



## **NATIONAL UNIVERSITY OF STUDY & RESEARCH IN LAW, RANCHI**

Ref No.: NUSRL/RNC/2024/112148 (a) (Mess Services )

Date: 10-1-2024

Bids are invited under two-bid system from reputed and experienced agencies on behalf of the Registrar, National University of Study and Research in Law, Ranchi, for providing **Mess Services for Boys and Girls Hostels of NUSRL, Ranchi** as per following schedule.

Notice Inviting Tender (NIT) No & date	<b>NUSRL/RNC/2024/112148(Mess Service )</b>
Place of Supply.	National University of Study and Research in Law, AT-Nagri, P.O Bukru, Kanke Pithoria Road, Kanke, Ranchi, Jharkhand 834006.
Bid Submission Start date	12-01-2024
Last Date of Submission of Bids	03-2-2024
Date of Opening of Technical Bids	6-02-2024
Tender Fee	Rs.1,000/-
Earnest Money Deposit (EMD)	Rs.1,00,000/-
Opening of Technical Bids and evaluation mode	Quality and cost based evaluation will be made based on a point system.
Contact information	Registrar National University of Study and Research in Law, AT-Nagri, P.O Bukru, Kanke Pithoria Road, Kanke, Ranchi, Jharkhand 834006. Phone: Email:

## SCOPE OF WORK

- a) A mess for 600 students.
- b) To prepare food and serve breakfast, lunch and dinner to students regularly and whenever required for the guest of the University as per menu suggested by the Mess Committee. The Caterer may be asked to provide evening snacks (depending upon the negotiations after the acceptance of the tender).
- c) The caterer has to provide one food fest every month. Food Fest hereby means special food served during one meal; either lunch or dinner.
- d) The university reserves the right to award the job contract for the mess.

## TENDER DOCUMENT

### 1. Introduction to the University

NUSRL, Ranchi established by Act No. 4 of Jharkhand State Assembly in 2010 desirous of engaging the service provider for providing “**Mess Services at Boys and Girls Hostels of NUSRL**”.

The interested bidders **must** visit the campus premise to acquaint themselves with the scope of the services and other requirements. In case of additional requirement in other location/ building of University other than the mentioned buildings, additional contract may be entered in to on pro-rata basis.

### 2. Minimum Eligibility Criteria cum Checklist

All bidding parties must meet following minimum eligibility criteria before they apply for the bid. The bidding parties meeting the criteria must enclose the ir supporting documents along with the technical bid.

S. No .	Eligibility Criteria	Check list (Y/N)	Page No.#
1	Minimum 05 years of experience in institutional Catering and Mess activities in IITs, NITs, IIMs, IISERs, AIIMS, IIITs and NLU's. The bidders having experience Only in the Cafeteria (snacks & beverage services) will not be considered.		
2	The annual value of single largest contract at a unit should be not less than Rs. 1 Cr per annum on a daily operation or as per the decision of the committee concerned on the basis of the performance of the bidder for the past years. (Supporting documents must be attached along with Technical documents).		
3	Performance certificate or recommendation from at least three reputed organizations/ educational institutions where they have been providing similar services in the last five years signed by an authorised signatory. ( <i>Performance certificate must be attached along with technical bid</i> ).		
4	Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees Seventy Five Lakhs.		
5	Last three years' duly audited balance sheet with a minimum turnover of Rupees One Crore Fifty Lakhs per annum in Catering and Mess services (Annexure “I” must be filled along with Audited Balance sheet for last three FY).		

6	Copy of last three years Income Tax Returns:  a. 2020-2021 b. 2021-2022 c. 2022-2023		
7	Should possess statutory requirements such as PF,ESIC,GST,ShopandEstablishmentRegistrationCertificateand PANcardfortheirexistingbusinesses.(Annexure“T”forPFandESIR egistrationdetailsmustbefilled Along with supporting documents).		
8	The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in case of non-fulfillment of this criterion or a partial quotation		
9	The firms should have a valid food license issued by the Food Safety and Standards Authority of India(FSSAI)for the ir existing business. Details of all the list of certificates should be filled in annexure VI.		
10	The firm should have valid ISO certification 2000:2018.		
11	Solvency certificate		
11	Submission of duly filled and signed Declaration letter. Incomplete forms in any respect would summarily be rejected.		
12	The Bidder signs and seals on each page of the Tender documents.		

**#The proof of the above requirements is to be closed along with the tender documents**

A Committee constituted by NUSRL, Ranchi would appropriately decide on acceptance of tenders having minor deviations in the criteria mentioned above on the basis of its reputation/ qualification in other attractive receipt of adequate proposals or renowned private University of higher education having a minimum strength of 600 diners.

