial bids** on the scale of **30 marks (FS)** shall be as follows:

Example:

Bidders	Lump Sum Cost given in the financial bid	Calculation	Normalized Score
Bidder L-1	1000	$1000 \times 30 / 1000$	30.00
Bidder L-2	1025	$1000 \times 30 / 1025$	29.26
Bidder L-3	1050	$1000 \times 30 / 1050$	28.57

L1 bidder will be decided on the basis of consolidated rates quoted at serial no. 1 and 2 of Section IX (for students and in-house guests) and in Annexure I and II.

Bidders may note that they will have to compulsorily bid for all the categories/parts mentioned in the Financial Bid. Any partial/conditional bids will not be evaluated.

- 8. Each Bidder shall submit only one bid either by himself or as a partner in joint venture or as a member of consortium. If a bidder/tenderer or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected

9. Performance Security Deposit and Award of Contract:

The successful bidder who is awarded the contract shall be required to submit a Performance Security Deposit of Rs.1,50,000/- in the form of Bank Guarantee from any

Scheduled Commercial Bank drawn in favour of “Indian Institute of Heritage” covering the period of contract and 180 days beyond the contract period. The Performance Security has to be deposited within one week of award of the tender. In case, the contract is further extended the Bank Guarantee will have to be accordingly extended/renewed by the successful catering service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of Bank Guarantee within the stipulated time shall render the contract invalid at the discretion of Indian Institute of Heritage.

- (a) The successful Tenderer/bidder shall execute an Agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the tenderer) within one week of award of the tender.
- (b) If the successful bidder fails to execute the Agreement and / or to deposit the required Performance Security Deposit within the specified time or withdraw his bid/tender after the intimation of acceptance of his bid has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the bid shall stand forfeited.

10. Commencement of Services:

The bidder/ Catering Service Provider should commence the catering services within one week of signing of the contract.

11. Amendment of Tender Documents:

- i) At any time prior to the deadline for submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- ii) In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing their bids, if any, the Institute, at its discretion, may extend the deadline for the submission of bids.
- iii) Bidders are advised to forward their queries in advance through e-mail to the “Address for pre-bid and communication” mentioned at **Section II** of the tender document.

12. The Competent Authority, Indian Institute of Heritage reserves the right to cancel all the bids received or discontinue tender process, without assigning any reason at any time prior to signing of Agreement with the successful bidder.

13. Language of Bid: The bid prepared by the bidder, correspondence and documents relating to the bid shall be written in English language only.

14. The bidder will be bound by the details furnished to Indian Institute of Heritage while submitting the tender or at subsequent stage. In case, any of such document furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making bidder liable for legal action besides termination of the contract.

15. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the bidding agency providing Catering Services at Indian Institute of Heritage.

16. Indian Institute of Heritage reserves the right to vary/alter/amend the scope of work and any other condition as deemed fit at any time, in its discretion.
17. The Catering Service provider agency shall comply with and abide by such directions that Indian Institute of Heritage may issue from time to time.

SECTION-IV

SCOPE OF WORK

OBLIGATIONS OF THE INSTITUTE

1. A. The Institute shall only provide the following facilities:
 - I. Space for the catering service
 - II. Existing Equipment's like aata kneader, potato peeler, deep freezer, mixer, grinders, bain marie, Gas burner including gas line etc. - To be maintained serviceable all the times by the vendor during the engagement period at its own cost and should be handed over to the Institute in serviceable condition upon completion of the contract. Comprehensive list of the equipments will be provided upon commencement of the contract.
 - III. Electric and Plumbing fittings in the kitchen;
 - IV. Dish washing facilities -To be maintained serviceable by the vendor during the engagement period at its own cost.
 - V. PNG piped supply (whenever available). All operational and maintenance expenses along with cost of consumption of PNG gas are to be borne by the catering agency.
- B. The Institute shall also provide the following :
 - I Dining tables and Chairs / Sofa sets
 - II Ceiling Fans and Centralized ACs
 - III Curtains / Blids
- C. Institute shall provide two rooms in the kitchen area – one for Stores and one as rest room during the day for the kitchen staff. No other accommodation to the agency staff shall be provided. The agency should accommodate its staff outside the Institute campus at its own expenses.

