



OFFICE OF THE REGISTRAR :: DIBRUGARH UNIVERSITY :: DIBRUGARH

No. DU/RG/B.01.07/17/2391

Date: 10.04.2017

Notice Inviting Tenders

Sealed tenders are invited from reputed Firms/Agencies/self employed Individuals for providing catering services to Hostels at *Dibrugarh University*.

Please log on www.dibru.ac.in for further details. Last date of receipt of complete tender document is **24.04.2017**

Tender forms can be downloaded from Institute Website and the completed forms should be sent addressed to **“The Dean, Student Affairs”, Dibrugarh University**.

Sd/-

Registrar

Dibrugarh University

Copy to:

1. The Dean, Student Affairs, D.U. for favour of kind information
2. The Deputy Registrar (F&A), D.U. for information.
3. Dibrugarh University Website
4. Office File

Sd/-

Registrar

Dibrugarh University

Overview:

The Hostels at Dibrugarh University provides residential accommodations to the students. There are 09 (nine) Boys' Hostels and 07 (seven) Girls' Hostels at present. The mess of 06 hostels are managed by private catering under the overall control of respective Warden of the hostels. The mess runs round the year except during summer vacation and winter vacation. To have a general idea about the strength of the hostels, the details are as mentioned below.

Sl. No	Name of the Hostel	Approx. Strength
1	DUIET Hostel No. -I	170
2	DUIET Hostel No. -II	180
3	Professional Boys' Hostel	148
4	Professional Girls' Hostel	148
5	PKG Women Hostel	148
6	Aidew Handique Hostel (New Wings)	136

Scope of the Work:

- a) Cooking and serving meals (Breakfast, Lunch, Evening tea/Snacks and Dinner).
- b) Managing and control of stocks and inventories for running the mess.
- c) Cleaning of utensils, Kitchen and serving items.
- d) Cleaning of cooking, dining and auxiliary areas.
- e) Security of the equipment, utensils and other items in the kitchen and dining areas.
- f) Maintenance of the equipment in the Kitchen and dining areas.
- g) Maintenance of books, ledgers, other records and documents related to running of the mess.
- h) Maintaining records of food bill of individual boarder and displaying at the end of the month.
- i) Deployment and supervision of required man power for the above mentioned services.
- j) Any other activities as may be considered by the institute on merit.

Key Deliverables/ Operative Terms and Conditions:

- ❖ The catering services in hostels shall be operated by the awarded firm(s) from 1st May, 2017, failing which the EMD money will be forfeited and the next eligible vendor will be offered.
- ❖ The caterer shall engage and provide requisite number of well trained cooks and service personnel to run the mess and serve meal to the students 04 (four) times a day, viz. Breakfast, Lunch, Snacks and Dinner. In case of Girls' hostel catering, preferably lady cooks and service personnel shall be engaged.
- ❖ Meals should be supplied at all the times for all the boarders of that hostel without fail.
- ❖ Rebate may be given for the food bill for not taking food with prior permission from the concerned authority. It is also mentioned that a student will be allowed to take rebate for minimum absence of 5 (five) days (at a stretch) from the mess and up-to a maximum of 15 days in a semester (any rebate above 15 days will not be permitted to

any student). Rebate request application should be properly signed by the concerned Warden of that hostel and must be submitted minimum of 2 (two) days prior to leave to the mess manager. Permission for any special cases may be obtained from Dean, Student Affairs.

- ❖ The caterer should be financially sound to run the mess and no outstanding dues with the University.
- ❖ The caterer should be familiar with the modern kitchen equipment.
- ❖ The caterer having degree/ diploma in hotel management or nutrition is preferable.
- ❖ The Caterer shall keep the mess open from 6.00 A.M to 10.00 P.M every day and serve meals during (and only during) designated meal hours as decided by the University from time to time.
- ❖ The mess shall not be closed without prior permission of the University.

The Caterer shall serve only specified foods as per the contract document [and/or sometimes as approved by the hostel authorities for special cases with the approval from the Dean (SA)].

