

**TENDER DOCUMENT FOR  
PROVIDING COOKING AND CLEANING SERVICES  
AT STUDENTS' MESSSES AT IISC**

**TENDER NO.R(CMC)/MESS/2019-2 DATED 13/11/2019**

**(<https://www.iisc.ac.in/business-with-iisc/tenders/>)**



**CONTRACT MANAGEMENT CELL  
INDIAN INSTITUTE OF SCIENCE  
BANGALORE-560012**

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**SCHEDULE OF EVENTS**

**Schedule A**

Tender No.	<b>R (CMC) MESS/2019-2 Dated 13/11/2019</b>
Pre-bid Clarification	<b>28/11/2019 - 5.00 p.m.</b>
Last date for receipt of bids	<b>30/12/2019 - 3.00 p.m.</b>
Validity of bid:	90 days from the date of Opening of tenders
Tender Fee (non-refundable)	Nil
Earnest Money Deposit	<b>Rs. 2,00,000/- (Rupees Two Lakhs only)</b> In the form of a Demand Draft in favour of THE REGISTRAR, Indian Institute of Science, Bangalore payable at BANGALORE
Date & Time for opening of Technical Bid:	<b>30/12/2019 - 4. 00 p.m.</b>
Place of opening the bids:	Contract Management Cell, central lecture hall Indian Institute of Science, Bangalore-560 012 Phone No : 080 22932500 Email id: cmc.unit3@iisc.ac.in
Date & Time for opening of COMMERCIAL Bids	TO BE ANNOUNCED LATER
Contract Commencement Date:	<b>01<sup>st</sup> Feb 2020 (Tentative)</b>
Contract Duration:	3 years (Three Years) (renewable annually after performance review)
Performance Security Deposit	10% of the annual contract value
FINANCIAL Turn-over of Bidders	<b>Rs. 3,00,00,000/- (Rupees Three Crores)</b> per annum for the last 3 FINANCIAL years.

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**TENDER NOTICE**

1. Sealed tenders are invited under **Two Bid System** i.e. Technical Bid and Commercial Bid in separate covers from reputed, experienced and Financially sound Companies /Firms / Agencies/Contractors for

**Providing Cooking and Cleaning Services at  
Students' Messes at the Indian Institute of Science (IISc)  
Bangalore-12.**

2. The tender documents can be downloaded from the website:

**<https://www.iisc.ac.in/business-with-iisc/tenders>**

3. Interested Companies/ Firms/ Agencies may drop the bid document, complete in all respects along with Earnest Money Deposit (EMD) and other requisite documents, in the Tender Box kept in the Contract Management Cell, Indian Institute of Science, Bangalore-12, on or before the deadline indicated in Schedule A.

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**GENERAL DEFINITIONS**

- 1 IISc., or Institute means, The Indian Institute of Science, Bangalore
- 2 “Director” means, The Director of IISc or his authorized representative.
- 3 “Registrar” means The Registrar of IISc or his authorized representative.
- 4 ‘Areas’ means areas specified in this tender in general and any other areas specified by the Registrar/Officer-in-charge.
- 5 The selected agency/service provider/contractor means the successful bidder.

**ESSENTIAL REQUIREMENTS OF THE BIDDER**  
**COMPANY / FIRM / AGENCY**

The bidder should fulfill the following technical specifications:

1. The bidder/ Company / Firm / Agency should be registered with the appropriate registration authority (labour commissioner etc.).
2. The bidder /Company / Firm / Agency should have at least three years of experience in providing similar services to Public Sector Companies / Banks / Government Departments / Research Organizations / Reputed Private Sector Companies.
3. The bidder /Company / Firm / Agency should be registered with Income Tax GST departments;
4. The bidder /Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
5. Either the Registered Office or one of the Branch Office of the bidder should be located in Bangalore.
6. The bidder /Company / Firm / Agency should have its own Bank Account;
7. The bidder /Company/Firm/Agency should have a minimum FINANCIAL turnover during the last three financial years as specified in Schedule A.

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**GENERAL INSTRUCTIONS FOR BIDDERS**

1. The bids are invited under **two bid system i.e. Technical Bid and Commercial Bid in separate sealed covers, superscribed respectively as “Technical Bid” and “Commercial Bid” along with the Tender No. as given in Schedule A.** Both sealed envelopes should be put in another sealed envelope superscribed as **“Tender for providing Cooking and Cleaning Services at Students’ Messes at IISc, Bangalore-560012”**.
2. The Technical & Commercial bids should be as per the format enclosed in Annexure II and III.
3. The bidder is required to enclose photocopies of the necessary documents as listed in Annexure IV
4. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD) as stated in Schedule A.
5. The proof of the annual turn-over for the previous years in the form of audited balance sheet or statement of accounts shall be provided, failing which the tender is liable to be rejected.
6. The bidder should include the list of firms/ institutions where they have provided similar services in the last 3 years, along with name, phone and fax number of the contact person, so that references for their services can be obtained, if required.
7. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Commercial Bid Form. In such cases, the tender is liable to be rejected.** Cuttings, if any, in the Technical Bid must be initialed by the person authorized to sign the bid.
8. The envelope containing Technical Bid shall be opened first on the scheduled date and time as given in Schedule A in the presence of the representatives of the Companies/Firms / Agencies, who wish to be present on the spot at that time.
9. Technical Bids will be evaluated by a committee. The technical evaluation will include checking the financial turn-overs, registration certificates, legal, financial, statutory, taxation and other associated compliance of existing contracts. The committee will evaluate the performance of the agency in their existing contracts which may include obtaining references and/or visiting the work site to ascertain the quality of service provided by them.