### 3. Instructions to Bidders

- a) Bidder should take into account notifications ,corrigendum published, if any on the tender document before submitting the ir bids. Any deviations from the seamy lead to rejection of the bid.
- b) The Bidder shall give an undertaking that he/ she will comply with all conditions in the tender documents. For this purpose, the tender documents shall be completed in all respects and duly signed, numbered and stamped on **each page by the Bidder**.
- c) **The two-bid system will be followed for this tender. In this system, online offer should be submitted under TWO-BID System in two separate-packets i.e. “Technical Bid” and “Commercial Bid”.**

***Envelope1: should contain technical e-bid consisting of***

- a. Tender/EMD fee details with receipt
- b. Documents in support of minimum qualification required for bidding.
- c. Details of works of similar class completed as on the last date of submission
- d. Copy of Solvency Certificate as per the format(original will be required)
- e. Declaration letter

***Envelope2:should contain Commercial Bid consisting of Bo Qin xls (excel format)***

- d) Each page of the bid should be numbered properly.
- e) The technically qualified bidders are required to make a presentation on certain parameters before the committee. These parameters carry marks based on which the final score of the bidder for evaluation.
- f) The financial bids of only those Bidders whose technical Tenders are recommended by Tender Committee will be opened at a later date after evaluation of the technical bids. The offer of the Bidder shall be valid for 06 (Six) months from the last date of submission of Tender/revised offer (if any).
- g) In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competence of contractors to provide high quality services according to the time schedule, pragmatic co stand in close coordination with NUSRL.
- h) Hypothetical / Conditional, Incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the

categories mentioned in the tender.

- i) The period of contract would be initially for ONE YEAR from the date of award of the contract and it may be further extended for another one year on the satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis. Further extension of another year, beyond TWO continuous years, will be at the discretion of the vice-chancellor, based on the report of the Mess Committee.
- j) The University reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
- k) NUSRL, Ranchi reserves the right to accept/reject any Tender in part or full, without assigning any Reason whatsoever.

#### **4. Scope of Services to be provided**

- a) Broadly the services involve following tasks:
  - Catering and Mess Services for Students including special buffet.

- Catering services for workshop, programs, meeting etc. as per requirement.

### **Catering and Mess Service**

The University offers residential programs in Law to around 600 students on the campus. The current tender is for providing the Breakfast, Lunch, Snack and dinner facility at Boys and Girls hostel and approximate man days are mentioned in below table.

<b>S.No</b>	<b>Grouping Diners</b>	<b>Strength per day (Tentative)</b>	<b>Meal Options</b>	<b>Meal Category</b>	<b>Location</b>
1	Students	600	All Meal	Standard	Mess of Boys & Girls Hostel
2	Food Fest (once every month)	600	Special buffet dinner and evening starters	Standard	Mess of Boys & Girls Hostel
3	Complementary Service to students (Thrice in a semester on Special Occasions)	600 or the number on the day	Special buffet Dinner Menu	Charged at Standard rate.	As decided
4	Special request for work shop, meeting etc	based on requirement	All meal	Executive or standard as per order	Academic block/Guesthouse/other venue as decided

- The rates offered for the Standard, Executive menu will be applicable any where within the Campus when so required with no additional charge.
- However, the number mentioned in the above table will go down during the unforeseen situations, mid-semester break, summer break, holidays, outstation projects and assignments of the students during the academic year.

- The bidders are requested to note that there will be no business during the vacations, especially during December, January, this may be continued to the 1<sup>st</sup> week of February, June and June months. this may be continued to the 1<sup>st</sup> week of August .
- During this period the Bidders may be paid according to the actual attendance of the Students present in the University Campus.
- However, the said periods as mentioned above is subject to change according to the Academic Calendar prepared by the University from time to time

### **Menu &Timing of Students Dining Hall**

- Menu will be in line with the tentative menu, in consultation with the representative of the students' committee (Mess Committee).
- Special diets (for students/guests who are sick) would be organized on request.
- Tentative Timings of the Students Dining Hall (All 7 days) for NUSRL, Ranchi.

<b>Particulars</b>	<b>Timings</b>
Breakfast	07:30 A.M-09:30 A.M
Lunch	1:30 P.M-3:30 P.M
Tea & Evening Snacks	5:00 P.M-6:00 P.M
Dinner	8:00 P.M- 10:00 P.M.



## **Services for Special Occasion**

If at any time during the existence of the contract the University desires to utilize the services of the contractor for any special occasion or otherwise, the contractor will arrange the same at the rates mentioned in the tender or to be mutually agreed upon. Similarly, in case the University desires to include any new items in the contract for food the same will be negotiated with the contractor.

## **Scope of work by contractor**

- i. All items including gas refilling, raw materials for the preparation of food items, housekeeping materials, manpower, mess maintenance and other jobs, miscellaneous works, etc., shall be under the scope of the Contractor. The rates quoted by the bidders shall be inclusive of the above services.
- ii. Material to be provided: soap, cleaning material or anything which is required to run the services.
- iii. Water cooler and purifier should be cleaned and maintained properly by the caterer.
- iv. The caterer should provide and maintain flycatcher in the mess premises.