OBLIGATIONS OF THE CATERING AGENCY

2. The catering agency shall provide the following services as per the details being shared in

the subsequent pages, programme wise:

- I Breakfast
- II Mid-Session Tea/ Coffee (Twice a day along with cookies / snacks etc.)
- III Lunch and Dinner
- IV Special Dinners

3. The cyclic menu (as given in Annexure – IV) for students shall be strictly adhered to unless any change is mutually agreed upon.
4. **Pricing:** For the performance of obligation under the catering service, IIH invites quotes for various categories as per details in Section IX, Annexure I, II and III.
5. The catering agency at its own cost shall be responsible for ensuring standard maintenance and hygienic cleanliness of dining halls, kitchens, stores etc. under their charge and control;
6. The catering agency at its own cost shall provide all the linen/table clothes/paper napkins etc. required in the dining halls, places of organizing tea and snacks and the Institute events etc.
7. The catering agency shall abide by all the instructions given by the Institute or by its representative (s).
8. The catering agency shall ensure that the following conditions are observed in connection with the grant of this job work:

It shall be agencies responsibility to ensure that all the statutory obligations prevailing from time to time under the various statutory enactments, such as Minimum Wages Act, Industrial Disputes Act, Workman’s Compensation Act, Provident Fund Act, ESI Act, Contract Labor (Regulation & Abolition) Act, Gratuity Act, Bonus, Child Labor Act, Service tax, Sales Tax, VAT, WCT, GST, FSSAI certification etc. are complied with by the agency in full and none of the agency staff or any person hired by them shall have any privy with the Institute.

The catering agency shall be required to ensure maintain health cards for all the staff engaged by him, as per relevant provisions for running the catering business.
9. If in the execution of the work, any infraction/breach/infringement of any law, rules / bye – laws for the time being in force, takes place; catering agency shall indemnify the Institute against the consequence of any or all litigation / prosecution in any matter connected with or arising out of the subject license including the result of any labor dispute, and should any claim be made against the Institute by any authority / court of law or any award or decree including award of any Labor Court and / or Arbitrator which might be enforced/ sought against the Institute, the Institute shall be compensated by the bidder/catering agency in totality in respect of all such claims / awards etc.
10. The quality of eatables must be of the best standard, up to the satisfaction of the Institute & relevant laws on the subject by the concerned authority. There can be no compromise on

this issue. In case the quality of food is not up to the satisfaction of the Institute, the Institute shall have the right to impose penalty and deduct the same from bidder's bill, as might be deemed fit and appropriate by the Institute.

11. No liquor will be served in any of the office buildings/hostels or any other place inside the campus of Indian Institute of Heritage.
12. Use of single use plastic is not permitted inside the campus of Indian Institute of Heritage.
13. The agency has to ensure that the leftover food is promptly taken care/distributed/disposed off appropriately, outside IIH campus, at its own expense.
14. The bidder should assign dedicated onsite qualified F&B Manager/ supervisor who should always be present in the dining hall during breakfast, lunch & dinner time. It is desirable that the same supervisor continues at least for one year. In case of any change, the Institute should be informed accordingly.
15. The bidder shall arrange all the raw materials, commercial cooking gas and other materials for providing catering services at their own cost.
16. The bidder shall achieve the high standards of services for which they will arrange sufficient staff viz. Supervisor(s), Cook(s), Helper(s), Bearer(s) and Cleaner(s) etc. for Catering as well as services incidental to catering services.
17. The catering agency shall also be responsible for cleaning and proper maintenance of kitchen, dining hall, attached toilets and bathrooms etc. and hereinafter / hereinbefore, shall use their cleaning / washing materials soap powder, detergent, phenyl, floor cleaner etc. so that the entire surroundings are hygienically well maintained.
18. The catering agency shall ensure that good quality cleaning / washing materials soap powder, detergent etc. are used for cleaning/washing utensils, crockery, cutlery, kitchen equipment and other associated items and places. They shall, if so required, obtain license from Public Health Department or other Statutory / Local Authorities concerned, if required, without fail.
19. The food stuff should be prepared in the most hygienic manner and quality of the food items for preparation of food shall be such as stipulated by the Institute from time to time.
20. The manners, time and place of service shall be as per the instructions of the Institute from time to time.
21. The catering agency on its expenses shall supply and maintain sufficient quantity and best quality of bone china crockery, cutlery and other utensils etc. for serving meals to the IIH officials and guests and keep these items hygienically clean by applying good quality medically recommended cleaning material.
22. The catering agency shall ensure that:
 - a) All glass panels, electric fittings etc. in the kitchen and dining area are kept tidy and neatly cleaned all the times,
 - b) Disinfectant/Flit spray should be carried out at regular intervals in the premises - Deodorant spray should be applied in the dining room after cleaning and washing,
 - c) Supply of cleaning materials, table clothes, cloth napkins & towels etc. at their own cost