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10. Commercial bids of technically qualified, eligible bidders meeting all the requisite criteria shall be opened on a date & place (to be notified later) in the presence of short listed bidders or their authorized representatives.
11. The eligibility criteria has been relaxed for the start-ups recognised by DIPP as mentioned below

<b>Tender Details</b>	<b>Relaxation for Startups recognised by DIPP</b>
1. Cooking and cleaning services at student messes	No relaxation. Earnest Money Deposit is waived

12. Govt of India MSME guidelines will be followed in case of Earnest Money deposit waiver.
13. IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Director of IISc, in this regard shall be final and binding on all.

**TERMS AND CONDITIONS**

**General**

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
2. Any conditional bid is liable to be rejected.
3. Bids not following the two-cover format, or including commercial information in the technical bid shall be rejected.
4. The Earnest Money Deposit (EMD) , refundable (without interest), should be necessarily accompanied with the Technical Bid of the agency in the form of Demand Draft / Pay Order from any of the Scheduled bank drawn in favour of Registrar, IISc payable at Bangalore valid for a period of 90 days. Offers not accompanied by EMD of the requisite amount or without proper validity will be summarily rejected.
5. The Earnest Money will be forfeited if the bidder rescinds from the offer.
6. Bids offering rates which are lower than the minimum wages for the pertinent category, would be rejected.
7. The contract is for the duration specified in Schedule A. The contract will be reviewed annually, and upon satisfactory performance, will be extended by 1 year at a time, until the duration of the contract.
8. The contract may be extended, on same terms and conditions, for further periods, subject to a maximum of 1 year beyond the contract term specified in Schedule A.
9. The selected agency is required to execute an agreement within 15 days of the award of the work.
10. The scope of the contract can be extended to additional messes in the institute, with a proportional increase in contract value, as mutually agreed upon, and approved by the competent authority of IISc.
11. The contract may be terminated before the contract period owing to deficiency in service or substandard quality of the service provided by the selected Company / Firm /Agency. Further, IISc reserves the right to terminate this contract at any time after giving two months notice to the successful bidder.
12. The selected agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of IISc.



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13. The agency will be bound by the details furnished by him / her to IISc, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the firm is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
14. The selected agency shall furnish a Performance Security Deposit in the form a bank guarantee from Scheduled / Nationalized bank, as specified in the Schedule A at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Bank Guarantee/Demand Draft drawn in favour of The Registrar, IISc, Bangalore-12 payable at Bangalore. The performance security should remain valid for a period of 42 months. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
15. The agency shall ensure that the manpower deployed at IISc, are physically fit, well trained and are preferably in the age group of 22-55 years.
16. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed at IISc, before the commencement of work:
  - (i) List of Manpower short listed by agency for deployment at IISc, containing full details i.e. date of birth, marital status, address etc;
  - (ii) Bio-data of the persons.
  - (iii) Character certificate from a Gazetted officer of the Central / State Government.
  - (iv) Certificate of verification of antecedents of persons by local police authority(PCC Certificate)
17. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the selected agency will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.
18. The selected agency shall provide identity cards to the personnel deployed at IISc. The identity card shall have the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc.
19. The selected agency shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed at the Institute.
20. The selected agency shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.

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21. The selected agency shall designate a coordinator, out of the deployed personnel, who would be responsible for immediate interaction with the Contract Management Cell at the Institute, so that the services of the persons deployed by the agency could be availed without any disruption.
22. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his / her personal reasons.
23. It will be the responsibility of the contractor to meet transportation, food, medical and any other requirement of contractor's manpower for carrying out the contract work. IISc will have no liability in this regard at any stage. It is the responsibility of the contractor to ensure rotation the staff and change the staff as and when required periodically once in one/two years.
24. The selected agency undertakes to comply with all statutes, rules, regulations, and bylaws, during the entire period of this contract.
25. IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The Director, IISc is the final authority for settling any disputes and the decision of the Director in this regard shall be final and binding on all.
26. Biometric recording of attendance has to be provided by the Agency with the server. Biometric report access and report to be provided to CMC on daily basis.
27. Discrepancy in payment in the bills has to be notified to IISc within 60 days from the date of submission of bill to IISc or 60 days from the corresponding month the bill is claimed.
28. All Staff working under the contractor in IISc are to be rotated/changed once in one/two years in a periodical manner
29. In the event of tie between the Bidders during selection, it is at the liberty of the institute to award contracts to one or multiple agencies/contractors

**CONTRACT-SPECIFIC**

1. The manpower deployed by the firm/agency is required to work in shifts with staggered weekly off as indicated below:  

I – Shift	6.00 am to 2.00 pm.
II – Shift	1.30 pm to 9.30 pm.

