

*Annex-I*

**TENDER DOCUMENT**  
**INDIAN INSTITUTE OF ENTREPRENEURSHIP**  
**QUOTATION FOR PROVIDING CATERING SERVICES TO**  
**INDIAN INSTITUTE OF ENTREPRENEURSHIP, GUWAHATI**

**TECHNICAL BID**

(In separate sealed Cover-I superscribed as “**Technical Bid**”)

1.Name & Address of the Tenderer Organization/ Agency with phone number, fax number, e-mail etc					
2.Name and designation of contact person with telephone/mobile number etc					
3. Experience in the work of providing catering Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 3 years along with a certificate from the agency where the job was carried out.	IN THE FOLLOWING FORMAT				
	Sl.	Name of the organisation with complete address and phone No.	Period from to:	Contracted amount (Rs. Per month)	Reason for termination

4. Organizational details :	
7. Set-up of your Organization, clearly indicating details of managerial, supervisory and other staff available for performing this	

<p>service:</p> <p>b) Is the establishment registered with the Government; please give details with document/evidence.</p> <p>c) Do you have labour licence. Please provide details and attach a copy.</p> <p>d) Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in IIE</p> <p>.</p>	
5. Are you covered by the labour Legislations, such as, ESI, EPF, Gratuity Act etc.	
6. Please give EPF No: ESI Code: Gratuity Act Regn. No:	
7. Are you governed by minimum wages rules of the Central Government. If yes, please give details.	
8. Are your workers having bank accounts or having Jaan Dhan Yojana Accounts	
9. Please attach copy of last return of Income Tax	
10. Please attach balance sheet of the company, duly certified by Chartered Accountant for last 3 years.	
11. PAN No. (Please attach copy)	
12. Vat No. (Please attach copy)	
13. Trade Licence No. (Please attach copy)	
14. Service Tax Registration No. (Please attach copy)	
15. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document.	
16. Power of Attorney/authorization for signing the bid documents	
17. Please submit an undertaking that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner.	
18. Details of the DD/Pay Order of Rs 5,000/- towards EMD.	

**Declaration by the Tenderer :**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

**Encls: 1. EMD \_\_\_\_\_**

**2. Terms & Conditions (each page must be signed and sealed)**

**3. Financial Bid.**

**(Signature of Tenderer with seal)**

**Name:**

**Seal:**

**Address :**

**Phone No.(s) (O):**

**Mobile No.(s):**

## FINANCIAL BID

(In sealed Cover-II super scribed “Financial Bid”)

**CATERING SERVICES Rates for Food Items:-** Rates to be given without applicable taxes. The applicable taxes shall be charged separately.

## STANDARD MENU

1. The service of all food items/beverages is on “UNLIMITED” basis.
2. Mix of menu by rotation with seasonal vegetables/fruits will be decided in advance on weekly basis by the authorised officer and intimated to the caterer for service accordingly.
3. Scheduled menu of food items/beverages to be served in different time w.e.f. the award of contract is as follows:

## MENU WITH TIME, ITEM AND QUANTITY

## A. ROUTINE MENU

Sl. No.	Time	Items	Quantity per person (not below prescription)
1	2	3	4
1.	5.30 to 6.30 am.	Bed tea : (standard size 100 ml.)	One Cup
2.	8.00 to 8.30 am.	Breakfast :	
		a) Tea/Coffee/Milk	100 ml.
		b) Seasonal fruits[ Banana (Malbhog) /Jahaji or Apple (Kashmiri) or Mango]	100 gms.
		c) Bread	4 pieces minimum
		e) Butter	- 20 gm.
		f) Jam	- 25 gm.
		g) Eggs (Omlet/Boiled from 2 eggs )	- 2 nos.
		For vegetarian.	
		In place of Eggs, Aloo/Bonda, veg. Cutlet, pokoda/ milk with cornflex. This is applicable with all options below.	80 gms. each
		<b>Or</b>	100 ml.
		a) Tea/Coffee/Milk	100 ml.
		b) Seasonal fruits[ Banana (Malbhog/Jahaji or Apple (Kashmiri) or Mango, Two eggs Boiled/ Omlet	100 gms.
		c) Paratha (each of 150 gms.)	3 Nos.
		d) Sabji	- 1 Bowl
		<b>Or</b>	
		a) Tea/Coffee/Milk	100 ml.
		b) Seasonal fruits[ Banana (Malbhog) or Apple (Kashmiri) or Mango	100 gms.
		c) Puri	5 Nos.
		d) Sabji / chole , eggs boiled	- 1 Bowl
		<b>Or</b>	100 ml.
		Tea/Coffee/Milk	
		b) Seasonal fruits [ Banana (Malbhog) or Apple (Kashmiri) or Mango	100 gms.
		c) Dhosa with masala 250 gm.	1 no.
		(d) Chatni	- 20 gm.
		(e) Samber	1 Bowl
		<b>Or</b>	