and will ensure proper upkeep and maintenance of the area, equipment's and furniture under their charge at all the times during the contract period.

- 23.** In case the catering agency fails to provide the catering services for Seminars/ Academic Programmes/Institute events etc. as per the request of the Institute, the following action could be taken by the Institute.
 - I Alternative arrangement will be made by the Institute and the full cost will be recovered from the due bill of the agency.
 - II If on a particular day the quality of any food item (s) is / are not found up to the standard the Institute shall have the right to impose such penalty as it deemed fit.
- 24.** For cooking foodstuffs, refined vegetable oil like Sundrop, Saffola, Sweekar, Fortune, etc. only shall be used.
- 25.** Only Nescafe brand coffee and Lipton / Brooke Bond / Taj Mahal / Assam brand tea will be used.
- 26.** The agency will ensure that only fresh vegetables are used for food preparation.
- 27.** All items/ingredients required by the agency for preparation of food and other approved items are to be purchased by the bidder agency. All items/raw materials purchased will have to conform to the quality standards, prescribed under the prevention of Food Adulteration Act, and/or any other Act applicable and as far as possible shall have the standards/branded bearing the mark "AGMARK" or "ISI", or "FSSAI" as applicable. An approval for the brands and raw materials to be used should be taken from the institute Authorities. Surprise checks/visits will be done by Institute.
- 28.** For any suggestions or complaints made by the IIH students; it is the responsibility of the catering agency to address the issue urgently but within 24 hours.
- 29.** The catering agency shall provide proper and neat uniform to their staff. Staff without uniform shall not be allowed to work in the Institute premises.
- 30.** Food items prepared in the kitchen shall not be served by the catering agency to any outside party either inside the campus or outside.
- 31.** The catering agency shall use commercial gas only and shall arrange for the commercial gas cylinders, refills and pay for them to the authorized dealer at its own cost. PNG Gas supply when available will be made available for use by the agency.
- 32.** The catering agency shall not be allowed to use electricity as fuel.
- 33.** The catering agency shall also arrange for extra tea / breakfast / lunch / dinner as per the requirements communicated in writing by the authorized official of the Institute.
- 34.** The catering agency shall ensure to provide at its own cost spot free washed, clean and presentable linen, table sheet, napkins etc. in the dining halls, lounge and other serving places wherever required.
- 35.** The agency shall not sub contract, fully or partially catering service to any other person/ persons or agency.
- 36.** It shall be the duty and responsibility of the bidder/catering agency to ensure that the staff

engaged for the work are physically fit and free from any communicable contagious, infectious and other diseases. If any catering agency staff is found to be suffering from any disease or if catering agency staff commits any misconduct or misbehavior, the catering agency shall be required to remove such staff immediately at the request of the Institute, without demur and without questioning the decision of IIH in this respect and restrain entry of such staff in the Indian Institute of Heritage Campus.