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2. In addition to the weekly-off, the contract labourers deployed at the Hostel mess are eligible for 4 national holidays (Jan. 26, Aug. 15, Oct. 2, and Nov.1). The contract labourers who have performed shift duty on these days are entitled for an additional shift wage. This can be over and above the 26/27 shifts performed by them.
3. The agency should employ personnel who can converse well in Kannada, English and other languages. In particular, the manpower provided should be able to read and write addresses and names in Kannada & English.
4. The personnel deployed shall be required to report for work at the specified work spot.

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**LEGAL**

1. For all intents and purposes, the selected agency shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IISc, for contractual services.
2. The Contractor undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The Contractor undertakes to obtain such permission/license as may be required under the Central Contract Labour (Regulation and Abolition) Act, 1970. The Contractor undertakes to produce the license/permission etc. so obtained to IISc or furnish copies thereof as and when required by IISc. The Contractor also undertakes to keep and get renewed such license, permission etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal, central, state, any other laws, rules, regulations, etc.
3. The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IISc, shall in no way, be responsible for settlement of such issues whatsoever. IISc shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by the agency in the course of their performing the duties, or for payment towards any compensation.
4. The manpower deployed by the agency for providing the services shall not have any claims of Master and Servant relationship vis-a-vis IISc nor have any principal and agent relationship with or against the IISc.
5. The manpower deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IISc, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IISc. The Contractor should communicate the above to all the manpower deployed in IISc by the contractor.
6. **The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government along with all such other statutory dues like ESI, PF, etc.** The agency will maintain proper record as required under the Law / Acts. The agency shall make available the required records to IISc for periodic inspection at the end of every quarter of every financial year, to ensure statutory compliance to the satisfaction of IISc.
7. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IISc.

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8. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IISc & income tax to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
9. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IISc or any other authority under Law.
10. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Income Tax Act 1961 and GST rules, as amended from time to time and a certificate to this effect shall be provided to the agency by IISc.
11. The service provider shall raise online GST invoice and claim GST at appropriate rates. The service provider shall produce the TAX paid receipt on demand.
12. In case, the agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IISc is put to any loss / obligation, monetary or otherwise, IISc 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
13. The selected agency will indemnify IISc from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
14. Govt of India issued guidelines on payment of compensation in cases of death / permanent incapacitation of person due to unintended/ unforeseen occurrences during maintenance, operation and provisioning of Public services. Under these guidelines an amount of Rs. 10 Lakhs has to be paid as compensation in the cases where a persons is died and up to Rs. 7.5 Lakhs in the case of disabled based on loss of earning capacity. Institute has the right to recover penalty in the cases where the incidents have happened with the negligence of the agency.

**FINANCIAL**

1. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. **Further, if the agency fails to deploy manpower against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.**

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2. The proof of remittance of statutory deductions of PF, ESI to the appropriate agency, for those employed at IISc, must be provided by the selected agency to IISc every month along with the claim bill, failing which the claim bill shall not be settled.
3. The successful bidder will have to deposit a Performance Security Deposit as specified in Schedule A, within 15 days of the receipt of the formal order. The performance security deposit has to be furnished in the form of a Demand Draft or Bank Guarantee, from any Nationalized/Schedule bank, drawn in favour of **“The Registrar, Indian Institute of Science, Bangalore 560 012”**, payable at Bangalore. The performance security should remain valid for a period of 3 years and 6 months. If the contract is extended, the bank guarantee shall be extended suitably to cover the period of the contract validity plus six months. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
4. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
5. The agency shall raise the bill, in triplicate, along with attendance sheet in respect of the persons deployed and submit the same through the respective departments on or before 18<sup>th</sup> of the subsequent month. As far as possible the payment will be released within two weeks from the date of submission of bills. The following documents must accompany the bill.
  - a. Current month GST Invoice
  - b. Current month Acquittance (Wage) Register duly signed by the individual contract Laborers
  - c. Current month Attendance Register
  - d. Current month ESI remittance challan with consolidated breakup details
  - e. Current month EPF remittance challan, as applicable, with consolidated breakup details
  - f. In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.(If Applicable)
6. For the services provided by the Contractor, subject to satisfactory completion as certified by IISc, IISc agrees to pay the Contractor as detailed in Annexure III-A to Annexure III-C. Further, any increase in minimum wages, as per the Central Government Minimum Wages Act, along with proportional increase in the ESI, EPF and agency administrative charges will be borne by IISc. Similarly any change in the statutory levies (ESI, EPF, Service Tax) will also be applicable automatically. Other than these, during the tenure of the contract, the rates agreed will remain unaltered.
7. The Contractor shall ensure that Absenteeism should not exceed 10% of the total deployment in any month. Further within each shift the absenteeism should not be more than 15% of the deployment. The above should be achieved without individual contract labour doing more than the maximum shift allowed by the contract (26/27 shift in a month). Each occurrence of such excess absenteeism in a shift shall entail a deduction of 3% of the service/ administrative charges to the agency for the month, subject to maximum penalty of 30%.