## **Maintenance and other jobs**

- a. In addition to providing cooked food and serving, as detailed out in this document, the contractor is also responsible for upkeep (except painting/colour wash) of Mess Building and surrounding area, furniture provided by the University including repair/replacement due to damage made by the Contractor's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Bidder.
- b. The Scope of Work to be executed on this head is detailed in the tender document. Failure on the part of the Contractor to execute the work under this clause, the University will make its own arrangements to execute the same and the actual cost incurred plus 15% for undertaking the jobs will be recovered from the running bills of the Contractor.
- c. The following activities including all cleaning activities/disposal of Mess waste, upkeep of in and around the Mess, kitchen, dining halls and all conference halls(after service)are in the scope of the contractor. No separate charges will be paid for this activities/disposal of Mess waste, etc.
- d. Mess Sewage Lines/Pits/Toilet Cleaning
- e. Cleaning the sewage water lines (both opened and closed), manholes and

pits around NUSRL, RANCHI Mess periodically by deploying adequate and trained manpower to maintain the line clear of all waste and other foreign materials.

- f. Remove Mess waste from the sewage lines running in and around the Mess (opened & closed), manholes and pits on regular basis and store it into the drums. Also, the food waste, vegetable leaves and any garbage to be safely removed by separate motor vehicle on daily basis and properly disposed outside the premises.
- g. Remove the Mess waste and clean the open drainage inside the Mess premises at the following location on regular basis.
- h. Mess waste solids blocked into the drainage are to be collected then and there and dumped in to the big plastic buckets to be kept for the purpose by Contractor. The waste/solids kept in the drums to be transported daily to garbage, vermin compost and disposed off safely and in eco-friendly manner.
- i. Clean the strainers fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its positional ways.
- j. The service providers shall ensure that solid waste materials are not dumped into the drains. All such solid wastes must be removed from the utensils prior to washing. Any block either on these wage lines (open and closed), manholes and pits shall be removed then and there by deploying additional manpower as required. No extra cost will be paid for such work.
- k. If by chance, solids get accumulated, the Contractor should employ more men for one-time clearance. No extra payment will be paid for such work. All tools and tackles required to perform the subject work shall be arranged by the Contract or at his own cost.
- l. Mess toilet (men/women)/ change house provided by the University for the workmen are to be cleaned daily and always kept neat and tidy.
- m. The required cleaning materials/consumables such as buckets, broomsticks, Floor wiper with stick, Cotton swabs with stick and chemicals/Detergents, Vim, cheap cloth, duster cloth, Perfume room spry, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick Naphthalene balls, etc. shall be arranged by the Contract or at his own cost.
- n. The contractor should keep a FIRSTAID kit for employees in the Kitchen area.

*# The service provider shall keep spoon/fork, bread toaster, cornflake machine, crockery/cutlery of good quality, jugs of standard variety, salt/pepper container, napkins and any other items ordered from time to time in each dining hall. Provision for refrigerator/cold storage shall be made in*

*each dining hall for storage of items for sale.*

*## Sterilization of plates, spoons, tumblers etc., and cleaning of utensils/ cutleries / glassware, etc. should be properly done by the Contractor and the cleaning materials required for this purpose shall be Contractor's expense.*

### **Quality of raw materials & brand to be used:**

The service provider should use the raw material as per below mentioned table. Any deviation from the table should have prior approval from the hostel warden

<b>Item</b>	<b>Brand</b>
Salt	Tata, Annapurna, Ashirvaad, Captain cook
Spices	M.D.H. Masala, Knorr, Catch ,Everest, Mothers Nilons, MTR, Priya
Oil(Sunflower)-Refined	Sundrop, Emami, Saffola, Fortune <b>Use Hydrogenated(vanaspati) oils strictly prohibited</b>
Ketchup	Maggi, Kissan, Heinz, DelMonte, Sam's, Ching
Pickle	Priya, Tops, Nilon's,MTR,Bedekar
Atta/Maida	Ashirvaad, Pillsbury, Annapurna, Samrat, ShaktiBhog
Instant Noodles	Maggi, TopRamen, Yippee, Ching's secret,
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat, Ganesh, Shreeji, Ramdev
Butter	Amul, Motherdairy, Govardhan, Britannia, Kwaliti <b>(use of Margarineorany other butter substitutes are prohibited)</b>
Bread	Modern, Kwaliti, Britannia, Nice
Cornflakes/Chocos	Kellogg's
Jam	Kissan, Tops, Mapro, Druk, Maggi,
Ghee	Amul, Mother Dairy, Britannia, Nestle, Everyday, Govardhan
Frozenyogurt	Motherdairy,Amul
CowMilk(HalfCream/non-toned)	Amul, Mother Dairy, Govardhan,
Paneer/Cheese	Amul, Sudha, Mother Dairy, Gowardhan
Tea	Brooke bond, Lipton, Tata, Tetley, Godrej
Coffee	Nescafe, Bru, Tata, MR
IceCream	Amul,MotherDairy,Kwalitiwall's,Natural's,Hav mor,Vadilal.Dinshaw's,
Soya	Nutrela

Rice	Kohinoor, HMT, Kalimuch
BasmatiRice forspecialrice	Everyday, Daawat, Kohinoor
Sugar	Madhur, Mantra, Satyam, materials from Dmart/BigBazaar / Bigbasket
Sauce(Chilli,Garlic,Soya, Manchurian, Tomato)	Maggi, Kissan, Sam's, Cremica, Tops, Chinzs
All non-Branded	As decided by the Mess Committee

Caterer may be allowed to use any other FSSAI approved brands only if permitted by the mess Committee, in writing.