37. The cleaning of drains & Grease Chamber near the kitchen is also in the scope of agency. The premises i.e. kitchen and dining area to be kept rat free by better upkeep and pest control measures. Hazardous and critical control practices should be adopted.
38. The catering agency shall submit the Invoices to the Institute with a summary of the catering services delivered on a monthly basis.
39. All the staff of the catering agency shall be required to undergo a routine medical test by a medical doctor once in three months from the date of employment at the cost of the catering agency.
40. The rates quoted and accepted shall remain unchanged for a period of one year from the date of receipt of work order/ taking over the operational charge. On successful completion of one year the rates can be mutually discussed and agreed by both the parties in writing for the continuation of the contract for the next year.
41. Rate quoted should clearly mention all taxes and levies etc. in the enclosed prescribed format only. Service Tax/GST/WCT etc. if payable will be paid to the catering agency as per applicable rates.
42. In case Indian Institute of Heritage is called by any statutory authority for any matter related to food or catering services, the bidder catering agency shall be solely responsible to bear all costs that IIH may have to incur on account of such infringement by the catering agency and indemnify IIH for any such loss in total including the legal expenses incurred thereof.
43. The manager of the selected bidder will follow the instructions of the Canteen Committee duly constituted by the Competent Authority of IIH.
44. **Payment Terms & Process**
 - a) The catering agency will be solely responsible for making the payment directly to his deployed staff; since there may be occasional delay in releasing payment by Indian Institute of Heritage to the agency due to contingencies. Payment of wages to the staff by catering agency should not be linked with receiving of payment from Indian Institute of Heritage and shall be independent of the same.
 - b) The entire financial liability in respect of catering staff deployed at Indian Institute of Heritage shall be that of the catering agency and Indian Institute of Heritage will in no way be liable for the same.
 - c) The Tax Deduction at Source (T.D.S.) shall be done from the monthly bills of agency as per the provisions of Income Tax Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the vendor by Indian Institute of Heritage.
 - d) If as a result of post payment audit any overpayment is detected in respect of any work

done by the catering agency or alleged to have done by the catering agency under the tender, it shall be recovered by Indian Institute of Heritage from the catering agency.

- e) In case, the catering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof Indian Institute of Heritage is put to any loss / obligation, monetary or otherwise, Indian Institute of Heritage will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

45. Service Level Requirements:

Sl. No.	Service Level Requirement	Minimum Requirement	Non-Compliance Limit
1	Ensure routine cleanliness of dining halls, kitchen, store rooms and premises associated with the dining halls.	2 Times / Day	Compulsory
2	Proper segregation and disposal of waste generated in the dining halls on a daily basis	3 times a day	Compulsory
3	Cleaning of dustbins / waste bins at kitchen and dining halls and disposing at the main container or garbage collection point.	2 Times / Day	Compulsory
4	To address the catering related issues of training programme participants and students	Immediately	1 Day
5	Dining feedback system - to collect regular feedback and address the related issues arising from time to time	weekly	weekly
6	Any other related services as per the scope of work.		

Failure to comply/respond and closure of the complaints by the catering agency may lead to cancellation of the contract by Indian Institute of Heritage.

SECTION-V

OTHER TERMS AND CONDITIONS OF CONTRACT

1. NOTICE AND TERMINATION

- a. If for any reason the catering agency is not in a position to render the service as required under the Agreement or maintain the service standard(s) required from the

- catering agency, the Institute shall be entitled to terminate the Agreement by serving three months' notice to the catering agency and the catering agency shall also have the right to terminate the Agreement by giving three months' notice in writing so as to enable the Institute to make alternative arrangement(s).
- b. Registrar, Indian Institute of Heritage will be the sole arbitrator in the event of any dispute.
 - c. The Institute has unfettered right hereunder to terminate the Agreement executed with the bidder catering agency at any time without assigning any reason whatsoever. The courts at Noida shall have the legal jurisdictions.
 - d. The Institute reserves the right to reject all bids received without assigning any reason(s) thereof.
2. The catering agency representative will meet the Committee of the Institute for interaction and feedback related issues on a monthly basis or on any day if required by the Institute.
 3. The bidder catering agency shall not be allowed to transfer, assign, pledge or sub contract its rights and liabilities under this contract to any other agency.
 4. The bidder catering agency shall not employ any staff below age of 18 years and above the age of 60 years. Employment of child labour will lead to termination of the contract.
 5. The catering agency will submit to the Institute the list of personnel deployed along with their credentials, permanent and present address and their latest photograph for allowing entry/exit at IIH gates.
 6. It shall be responsibility of the agency to issue the employment card / photo identity card to the staff and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Agency has to ensure that its staff deployed in Indian Institute of Heritage invariably wear ID card during office hours.
 7. The bidder catering agency shall replace any of its staff within twenty-four hours, if they are unacceptable to the Institute because of any risk, incompetence, conflict of interest and breach of confidentiality or misconduct on the part of the catering staff of the agency. The institute shall have the right to ask to change / replace the any staff at any point of time without assigning any reason.
 8. Indian Institute of Heritage shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the agency.
 9. The bidder catering agency shall be responsible for any damages done to the property of the Institute by its staff deployed. Indian Institute of Heritage will be free to recover from the Security deposit of the agency or from any other dues payable to the agency.
 10. The bidder catering agency staff should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Institute. The bidder catering agency shall be responsible for any act of indiscipline on the part of staff deployed.
 11. The bidder catering agency shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering, use of mobile phones for entertainment purpose and shall not engage in gambling, satta or