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8. The personnel deployed by the agency shall not involve in any theft/pilferage/ and cause damage to Institute property. After necessary investigations, if proved that the Agency/their personnel are responsible for the incident, the agency is liable to be penalized to the extent of the value of the loss and additionally Rs. 10,000/- for each such incident.
9. The Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during the contract execution.
10. The Contractor will not, directly or through any other person or firm, offer/promise or give to any of the Institute's employees involved in the execution of the contract or to any third person benefit in cash or kind which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the execution of the contract.
11. The Contractor will not commit any offence under the relevant Anti-corruption Laws of India: further the Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Institute as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences. The involvement in any such activity shall entail a penalty of Rs. 10,000/- for each such incident.
12. The claims in bills regarding Goods and Services Tax(GST) etc., if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of IISc.
13. It has been observed in the earlier tenders that some of the vendors quote an abnormally low administrative charge with a view to obtain the contract, which is practically not workable. Abnormally low administrative charges will affect the quality of service rendered. Therefore, the institute administration in consultation with the legal consultants has decided to fix a minimum percentage of administrative charges to the agencies for providing service. The percentage, which is ratified by the Contract Management Committee, will be kept in a sealed cover which will be opened just before the opening of commercial bids. The commercial quotes below the prescribed minimum administrative charges will be declared as not qualified and their commercial bid will be disqualified.

#### **14. Hygiene**

The agency should ensure that all the manpower who handles food preparation must take every precaution of personal cleanliness.

- All food handling staffs are to be provided with uniforms, Aprons, caps (to cover hair completely), sneeze guards, shoes which are laundered/cleaned on a daily basis and only specific to kitchen usage.
- Adequate spare caps & coats should be available for non-food handlers entering the food preparation area.
- Hands and arms must be washed with soap thoroughly before starting work, on returning to work after each break, after coming back from washroom, after handling food waste, chemicals used for cleaning etc.,
- Availability of hand sanitizer should be there for kitchen.
- Nails must be kept short and scrupulously clean not bitten, beards must be shaved, no ornaments allowed/watches allowed.
- All food to be handled with proper ladles/forceps/gloves at all point of time.
- No spitting / chewing of tobacco are allowed near preparation/serving area. IISc is a total tobacco free campus, therefore none of the staff deployed at the campus should be possessing or consuming tobacco products such as bidi, cigarette, chewing tobacco in any form, gutkha, masala, pan etc. Violation will attract penalty.
- Use of posters in food preparation area to highlight needs of hygiene.
- If the food handler is injured or has an open wound, he/she has to be immediately removed from the system and treated. No food server with open wound will serve the students.
- All staff members should be provided with hygiene training on the job as well as off the job.

#### **15. Medical Examination**

The agency shall arrange for medical check-up for his employees deployed at IISc. The agency at his own cost has to carryout medical examination before the commencement of the contract and thereafter once in every 6 months in respect of his employees to ensure their fitness to handle and submit certificate of Medical Fitness to IISc. The agency shall withdraw any person who is not found medically fit for the job and arrange for an appropriate substitute immediately.



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## **16. Safety**

- 1) The Agency shall follow safety procedures in all respects.
- 2) The Agency will adhere to safe working practices and will take all safety measures necessary for safety of his employees. The agency will remain responsible for the safety of the engaged staff. The agency should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- 3) All necessary Personal Safety Equipment's as considered adequate shall be made available by the Agency for use by personnel employed on the site and maintained in a condition suitable for immediate use. Agency shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on Fire Safety norms and proper operation of Electrical gadgets/instruments & Firefighting equipment etc. placed at the disposal of the hostel mess. The Agency shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability / responsibility in case of any Fire Accident or any other accident causing injury/death to mess workers /inmates or any of his staff shall be that of the Agency. The Institute shall not be responsible for such cases by any means.
- 4) The safety committee of the institute or any such authority assigned with the responsibilities of safety, may inspect the premises and suggest safety mechanism to be followed by the contractor. This instructions are binding on the agency and any non compliance may lead to cancellation of contract.

## **17. Food Poisoning**

The Agency shall be responsible in case of incidences of food poisoning and shall bear the complete expenditure arise out of any medical treatment of the Mess Students. In addition, penalty may also be imposed on the agency as decided by IISc for such incidences.

## **18. Penalties / Fine**

The following penalties will be deducted out of monthly bill payable to the caterer in case of violation/s

Violation	Penalty per violation
Non-availability of complaint register on the counter/discouraging students from registering complaints	Rs.5,000/-
Cockroaches, flies, insect etc., in cooked food	Rs.10,000/-
Usage of spoiled/stale food ingredients eg: rotten Vegetables, infected grains, expired items.	Rs.10,000/-
Poor maintenance/tampering with institute property	Rs.5,000/-

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Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, Pieces of plastics etc.	Rs.10,000/-
Improper cleaning of utensils	Rs.1000/-
Three or more complaints of unclean utensils in a day/week	Rs.5,000/-
If mess committee in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs.5,000/-
Food poisoning	Forfeiture of PBG and cancellation of contract
Non adherence to the timings mentioned in the tender or decided with the respective Mess Committee	Rs.5,000/-
Waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin within timings of mess	Rs.5,000/-
Changes in menu of any meal without permission of mess committee	Rs.5,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs.5,000/-
Failure to maintain a proper health checkup of the workers	Rs.10,000/-
Noncompliance with workers dress Code	Rs.5,000/-
Use of spurious brands, goods or accessories in preparation / presentation	Rs.10,000/-
Damage to Institute infrastructure over and above cost of repair / replacement (which shall be levied extra)	Rs.5,000/-
Possession or consumption of Tobacco items as mentioned in Tender	Rs.5,000/-

The above penalties are for the first occurrence of an offence in a particular calendar month. There will additional 10% penalty for each additional offence committed by the agency in that particular month.