## 5. Other scope of work

- a) The University will provide basic infrastructure such as dining area, kitchen area and storeroom. NUSRL, Ranchi may also provide dining table, chairs, SS Table and other standard kitchen appliances. Additional thing which is required for providing services should be brought by the vendor.
- b) In the event of disruption of water supply on account of power failure, the Service Provider shall make his own arrangement for supply and storage of water in the Mess for smooth running of the Mess. In the event of power failure, the Service Provider should make his own arrangements for grinding etc., at his own cost.
- c) Further, any loss towards theft or breakage of such equipment furniture, fixtures, cold storage facilities, utensils and all other Mess equipment supplied will be borne fully by the Contractor.
- d) Water will be supplied by the University.
- e) Electricity charges as per the monthly consumption and the vendor has to pay the same on a monthly basis
- f) The Contractor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water to be provided by the University, without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by the University or its authorized representative from time to time.
- g) The Contractor is expected to deploy service personnel who can communicate in English/Hindi with the users.
- h) The Contractor shall make available adequate manpower in appropriate attire for serving food items during the above occasions. They shall bear a pleasing personality and pleasant disposition and maintain highest standards of discipline and hygiene. Floor managers appointed by the Contractor for managing the affairs and supervision of each mess shall be physically present in the Mess while food is served.
- i) The Contractor will name a single point contact person preferably a Manager having experience in Catering and Mess establishment, who will be finally responsible for the entire Catering and Mess operations of the Contractor at NUSRL, Ranchi and will be available on full time basis to manage the operations at NUSRL, Ranchi.
- j) The University has the right to specify the minimum number of manpower required to run its Mess and to demand for additional persons for Special services as and when required. The Contractor should also **deploy adequate manpower exclusively for the maintenance of**

**cleanliness inside/surrounding the Mess premises, dining halls, dining table and chairs, ceiling fans, exhaust, tube fittings and other equipment** (including lavatory and bathrooms attached for the specific use of the Mess contract work men).

# The below table is minimum indicative number for cook and manager. If required, the bidder should allocate more staff or smooth functioning of the mess/services.

<b>S.No.</b>	<b>Staff Category</b>	<b>Minimum Number of staff To be employed</b>	<b>Eligibility/Experience</b>
01.	Main Cooks	04	Atleast 5 years' experience in cooking food for hostel mess with minimum diner strength of 250
02	Cook (For Guesthouse)	01	At least 5 years' experience in cooking food in any hotel, guest house or similar work.
03	Manager	01	Should know Hindi and English (a) Graduate with 5 years of similar work experience OR (b) Diploma/+2 pass with 8 years of work experience.

- k) The Contractor shall ensure that the Mess premises are not used for any purpose other than activities related to the maintenance and running of the Mess for NUSRL, Ranchi. The contractor will not facilitate any illicit consumption (such as beedis /cigars alcoholic beverages or narcotic substances) or immoral activities in the Campus. Stern action will be taken against the Contractor if she/he or his employees are found violating this norm.
- l) The responsibility of cleaning the Mess premises, daily/routine including fans, glass panes, walls, etc. will be the sole responsibility of the contractor. The responsibility of safe disposal of all the bio-waste and other garbage materials will also be the sole responsibility of the Contractor. However, University may choose, at its discretion, to give any support to the Contractor.
- m) The performance of the Catering and Mess services provided by the Contractor at NUSRL, Ranchi will be continuously monitored by NUSRL, Ranchi officials or any other mechanism set up by the University. The Contractor will be required to quickly and satisfactorily implement the instructions or suggestions arising there of.
- n) The caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the GoI norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
- o) The contractor should provide adequate manpower and maintain Catering

and Mess service without any disruption. The Contractor shall also provide a Manager to be present in the Mess when it is open, to monitor the functioning of the mess.

p) No person less than 18 years of age shall be deployed.

q) The Service Provider shall be solely responsible for any damage to the property of NUSRL, Ranchi and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider. whether accidental or deliberate, caused by him, his agents or servants

## **6. Bid Evaluation Scheme:**

a) Technical bids will be opened first and evaluated based on the documentary and evaluation criteria including minimum eligibility criteria stipulated in the tender document. **On the basis of submitted documents as per format enclosed in Annexures I-IV and other proofs.**

b) The financial bid rates quoted for Standard Category will only be considered for the purpose of evaluation.