any immoral act.

12. Indian Institute of Heritage shall not be responsible for any financial loss or liabilities arising out of accident or death of any of the catering staff deployed by bidder catering agency in the course of their performing the functions / duties or for making payment towards any compensation.
13. Indian Institute of Heritage reserves the right to withdraw / relax any of the terms and conditions mentioned above.
14. Any delay or forbearance on the part of the Institute or any waiver of its rights or condonation of any acts on the part of the Institute shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.

If the scope of work and terms and conditions are acceptable to the bidder then please submit Bid, with Technical Bid & Financial Bid in separate covers, as per the instructions provided in the tender document.

SECTION-VI

BIDDER DETAILS FORM AND CHECKLIST (To be printed on the bidder letter head)

For providing Institution Catering services at Indian Institute of Heritage

Sl. No	Description	Information
1	Name of Bidder	
2	Date of Incorporation of Company (Attach ROC Registration certificate/ Registered Partnership Deed)	
3.	Details of ISO Certification (as referred in the Tender document - please attach self attested copy of the valid Certificate of Registration)	
4	Details of Earnest Money Deposit (EMD) (amounting Rs. _____/-) – DD in favour of " _____", issued by _____ payable at Noida.	DD No. dated drawn on Bank Payable at
5	Name of Director/ Partner/Proprietor of bidder	
6	Full Address of Registered Office of Company/ Agency: Telephone No.: FAX No.: E-Mail Address:	
7	Banker of the Bidder along with Account Details	
8	PAN No./GIR No. (attach documentary proof)	
9	GST Registration No. (attach documentary proof)	
10	Number of years of experience of providing Institution Catering Services	

11	Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head during five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24 mentioning the details of numbers/strength served as per Annexure IV (attach documentary proof)	
12	Details of equipment along with supporting documents proof available with the bidding agency to be used for catering service (attach separate sheet)	
13	Average Annual Turnover during three financial years i.e. 2021-22, 2022-23 and 2023-24 duly certified by practicing Chartered Accountant.	
14	Self-Declaration stating that the bidder agency has not been black listed by State / Central Government / PSU / large size Educational Institute/Research Institute/Academic Autonomous Bodies, as per format given at Section VIII.	
15	Self-Attested copies of Telephone bill/Electricity Bill indicating the address evidencing its location in Delhi/NCR for the month of September 2024 or October 2024.	
16	Self-attested copies of all valid and applicable licenses for providing Institution Catering Services at large size educational/ Research Institute/ Academic Autonomous Bodies.	
17	Self-attested copies of valid registration certificate from FSSAI, Labour Department / EPFO / ESIC etc., as may be required for smooth doing the business.	
18	Detailed list of present employees (on regular payroll and casual labour) related to providing catering services on roll of the bidder.	
19	TENDER Document dully signed and official stamped on all the pages to be submitted in original with the Technical Bid.	

Note: Bidders may annex separate sheets wherever required for furnishing details. However, such sheets must be duly signed with seal. Unsigned documents may lead to rejection of bid submitted.