19. The above penalties will be decided and levied on the agency by the Assistant Registrar(Hostels) in consultation with the Council of wardens and the student representatives in the mess.
20. The personnel deployed by the agency shall not involve in any theft/pilferage/ and cause damage to Institute property. After necessary investigations, if proved that the Agency/their personnel are responsible for the incident, the agency is liable to be penalized to the extent of the value of the loss and additionally Rs. 10,000/- for each such incident.

## **SOLID WASTE MANAGEMENT**

- 1) Responsibility of segregations of waste lies with the Agency/service provider. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 notified by Union Ministry of Environment, Forests and Climate Change (MoEF&CC).
- 2) Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost.
- 3) The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time.
- 4) Penalty will be imposed for violation and disposing the waste not as per Institute norms. Penalty will be charged as per norms available in force and decision of the Institute will be final and binding on the Agency/Service provider.

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**TENDER EVALUATION CONDITIONS**

1. The bidder shall quote the technical & Commercial bids, in separate sealed envelopes, as per the format enclosed in Annexure II and III.
2. Only the commercial bids of technically qualified bidders would be considered. The agency whose commercial bid is the lowest would be considered as successful and awarded the contract.
3. By submitting a bid for the tender, the agency implicitly agrees to the above condition.

**Annexure-I  
SCOPE OF WORK**

There are four messes namely 'A', 'B', 'C' & 'D'. It is intended to hire out the following works on job contract for the above four messes.

**2. DESCRIPTION OF ACTIVITIES:**

To prepare food and serve Breakfast, Lunch, Evening Snacks and Dinner for Students, Guests, and visitors of IISc as per menu suggested by the Mess Committee and Mess Supervisors and to maintain the mess and its surroundings clean and sanitized. The workers have to work under the control of Mess Supervisors. The workers will work in Kitchen and Dining Hall, in coordination with Mess Staff of IISc.,

**3. JOB SPECIFICATION:**

1. To provide breakfast, lunch evening tea/coffee with snacks and dinner in four messes 'A', 'B', 'C' & 'D'. The number of boarders will be at an average of 600 in each mess which may vary up to 30%.
2. The food has to be prepared in clean, hygienic and safe conditions as per the menu provided.
3. The workers provided in kitchen should have worked in large canteens, hotels, messes for a period of 5 years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian.
4. The kitchen, dining hall, hand wash area, dish wash area etc., will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, snacks and dinner) and will be disinfected once in a month or as and when required.
5. The garbage collected from the kitchen, dining halls, dish wash area will be disposed off every morning through Institute garbage van in closed bins by separation of bio-degradable waste from non-biodegradable waste where required. The surroundings shall be kept clean and hygienic.
6. High quality of hygiene, sanitation and safety will be maintained at kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily.
7. The mess will be opened at 6.00 am by collecting key from the Security Office and will be closed by 10.00 pm and key should be deposited at Security Office on all seven days of the week. Any changes in the timings will be approved by the IISc authorities.

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8. Food is served through counter on self service basis only. However, the used plates will be taken out from the dining table through trolleys to the dish wash area.
9. After every meal (breakfast, lunch, evening tea/snacks and dinner) all the plates, cups, katoris, water glasses, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and hot water and should be available for use for cooking the next meal. The cleaning materials supplied should be of approved quality.
10. Food should also be served to the hostel rooms and to the health centre for sick students through room boys as and when required.
11. Dining hall should be washed with water and soap solution and mopped, after every meal.
12. Kitchen to be kept clean always and should be washed after cooking every meal with water and soap solution.
13. Water cooler and purifier should be cleaned and maintained through AMC's by IISc
14. The tea spoons, table spoons, forks, knives, stainless steel tumbler glass, katories should be counted once a month and the contractor will be responsible for the loss of any items and make the loss if it is found in shortage.

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#### **4. MANPOWER**

The following table gives the minimum number of Manpower in each of the specified category. The bidder can deploy more than the minimum indicated in order to provide the services as stated in the section on “Job Specification”. The agency must also ensure that the manpower is deployed 7-days a week, allowing weekly-off (staggered) for each contract labour.

Work Place	Designation	Category of Manpower	Mess A		Mess B		Mess C		Mess D		Total
			I Shift	II Shift	I Shift	II Shift	I Shift	II Shift	I Shift	II Shift	
<b>Kitchen</b>	Head Cooks	Highly-skilled	1	1	1	1	1	1	1	1	8
	Cooks	Skilled	2	2	2	2	2	2	2	2	16
	Kitchen Helpers	Semi-Skilled	6	5	6	5	6	5	6	5	44
	Supervisor	Skilled	1	0	0	0	1	0	0	0	2
<b>Dining Hall</b>	Bearer	Unskilled	4	4	4	4	4	4	4	4	32
	Washers	Unskilled	3	3	3	3	3	3	3	3	24
	General Cleaning Staff	Unskilled	3	0	3	0	3	0	3	0	12
<b>Stores</b>	Stores Helper	Unskilled	1	0	1	0	1	0	1	1	5
	Supervisors	Skilled	1	0	1	0	1	0	1	1	5
<b>Tokens</b>	Token Issuers	Semi-Skilled	1	0	1	0	1	0	1	1	5
<b>Room Service</b>	Bearer	Unskilled	1	0	0	0	1	0	0	0	2
<b>Account Assistant</b>	Assistant	Skilled	1	0	0	0	0	0	0	0	1
Total No. of Manpower			25	15	22	15	24	15	22	18	156

##### **1. Head Cooks:**

2. Should have the knowledge and expertise in preparing various menus requested by the Mess Committee.
3. Should be able to lead the cooks and assistants in preparing the food items hygienically and as per the norms of ingredients that has to be used for preparing particular dishes.
4. Should be able to prepare sweets and dessert.
5. Should have the knowledge in preparing South, North and few Chinese Cusins.
6. Should be able to finish the menu requested in the prescribed timings.
7. Should hold control and manage all activities of the Kitchen.