## 7. Tentative Menu:

### Standard Category(Unlimited serving)

Items	Menus	Compliance (Yes/No)
Breakfast	<ol style="list-style-type: none"> <li>1. Cornflakes/Wheatflakes/Chocos/Dalia/Oatswith Milk(Hot/Cold)</li> <li>2. Idli-sambar/Dosa/Uttapam/Stuffed paratha/Chole Bhaturey/WadaSambar/Upma/PavBhaji/Poha-Jalebi/Sprouts/Sandwich</li> <li>3. Slices of plain bread(white/Brown) and toasted with Jam/Butter/two boiled egg</li> <li>4. Tea/Coffee/Milk on daily basis</li> </ol>	
Lunch	<ol style="list-style-type: none"> <li>1. Green Salad</li> <li>2. Plain Curd/Raita</li> <li>3. Pickles</li> <li>4. Roti-plaintawa/Tandoori</li> <li>5. Dal fry/DalTadka/sambar/Rasam</li> <li>6. On seasonal green vegetable dry</li> <li>7. Onevegetablewithgravy(likeChola,Rajma,Lobia,Kofta,AlooGobhiMatar,etc.)</li> <li>8. Rice Plain/Jeera/Biryani/Pulav/equivalent</li> <li>9. Papad/Fryams/Fingers</li> <li>10. Fennel Seeds(Saunf)andMishri</li> </ol>	
Evening Snacks	<ol style="list-style-type: none"> <li>1. Samosa/Wada/Kachori/Sandwich/PaneerPakoda /Pav-bhaji/Idlifry/Chat/Pasta/Maggi/Chowmein/VegRoll/VadaPav/Cutlet,sauce/chutney</li> <li>2. Milk/Lemon juice/Rasna</li> <li>3. Tea/Coffee</li> </ol>	
Dinner	<ol style="list-style-type: none"> <li>1. Green Salad</li> <li>2. Papad /Fryams/ Fingers</li> <li>3. Plain Curd/Raita</li> <li>4. Pickles</li> <li>5. Roti-plain tawa/Tandoori/ Poori/ Paratha</li> <li>6. Dal fry/Dal Tadka</li> <li>7. One seasonal green vegetable dry</li> <li>8. One vegetable with gravy(like Paneer, Chola, Rajma, Lobia, Kofta, Aloo Gobhi Matar, etc.)</li> <li>9. Rice Plain/Jeera /Biryani/Pulav/equivalent</li> <li>10. Sweet dish includes (icecream/laddu/rasgulla/barfi/halwa/gulabjamun/kheer/sewai/fruitcustard/cutfruits/ras malai)</li> <li>11. Fennel Seeds(Saunf) and Mishri</li> </ol>	

- a) Menu brief for Student. The food is to be served unlimited.
- b) In standard menu, dinner 1 Veg item (3 days/week like butter paneer masala, palak paneer, shahi paneer, baby corn gravy, mushroom gravy etc.) and 1 Non-Veg item (3 days/week like egg curry, chicken curry, mutton curry, fish curry, chicken biryani with gravy or mutton biryani with gravy) must be made available by replacing one of the veg item from above table. Either student can take veg or non veg items. If biryani is served there is no need to keep normal or fried rice on that day.
- c) Minimum 200ml of milk must be made available to all students in both Break fast and snacks.
- d) In health issues, light food and fruits need to be provided instead of regular mess menu. The mess manager will be pre-informed.

**# In addition to the standard meal, there will be a provision for Three (3) Special Buffet Dinner for Students organized by the students every year on special occasions without any extra cost.**

**# There shall be a Food Fest organized every month by the contractor without any extra cost, subject to menu decided by the Mess Committee.**

**The menu for Buffet lunch is as follows:**

Starters	Welcome Drink Pakoda / Tikka / Cutlet
Main Course	Phulka/Roti/Lachha Paratha/Butter Nan One Veg Curry (Paneer Lachhedar/Shahi Paneer or any other equivalent curry as requested) Chinese main course (Manchurian/Chilly Gobhi or any other equivalent item requested) Pulao (Kashmiri Pulao, Shahi Pulao or any other equivalent item as requested) One stuffed Seasonal Veg Refreshing Drink (Lassi/Rasna or any other equivalent item as requested) Soup with breadsticks Papad, Pickle, Ghee, Salad, Curd
Non-Veg	Chicken curry /Chicken-65, chilli chicken or any other equivalent item as requested
Sweets	Rasmalai/Rasgulla/Kaju Katli etc.
Ice Cream	Butterscotch/Chocolate etc. Preferred brand–Amul, Kwality,

### **Executive Category**

The below menu is applicable for requisition for workshop, meetings or any other purpose as per requirement