- ❖ The Caterer must display the menu/ list of food items to be served in the mess in consultation with respective Warden.
- ❖ The Caterer has to provide uniform to his employees during the service hours. He has to ensure that his staffs are always dressed in clean and tidy uniforms while on duty. The caterer should also issue Photo Identity Card to its staff.
- ❖ The Caterer's employees should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. In such case the Caterer should give them leave and arrange treatment as deemed fit and should make alternative arrangement at his own cost. Whatever circumstance it may be, the caterer must ensure that the facility is not hampered, and serving standard is maintained.
- ❖ The Caterer shall be solely responsible to provide safe and hygienic food to the students at all times. A committee appointed by the university will monitor the same including hygiene from time to time. Persons authorized by the university must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. Further punitive action, as deemed fit shall be taken against the caterer, including cancellation of contract.
- ❖ Only purified water (purified by Aquaguard /Modiguard or other purifier of similar standard) has to be served in the mess.
- ❖ The premises of the mess shall not be used for any other purpose. The University reserves the right to use the Dining Hall and other places during the tenure of contract.

- ❖ The Caterer shall maintain neat & cleanliness of the mess premises at all times. No trash is to be thrown inside or outside the mess premises except in properly covered bins supplied by the University.
- ❖ Burning of fuels except cooking gas is forbidden. Use of electricity is strongly prohibited. However, solid fuel like fire wood and coal may be used under exceptional circumstances with permission from the concerned authority.
- ❖ The assets and articles provided by the University shall be property of the University and the caterer shall be merely the custodian of such assets and articles. On termination of the contract, all such property shall be handed over to the University in good condition.
- ❖ The Caterer shall maintain the building space in top condition. All floors and counter tops are to be scrubbed regularly with non corrosive detergent or soap, and all vertical surfaces are to be dusted regularly. The period of cleaning should be such that there is no visible dirt or marks at any time.
- ❖ In the event of loss/theft/damage of property/utensils/ fittings caused due to negligence of the any of its employees of the Caterer, the University shall be entitled to get compensation from the Catering Agency.
- ❖ Agency is responsible for correctly identifying the students including his/ her room numbers and correctly records the servings per student. The agency must engage person for the same at the entrance of the dining hall.
- ❖ The food bill for each student should be notified through the designated officer (or Warden) on 2nd day of the successive month. Any dispute arises with the food bill of individual student may be addressed and corrected within 5th day of the same month. The final mess bill will be displayed by the respective warden on the same day (i.e. 5th day of that month) for payments. Payments may be made on or before 10th day of the same month.

Infrastructure to be provided by the University:

University will provide the following infrastructures.

- ❖ All required kitchen equipments, utensils, crockery, cutlery, *etc.*
- ❖ All necessary furniture in the Dining Hall.
- ❖ Pipe Gas connection for running of the mess (not the fuel).
- ❖ Industrial Heavy-duty Water Purifier cum cooler.
- ❖ All necessary bins for kitchen waste management.
- ❖ All necessary water (for cooking and other purpose) and electricity connection (not for cooking).
- ❖ Standard Fire safety equipments.
- ❖ Only in case of any emergency the catering agency personnel may be provided medical facilities available at the University Health Centre. Normal medical facilities to be arranged by the catering agency on their own.

Statutory Obligations:

- ❖ The staff engaged by the catering agency shall draw their remuneration from their Caterer and shall not claim any employment benefit from the University at any time. The agency shall also be responsible for the statutory obligations of such personnel

and shall indemnify the University in the matter. It is the duty of the caterer to explain these terms to his employees.