		a) Tea/Coffee/Milk	100 ml.
		b) Seasonal fruits [ Banana (Malbhog) or Apple (Kashmiri) or Mango	100 gms.
		c) Idli	4 nos.
		d) Vada	2 nos.
		e) Chatni	- 40 gms.
		f) Samber	- 1 Bowl.
3.	10.30 to 11.30 am.	Class room tea with 2 pieces snacks/salted biscuits /good quality biscuits	1 cup daily
4.	1.00 to 2.00 pm.	<b>Lunch</b>	
		(i) Rice (Aijong best quality )	- 200 gms.
		(ii) Chapati (Standard Size ),chakki atta or Annapurna	2 nos.
		(iii) Dal (two types) <b>Either</b>	
		(a) Masur/Mung <b>or</b>	- 75 gms.
		(b) Rahar/Chana <b>or</b>	- 75 gms.
		(c) Mati dal/Rajma <b>or</b>	- 75 gms.
		(d) Lobia/Mixed dal	- 75 gms.
		(iv) Vegetable (mixed)	- 100 gms.
		(v) Vegetable fried pieces	- 100 gms.
		(vi) Pickle good quality	- 10 gms.
		(vii) Salad (mixed minimum three items)	- 50 gms.
		(viii) Papad (full)	- 1 piece
		(ix) Curd (plain)	- 100 gms.
		(x) Sweet/Custard/Fruit salad/ Pudding/Caramel Custard/khir.	- 1 pices/100 gms.
		(xi) <b>Non Veg. :</b>	
		a) Chicken – Chinese/Curry Roast Gril & Masala. <b>Or</b> Chicken ginger, butter masals, chicken birani	100 gms.
		b)Mutton (Curry/Masala/Khurma/Fry) <b>Or</b>	100 gms.
		c)Fish- Chinese/Curry/Masala/Tikka /Kalia	100 gms.
		(xii) <b>For Veg. :</b>	
		(i) Paneer (subji/sp.)/green veg. Sabjee spl./ subji/ Kofta/ Cutlet / Paneer Butter Masala / Matar poneer / Palak Paneer/Dahi Bara/Shahi Poneer	100 gms.
		(ii) Fruits	100gms.
5.	3.30 pm.	Class room Coffee 1 cup	100 ml. With 2 pieces snacks
6.	5.30 to 6.00 pm.	Evening Tea 1 cup daily	100 ml. With salty snax or mixer Bikaniar or cakes
7.	8.00 to 9.00 pm.	<b>Dinner</b>	
		(i) Rice (Jaha/Aijong)	200 gms.
		(ii) Dal (one type)	75 gms.
		a) Masur/Mung <b>or</b>	75 gms.
		b) Rahar/Chana <b>or</b>	75 gms.
		c) Mati dal <b>or</b>	75 gms.
		d) Rajma/Lobia	75 gms.
		(iii) Vegetable gravy type (mixed or single)	100 gms.
		(iv) Salad (minimum three item mixed)	50 gms.
		(v) Pickle (standard quality)	10 gms.
		(vi) Chapati (standard size)	2 pieces
		(vii) Papad (full)	1 piece
		(viii) Fried veg.	100 gms.
		(viii) <b>Non. Veg.:</b> Chicken/Mutton/Fish/Egg (Chinese/Curry/Masala/Roast/Grilled)	100 gms.
		(ix) <b>Veg.:</b> special vegetable, kepsimum/forse bean	200 gms.
		(x) Curd (plain)	100 ml.

Note: Sombue, Nut powder and tooth picks of good quality to be supplied after breakfast, lunch and dinner, Tamul Pan after every lunch and dinner.

**(B) SPECIAL OCCASIONS MENU:****I. HIGH TEA:**

Sl. No.	Item	Quantity/Person
1.	Pastry / Plum cake , standard size	1 Piece
2.	Pokoda / Samosa / Patties/Sweet dry	1 Piece
3.	Biscuits / Fruit Biscuits or Salted Biscuits or Cream Biscuits	2 Piece
4.	Fruits [Apple(Kashmiri) or Banana (mainly Mulbhog) or Mango	150 gms.
5.	Coffee / Tea / Milk	150 ml.
6.	Cashew nut fried	1 Piece
<b>OR</b>		
1.	Pasty – Chocolate/Pineapple/Plum cake	1 Piece
2.	Cashew Nut (fried)	10 gms.
3.	Kantala (25 gms.)/ Kaju Barfi/Boil cake	1 Piece
4.	Fruits (seasonal)	150 gms.
5.	Salted Biscuits/good quality biscuits	2 nos.
6.	Tea/Coffee/Milk	150 ml.

N.B. The supply and item time will be intimated.