## **2. Cook:**

### **Skills:**

- Should have worked for at least 5 years in a reputed hotel or large catering establishment.
- Should be specialized in South and North Indian dishes, both vegetarian and non-vegetarian dishes.
- Should have knowledge of operating various kitchen equipment and maintaining hygiene standards.

### **Job Specification:**

- Should be able to take charge of the kitchen as a Head Cook and direct other Cooks in preparation of the menu desired.
- Should be able to maintain hygiene, cleanliness and safety requirements.
- Should be able to indent sufficient quantity of provision and other material for preparing the day's menu and collect it from store helper.
- Should be able to guide assist cook and other kitchen staff in using the various kitchen equipment, which are available in the kitchen.
- Should be responsible for the safe custody of raw items and prepared food items during his duty timings.

## **3. KITCHEN HELPER:**

### **Skills:**

- Should have worked at least 2 years in large kitchens.
  - Should have knowledge of the methods and practice of large-scale food preparation.
  - Should have knowledge of basic kitchen sanitation methods.
  - Should have knowledge in use, operation and maintenance of kitchen equipments.
- Ability to operate kitchen equipment. Ability to perform works requiring considerable standing and light-medium physical effort, under hot working conditions.

### **Job Specifications:**

- Should be able to Wash/peel and/or cuts various ingredients to prepare for cooking or serving and inspects cooking equipments, kitchen equipments and work areas in order to ensure cleanliness and functional operations.
- Should assist cook and prepare rice, sambar, rasam, vegetable curry, chapatti, puries and other dishes etc. in Student's Mess Kitchen.
- Should be able to assist the cooks in cooking.
- Should be able to Use manual and electrical appliances for atta kneading, cutting vegetables, wet grinding, Potato peeler, idli cooker, etc.,



#### **4. BEARER:**

##### **Skills:**

- Should be able to take full charge of Dining Hall activities.

##### **Job Specifications:**

- Should fill the serving counter with freshly prepared food, keep drinking water, rasam, butter milk, on each table and they have to bring freshly prepared chapattis, poories, dosa, idlies etc., from kitchen to the servicing table and counters.
- Should help in preparing fruit salads, fruit juice, butter milk, bread toast, whenever they are in day's menu.
- Should do any other duties assigned to them from time to time in dining hall.

#### **5. WASHERS**

##### **Job Specifications:**

- Washers have to wash with soap solution, hot water all Plates, Spoons, SS Water Glasses etc., after every meal.
- Washers have to clean the dining tables and dining hall before every meal and also after every meal with water soap solutions.
- Washers have to use perfume disinfectant while swabbing the dining hall after through washing.
- Washers have to clear the trolley for washing purposes and bring back the trolley after cleaning to the dining hall.
- Washers have to clean the dining table soon after the boarder vacates the dining table after every meal.
- Washer should keep the dining hall very clean and tidy at all times.
- Washers have to do any other assigned duties from time to time.

## **6. GENERAL CLEANING STAFF:**

### **Job Specifications:**

- Should have to wash big vessels like Palav Deksha, Kolaga, Dahrass, Idli Stand, Rice Cooker, Pan and Rasam vessel etc., after cooking. They have to clean the kitchen, free from oil. Soot etc., with water and soap solution.
- Should have to clean the Exhaust System Filters, Burner Stoves, Dosa Thava, Atta Kneader, Wet Grinder and other kitchen equipments after use.
- Should clean the Dining Hall, Kitchen and surrounding area.
- Should do any other duties assigned to them from time to time.

## **7. STORE HELPER:**

### **Job Specifications:**

- Store Helper will get the key of the respective mess from the Security Office at 6.00 am and open the Mess before 6.15am.
- Store helper will help in getting the provisions, arranging, weighing and issue to the Head Cook.
- Store helper will help in keeping the store spick and span.
- Store helper will help in the kitchen or dining hall depending upon the requirements, after the duty in the stores.
- Store helper will switch off all the lights and close all the doors before locking the mess.
- Second shift store helper will do the same duties and after locking the mess at 9.45 pm will hand over the keys of the mess before 10.15 pm to the Security Office.
- Store helper should do any other duty assigned from time to time.

## **8. SUPERVISOR**

### **Skills:**

- Should have worked in a reputed hotel or large catering establishment for at least five years.
- Should have knowledge of cooking and serving for large number.

### **Job Specifications:**

- The Supervisor is responsible for the Attendance, Deployment, Work and conduct of the contract employees.
- The Supervisor will make arrangements to give substitutes, in case any contract staff is absent.
- The supervisor will also provide extra manpower, if required with advance notice.
- The supervisor will also take care of stores and inventories.