- ❖ The Caterer shall be directly responsible for payment of wages (including other benefits like E.P.F. & E.S.I.) to his employees engaged for the services sought as per Govt. rule.
- ❖ The university shall have no responsibility towards payment of wages, social security, medical care, safety or any benefit to the personnel engaged by the caterer. Any incident occurring during the contract period is the sole responsibility of the caterer and the university is no way liable for any such incident.
- ❖ The Caterer shall not employ any minor for the above contract work as prohibited under Labour Act and shall comply with the clauses of the Act.
- ❖ All safety measures must be taken care of, in order to avoid any accident, fire and other safety hazards. Any type of loss/damage of assets due to any such incident is the sole responsibility of the Caterer. The University shall in no way be liable for any such incident occurring during or in connection with the services.
- ❖ The successful caterer shall claim actual monthly mess bill to the Warden of the hostel, for payment within ten days of the successive month as per format provided by the University.
- ❖ If there is damage to building or other university property because of willful or negligent act or poor maintenance, the university will repair it at its own cost and shall recover the amount from the bidder.
- ❖ The staff employed by the agency will not join or form any union associated with the university or otherwise any political party.
- ❖ **Maximum of 3 nos hostels shall be offered for catering services to the successful bidder even if they are found to be L1 for more than 3 hostels.**
- ❖ If the rates of two or more bidders are found to be same, preference will be given to the firm having better credentials. Decision taken by Dibrugarh University shall be final and binding.
- ❖ The quality of meals served at the hostel shall be checked on regular basis by a team constituted by the university.
- ❖ **Performance Security:** The successful bidder to whom the award of work shall be made should furnish a performance security of an amount of Rs. 20,000.00 (Twenty Thousand Only) in favour of Registrar, Dibrugarh University in the form of Demand Draft, payable at Dibrugarh. The performance security shall be retained by the University till the completion of the work order. After successful completion of the term, the performance security shall be returned to the successful bidder without interest. The successful bidder should submit the performance security within 7 days from receiving the work order/ before starting the work whichever is earlier. In case

of failure of submitting the performance security within the said period, the work order stand cancelled automatically and authority will take appropriate decision.

- ❖ **Penalty Clause :** In case of violation of any of the clauses as specified in this tender notice or in case of damage caused to the University property by any act of the successful bidder to whom the award of work has been made, necessary recovery as deem fit by the university shall be made from the performance security. In severe cases, the work order of the successful bidder may be cancelled and the firm may be blacklisted.
- ❖ The present notice inviting tender is for the Outsourcing for management and maintenance of catering services of the hostels of the university. The firms interested to participate in the process are required to submit details of proposed manpower deployment, proposed management & maintenance methodology in detail separately for each of the hostels of individual strength of boarders along with rates as mentioned in the menu.

The scope of work detailed above, including key deliverables, is only broad and the university would appreciate innovative proposals concerning the services sought for. The prospective firms are required to submit their proposals preferably upon performing detailed site survey.

Credential Criteria:

- ❖ A non-refundable amount of **Rs. 500/- (Rupees Five Hundred only)** in the form of DD and Earnest Money Deposit (EMD) of **Rs. 20,000/- (Rupees Twenty Thousand Only)** in the form of demand draft drawn in favour of “**Registrar, Dibrugarh University, Dibrugarh**” payable at Dibrugarh. The bidders should enclose all the documents, duly self certified (signed), in support of their bonafide.
- ❖ Both the demand drafts should be tagged inside the Envelope-1(Technical Bid).
- ❖ Envelope-1 (Technical Bid) and Envelope-2(Financial Bid) should be clearly mentioned.
- ❖ The caterer should have experience of managing/running at least 1 (One) hostel/canteen in Govt. Departments/Semi Govt. Departments/PSU/Educational Institutions of National Importance etc. during last three years. Duly certified copies are to be enclosed.
- ❖ The bidder should have the following valid document at the time of submitting tender papers such as (i) Certificate of registration, (ii) PAN/ TIN (iii) ESI certificate (iv) EPF code number and up-to-date payment receipt (v) Certificate from the labour department for engaging workers/ employees as per labour law.

- ❖ A committee constituted by the Institute will examine and shortlist the proposals on the basis of
 - Credentials of the Caterer
 - Subsequently, financial evaluation for the firms who are found satisfactory.

Eligibility criteria are broad guidelines and the Registrar, Dibrugarh University, Dibrugarh has the exclusive right to relax/ alter/ modify/ add any or all the criteria mentioned above.

Testimonial to be Furnished:

The bidders should enclose the following documents, duly self certified, in support of their bonafide and also put their signature on each page(s) of the tender document.

