

INDIAN INSTITUTE OF HERITAGE

A-19, Institutional Area, Sector – 62, NOIDA, Uttar Pradesh - 201309



Tender Document Hostel & Guest House Canteen



TENDER FOR RUNNING HOSTEL/GUEST HOUSE CANTEEN

We are in the process of selection of catering contractor for our Hostel Canteen at A-19, Institutional Area, Sector-62, Noida, UP – 201309. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Catering contract Hostel Canteens terms and conditions along with responsibilities of Caterer
- Rules pertaining to the daily functioning of the Canteens
- Penalties for violation of rules
- Format for Technical Bid
- Annexures

The deadline for submission of technical bid and financial bid, containing the documents stated in later part of this tender document, along with EMD and Tender Fee is **01th July, 2024 5:00 PM**. EMD of **Rs.1,15,000/-** and Tender Fee of **Rs.2,000/-** is payable by way of Demand Draft to be issued in favor of “**Indian Institute of Heritage (IIH)**” payable at Noida. The EMD of the unsuccessful bidders will be refunded at the time of the award of the contract. Address for submission of the bids is:

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

Technical bid and financial bid must be kept in separate envelope and both the envelopes should be kept in a bigger envelope sealed and superscribed as “Bid for Hostel Canteen at Noida Campus of IIH” and addressed to Registrar, IIH.

The technical bids will be opened at **05th July, 2024, 3:30 PM** in the presence of bidders.

After the technical Bids are opened the Students and the Committee members may visit the establishments of the caterer to review and inspect their working.

TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER

The important terms and conditions are listed below:

1. The Contract Agreement would be for a period of one year and subsequently, may be renewed for another one year, subject to satisfactory performance.
2. The Caterer has to serve approx. 80 students staying in the hostel and Guests staying in Guest House. An illustrative menu is attached as Annexure-I. However, the bidder is encouraged to suggest their own menu also which should be healthy and nutritious. The price to be quoted by the bidder should not exceed **Rs.6,500/- per student per month**. Caterer will bill to IIH on the basis of actual number of students served in a month. Caterer may also sell certain items in the Canteen as given at Annexure-II at the prices mutually agreed upon.
3. If the student remains absent for 04 (four) days altogether in one calendar month, the Caterer shall be paid in full towards the food bill for all 04 (four) days of absence of the student. But if the absence period of the student exceeds 04 (four) days, the Caterer shall not be paid the food bill beyond 04 (four) days in respect of that student. The student takes any meal either Breakfast or Lunch or Dinner, the Caterer shall be paid in full for that particular day.
4. Within 15 days of execution of the agreement, the caterer will be required to provide a refundable interest free Bank Guarantee of **Rs. 1,50,000/-** issued by a scheduled nationalized bank and will be held against in default in performance and violations of terms and conditions. This Bank Guarantee shall be effective for a period of 13 months from execution of the contract.