**II. ADDITIONAL ITEMS FOR SPECIAL LUNCH/DINNER FOR FAREWELL/IMPORTANT MEETINGS AND GUESTS ETC.**

Sl. No.	Item	Quantity per Person
1.	Fried rice (Basmati)	100gms
2.	Plain rice(Joha)	As per requiremnt
3.	Fruit Juice/soft drink (Pineapple, Orange, Mango, Apple/ Pepsi/Mirinda/Thumsup/Fruit punch/Cocacola	150 ml.
<b>OR</b>		
4.	Veg./non-veg. Soup, veg. Soap with cream	150 ml.
5.	Ice Crèam/Double ka mitha/Kaddu ka khir	100 ml.
6.	One veg/non-veg, items (a s per instruction)	200 gms.
7.	Pan (mitha patty with plain and jarda Baba 120)	1 no.
8.	Tanduri/Nan	As per requirement
9.	Potato chips/uncle chips	10 gms.

- iii) Special Lunch/dinner includes all items as of Normal Lunch (Sl.4(i) to xii) + Plain rice (Joha), fried rice(sl.1-2) ice creame etc.(Sl.5) on additional veg./Non Veg. Item (sl.6), plain (mitha Patty) sl.7 and tanduri/non (Sl.8)

<b>Sl. No.</b>	<b>Time</b>	<b>Items</b>	<b>Quantity per person (not below prescription)</b>
<b>1</b>	<b>Special Tea to be served especially on inauguration days</b>	<b>Special Tea with Golla and Singara</b>	<b>One person</b>

Rate

Rs

iv VIP Lunch/dinner includes all items as of Normal lunch (Sl.4(i) to (xii) + all Additional items as shown at (B) II above

Rate

Rs.

Tenderer/

Signature of

Date .....

Caterer with seal

## PROFORMA FOR HYGIENE AUDIT

	<b>Quality testing at receiving point (where the raw food/consumable is received/ procured)</b>		
1	FIFO principle is applied (first in - first out)		
	<b>Food Preparation</b>		
2	Food indexing- the menus are being decided to ensure food variety		
	<b>Food Safety</b>		
3	Is the food prepared properly under hygienic conditions		
4	Are the prepared items covered properly		
5	Proper cleaning of the utensils		
	<b>Kitchen/Pantry Hygiene</b>		
6	Floors are hygienically clean		
7	Walls are dust /damp free		
8	Furniture is regularly cleaned		
9	Washing area provides hygienic environment		
10	Cooking counter is adequately clean		
	<b>Condition of Equipment in Food Preparation</b>		
11	Work worthy		
12	Clean		
13	Safe to handle		
	<b>Food Handler's Health</b>		
14	Health check up done or not		
15	Nail are cut clean and healthy		
16	Head gears/caps are worn		
17	Gloves are worn		
18	Smoking, eating or chewing of tobacco, zarda, gutka etc spitting, are strictly prohibited – Prohibition observed or not		
	<b>Hygiene of Eating Place</b>		
19	Floor is hygienically clean		
20	Walls are dust/damp free		
21	Furniture is regularly cleaned		
	<b>Food Quality</b>		
22	Palatability is tasted by the Company's Representative		
	<b>General</b>		
23	Exhaust System is working		
24	Garbage disposal is done regularly		
25	Drainages system is functioning		
26	Washing area provides hygienic environment		
27	Service counter(s) are adequately clean		

Remarks: Satisfactory/Not satisfactory

Name and Signature of Agency



**Annex-V**

**Declaration by the Tenderer :**

This is to certify that I/We, before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by IIE

ii) There would be no increase in rates during the Contract period.

\* Refer to Menu Items

**(Signature of Tenderer with seal)**

**Name:**

**Seal:**

**Address :**

**Phone No (O) :**

**Date:**

**TERMS & CONDITIONS OF CONTRACT**  
(Annexure to Agreement)

**A. Information relating to submission of Bids**

1. Tenders are invited for providing Catering and Housekeeping services as mentioned in this document in the office of IIE located at Guwahati from the agencies that fulfil the criteria given below.
2. The period of contract under the scope of work shall be initially for a period of one year, which can be further extended by mutual agreement for a period of two years on yearly basis or less with the same terms and conditions depending on satisfactory performance of the Agency and at discretion of IIE.
3. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from [www.iie.gov.in](http://www.iie.gov.in)
4. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing “Technical Bid” and sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover superscribed “Tender for Catering services” to reach IIE on or before **08.05.2015**.  
The technical bids shall be opened on the same day at 03:00 P.M. at IIE in presence of the bidders or their authorized representatives who choose to remain present.
5. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. The bidder shall pay Bid Security (EMD) of Rs 5,000 (Rupees five thousand only) along with the technical bid by Demand Draft in favour of “Indian Institute of Entrepreneurship” drawn on any Nationalized Bank payable at Guwahati. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage.
8. The bid security (EMD) shall be returned to the unsuccessful bidders after finalisation of contract without any interest.
9. As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of demand draft in favour of “Indian Institute of Entrepreneurship” drawn on any Nationalized Bank payable at Guwahati.
10. The EMD deposited by successful agency will be adjusted towards Security deposit as mentioned above. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work or does not comply with other requirements for start of the contract, his bid security (EMD) shall be forfeited unless time extension has been granted by IIE.
11. The bid shall be valid and open for acceptance of the Competent Authority of IIE for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.