SECTION-VII (PENALTY)

S. N.	Item	Penalty (Rs.)	Frequency
1	Insect found in the cooked food	Rs. 10,000/-	each occasion
2	Soft objects like hair, rope, plastic, cloth etc. found in the cooked food	Rs. 10,000/-	each occasion
3	Three or more complaints of unclean utensils being used in the mess & dining hall in a week and complaint not resolved by the bidder catering agency.	Rs. 10,000/-	Per week basis
4	Meal Timings as approved by the Institute or decided with the respective student's mess committee to be followed strictly, failing which the penalty will be levied on the bidder catering agency.	Rs. 5,000/-	Day basis
5	Use of non-FSSAI/ non-approved brands of food items by the bidder catering agency.	Rs 25,000/-	each occasion
6	In case of any incidence of students' food poisoning due to consumption of the food cooked/served by the catering agency in the Mess, it may lead to Termination of the contract awarded to the agency. It will be applicable if group of students are affected due to consumption of food.	Rs 5,000/- or treatment cost whichever is lower	Per student
7	Shortage of cleaning material	Rs. 5,000/-	each occasion
8	Using substandard cleaning material	Rs. 5,000 /-	each occasion
9	Non-adherence to the cleaning schedule	Rs. 5,000 /-	each day
10	Poor quality of cleaning and foul smell from common areas in and around the dining hall premises	Rs 20,000/-	each occasion
11	Failure to timely attend to the complaints received.	Number of complaints x Rs 500/- each	each day
12	Theft by catering agency staff	Rs.20,000/-	Each occasion

Note: Penalty(ies) amount will be deducted from the monthly bill payment to the agency. Intentional failure to comply/respond and closure of the complaints by the catering agency may lead to cancellation of the contract by the Institute. Any non-compliance (other than mentioned above) by the agency will lead to a penalty as may be decided by the Institute.

SECTION-VIII

**SELF-DECLARATION FOR NON-BLACK LISTING
(To be printed on the bidder letter head)**

Date:...../...../.....

Dear Sir,

In response to the Tender for Providing Institute Catering Services at Indian Institute of Heritage, I / we hereby declare that presently our catering agency has not been declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / large size Educational Institute/Research Institute/Academic Autonomous Bodies.

We further declare that presently our agency Is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State / Central Government / PSU / large size Educational Institute/Research Institute/Academic Autonomous Bodies on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, the EMD/Performance Security deposited for providing Catering Services may be forfeited in full by the Institute, the bid may be cancelled at any stage, and the contract may be terminated and we shall be barred from bidding in future tender published by Indian Institute of Heritage.

Thanking you,

Signature of the authorized person of the bidder

Name :

Place :

Date :

Official seal

SECTION-IX FINANCIAL BID PROFORMA

“Tender for Providing Institute Catering Services at Indian Institute of Heritage”

(To be printed on the letterhead of the Bidder)

(Financial Bid Proforma is to be sealed in a separate envelope along with Annexure I, II and III)

Sl. No.	Details for Pricing	Amount (in INR) (Exclusive of taxes)
1	<p><u>Catering for IIH Students (per student per month):</u></p> <p>(A) Inclusive of Breakfast, Lunch, Evening Tea with snacks, Dinner.</p> <p>(B) Quote break up of rates of the items mentioned below, per day basis:</p> <ol style="list-style-type: none"> 1. Breakfast 2. Lunch 3. Evening Tea with Snacks 4. Dinner <p>Note:</p> <p>a. Catering agency will raise the Invoice for payment on the basis of actual number of days the meals served as per menu. Full day billing can be done by the caterer if the student has availed even any single meal during the day.</p> <p>b. Rebate, if any, will apply only if 15 days’ notice is given by the student to the Caterer as well as IIH.</p> <p><i>Please refer sample menu provided at “Annexure IV”.</i></p>	
2	<p><u>Catering for Guest of IIH (per person per day):</u></p> <p>(A) Inclusive of Bed Tea, Breakfast, Lunch, Evening Tea with snacks, Dinner.</p> <p>(B) Quote break up of rates of the items mentioned below, per day basis:</p> <ol style="list-style-type: none"> a. Bed Tea b. Breakfast c. Mid-Morning Tea with biscuits d. Lunch e. Evening Tea with Snacks f. Dinner <p>Note: Catering agency will raise the Invoice for payment on the basis of actual number of days per person to whom meals have been served.</p>	

3	Menu of Lunch / Dinner for parties	(Annexure I)
4	Menu of Tea & Snacks for parties	(Annexure II)
5	List of items to be supplied to IIH officials / staff	(Annexure III)

Important Note:

- Bidders are to compulsorily bid for each category mentioned above.
- Bids received for partial services will not be entertained and summarily rejected.
- IIH students: Rate per person per month, as per indicative Menu, for approximately 80 students.
- Please mention current rate of taxes (item wise) applicable for the services mentioned above.
- Single use plastic is not allowed inside the campus.