5. The catering contractor will pay Rs.1000/- towards water charges every month. Wastage of water must be avoided.
6. Electricity shall be provided by IIH and the Caterer will be required to pay Rs.8 per unit or as changed by Electricity Board from time to time.
7. Contractor must submit all necessary statutory documents, as stated in later part of this document
8. The caterer should adhere to the provisions of the Provident Fund Act, the Minimum Wages Act and other such acts which are applicable.
9. The caterer should ensure that the payment is made to the labourers as per Minimum wages act to the satisfaction of the licensee.
10. The Caterer shall not employ any child labour. Upon violation of this requirement, legal action would be taken.
11. Major civil and electrical works will be attended to by IIH. Minor maintenance jobs such as replacement of light bulbs, tube lights, plumbing etc. are the responsibility of the catering contractor.
12. Kitchen equipments, utensils etc. to be added by IIH are given at Annexure-II. Rest all necessary items will have to be arranged by Caterer themselves. The furniture (if any) issued will be on a One Time Basis and it will have to be returned in good condition after expiry of the contract. Its maintenance will be the responsibility of the Caterer who will be responsible for any breakage and damage of these furniture items.
13. No accommodation will be provided to the workmen of the Caterer. On completion / termination of the Contract, physical possession of the kitchen area, dining hall & washrooms etc will have to be restored by the Caterer in the condition at the time of initiation of the contract failing which charges incurred on replacements etc. will be deducted from the security amount.
14. Only those caterers who have establishment in Delhi/NCR shall be considered.
15. The caterer should preferably have experience of catering in a reputed establishment which will be reviewed and visited by members from IIH.
16. The Canteen contract will be reviewed for 6 months from start duration and further decision will be taken based upon the performance of the Caterer.
17. **Issues related to Hygiene in the Canteen**
 - (a). The Caterer should make their own arrangements for the disposal of the leftover food etc. at their own cost on daily basis.
 - (b). Cleaning and Housekeeping of kitchen and Dining area will be the sole responsibility of the Caterer.
 - (c). Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture etc. is also the responsibility of the Caterer. The highest possible hygiene standards are expected in this regard.
 - (d). Highest levels of hygiene must be maintained in the workers' toilet, with provisions for soap, towels etc.
 - (e). Workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
 - (f). IIH would reserve the right to check on the cleanliness and upkeep of premises and quality of provisions, and quality of the food.
18. Procurement of gas, high quality provisions and other consumables is the responsibility of the Caterer. Cost of gas initially filled in 8 gas cylinders borne by IIH shall be recovered from the Caterer. Use of domestic cylinders and wood as fuel are strictly prohibited.
19. The Caterer shall arrange for fire proof arrangements at his own cost. It will be the responsibility of the Caterer to comply with all fire and/or firefighting norms and conditions as laid down by the concerned authority including the relevant provisions of the relevant laws. IIH will not be responsible in case of any eventuality.
20. Caterer should not outsource the Contract given to him to some other party in any case. If found the contract would be terminated immediately and will be blacklisted for entering in IIH in future.
21. The bidder may visit the premises of IIH Canteen, if they wish to, before submitting their bid.

PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS

The caterer will be fined in case of violation of the following rules:

1. Insects cooked along with food would invite a fine of at least Rs. 10,000/-
2. Any complaint of soft objects like hair, rope, plastic, cloth etc. in food will attract a fine of Rs. 2,500/- per complaint.
3. Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty on the Caterer which can range between Rs. 1000/- to Rs. 3,000/- depending on the size of the stone/ pebble.
4. Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of at least Rs. 5000/- per incident.
5. Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 3,000/- on the Caterer.
6. If Canteen Committee agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily then a fine of Rs. 3000/- would be imposed on the Caterer.
7. Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the Caterer.
8. If the quality of milk is not found up to be appropriate, or it is diluted, a fine of 8,000/- would be imposed. Milk should be toned.
9. Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine of Rs. 3,500/- on Caterer for every instance.
10. Failure to maintain a proper health check-up of the workers will attract a fine of Rs. 4,000/- per instance.
11. For any rule stated in the agreement, first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day *within 30 days of previous fine* will attract triple the initial amount of fine on the Caterer.
12. As and when Canteen Committee proposes a fine it will inform the representative of the Caterer or mess manager and fine have to be remitted then and there.
13. Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above as decided by the Canteen Committee.
14. Severity of hygiene failure shall be assessed and decided by the Canteen Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

REGISTRAR

**APPLICATION FOR CONTRACT FOR HOSTEL CANTEEN IS TO BE
SUBMITTED TO THE UNDERSIGNED IN A SEALED ENVELOPE**

Proforma for the Technical Bid

Name of the party: _____

1. Name(s) of the Proprietor(s)/Partner(s): _____

2. Contact Address: _____

3. Contact Phone: _____ Fax: _____

e-mail address: _____ Cell phone: _____

4. Major establishments in Delhi / NCR:

- i)
- ii)
- iii)
- iv)
- v)

Signature of the Proprietor(s)/Partner(s) or Authorized
Representative

Date: _____ Name of the Signatory: _____

Place: _____ Designation: _____

Stamp:

Information to be provided with the Technical Bid

1. Details of Experience of handling institutional/corporate cafeteria/food outlet: Current and Earlier (during last 5 years). Enclose work orders in support.

Please include copies of Audited Profit & Loss Accounts for values of Rs.20 lakhs and above for contract periods of one year. For the purpose of evaluation, it is necessary that the caterer must have executed 1 work order of 80% or 2 work orders of 60% or 3 work orders of 40% of a notional value of Rs.50 Lakhs over one year period in last 5 years.