## **9. KITCHEN SUPERVISOR**

### **Skills –**

- Should have worked in a reputed hotel or large catering establishment for at least 5 years.
- Knowledge of cooking, kitchen equipment's, manpower management etc.,

### **Job specifications :-**

- Supervision and training of mess staff.
- Maintenance of kitchen hygiene and efficiency
- Efficient in supervising the kitchen for ensure proper arrangements overseeing the food quality.

## **10.ACCOUNT ASSISTANT**

**Skills** - Should have experience of handling accounts of reputed hotel or large catering establishment.

### **Job specification :-**

- Maintenance of Mess Ledgers of all Messes.
- Preparation of consolidated bills for all Messes.
- Calculation of vegetables, fruits, provisions, dairy, bakery etc., bills.
- Preparation of monthly provision data sheet for all Messes.
- Preparation of monthly bills for Central Office, Health Centre etc.,

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**Annexure II**

**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

**For providing Cooking Services at Students' Messes at IISc**

1. Name of Tendering Company/ Firm / Agency : \_\_\_\_\_  
(Attach certificate of registration)
2. Name of proprietor / Director : \_\_\_\_\_  
of Company/Firm/agency
3. Full Address of Reg. Office with Regn. no. \_\_\_\_\_
4. Telephone No. : \_\_\_\_\_
5. Fax. No. \_\_\_\_\_
6. E-Mail Address \_\_\_\_\_
7. PAN / GIR /TIN No. (Attach Attested Copy) \_\_\_\_\_
8. Labour Regn. No. (Attach Attested Copy) \_\_\_\_\_
9. GST Regn. No. (Attach Attested Copy) \_\_\_\_\_
10. E.P.F. Regn. No. (Attach Attested Copy) \_\_\_\_\_
11. E.S.I. Regn. No. (Attach Attested Copy) \_\_\_\_\_
12. Have you provided the minimum manpower  
As specified in the table in Annexure I Yes / No \_\_\_\_\_

13. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 financial Years:  
(Attach separate sheet if space provided is insufficient)

COMMERCIAL Year	Amount (Rs. In Lakhs)	Remarks, if any
2016-17		
2017-18		
2018-19		

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14. Give details of the major contracts handled by the tendering Company/ Firm / Agency on behalf of PSUs /Research Organization /Government Departments during the last three years in the following format. Attested copies of work orders may also be attached.

Sl.No	Details of client along with address, telephone and FAX numbers	Amount Contract (Rs. in Lakhs)	Duration of Contract	
			From	To
1				
2				
3				

(if the space provided is insufficient, a separate sheet may be attached)

15. Details of Earnest Money Deposit :  
D.D. / P.O. No. & Date & Bank

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16. Additional information, if any  
(Attach separate sheet, if required)

**CERTIFICATE OF ETHICAL PRACTICES**

I. I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.

II. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities /practices in my / our dealing with the Institute.

III. I / We will have no conflict of interest in any of our works / contracts at the Institute.

DATE

SIGNATURE OF THE TENDERER

\* Attention is drawn to the Clause No 13 in Page No 15 of this document.

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**ANNEXURE III - A  
COMMERCIAL BID**

**For providing Cooking Services at Students' Messes**

1. Name of tendering Company / Firm / Agency : \_\_\_\_\_
2. Rates are to be quoted in accordance with the Minimum Wages Act of Central Government for manpower per month basis and other bylaws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.). Additional wage (over and above the minimum wages) and other allowances, if any, should be included in the column on "Other Allowances (B)"

Sl. No	Description	No. of Persons (from Annex. III-B)	Daily Wage* (Basic + VDA) (A)	Other Allowances (B)	Total Amount for 26 shifts for persons in each category (C) ((A+B)*26))	PF at 13.00% (D) (C*13%) (Subject to Max Salary of Rs 15000 i.e Rs 1950 per person)	ESI @ 3.25% (E) (C*3.25%) (Subject to Max Salary of Rs 21,000)	Total (F) (C+D+E) * (No. of Persons from Annex. III-B)
1	Unskilled category							
2	Semi-Skilled Category							
3	Skilled Category							
4	Highly Skilled Category							
5	Subtotal							
6	Contractors Adm. / Service Charge (as ____ percentage of sub-total in Line 5 above)\$							
7	Cleaning Materials and equipment charges (from Annexure III-C) #							
	<b>Total</b>							

**Notes**

- \* Wages should be as per the Minimum Wages Act of Central Government as on Oct. 2019.
- # Submit a detailed list of consumables, unit rates, quantities required, total cost, list of equipments to be supplied and their rental charges (see Annexure III-C)
- & The quote will be evaluated based on the above components without reference to GST. GST or any other tax on service will be paid extra.
- \$ Attention is drawn to the Clause No 13 in Page No 15 of this document.
- Note: PF deduction is calculated limited to the salary earned for Rs 15,000/- only and ESI deduction is calculated limited to the salary earned for Rs 21,000/-