The above numbers are indicative and may vary.

Signature of the authorized person of the bidder agency

Name :

Place :

Date :

Official seal

Menu of Lunch / Dinner for parties
(To be printed on the letterhead of the Bidder)

(Rates to be submitted with financial bid only and to be sealed in the financial bid envelope)

Rate per plate (without taxes) – Rs. _____ /- as per following items:

ITEMS
Veg Tomato Soup / Manchow Soup / Sweet Corn Soup (Any one)
Basmati Rice Plain / Pulao/Veg Biryani (Any two)
Assorted Roti (Tandori/Naan/Missi roti/chapatti etc.)
Yellow Dal / Dal Makhni (Any one)
Mix Veg
Chhole / Rajma (Any one)
Curd Item (Dahi Bhalla with chutney or Boondi Raita or Pineapple Raita or any other Raita)
Paneer Butter Masala / Shahi Paneer / Paneer do Pyaza / Mushroom Matar (Any one)
Special Salad (Green salad, sprouts etc.) and Papad
Ice Creams / Gulab Jamun / Rasmalai / Gajar or Moong Dal halwa / Custard (Any two)
Water Bottle (250 ml) – Bisleri / Himalaya

Note: Display and serving arrangements will have to be made by the Caterer.

Signature of the authorized person of the bidder agency

Name:

Place:

Date:

Official seal

Menu for Tea & Snacks for parties
(To be printed on the letterhead of the Bidder)

(Rates to be submitted with financial bid only and to be sealed in the financial bid envelope)

S.N.	Description	Rate per person (without taxes)
Working Tea & Snacks	03 snacks items + Tea + Coffee + Water	
Working High Tea & Snacks	05 snacks items + Tea + Coffee + Water	

Note: Display and serving arrangements will have to be made by the Caterer.

Signature of the authorized person of the bidder agency

Name:

Place:

Date:

Official seal

Annexure - III

Rate list of items to be supplied to IIH officials / staff / others

Sr. No.	Items	Rates (without taxes)
1	Tea / Green Tea / Lemon Water	
2	Coffee	
3	Samosa / Kachori	
4	Poha / Upma / Idli / Vada / Veg Cutlet / Dalia	
5	Besan Cheela / Bread Pakora	
6	Hot Chocolate milk	
7	Hot Boost Milk	
8	Hot Horlicks	
9	Cold Drinks & Ice-Creams	
10	Veg / Paneer Franky	
11	Chocolate Milk Shake (200ml)	
12	Cold Coffee (200ml)	
13	Banana Milk Shake (200ml)	
14	Mango Lassi (200ml)	
15	Veg Sandwich	
16	Bread Butter	
17	Tomato Soup / Veg Manchow Soup (250ml)	
18	Maggi (bowl of 250ml)	
19	Mosambi Juice (200ml)	
20	Pineapple Juice (200ml)	
21	Orange Juice (200ml)	

22	Lemon Juice (200ml)	
23	Mango Juice (200ml)	
24	Aloo /Onion/Gobi/Palak/Mix/Paneer Parantha	
25	Aloo Puri	
26	Boiled Egg	
27	Boiled egg fry	
28	Omelet (1 egg)	
29	Double omelet (2 eggs)	
30	Veg Hakka Noodles	
31	Veg Fried Rice	
32	Dal Khichdi	
33	Chilly Paneer (Dry / Gravy)	
34	Veg Thali	