2. Any other pertinent information.

Documents to be provided with the Technical Bid

- 1) Two References establishment where caterer has provided service in the past or present
- 2) Photocopy of the following documents:
 - a) Bank solvency certificate
 - b) Income tax return certificate -last three years
 - c) Copy of PAN Card
 - d) Valid FSSAI license
 - e) Details about PF/ESIC registration (If applicable)
 - f) Balance Sheet - last 3 years
 - g) Partnership deed (If applicable)
 - h) GST Registration Certificate
 - i) Shop Establishment Registration certificate from Municipality

Please note that bids without the information and documents mentioned above will be rejected without further consideration.

Mess Menu
Indian Institute of Heritage Hostel

DAY	BREAKFAST	LUNCH	DINNER
Monday	Boiled Egg, Butter or Jam Bread, oats, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 seasonal vegetable, Kadhi, Rice, Chapati, Curd	1 seasonal vegetable, 1 Daal, Rice, Chapati or Paratha, Custard
Tuesday	Idli or Vada, Sambar, Coconut Chutney, Butter or Jam Bread Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 seasonal vegetable, Chole, Rice, Chapati, Curd	1 seasonal vegetable, Daal, Rice, Chapati or Paratha, Icecream
Wednesday	Aloo or Paneer Paratha with curd, Butter or Jam Bread Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 seasonal vegetable, Rajma, Rice, Chapati, Curd	Mixed Veg, Daal, Rice, Chapati or Paratha, Motichoor Laddu
Thursday	Poha, Dalia, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	1 Seasonal Vegetable, Daal, Rice, Chapati, Raita	Mattar- Paneer, Daal, Rice, Chapati or Paratha, Gulab Jamun
Friday	Aloo Puri or Paratha, Sprouts, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	Veg Pulao or Fried Rice, Veg Manchurian or Raita	Dum Aloo curry, Daal, rice, Chapati/Paratha, Methi Sewai
Saturday	Veg Cutlets, Upma or Uttapam, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	Soya Badi or Aloo Badi, Daal, Rice, Chapati	Palak Paneer or Shahi Paneer, Daal, Rice, Chapati, Suji or Gajar Halwa
Sunday	Besan Cheela, Bread Pakoda, Tea, coffee, Milk (Bournvita) Banana, Mango or Apple, Papaya or any seasonal fruits	Chole Bhature/ Puri/ Paratha, Rice, Curd	Malai Kofta or Veg kofta, Daal, Rice, Chapati or Paratha, Rice Kheer

* Salad, Pickle, Sugar, Salt and Pepper will be available with all meals.

* Seasonable vegetables.

LIST OF ITEMS AND PRICES

Following items may also be allowed to be sold in the canteen at the prices mutually agreed upon:

Sr. No.	Items
1	Tea / Coffee
2	Samosa / Kachori
3	Poha / Upma / Idli / Vada / Veg Cutlet
4	Besan Cheela / Bread Pakora
5	Hot Chocolate milk
6	Hot Boost Milk
7	Hot Horlicks
8	Cold Drinks & Ice-Creams
9	Veg / Paneer Franky
10	Chocolate Milk Shake (200ml)
11	Cold Coffee (200ml)
12	Banana Milk Shake (200ml)
13	Badam Lassi (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/Mixveg/Paneer Paratha
25	Boiled Egg
26	Boiled egg fry
27	Omelet
28	Double omelet
29	Veg Hakka Noodles
30	Veg Fried Rice
31	Dal Khichdi
32	Chilly Paneer (Dry / Gravy)

