

No. 2258 SU/Warden (Store)Date: 30/03/2022**NOTICE INVITING TENDERS**

Sealed tenders are invited from reputed Firm(s)/Agencies/self employed Individual(s) for providing quality catering services to the various Hostels of the Sambalpur University, Jyoti Vihar, Sambalpur.

The forms, completed in all aspects, should be addressed to **The Registrar, Sambalpur University, Jyoti Vihar, Sambalpur** and reach the same on or before **Dt: 20.04.2022**. The Technical bids shall be opened in the Office of Registrar, Sambalpur University, Burla on **Dt:-21.04.2022** at 3.00 pm by the Committee authorized by the Vice-Chancellor, Sambalpur University, Jyoti Vihar, Sambalpur in the presence of such bidders who may wish to be present. The financial bids of only those bidders whose Technical Bids are qualified with respect to the eligibility criteria, shall be opened by the Committee authorized for the purpose.

The date, time and venue for opening of the financial bids shall be intimated to the technically qualified bidders at a later date.

The Competent Authority of the University reserves the rights to reject any or all the bids without assigning any reason what so ever and the decision of the University Authority, Sambalpur, Jyoti Vihar, and Sambalpur shall be final and binding.

Tender forms can be downloaded from the website of the University. For further details please log on [www.suniv.ac.in](http://www.suniv.ac.in).

Registrar

Handwritten signature of the Registrar, dated 30/03/2022.

Memo No.: 2259 / Warden (Store)Dated: 30/03/2022**Copy forwarded to:**

- 1) e Governance Nodal Centre (with enclosure) for uploading it in university website.
- 2) Chairman, PGCÖ.
- 3) Secy. to VC, P.A. to Registrar
- 4) Notice Board.

Registrar

Handwritten signature of the Registrar, dated 29/3/22.

## Overview:

The Hostel(s) at Sambalpur University provides residential accommodations and food amenities to students of the University. The hostel mess runs round the year except during summer vacation and winter vacation. To have a general idea about the strength of the Hostels, Sambalpur University the details are as mentioned below.

Sl. No	Name of the Hostel	Approx. Strength
1.	Brahmaputra Gent's Hostel	100
2.	Mahanadi Gent's Hostel	85
3.	Bhagirathi Gent's Hostel	79
4.	IB Gent's Hostel	135
5.	Golden Jubilee Gent's Hostel	138
6.	Mahodadhi Gent's Hostel	85
7.	Narmada Ladies Hostel	220
8.	Silver Jubilee Ladies Hostel	128
9.	Prabhabati Devi Ladies Hostel	160
10.	Baitarani Ladies Hostel	148
11.	Brahmani Ladies Hostel	100
	Total:	1378

## Scope of the Work:

- a) Cooking and serving quality meals (Lunch 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 stored 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 University on merit.

## Key Deliverables/ Operative Terms and Conditions:

- ❖ The catering services in Hostels shall be operated by the awarded Firm(s)/Agencies/self-employed Individual(s) from the date mentioned in the order, failing which the EMD money will be forfeited and the following eligible vendor will be awarded contract.
- ❖ The Caterer shall engage and provide requisite number of well-trained cooks and service personnel to run the mess and serve meals to the students in a day, viz. Lunch

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Dinner and breakfast. In case of Girls' hostel catering, preferably female cooks and service personnel shall be engaged.

- ❖ Meals (Lunch, Dinner and breakfast) should be supplied to the boarders at their respective hostel without fail as per the scheduled time:

- Lunch – 12noon to 2.30 pm
- Dinner - 8.30 pm to 10.00 pm
- Breakfast: 8 AM to 9 AM

- ❖ **Following broad rules to be followed for running of mess and collection of charges of meal (lunch & dinner) from boarders of the respective hostel**

- Each boarder shall have to take compulsory 20 days meals (Breakfast, launch & dinner) per month, except during summer vacation and winter vacation.
- In case, a boarder is absent from the hostel on health grounds or for academic purposes, he / she may be exempted from taking meals in the hostel subject to production of satisfactory evidences to the that effect.
- Against each meal necessary charges as fixed by University / Hostel authority, will be collected from the boarders.
- Guest meal shall be charged Rs 5/- more than actual meal charges as fixed by University / Hostel Authority.
- Caterer / Mess Manager shall prepare the monthly bill of mess based on actual meals taken by boarders of the hostel and submit the same to the respective Hostel Authority on or before 5<sup>th</sup> day of every month. And the same to be settled on or before 10<sup>th</sup> day of every month.
- The caterer will provide six special meals (Republic Day, Saraswati Puja, Ganesh Puja, Independence Day and other two days to be decided by the respective mess committee of the Hostel).
- The caterer has to provide free meals to the ward boy / ward girls of the respective hostels.
- The Mess will be under control of Mess Committee consisting of Students, Superintendents and Assistant Superintendents of hostels.