Date  
Place

**Signature of the Tenderer**

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**ANNEXURE III - B**

**COMMERCIAL BID**

**Details of Manpower Deployed at Various Messes**

Work Place	Designation	Category of Manpower	Mess A		Mess B		Mess C		Mess D		Total
			I Shift	II Shift	I Shift	II Shift	I Shift	II Shift	I Shift	II Shift	
<b>Kitchen</b>	Head Cooks	Highly-skilled									
	Cooks	Skilled									
	Kitchen Helpers	Semi-Skilled									
	Kitchen Supervisor	Skilled									
<b>Dining Hall</b>	Bearer	Unskilled									
	Washers	Unskilled									
	General Cleaning Staff	Unskilled									
<b>Stores</b>	Stores Helper	Unskilled									
	Supervisors	Skilled									
<b>Tokens</b>	Token Issuers	Semi-Skilled									
<b>Room Service</b>	Bearer	Unskilled									
<b>Accounts Asst</b>	Assistant	Skilled									
Total No. of Manpower											

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## ANNEXURE III – C

### COMMERCIAL BID

#### LIST OF MATERIALS TO BE USED PER MONTH DURING THE CONTRACT (MESS)

Sl. No.	Description	Brand	Purpose for which it is used	Quantity Required	Unit Rate	Amount
1.	Perfumed Liquid Deodiser (concentrate) (Antibacterial liquid for Toilets and Floor Cleaning	Shangeol Concentrated	To clean the toilets and floors and to give pleasant atmosphere in the toilets and floors and to give antibacterial treatment, to avoid spread of contagious diseases.	100 Ltrs		
2	Liquid detergent for general wash	Shinol – D	To clean the floors of general areas and toilets and bathrooms	300 Kgs		
3	Glass cleaning Liquid Soap	Glin	To clean window glass, almirahs, Fridge, Computer etc.,	15 Ltrs		
4	High Power detergent for mosaic cleaning	Kleenix -2A	To bring back original colour of Mosaic, Marble Shahabad and remove brown stains at hedges of rooms and corridors	30 Kgs		
5	Cleaning Power for General cleaning	Gleam	To clean the porcelain fittings of toilets and for general cleaning	60 Kgs		
6	Perfume spray supreme quality to give Anti-bacterial atmosphere and pleasant smell for sparying in the corridors minimum verities -1	Prince	To spary in rooms, corridors, recreation room etc., to pleasant smell and to keep the area free from germs.	1.5 Ltrs		
7	Mosquito repellent with pleasant smell (concentrated)	Flilm	To keep away mosquitoes, flies etc.,	1.5 Ltrs		
8	Mop with plastic bristle Mop with fine thread Mop with Rubber	No special brand	To remove fine particle from Toilets & other areas, to do wet cleaning of corridor and other areas, to push water from toilet and other areas	5 Nos 25 Nos 15 Nos		
9	Bombay Brooms Soft	No special brand	Cleaning	25 Nos		
10	Coconut Brooms	No special brand	Cleaning	25 Nos		



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11	Bathroom cleaning brush with plastic bristle	No special brand	Cleaning	2 Nos		
12	Flat Brush	No special brand	Cleaning	12 Nos		
13	Scrubber	No special brand	Cleaning	80 Nos		
14	Cleaning Cloth	No special brand	Cleaning	120 Nos		
15	Bucket	No special brand	Cleaning	5 Nos		
16	Plastic Mug	No special brand	Cleaning	5 Nos		
17	Urinal Cakes	Maruthi or equivalent	For putting in urinals	40 Nos		
18	Naphthalene Balls	No special brand	For putting in urinals	1.5 kg		
19	Detergent Liquid/Powder to remove stains of toilets, urinals, closets, glazed tiles etc. to keep up shining & anti-bacterial treatment to toilets	Kleenix-1A & Kleenix-3 Kleenix-1B & Kleenix-2	To remove stains of toilet, these are special preparations for the original glazy & shining appearance of Toilet fittings and to give antibacterial treatment for the Toilets	6.5 lts		
20	Mura (Dust Collector)	No special	Cleaning	5 Nos		
21	Caustic Soda	No special	To clean the oil stains	15 Kgs		
22	Putti Blade	No special	To cleaning	15 Nos		
23	Rubber Brush	No special	To cleaning	15 Nos		
24	Sponge Square	No special	To cleaning	15 Nos		
25	Bleaching Powder	No special	Antibacterial treatment	20 Kgs		
26	Black Phenyl	No special	Antibacterial treatment	6 Ltrs		
				Total		Rs

The above materials and quantities are listed only for the purpose of evaluation of the commercial bids, The actual quantities of materials required may differ from the above. The

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council of wardens or the officer in-charge of Hostels may assess the actual quantities during the course of contract. Actual cost plus GST will be paid on consumables

## **ANNEXURE IV**

**Check-List**  
(To be enclosed with the Technical Bid)

Technical bid, sealed in a separate envelope super-scribed as “Technical Bid”	
COMMERCIAL bid, sealed in a separate envelope super scribed as “COMMERCIAL Bid”	
Earnest Money Deposit	
Proof of FINANCIAL Turn-over for previous years	
Copy of Registration certificate with Labour Department	
Copy of PAN/GIR Card	
Copy of the IT return filed for the last FINANCIAL year	
Copies of EPF and ESI certificates	
Copy of GST Registration	
Copy of TIN	
Work Experience of Similar work during the previous years (List of firms where they have provided services and details of contact person(s).	