12. To assist in the analysis, evaluation and computation of the bids, the Institute may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

13. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by IIE shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.

14. The quoted rates shall be such that it takes care of the minimum wages of Central Government and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution etc,

15. IIE shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labour Commissioner of UP above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.

16. IIE reserves the right to accept or reject any or all bids without assigning any reasons and is not bound to award the contract to the lowest bidder. IIE also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

17. Financial bids of only those agencies will be opened who qualify in the Technical bids.

18. The tender document is not transferable under any circumstances.

19. Lowest Bidder will be taken on the basis of minimum of rates quoted by the bidder in Financial Bids.

20. Any changes in this tender will be notified through website (Tender Section in [www.iie.gov.in](http://www.iie.gov.in)).

21. All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc shall be borne by the bidder. IIE will not be responsible / liable for the same regardless of the outcome of the tendering process.

## **B. Eligibility criteria for Tendering**

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted engaged in catering services, who should have required licenses issued by Food Safety & Standard Authority of India (FSSAI) (attested copy has to be attached).

2. The tenderer should have minimum **three** year experience of providing Catering service to the Department/Ministries of the Government of Assam / India/PSUs etc. (copies of two work orders received from Govt. Depts/PSUs during each of the last three years should be enclosed).

3. Should not have been blacklisted by the Depts/Ministries of the Govt. Of India/State Govt/PSUs.

4. The Bidder should have an office in proximity of Guwahati.

5. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency), pending complaints, if any, shall also be included.

6. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid (if the bidder is covered under schedule of employment under Minimum Wages Act):

- a) PF Registration
- b) ESI Registration
- c) Service Tax Registration
- d) Valid License, issued by Regional Labour Commissioner, Govt of India

### **C. SCOPE OF WORK**

Providing Catering Services at Indian Institute of Entrepreneurship, Guwahati

#### **Catering services in IIE premises and related terms & conditions**

The Agency shall provide Catering Services in the Institute premises as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services.

#### **Scope of Catering Services at IIE**

**1** The Agency shall provide catering services in the Dining Area or the building premises for the guests for training programmes/ events:- .

**2 Special Events Arrangements** - IIE may arrange special events, some times at short notice, besides regular training activities in which the Agency may be required to provide additional services.

#### **3 Catering Service**

**a)** The Agency shall provide regular catering service to the guests/ participants in the IIE premises as per the following Menu/courses (details as per **Annexure III**):

**b)** For any special events, menu may be different or in addition to the normal notified menu, the rates for which shall be mutually decided prior to organizing the event.

**c)** The Agency shall provide varieties in Menu/Cuisine in consultation with IIE and shall get the weekly menu approved from authorized officer of IIE.

**d)** The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service. The Agency shall provide trained manpower services in the Institute (class rooms, conference rooms, VIP Lounge, dining halls and Auditorium). However, sufficient manpower shall be deployed depending upon the number of programmes/events in progress on a day to day basis.

**e)** Serving of potable drinking water from the source to the dispensers and water coolers placed at all locations in IIE shall be the responsibility of the Agency.

**f)** The waiters/serving staff shall be well dressed, presentable, well-mannered and trained and should be able to speak in Hindi, Assamese and English. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.

#### **4 Personal Hygiene:**

a) The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check ups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of tobacco/zarda/gutka etc, spitting is strictly prohibited.

#### **5 Quality Maintenance:**

a) The Agency shall be equipped to undertake Hygiene audit as per **Annex IV** on daily basis and report submitted to IIE. IIE will also undertake independent hygiene and quality audits as and when deemed necessary.

b) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.

c) Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or Fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.

d) Vegetarian and Non Vegetarian dishes shall be prepared and served separately.

e) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. Maintain hygienic conditions in cooking/pantry area & dining/serving areas.

#### **6 Operation**

a) Normally, the timings for providing catering services as per Menu is given below:

Bed Tea/ Coffee – 5:30 A.M to 6:30 A.M

Breakfast - 08.00 a.m. to 08.30 a.m

Mid session Tea/Coffee with 2 pcs snacks / salted biscuits / good quality biscuits - 10.30 a.m. to 11.30 a.m.

Lunch - 01.00 p.m. to 02.00 p.m.

Mid session Tea/Coffee with 2 pcs snacks / salted biscuits / good quality biscuits - 03.30

Evening Tea and Snacks - 05.30 p.m. to 06.00 p.m.

Dinner - 08.00 p.m. to 09.00 p.m.

b) The Agency, however, shall be required to adjust/change the above timings as and when required depending upon the progress of the training programme(s). It shall be ensured that tea/coffee are served steaming hot.

c) The Catering shall remain open on all days when any programme is scheduled or Guests are staying in the hostel rooms.

d) The Agency should be prepared to serve for parties in the Hostel, or other location for which he may be required to have other arrangements like fans, candle burners/gas burners, table ware and thermo ware etc.