MENU FOR ITH STUDENTS/ STAFF

	Breakfast	Lunch	Dinner
Monday	Bread roll	Rajma	Arhar daal
	Daliya	Bharva Capcicum	Aloo Zeera
	Corn Flakes	Raita (Tomato Onion)	Gulab Jamun
	Bread	Moong salad	Curd
	Butter & Jam	Roti	Roti
	Milk	Rice	Rice
	Seasonal fruit		Salad
Tuesday	Uttapam	Yellow Dal	Manchurian Balls
	Corn Flakes	Aloo Gobi	Veg fried rice
	Bread	Lemon rice	Veg noodles
	Butter & Jam	Pineapple Raita	Ice Cream
	Milk	Roti	Curd
	Sambar	Salad	Salad
	Coconut Chutney		
	Seasonal Fruit		
Wednesday	Gobi Parantha	Masoor Dal	Mix Daal
	Aloo Parantha	patta gobi mattar	Mutton Keema
	Corn Flakes	Boondi Raita	Kadhai Paneer
	Bread	Kheera onion salad	Rice
	Butter & Jam	Roti	Ice Cream
	Milk	Rice	Curd
	Pudina Chutney		Roti
	Seasonal fruit		Salad
Thursday	Sandwich (Maonisse)	Urad chana	Baingan masala
	Daliya	Capcicum	Moong ki daal
	Corn Flakes	Salad	Parantha
	Bread	Jeera Rice	Rice Kheer
	Butter & Jam	Tomato onion Raita	Curd
	Milk	Roti	Rice
	Seasonal Fruit		Salad

Friday	Upma	Lobhiya	Chana Masala
	Corn Flakes	Aloo Gobi	Mutter Paneer
	Bread	Khira Raita	Roti
	Butter & Jam	Yellow Rice	Jalebi
	Milk	Sprouts salad	Rice
	Seasonal Fruit	Roti	Salad
			Curd
Saturday	Dosa & Sambar	french fry / potato chips	Malai Kofta
	Corn Flakes	Dahi kadi	French Beans
	Bread	Veg Pulao	Lemon Rice
	Butter & Jam	Moong salad	Parantha
	Milk	Raita	Suji ka halwa
	Seasonal Fruit	Roti	Curd
	Coconut Chutney		Rice
	Omlette		
Sunday	Moong Daal Chilla	Puri	gobi Paratha
	Corn Flakes	Aaloo MATAR	Onion Parantha
	Bread	Kala Chana	Paneer Parantha
	Butter & Jam	Rice	Sewiyan
	Milk	Lassi	Salad
	Seasonal Fruit	Roti	Pudina Chutney
		Salad	

Annexure V

Proforma for details of successfully executed similar contracts of providing Institution Catering Services during F.Y. 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 or prior years if experience is more than 05 years

F.Y.	Name of the Client, Address, Telephone No. along with Name/ Designation/Tel. No. of the Concerned Officer	Strength served on a daily basis	Total number of Manpower Deployed	Total value of Contract (INR)	Duration of Contract	
					From	To
2023-24	1					
	2					
	3					
2022-23	1					
	2					
	3					
2021-22	1					
	2					
	3					

(Attach extra sheets if necessary. Information of more than 03 clients can also be given, if available)

Signature of the authorized person of the bidder agency

Name:

Place:

Date:

Official seal

Annexure VI

Metric for Technical Bid Evaluation (Total 100 marks)

S. No	Technical Criteria (Attach self-attested copies in support of proof of details for Sl. No. 1-5 below)	Please tick <input type="checkbox"/> appropriate column	Marks	Maximum Marks
1	Experience of the Bidder for providing similar “Institution Catering Services” - Bidder Operational Experience			
	5 years to 7 years		8 Marks	20
	Above 7 years upto 10 years		12 Marks	
	More than 10 years		20 Marks	
2	Experience of the Bidder <u>strength wise</u> during F.Y. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24 for providing similar “Institution Catering Services” - Bidder Operational Experience			
	Numbers / strength served on a daily basis:			
	At least 100 persons		10 Marks	30
	101 – 150 persons		20 Marks	
	151 – 200 persons		30 Marks	
3.	Average Annual Turnover of the Bidder during Financial Years 2021-22, 2022-23 and 2023-24 in providing similar “Institution Catering Services”			
	Average Annual Turnover of Rs. 03 Crores		10 Marks	30
	Average Annual Turnover above Rs.03 Crores to Rs. 05 Crores		20 Marks	
	Average Annual Turnover above Rs.05 Crores		30 Marks	
4.	Number of Cooks / Head Cooks qualified and experienced in all aspects/skills of food preparation having more than 5 years of on job experience on payroll of bidder			
	Between 3 – 5 cooks / head cooks		10 Marks	20
	Above 05 cooks / head cooks		20 Marks	
TOTAL MARKS				100