- ❖ **The caterer should be financially sound to run the mess.**

- ❖ The caterer should be familiar with the modern kitchen equipment.

- ❖ The caterer preferably be having Degree/ Diploma in Hotel Management or nutrition is preferable.

- ❖ The caterer should have valid food licence from the Civil Supplies Department.

- ❖ **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 Warden, S.U

- ❖ The Caterer must display the menu/ list of food items to be served in the mess in consultation with respective Mess Committee of the Hostel.
- ❖ The Caterer has to provide uniform to his employees during the service hours. The caterer shall 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 duly signed by the University authority.
- ❖ 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 the caterer's 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 food item/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.
- ❖ 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 Contractor will ensure that no food or food material will be supplied in the room of the boarders in any circumstances.
- ❖ The Caterer shall maintain the building space in good and tidy 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 Superintendent/ Asst. Superintendent) 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 Superintendents 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 necessary furniture in the Dining Hall.
- ❖ 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.
- ❖ Aquaguard facility.

#### **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 individual 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 respective hostel authority, for payment within 10 (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 wilful 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 (three) nos. hostels shall be offered for catering services to the successful bidder even if they are found to be L1 for more than 3 (three) 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 Sambalpur 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 (Rupees Twenty Thousand Only) in favour of **Registrar, Sambalpur University**, Jyoti Vihar, **Sambalpur-768019** in the form of Demand Draft, payable at Jyoti Vihar, Sambalpur. 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 (seven) days from receiving the work order/ before starting the work whichever is earlier. In case of failure of submitting the performance security within the above said period, the work order shall stand automatically cancelled 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 caterer will be fined in case of violation of terms and conditions of the Mess Contract. On receipt of compliant, the Hostel Residential Committee, by giving an opportunity of hearing to the caterer, may impose a penalty of minimum Rs 5000/- or as deem fit.
- ❖ The present notice inviting tender is for the Outsourcing for management and maintenance of catering services of the Hostels of the University. The Firm(s)/Agencies/self employed Individual(s) 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 as Tender Cost and Earnest Money Deposit (**EMD**) of **Rs. 5,000/- (Rupees Five Thousand Only)** in the form of demand draft drawn in favour of "**Registrar, Sambalpur University, Jyoti Vihar, Sambalpur**" payable at Jyoti Vihar, Sambalpur. The bidders should enclose all the documents, duly self certified (signed), in support of their bonafideness.
- ❖ 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 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.

Eligibility criteria are broad guidelines and the Registrar, Sambalpur University, Sambalpur has the exclusive right to relax/ alter/ modify/ add any or all the criteria mentioned above without prior notification.

**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. 5,000.00 for Earnest Money and (ii) Rs. 500.00 for the cost of Tender 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.
- ❖ Payment clearance certificate/Receipt from the competent authority related to the University (wherever applicable)
- ❖ Proposed staff list and qualification of senior and managing staff
- ❖ Copy of Certificate of registration issued by the Civil supplies department.
- ❖ 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.
- ❖ **Must be having a valid Bank Account and details of the Bank be provided.**

**Envelope 2 (Financial Bid)**

- ❖ Menu for Boys/ Girls Hostels with signature in support of their bonafide.
- ❖ Financial Bid for different hostels where the party is capable to serve.



**Validity of Contract:**

1. The validity of the contract, if awarded, would be for a minimum of 01 (one) year. The period of contract may be extended depending upon the performance which is at the full discretion of the Registrar, Sambalpur University, and Sambalpur.
2. This contract can be terminated under any one of the following circumstances.
  - a. By giving 01 (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 and must not be in between the session.
  - 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 Sambalpur 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, Sambalpur University, Sambalpur 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 Sambalpur 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 SAMBALPUR UNIVERSITY, JYOTI VIHAR, SAMBALPUR**” and to be sent addressed to “**The Registrar, Sambalpur University, Sambalpur -768019**”.