## **7 Inspection:**

**a)** IIE will check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.

**b)** The Agency shall allow the food inspector/ IIE Officer to inspect the foods items and services for their quality, as per prevailing rules and regulations.

The Agency shall abide by all laws applicable.

**c)** The Agency shall submit in the prescribed format on a daily basis a checklist for the maintenance of Catering Services as given in **Annex-IX**

**d)** In case of dispute regarding the services, quality or the quantity of the food stuff, snacks, tea etc. the decision of IIE will be final and binding.

## **8 Maintenance of Hostel/Dining Hall**

**a)** The Agency shall prepare and serve the breakfast/lunch/dinner, as per Menu, in a pleasing and presentable manner.

**b)** Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.

**c)** Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

## **9 Service during the Training**

**a)** Arrange for Tea and Coffee with snacks and cookies (2 types) at the assigned place during mid-session breaks.

**b)** The Agency shall place hot Tea/Coffee Dispenser along with service boys to serve tea and coffee in front of all the Training Halls to the participants during the mid-session breaks.

**c)** The Agency shall arrange to serve tea and coffee and water in the training halls, as and when required.

## **D Terms & Conditions for Catering**

1. The Agency will maintain its gadgets & equipments, etc. in good working conditions with all safety measures at its own cost and expenses. The Annual maintenance Charges of the equipments/gadgets, etc owned by the IIE will be borne by IIE. However, the Agency will be responsible for its proper upkeep and regular maintenance.

2. The Agency shall devote his full attention to the work of Catering and shall discharge its obligations under the agreement most diligently and honestly.

3. The Agency shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes etc. to its employees, as required under law. And as per IIE's instructions at his own cost and expenses. All personnel of the Agency will wear the same in clean condition while on duty. IIE shall not pay any extra charges to the Agency against these items.

4. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with IIE.

## **E. Other Terms and conditions**

1. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to IIE, whatsoever it may be.
2. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by IIE from time to time.
3. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law / rules / regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from time to time.
4. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at IIE or for any accident caused to them and IIE shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by IIE for whatever reason. The Agency shall also be responsible for the insurance of its personnel.
5. The security Deposit shall be released without interest after 3 month of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc.
6. In case of any change of constitution of the agency, the rights of IIE should not suffer.
7. All personnel engaged under this contract by the Agency shall be employees of Agency. IIE shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in IIE or elsewhere.
8. The Agency shall maintain all records/registers as required to be maintained by him under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of IIE as and when required.
9. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the IIE against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep IIE indemnified against all the claims and liabilities.
10. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IIE, they shall work under directives and guidance of Competant Authority, IIE and will be answerable to IIE. This will, however, not diminish in any way, the agency's responsibility under contract to IIE.
11. A senior level representative of the Agency shall visit IIE premises at least once-a-day and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the Institute's officer dealing with services under the contract for mutual feed back regarding the work performed by his personnel and removal of

deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Institute.

12. The Agency shall maintain good standard of food quality/services as indicated. In case the quality of food/services is not found up to the mark, a warning note shall be issued to the agency specifically indicating the discrepancy and a deduction to the extent of 20% of the billed amount for that particular instance (Tea/Meals) shall be levied on recommendation /approval of Course Coordinator/ Competent Authority). The performance of the agency will be reviewed on monthly basis and in case the services are not found up to the mark the Agency's contract will be terminated even before the expiry of contract period by giving one month's notice.

13. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for IIE it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to IIE.

14. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of IIE due to negligence of personnel in performing his/ her duty and /or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by IIE shall be recovered from the Agency's monthly bill or from his security.

15. In case IIE is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be born by the Agency or recovered from the due amounts payable to the agency and/or from the security deposit held by IIE.

16. The agency shall ensure that all staff appointed by them is fully loyal-to and assist the Institute during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of IIE.

17. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments there of, authorized officer of IIE shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of IIE shall be final in regard to all matters arising under this clause.

18. In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.

19. The IIE shall pay the agreed amount on production of bill. No other charges of any kind shall be payable except as under the contract.

20. No request for making advance payment on any ground shall be entertained.

21. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

22. There would be no increase in rates payable to the Agency during the Contract period.

23. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.