Items	Menus	Compliance (Yes/No)
Breakfast	<ol style="list-style-type: none"> <li>1. Cornflakes or Wheat Flakes with milk (hot or cold)</li> <li>2. Fresh fruits</li> <li>3. Eggs to order(Boiled or Scrambled or Omelette)</li> <li>4. Slices of plain bread (White /Brown) &amp; toasted with Jam &amp; Butter/sandwich</li> <li>5. Idli-sambhar or Dosa or Stuffed paratha or Chole Bhature or Wada-Sambhar or Puri Sabji or Poha Jalebi.</li> <li>6. Tea/Coffee/Milk-Health Supplements Such as Bournvita, Complian etc.</li> </ol>	
Lunch & Dinner	<ol style="list-style-type: none"> <li>1. Veg starters</li> <li>2. Veg soup/Lassi/Lemon Juice/Rasna/fruit shakes/Butter Milk</li> <li>3. Salad-Green Salad and pickles</li> <li>4. Plain Curd/Raita(boondi/veg/pineapple/)</li> <li>5. Fresh seasonal fruits.</li> <li>6. Roti-plain tawa/Tandoori/Paratha/Poori</li> <li>7. Dalfry/Dal Tadka/Dal Makhni</li> <li>8. One seasonal green vegetable dry</li> </ol>	

Items	Menus	Compliance(Yes/No)
	9. Paneer Sabji )Paneer butter masala/paneer Chatpata/kadai paneer) 10. Rice Plain/Jeera/Biryani/Pulav/equivalent 11. Ice Cream 12. Sweet(GulabJamun,Kajukatli,kalakand ,Bengalisweetoranyofequivalentprice) 13. Fennel Seeds Saunf, Mishri or any other mouth freshner.	
Evening Snacks	<u>High tea:</u> 1. Pastry/Sweet 2. Samosa/Kachori/Bread Pakoda/Sandwich 3. Veg Pakoda/Frenchfries/cutlet 4. Cold drink/Juice packaged/Tea/Coffee 5. Fruit salads/Roasted dry fruits	

### Menu for Routine Meetings

S.No.	Menus	Compliance(Yes/No)
1	Tea/BlackTea/Greentea/Lemontea	
2	Coffee	
3	Tea+atleast4pcsBiscuits(Goodday, Parleetc.)	
5	Soups (Tomato/ClearVeg./Sweet Corn etc.)	
6	Freshly prepared Drinks a) Lime Juice b) Fresh Juices	
7	Tea/Coffeewithatleast8piecesRoastedAlmonds/Cashew	
8	Tea + Freshly prepared Snacks(sandwich /samosa /kachori / Onion pakoda/dabeli or as per order)	
9	Sweet Dish(Cup Cake/Pastry/Brownie/Sweet etc)	

## **8. Penalty**

- a) Any member of the designated student committee or officer-in-charge or any authorized person can inspect the mess, kitchen or any process without any prior notice to caterer.
- b) In case of any discrepancy (in terms of palatability off odor hygiene) or any case of negligence, appropriate punitive action shall be taken.
- c) Penalties would be levied for:
  - Partially cooked food
  - Foreign particles found in food
  - Using sub-standard raw materials
  - Unhygienic cooking and food& waste handling conditions
  - Any other condition as mentioned below.
- d) There will be a performance evaluation, which shall be subject to deductions if any non-compliance by caterer is observed by the Mess Committee.

### **Penalty for withdrawal of services before the period of contract**

In case caterer withdraws its services before the period of contract, it will not be permitted to participate in any catering tender in NUSRL Ranchi Campus for a minimum period of 5 years besides invoking of Performance guarantee.

## **9. Other terms and conditions of contract**

- a) NUSRL Ranchi at all times reserves the right to inspect eatables, beverages, food, etc. prepared by the Contractor to ensure quality. Such items, which are rejected by the duly authorized officials of NUSRL Ranchi during inspection, should not be used for services in NUSRL Ranchi Mess and should be disposed/ cleared from the premises immediately. The Contractor should ensure that there is no disruption to the Mess services on this account.
- b) The contractor shall comply with the standard operation procedures without fail on an on-going basis and a docket in this regard will be maintained and updated on a daily basis and if called upon, the docket shall be produced before the competent authority of the University.
- c) The Service Provider shall arrange to carry out medical examination of his personnel at his own cost at periodic and regular intervals, so as to ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, Hygiene, Sanitation and Prohibition of smoking. Violations will be viewed seriously and the Officer-in-charge of NUSRL Ranchi will levy penalty as deemed fit as per the guidelines.
- d) NUSRL Ranchi reserves the right to advice the Contractor to remove

from service any of the Contractor's work men if any of such workmen's behavior or conduct is not conducive for the General discipline, Safety, Hygiene and Security of the University or for any other reasons that the University may deem fit and the Contractor shall immediately comply.