A non-refundable amount of **Rs. 500/- (Rupees Five Hundred only)** in the form of DD in favour of “**Comptroller of Finance, Sambalpur University**” payable at SBI, Jyoti Vihar, should also be enclosed against cost of the proposal document. The proposal document can only be downloaded from **www.suniv.ac.in**. The last date of receipt of complete proposal is **up to 20.04.2022 up to 3.00 p.m.** All proposals must be accompanied with an Earnest Money Deposit (EMD) of **Rs. 5,000/- (Rupees Five Thousand Only)** in the form of demand draft drawn in favour of “**Comptroller of Finance, Sambalpur University**” payable at SBI, Jyoti Vihar.

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.

The final award of contract will be made between the selected firm(s) approved by the Registrar, Sambalpur University, Jyoti Vihar, Sambalpur 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.

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

***Registrar, Sambalpur University, Jyoti Vihar, Sambalpur reserves the right to award/ reject the firm without showing any reasons.***

**ON THE LETTER HEAD OF THE FIRM/ AGENCY/ INDIVIDUAL PROPOSAL  
FOR PROVIDING CATERING SERVICES TO HOSTELS AT SAMBALPUR  
UNIVERSITY, JYOTI VIHAR, SAMBALPUR**

1. Name of the Firm/Agency/Individual :
2. Address with Telephone/Mobile Number/e-mail :
3. Registration Number & date (if any) :
4. PAN, GST, 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. 5,000.00
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

**Suggestive Menu for Boys' / Girls' Hostel**

**Daily Break Up**

<b>Sl. No.</b>	<b>Day</b>	<b>Breakfast</b>	<b>Lunch (Veg.)</b>	<b>Dinner</b>
1.	Monday	Upama, Poha	Rice, Dal, Sabji, Salad, Achar/Papad	Rice, Roti, Dal, Sabji, Achar,
2.	Tuesday	Paratha, sabji	Rice, , Dal, Sabji, Salad, Achar/Papad	Rice, Roti, Dal, Sabji, Achar,
3.	Wednesday	Puri, Sabji	Rice, Dal, Sabji, Salad, Achar/Papad, Egg	Rice, Roti, Dal, Sabji, Achar,
4.	Thursday	Idlee, Samber	Rice, Dal, Sabji, Salad, Achar/Papad	Rice, Roti, Dal, Sabji, Salad, , Papad
5.	Friday	Upama, Poha	Rice, Dal, Sabji, Salad, Achar/Papad, Fish	Rice, Roti, Dal, Sabji, Achar,
6.	Saturday	Paratha, sabji	Rice, Dal, Sabji, Salad, Achar/Papad	Rice, Roti, Dal, Sabji, Achar,
7.	Sunday	Idlee, Samber	Rice, Dal, Sabji, Achar, Chicken/Pannier	Rice, Roti, Dal, Sabji, Salad, Achar/Papad

- The menu will be finalised after having a discussion post award of the contract.

**PROFILE OF THE BIDDER****PART 'A'****TENDER FOR CATERING CONTRACT FOR STUDENTS' HOSTELS AT  
SAMBALPUR UNIVERSITY, JYOTI VIHAR, SAMBALPUR**

1. Name of the Firm\Organization :
2. Address :
3. Telephone No./Mobile No. & Name of the  
Contact Person :
4. Fax No. :
5. Email ID :
6. Do you have an office at Burla/Sambalpur? If so,  
Please provide the Address and Telephone No. :
7. Month and Year of establishment :
8. Name of proprietor\partners\directors :
9. No. of years of experience in this field,  
with References, Certificates :
10. Bank Statement for the Last three years:
11. Whether the firm is an Income Tax Assessee?  
If so, please give the details of PAN No. and copy  
of the latest assessment order :
12. Firm Registration No. :
13. EPF No. :
14. ESI No. :
15. GSTIN No. :

16. Labour Licence No and copy :
17. Food Licence No and copy :
18. Affidavit about non-involvement in illegal  
Activities or financial frauds and no case with the  
Police/Court/Regulatory authorities  
Against the bidder :
19. Bank Details (Bank Name, No, & Address :  
(for ECS Payments)