24. During the course of the contract period, the agency shall deposit service tax at prevailing rates as per GOI norms.
25. In case of non compliance/non-performance of the services according the terms of the contract, IIE shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
26. The decision of IIE in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
27. In case of failure of the Agency in fulfilling the contract, the competent authority of IIE may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his men and materials within two days or date specified by IIE. IIE shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.
28. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, IIE reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the IIE.
29. The Agency shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, IIE reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to IIE from amount payable to him or otherwise.
30. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
31. An agreement shall be signed with the successful bidder as per specimen enclosed.
32. In case the Agency or any of his employees fails to fulfil his/ their obligations for any day or for any number of days to the satisfaction of the Institute for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the Institute per day for the entire numbers of such days and the Institute shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Agency.
33. If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the Institute shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.
34. The Authorised officer/Committee of the Institute shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
35. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to IIE.
36. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the IIE premises when not on duty.
37. Any complaint by IIE if not attended within prescribed time may attract a penalty for each complaint to the Agency as decided by IIE.
38. In case of any dispute or differences arising on terms and conditions, the same shall be

settled by reference to arbitration by Sole Arbitrator to be appointed by the Director IIE. The provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

39. In case of any dispute between the Agency and IIE, IIE shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Guwahati

#### **MAINTENANCE, SANITATION AND HOUSE KEEPING OF HOSTEL**

- 1.1 Cleaning/dusting in Hostel (all interior portions including toilets, bathrooms, windows, doors and other surroundings areas using standard chemicals/detergents/sanitary items/ brooms/dusters etc.). The cleaning area will also include surrounding hostel and area.
- 1.2 Proper cleaning, dusting and upkeep of all furniture and fixture items including carpets in the room.
- 1.3 In Office as well as in Hostel, a small size soap of standard quality and odonil should be available in the bath rooms all the time, Odonil should be available in the Almirah and wardrobe also.
- 1.4 Proper maintenance of all linen items in Hostel i.e. woollen blankets, bed sheets, towels, Pillow covers, napkins should be changed on alternate day by fresh washed sets when the rooms are under occupations. Washing should be of standard quality and to the satisfaction of the representatives of the Director, IIE. The charges of cleaning linen will be borne by the Contractor.
- 1.5 Buckets and Mugs in the bathrooms and toilets should be cleaned with quality detergent once in a week. The toilet & bathrooms sink should be kept clean and dry.
- 1.6 All the corridors, dinning hall, canteen, lounge in the ground, first and second floor, kitchen area, stair cases, store room, serving areas, common toilet areas and other covered areas in the Hostel should be cleaned, dusted moped every specified below. Doctors' Phenyl, Harpic, Caustic Soda, "Mortine" Spary etc., and other sanitary items should be used for the purpose.

<u>Sl.No.</u>	<u>Place/Space</u>	<u>Time</u>
1.	All rooms of the guests/participants lounge, dinning hall	9.00 to 11.00 AM
2	ll corridors and the remaining areas of hostel, office building and surroundings,	7.30 to 9.00 AM
3.	Campus, quarter areas	2.30 to 4.00 PM

#### **No. of Rooms / lobby / toilets**

*The 1<sup>st</sup> Hostel has 42 Rooms with attached toilet/bathroom, 3 Nos. lobbies, one kitchen and TV Room, 3 Nos. extra bathroom/toilet and Dining room*

- 1.7. All other necessary cleaning and sanitary operations as may be necessary to keep the Hostel clean and office neat and hygienic from time to time as may be required by the representatives of the Director, IIE.
- 1.8. Maintain a register testifying the standard of housekeeping duly signed by participants/guests and put up to caretaker everyday before 11.00 AM.
- 1.9. Maintain a register for the linen washing with the record of number of wash of each item for the Hostel and Office Building and the same to be shown to the Caretaker after every wash.
- 1.10. The Institute will provide the furniture and other equipments. The contractor shall be responsible for proper maintenance and upkeep of the Institute property. For any loss, the replacement cost will be borne by the Contractor. However, if these items need repair or replacement in case these are not serviceable, the Institute will bear the cost. However, all these should be handed over back in the similar condition at the termination of the Contract.

- 1.11. Similarly, the Institute will provide linen items such as woollen blankets, bed sheets, pillow covers, mattresses, curtains etc., and any loss of the linen items (except normal wear and tear) shall be borne by the contractor.
- 1.12. All the rooms, Conference Halls including furniture and fixtures, Corridors, Lounge etc of office buildings should be cleaned and dusted ever day.
- 1.13. Toilets, Wash basins, Urinals should be cleaned with detergent and phenyl daily and provided with corpur/fresheners in the 1<sup>st</sup> Hostel building.
- 1.14. Cleaning of rooftop and stairs regularly.
- 1.15. The curtains of the building including the Conference Halls should be washed every month.

## **1. GENERAL TERMS AND CONDITION ( Applicable for all services) :**

The Caterer/Contractor shall not transfer his rights under the agreement to anybody.

The Caterer/Contractor or his workers shall not use the premises allotted to his for any purpose other than the purposes for which the contract is awarded.

The Caterer/Contractor shall devote his full attention in the work of Catering, Housekeeping, Sanitary services, maintenance and upkeep of the hostel etc. and discharge his obligation under the contract most diligently and honestly.

The Caterer/Contractor shall at all times during the time of operation of the contract abide by all directions and instructions which may be given by the Institute concerning every aspect of the contract services.