Envelope 1 (Technical Bid)

- ❖ Firm details including draft for (i) Rs. 20,000.00 for Earnest Money and (ii) Rs. 500.00 for the cost of proposal and **Annexure-I**.
- ❖ Satisfactory completion/performance certificates from all contracts completed during the last three years are to be enclosed. Details of all ongoing contracts and already executed contracts during the last three years are also to be furnished (**Annexure II**)
- ❖ Payment clearance certificate/Receipt from the competent authority related to the University (wherever applicable)
- ❖ Proposed staff list and qualification of senior and managing staff (**Annexure III**).
- ❖ Copy of Certificate of registration/incorporation of the agency.
- ❖ Copy of Income Tax Registration Certificate / TIN/ PAN, Service Tax etc.
- ❖ Copy of Employees State Insurance (ESI) for workers engaged.
- ❖ EPF code number and up-to-date EPF payment receipt etc.
- ❖ Registration with Government for engaging employees or certificate with regards to engagement of workers/ employees as per labour law, Govt. of India etc.
- ❖ Declaration duly sealed and signed as per **Annexure-VII**.

Envelope 2 (Financial Bid)

- ❖ Menu for Boys/ Girls Hostels with signature in support of their bonafide. (**Annexure IV and V**)
- ❖ Financial Bid for different hostels where the party is capable to serve. (**Annexure VI**).

Validity of Contract:

1. The validity of the contract, if awarded, would be for a minimum of one year. The period of contract may be extended depending upon the performance which is at the full discretion of the Registrar, Dibrugarh University, Dibrugarh.
2. This contract can be terminated under any one of the following circumstances.
 - a. By giving one month notice by the University, without assigning any reason, if in the opinion of the authorities such termination is in the interest of the university. This termination will not be challenged by the contractor.
 - b. The Vendor/Agency not performing his duties properly as per the agreed terms and conditions of the contract. The university shall decide whether the performance of the vendor meets specification or is deficient and to what degree. In such a case the notice period shall be one week.
 - c. For committing breach of the terms & conditions of the contract or assigning the contract or any part thereof by the Agency to any third party or subletting whole or part of the contract or the premises to any third party. The notice period shall be one week.
 - d. The Firm/Agency being declared as insolvent by the court of law. The notice period shall be one week.

During the period of termination of contract in any of the situation contemplate above, the Agency shall keep discharging his duties as before till the expiry of notice period. It shall be the duty of the contractor to remove all the persons and / or resources deployed by him on termination of the contract on any ground whatsoever and to ensure that no person creates any disruption/ hindrance/ problem of any nature to Dibrugarh University.

Jurisdiction and Right to Amend Rules:

1. The university reserves the right to amend the rules of operation whenever and wherever considered necessary and appropriate. The same shall be intimated to the vendor in due course.
2. The University rules shall be binding for execution of the contract. Further, in case of any dispute arising out of or in connection with the aforesaid contract either during subsistence of the contract or thereafter, the Registrar, Dibrugarh University, Dibrugarh is the sole arbitrator to decide the same and his decision is final and binding on both the contractor and the university as per the provisions of the Arbitration and Conciliation Act 1996. If differences persist even after arbitration and there are compelling reasons to go to the court, it will be decided in the court of Dibrugarh, Assam only.

Submission of Tender:

Sealed offer shall be submitted in two separate envelopes viz. **Envelope 1 (Technical Bid) & Envelope 2 (Financial Bid)**. The two separate envelopes containing the Technical Bid & Financial Bid should be super scribed as “**Technical Bid**” and “**Financial Bid**” respectively. Both the sealed envelopes should be put in a bigger envelope which should be sealed and super scribed as “**TENDER FOR CATERING SERVICES TO HOSTELS AT DIBRUGARH UNIVERSITY, DIBRUGARH**” and to be sent addressed to “**The Dean, Student Affairs, Dibrugarh University, Dibrugarh, Assam- 786004**”.

A non-refundable amount of **Rs. 500/- (Rupees Five Hundred only)** in the form of DD in favour of “**Registrar, Dibrugarh University, Dibrugarh**” payable at Dibrugarh, should also be enclosed against cost of the proposal document. The proposal document can only be downloaded from www.dibru.ac.in. The last date of receipt of complete proposal is **24th April, 2017 up to 3.00 p.m.** All proposals must be accompanied with an Earnest Money Deposit (EMD) of **Rs. 20,000/- (Rupees Twenty Thousand Only)** in the form of demand draft drawn in favour of “**Registrar, Dibrugarh University, Dibrugarh**” payable at Dibrugarh.