- e) Personnel engaged by the Service Provider in the Mess must be properly attired for achieving a smart turn out and to meet the hygiene standards necessary for the job. They shall also be courteous to the employees of NUSRL Ranchi and permitted diners, in their interactions.
- f) The Service Provider will arrange to carryout, at his own cost, the verification by the Police Authorities of the character and antecedents of the personnel engaged by him for the job, and ensure that no person whose character and antecedents have not been so verified, shall be engaged in the Mess. Notwithstanding the same however, any person whose engagement is objected to by NUSRL Ranchi, shall be promptly replaced by the Service Provider.
- g) The Service Provider shall at all times comply with all Acts/Laws/Rules/Regulation and notifications including amendments Regulating or relating to labour matters including any Laws relating to Contract Labour, employee welfare, food safety, occupational health and safety, sanitation, garbage disposal and environmental Technology. The Service Provider shall pay their Minimum Wages Act or under any other Statute/Rules/ Regulations as may be applicable from time to time.
- h) The Service Provider shall make his own arrangements and at his cost, for the engagement of all staff and labour, local or other, and for their payment, housing, feeding, transport, medical and all allied expenses.
- i) The Service Provider will be the employer of all the workmen deployed for the Contract and in no case shall these personnel be treated as the employees of NUSRL Ranchi at any point of time.
- j) All risks of loss or of damage to property and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider.
- k) The Service Provider shall be solely responsible for any damage to the property of NUSRL Ranchi whether accidental or deliberate, caused by him, his agents or servants.
- l) The Service Provider shall be personally responsible for any theft, dishonesty and/ or disobedience and discourteous behavior on the part of the workmen/ supervisors so provided by him to provide this service.

- m) The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or company whatsoever.
- n) The bidder must have the required and valid statutory registration for rendering the Catering and Mess services.
- o) No legal proceedings(s) and/or Industrial dispute(s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the bidder (if a company or proprietorship however previously designated) or of any partner of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate declaration in the form of an affidavit which if found to be false could not only lead to criminal prosecution but could be attended by termination of the contract and award of the work to another caterer at the caterer's risk and cost.
- p) Notwithstanding anything stated in the Tender document, NUSRL Ranchi reserves the right to assess the bidder's capability and capacity to perform the contract (should the circumstances warrant such as assessment in the overall interest of NUSRL Ranchi) and decision of NUSRL Ranchi in this regard shall be final and binding.

**10.** NUSRL Ranchi shall inform the caterer of its requirements regarding Catering and Mess of guests at least one day in advance for planned courses and in urgent and exceptional cases 6 hours in advance. All intimation [written/verbal] will be given to the caterer or his representative at NUSRL Ranchi

## **11. Period of contract and Cost Escalation**

- a) The period of contract will be initially for two years with a built-in scheme for review of the performance at the end of each year, which may be further extended for another one year. Additional year of extension will be at the discretion of the Vice Chancellor. Cost escalation of maximum 5% is permissible after two years only.
- b) The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further the contractor will not have any right either contractual or equitable to

demand any fresh contract for another term or to continue the same in preference to anyone else.

- c) Notwithstanding anything contained in other clauses of the Tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally void/untenable for any cause.
- d) Upon the termination of the contract (except termination due to illegality) the University shall be entitled, at the risk and cost of the contractor, to arrange for the meals and/or carry on the room services for the balance period of the contract as contemplated in the scope of the work through an independent agency or agencies and to adjust any differential amount thus incurred from the contractor (in addition to any other amounts, compensation and damage that the University is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the contractor.

**12. Note : Interested bidders / parties must refrain from canvassing or influencing the bidding/tender process in order to avoid disqualification.**

### **13. Security Deposit**

- a) Cost of the tender document: The bidders will be required to deposit cost of tender amounting to Rs. 1,000/- (rupees One Thousand Only) in the shape of separate DD in the favor of "Registrar, NUSRL, Ranchi" payable at Ranchi. This amount is non-refundable.
- b) Tender should be accompanied with a bank draft of Rs. 1.0 Lakh as security deposit in the favor of the registrar, NUSRL, Ranchi. This bank draft will not carry any interest and will be refunded to unsuccessful bidders after finalization of contract.

The draft of successful bidder will be retained as a part of security deposit and is refundable after termination of the contract without any interest after deducting dues, if any to the university.

Registrar,  
NUSRL, Ranchi



**Annexure I****Profile of the Firm**

1	Name of the Vendor/Supplier	
2	Type of Vendor/Supplier (Whether Proprietary/Partnership/Private Ltd., Public Ltd.)	
3	Complete Postal Address of RegisteredOffice	
4	Telephone No./Mobile No.	
5	Mailing Address of LocalOffice	
6	Name of the Contact Person	
7	Designation	
8	Whether your firm is Registered under (Please tick whichever is applicable and attach the photocopies of current Registration certificate and other documents)	
9	Details of the Client(Please attach separate sheet, if required)	
10.	PAN/GSTN(Attached copies)	
11	Details of item categories for which registration is sought.	
12	Description of Items	
13	AnnualTurnoverforlast3year(Attach copy of certificate duly certified by Chartered Accountant)	F.Y.2020-2021 F.Y.2021-2022 F.Y-2022-2023
14	Bank Details of the firm(Details required for payment through NEFT/RTGS)	Name of Bank: IFSC Code: A/c No.:

I here by certify that the above-mentioned particulars are true and correct.