The Caterer/Contractor shall deposit a sum of a sum of Rs. 10,000/- (Rupees ten thousand only) as Security deposit in favour of the institute after offer of contract. No interest is payable on the Security Deposit

The Caterer/Contractor will be liable for any penalty for lapses on the part in providing prompt, standard and high quality services. The loss caused by him to the items provided by the Institute if any, the cost of the same will be recovered from the Security Deposit/ bills or should be made good by Contractor on demand. In case of deficiency or delay in providing the services by the caterer/contractor and in case the Institute on its own provides material or manpower to run the catering, housekeeping, maintenance services, of satisfactory level, the cost of such material/ manpower will be recovered from the contractor.

The agreement is terminable by 1 (one) month notice by either party.

Two per cent income tax will be deducted at the source against the service charges as may be fixed pertaining to Hostel maintenance, Catering etc.

The bill payment will be made only after fulfilling all the terms and conditions of the contract and satisfaction of the authority.

The contractor should fulfil all the statutory conditions related to the Contract Labour Act.

The number of persons to be deployed for each services by the Contractors are as under:-

**Catering** -Cook-1, Manager -1, Bearer -2, Pot washer & cleaner -1 = 5  
**1<sup>st</sup> Hostel Maintenance** -Supervisor-1, Room Boy -3, Sweeper-1= 5

In case somebody go on leave or fall sick, the replacement should be made immediately. In case failure to do so, the authority will take necessary action as it deems fit against inadequate deployment of staff.

One trained professional person should be deployed during the VIP visit for attending the services who can communicate well in English and Hindi.

One qualified professional should be specifically identified for taking care of the guests and participants.

The contractor should provide pair of uniform to all the workers employed by his/her and service boy use uniform is compulsory.

The contractor should inform the Office immediately if any change of staff employed by him occurs.

## **2. CATERING SERVICES:**

- 2.1 The caterer/contractor shall provide all necessary catering Services during the stay of the participants/Guests in the Hostel for any number from the time of arrival to the time of departure.
- 2.2. Catering arrangement has to be as per the approved scheduled Menu given in **Annexure-1**
- 2.3. Extra special items on any special occasions are also to be supplied on short notice as per the approved rate.
- 2.4. The recommended menu given in the Annexure-1 I shall be strictly complied with by the caterer/contractor.
- 2.5. Left over of the food cooked and served once, should not be used/served next time under any circumstances; Violation will be seriously viewed and will amount for penalization.
- 2.6. The quality of the ingredients used in the preparation of food, beverages etc. shall be of good and standard quality and subject to the approval by the Institute and checking by the authorized officials of the Institute.
- 2.7. The Caterer/Contractor is liable to show the food items prepared for test and taste to ensure the quality by the authorized officer (s) of the Institute before serving to the guests/participants.
- 2.8. The caterer shall purchase provisions like perishables, dry goods and other raw materials of good quality/standard brands and the stock in sufficient quantity of the same should be maintained. Rice should be BASMATI for special occasions to be used. Cooking oil should be double refined purified of reputed brand of "ISI" or "agmark".
- 2.9. The Institute will provide only cooking gas equipments and the cost of the fuel/gas for cooking purpose should be borne by the caterer/contractor.
- 2.10. The Institute will provide electricity for non-cooking purpose and water.
- 2.11. Cooking accessories such as utensils, cooking vessels and other items and equipments used for cooking and the Institute would supply catering purpose but they shall be maintained accordingly.
- 2.12. The Institute shall provide the crockery and cutlery items.
- 2.13. The Caterer/Contractor has to keep ready towel and liquid soap in the wash basin of the dinning hall. The wash basin has to be cleaned before and after every meal.

- 2.14. The Guest (s) occupying the Hostel rooms and VIP rooms have to be provided all services in the room. Except otherwise specified, only bed tea will be served at room in the case of guests/participants occupying, the rest part of the hostel.
- 2.15. Mineral water, soft drinks, soda including fresh fruit juice are to be kept available for services at all the time. The Institute will pay one rupee extra per unit compared to the market rate to the contractor for the supply of these items.
- 2.16. The catering service staff has to be as per the staff list. This should be strictly adhered to.
- 2.17. The contractor shall be responsible for training, allotting duties and timings to the workers in the kitchen, dining place including washing areas hostel rooms etc
- 2.18. The Manager besides other duties round the clock have to receive the guests and also supervise the placement of the guests in the room as per instruction of the authority. To perform night duty (after dinner) in the hostel for service purpose, there has to be one worker (bearer) in every floor of the hostel particularly during training or any other programme.
- 2.19. The Contractor will have to make necessary arrangement for accommodation of his staff. The office will provide to the contractor only the office and store room.
- 2.20. The Contractor on any such matter where the quality and catering standards come into questions is directly answerable to the Director, Administrative Officer, Warden or any authorized officer (s) of the Institute.
- 2.21. Any other expenditure such as cost of detergents, cleaning powder/liquid etc. which are not specified in the above conditions in connection with the catering arrangements will be borne by the caterer.
- 2.22. The charges for catering services by the caterer shall be on actual basis.
- 2.23. The monthly catering bills should be submitted for payment with all supporting documents/indents by the first week of the next month after proper verification and certification.
- 2.24. One service boy keep ready for 2<sup>nd</sup> hostel room service.
- 2.25. 2<sup>nd</sup> hostel also provide Catering Service.
- 2.26. Standard Menu for IIE hostel.
- 2.27. If single accommodation at 1<sup>st</sup> and 2<sup>nd</sup> Hostel must supply food, tea etc. at same rate