1. Both the demand drafts should be tagged inside the Envelope-1(Technical Bid).
2. Envelope-1 (Technical Bid) and Envelope-2(Financial Bid) should be clearly mentioned and should be packed in a single envelop.

Evaluation of Tenders & Award of Contract:

A committee constituted by the University will examine and shortlist the proposals on the basis of

- Credentials of the Caterer
- Subsequently, financial evaluation for the firms who are found satisfactory.

Tenders containing all the requisite documents as well as two Demand Drafts of **Rs. 500/- (Rupees Five Hundred only)** and **Rs. 20,000/- (Rupees Twenty thousand only)**, received up to **3:00 pm of 24th April, 2017**, shall be opened at **3.00PM on 25th April, 2017** at office of the Registrar, Dibrugarh University and scrutinized and a list of technically qualified firms would be made depending on the criteria as mentioned by opening the **Envelope-1 (Technical Bid)**. A list of successful bidders will be notified.

Thereafter, the **Envelope-2 (Financial Bid)** shall be opened on a later date and financial evaluation will be considered for the firms who are credentials/qualified technically based on Technical Bid.

The final award of contract will be made between the selected firm(s) approved by the Registrar, Dibrugarh University, Dibrugarh which shall include signing of contract (agreement) including clauses relating to performance security deposit, penalty provisions, payment terms, contract termination provisions, along with other mutually agreed upon terms and conditions.

Dibrugarh University may accept or reject without thereby incurring any liability or any obligation to inform the affected organizations of the grounds for Dibrugarh University, Dibrugarh's action.

Registrar, Dibrugarh University, Dibrugarh reserves the right to award/ reject the firm without showing any reasons.

Annexure-I

**ON THE LETTER HEAD OF THE FIRM/ AGENCY/ INDIVIDUAL PROPOSAL
FOR PROVIDING CATERING SERVICES TO HOSTELS AND CANTEENS AT
DIBRUGARH UNIVERSITY, DIBRUGARH**

1. Name of the Firm/Agency/Individual :
2. Address with Telephone/Mobile Number/e-mail :
3. Registration Number & date (if any) :
4. PAN, VAT, Service Tax Registration No. :
5. EPF and ESI Registration Number :
6. Valid Labour Licence (if applicable) :
7. Name and Address of the Banker :
8. Name & address of the person responsible for
Management with telephone Number :
9. EMD Particulars: Bank Draft No. _____ Date _____ for Rs. 20,000.00
10. Cost of Proposal: Bank Draft No. _____ Date _____ for Rs. 500.00
11. Any other information (give details) : **Attached in separate sheet**

Date:

Place:

Signature of Authorized Person

Menu for Boys' / Girls' Hostel

Daily Break Up

Day	Morning Tea	Breakfast	Lunch (Veg.)	Tea Evening	Dinner
Monday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Roti, Dal, Sabji, Salad, Achar/Papad	Tea with Pop	Rice, Dal, Sabji, Achar, Meat/Pannier
Tuesday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Roti, Dal, Sabji, Salad, Achar/Papad	Tea with Roll	Rice, Dal, Sabji, Achar, Fish/Pannier
Wednesday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Roti, Dal, Sabji, Salad, Achar/Papad	Tea with Chawmean	Rice, Dal, Sabji, Achar, Meat/Pannier
Thursday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Roti, Dal, Sabji, Salad, Achar/Papad	Tea with Alu Chop	Rice, Roti, Dal, Sabji, Salad, Pannier, Papad
Friday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Roti, Dal, Sabji, Salad, Achar/Papad	Tea with Roll	Rice, Dal, Sabji, Achar, Fish/Pannier
Saturday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Roti, Dal, Sabji, Salad, Achar/Papad	Tea with Roll	Rice, Dal, Sabji, Achar, Fish/Pannier
Sunday	Tea with Biscuit	Puri/Ruti/Boiled Egg with Sabji and Achar	Rice, Dal, Sabji, Achar, Meat/Pannier	Tea with Chawmean	Rice, Roti, Dal, Sabji, Salad, Achar/Papad