**Signature of Bidder  
with date and seal**

## Annexure II

**Name of the Bidder:**

**Address:**

### **Proof for payment of Service Tax/GST(last three years)**

<b>Financial year</b>	<b>Taxable Value(Rs.)</b>	<b>GST/Service Tax paid(Rs.)</b>
<b>20-21</b>		
<b>21-22</b>		
<b>22-23</b>		

**(Please enclose copy of Service Tax/GST Return & payment receipts)**

### **Proof for payment to Income Tax(last three years)**

<b>Financial year</b>	<b>Annual Income(Rs.)</b>	<b>Net Income(Rs.)</b>	<b>Income Tax paid(Rs.)</b>
<b>20-21</b>			
<b>21-22</b>			
<b>22-23</b>			

**(Please also attach form 26AS downloaded from TDS Centralized Processing Cell of Income Tax Department)"**

**Name of the Bidder:**

**Address:**

**Signature of Bidder  
with date and seal**

### Annexure III

#### Details of Academic Institutions served

Sr. No.	Name and address of Institution served	Start Date	End Date	Period of service	No of Diners	Type of service (Mess only)

- Please attach:**
- a) Work order copy
  - b) Details of contact person Name, Designation, Mobile number
  - c) For Completed work-Testimonial from Institution served

**Signature of Bidder  
with date and seal**

## Annexure IV

**Format of Feedback certificate to be furnished by Bidders from Organizations currently Operating(with a minimum period of 9months) or served in last 5years.**

S · N	Description	Excellent	Ver y Goo d	Good	Averag e	Poor	Ver y Poo r
		(10points )	(8points)	(6points )	(4points )	(2 point)	(0 point)
1	Quality of Food Served						
2	Quantity of Food Served  As per the requirement						
3	Cleanliness, Hygiene  And Waste disposal						
4	Catering Service  And Punctuality						
	Total						

**Seal and stamp of Organisation**

**Signature of Bidder  
with date and seal**

**Note: This feedback form should only be filled by the authorized person of that organization where the bidder has served**

**CATERING TENDER, NUSRL, RANCHI****Name of the Bidder:****Address:****Details of Academic Institutions served on  
Continuation**

<b>Sr. No.</b>	<b>Name and address of Institution served</b>	<b>Start date</b>	<b>End date</b>	<b>Period of service</b>	<b>No. Renewal of Service</b>	<b>No of Diners</b>	<b>Type of service (Mess)</b>

**Please attach:**

- a) Work order copy**
- b) Details of contact person Name, Designation, Mobile number**
- c) For Completed work-Testimonial from Institution served**

**Signature of Bidder with date and seal**

## AnnexureVI

### Quality certification obtained(ISO22000:2018orsimilar)

Sr. No.	Name Of Certificate	Issued By	Valid Until

**Signature of Bidder  
with date and seal**

## **Financial Bid**

**Standard Category (Unlimited serving)**  
**(NO BID CAN BE QOUTED BELOW Rs.110 per daily basis)**

<b>Items</b>	<b>Rate</b>
Breakfast	
Lunch	
Evening Snacks	
Dinner	
Total per day per person	

Financial bid My/Our Quotation for the Standard Category is Rs ----- In words  
(.....)  
.....)per day per student.

Quotation is inclusive of all applicable taxes including service tax-

As per tender terms &conditions from the date of opening of financial bid, it shall remain binding up on me/us and will be accepted at any time before the expiry of that period.

Date

Place

Signature of the Bidder / Authorized  
signatory Name and Address  
Telephone  
E-mail

SEAL of the Bidder

### **Executive Category**

The below menu is applicable for requisition for workshop, meetings or any other purpose as per requirement

<b>Items</b>	<b>Rate</b>
Breakfast	
Lunch	
Evening Snacks	
Dinner	
Total per day per person	

<b>Non- Veg Menu</b>	<b>Rate</b>
a)Non-Veg Starter–Chicken Tikka or FishTikka or ChickenKebab or Non-Veg Soup(ChickenSoup)	
b)Main Course–Two Non-Veg, Item(Chicken, Mutton, Fishetc).	

<b>S.N o.</b>	<b>Menus</b>	<b>Rate</b>
1	Tea/BlackTea/Greentea/Lemontea	
2	Coffee	
3	Tea+atleast4pcsBiscuits(Goodday,Parleetc.)	
5	Soups(Tomato/ClearVeg./SweetCornetc.)	
6	FreshlypreparedDrinks a) Lime Juice b) FreshJuices	
7	Tea/Coffeewithatleast8piecesRoastedAlmonds/Cashew	



8	Tea+FreshlypreparedSnacks(sandwich/samosa/kachori / onion pakoda/dabeli orasperorder)	
9	Sweet Dish(CupCake/Pastry/Brownie/Sweetetc)	

Date

Place

Signature of the Bidder / Authorized  
signatory Name and Address

Telephone

E-mail

SEAL of the Bidder