**Annex-VII**

**(A) CATERING**

**A.\*(a)Total rate of normal day menu as per Schedule (daily)-Annexure-I      RATE.....**

\*Break-up of rates for items from Sl.No.1 to Sl.No.7 of Annexure –I has to be given against each item in the Annexure-I itself.

**Rates for additional items as and when ordered will be paid separately.**

**(b) High tea (Inaugural/ farewell /special occasion)      RATE.....**

**(c ) Special lunch/ dinner for farewell/important meetings      RATE.....**

**(d) VIP lunch/dinner for special occasions of**

**international status.      RATE.....**

**(e) Special Tea      Rate.....**

**(B) MAINTENANCE, HOUSEKEEPING SERVICE (OF 1<sup>st</sup> HOSTEL BUILDING)  
AS PER ANNEXURE-II PER MONTH      RATE:**

A copy of the terms and conditions duly accepted and signed is attached herewith.

1. Demand Draft/ Cash Receipt for Rs. 5,000/- (Rupees five thousand only) in favour of DIRECTOR, IIE, Guwahati, being EMD as per details below is enclosed.

Demand Draft No. ....

Name of the Branch &.....  
Bank of issue.

Date of issue:.....

Date

Signature of the Tenderer.

Seal of Firm:

## Annex-VIII

(To be made on Rs 100.00 Non-Judicial Stamp Paper)

### DRAFT AGREEMENT

This agreement is made on \_\_\_\_\_ day of \_\_\_\_\_ Two thousand fourteen between INDIAN INSTITUTE OF ENTREPRENEURSHIP, GUWAHATI as one part, hereinafter called 'IIE' and M/s \_\_\_\_\_, having its registered office at \_\_\_\_\_ hereinafter called the 'Agency' for providing Catering services.

WHEREAS the IIE is desirous to engage the Agency for providing Catering Services for Indian Institute of Entrepreneurship on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, insurance etc relating to Catering Services personnel deployed in IIE. The Institute shall have no liability in this regard.

2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at IIE. The Institute shall have no liability in this regard.

3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.

12. The contract can be terminated by giving two months notice on either side.

13. In case of non-compliance with the contract, the Bureau reserves its right to:

a) Cancel/revoke the contract; and/or

b) Impose penalty upto 10% of the total annual value of contract in case repeated complaint are received about quality of Food or Behaviour.

6. Security deposit equal to 10% of the Annual contract value (refundable without interest after three months of termination of contract) in the form of Pay Order/Demand Draft or Bank Guarantee shall be furnished at the time of signing of the Agreement.

7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to their personnel deployed in IIE.

8. The Catering Services personnel deployed by the Agency will not claim to become the employees of IIE and there will be no Employee and Employer relationship between the personnel engaged by the Agency and in IIE.

9. There would be no increase in rates payable to the Agency during the contract period.

10. The Agency agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.

11. Decision of BIS in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the Agency.

12. In case of any dispute between the Agency and IIE, IIE shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Guwahati .

THIS AGREEMENT will take effect from \_\_\_\_\_ day of \_\_\_\_\_ Two thousand fifteen and shall be valid for one year.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their Seal in Guwahati in the presence of the witness:

**INDIAN INSTITUTE OF ENTREPRENEURSHIP, GUWAHATI**

Witness: 1.

2.

**AGENCY**

Witness: 1.

2.



**Annex-IX**

**DAILY CHECKLIST FORM**

Sl	Issue	Observation		Remarks
		Yes	No	
1	Raw material received are branded ones and stored properly			
2	Food prepared properly and stored properly under Hygienic conditions			
3	Prepared items covered properly			
4	Utensils are properly cleaned			
5	Floors are hygienically cleaned			
6	Kitchen staff are in uniform			
7	Service Boys are in uniform and wearing gloves and caps			
8	Potable Drinking water arrangements neatly done			
9	Utensil washing area is properly maintained			
10	Dining hall and Tables in cafeteria properly cleaned and dressed up			
11	All items as per Menu provided			
12	All items in orderly manner and are in a presentable manner			
13	Fingernails trimmed and clean			
14	Storage area/ fridge is clean			
15	Exhaust system is working			
16	Garbage disposal done regularly			
17	Drainage system is functioning			
18	Flies present in Kitchen and Dining Area			
19	Insect or Spiderweb seen in Kitchen and dining area			
20	Any Other Observation			

Overall Maintenance of Cafeteria:  
satisfactory

Satisfactory/Not

Name and Signature of  
Agency