BRANDS OF CONSUMABLES PERMISSIBLE

Mess Item	Brand
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Catch, Everest, Mothers
Ketchup	Maggi, Kissan, Heinz, Del Monte
Cooking Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara (use of Hydrogenated (vanaspati) oil is strictly prohibited)
Pickle	Mother's, Priya, Tops, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi, Top Ramen, Yipee
Flavored drinks	Rasna, Roohafza, Mapro
Papad	Lijjat
Butter	Amul, Mother dairy, Govardhan
Bread	Modern, Kquality, Perfect, Britannia
Cornflakes	Kellogg's
Chocos	Kellogg's
Jam	Kisan, Mapro, Druk, Maggi
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday,
Shrikhand	Amul
Frozen yogurt	Mother dairy
Cow Milk	Amul, Mother Dairy, Govardhan
Paneer	Amul, Mother Dairy, Ananda
Tea	Brooke bond, Lipton, Tata, Taaza
Coffee	Nescafe, Bru
Ice Cream	Amul, Mother Dairy, Kquality. Natural's, Havmor
Soya	Nutrella
Frozen Peas	Safal (offseason), Al kabeer
Cheese	Amul, Mother Dairy, Britannia
Kolam Rice	Royal, Donur
Basmati Rice for special rice	Everyday, Daawat Devaaya,
Custard Powder	Brown Polson
Handwash	Lifebuoy (non-diluted)
All non-branded	As decided by the Canteen Committee

CANTEEN TIMINGS:

Meals	Monday to Friday	Saturday & Sunday
Breakfast	7:30 am to 09:00 am	08:00 am to 09:30 am
Lunch	12:30 pm to 02:30 pm	01:00 pm to 02:30 pm
Dinner	07:30 pm to 09:00 pm	07:30 pm to 09:00 pm

During vacation & suspension of classes and on Gazetted holidays, the Caterer shall provide all 3 meals to the hostel boarders.

List of items provided by IHH to the Caterer for running the Hostel Mess

S.no.	Description of Goods	Quantity
1	Salamander	01
2	Frying Pan big	02
3	Plastic Basket	02
4	Tea Mug	125
5	Four Burner cooking Range without Oven	01
6	Degchi SS with 12 Ltr. Capacity	06
7	Frying spoon small	02
8	Rolling Pin	06
9	Iron	02
10	Heavy Duty Mixer	01
11	Colander SS (Rice Strainer) Big	02
12	Plastic Basket (Rectangular) medium	02
13	Tea Urn	02
14	Low Height burner cooking Range	01
15	Degchi SS with 6Ltr. Capacity	04
16	Chopping Board Green	02
17	Compartmental Thali for Meal	125
18	SS Storage Bins Small	02
19	Brain Marie	01
20	Chimta	02
21	Plastic Basket (Rectangular Large)	02
22	SS Trey	06
23	Chapati Plate cum Puffer	01
24	Degchi SS with 4Ltr capacity	04
25	Chopping Board Yellow	02
26	Small compartmental thali for meal	125
27	SS Storage Bins medium	02
28	Dish Landing Table with Garbage Shoot	01
29	Round Spoon (Big)	02
30	Masala Container SS (Boxes 9 or more)	02
31	SS Bowl Medium Size	06
32	SS Working Table (4ft.X 2 ft.)	02
33	Kadhi SS big Round 50x32 inches	02
34	Chopping Board (Red)	02
35	Dessert Spoon	125
36	SS Storage Bins big	02
37	Two (02) Sink Dish Washing unit	01
38	Round Spoon (small)	02
39	Palta Big	02
40	SS Basin	04
41	SS Working Table (2.5 fit X 2.5fit)	01
42	Kadhai SS small Round (24 inches)	02
43	Soup Strainer	04
44	SS Glass	125
45	SS Rack with 3 Shelves	02
46	Frying Spoon (Big)	02
47	Palta (Small)	02
48	SS Parat (Big Size)	48
49	Gas filled commercial cylinders	08
50.	Refrigerator	01

51.	Wet Grinder (10L)	01
52.	Dosa Bhatti	01
53.	Idli Maker	01
54.	Insect Killer	03
55.	Iron Rack	10
55.	Electronic Weighing Machine	01
56.	Voltas Deep Freezer (500L)	01
57.	Whirlpool Double Door Refrigerator (500L)	01
58.	Tawa Dosa Bhatti	01
59.	Idli Stand	01
60.	Ceiling Fan	03
61.	Cafeteria Table	10
62.	06-Seater Dining Table	07
63.	SS Chirs	10
64.	Iron Kadai (08l)	01
65.	Hawkins Pressure Cooker (22L)	01
66.	Patila (Aluminum Utensils 320kg)	01
67.	Hawkins Pressure Cooker (5L)	01
68.	CP Plus Camera	01