



**TENDER DOCUMENT**

**Providing Catering Service to the International Hostel Mess (IHM)  
(for about 120 hostel inmates) at CSIR-CFTRI, Mysuru**

1. Cost of Tender Document : **Rs.500/-** (Rupees Five Hundred Only)  
(Non Refundable)
2. Period of contract : Two years (The contract is for a period of two years. However, initially the contract shall be for a period of one year with a provision to extend the contract by one more year subject to satisfactory performance)
3. Earnest Money Deposit (EMD) : **Rs. 1,20,000/-** (Rupees One Lakh and Twenty Thousand only) by way of DD in favour of “**Director, CSIR-CFTRI, Mysuru**” from a Scheduled Bank.
4. Security Deposit : **Rs.5,00,000/-** (Rupees Five Lakhs only) by way of FDR/BG from a Scheduled Bank
5. Period open for collecting / Down-loading Tender Forms : From **13-12-2017** (10:00 AM to 3.00PM) to **22-12-2017** on all working days
6. Last Date for submitting of Tender documents : **26-12-2017 up to 2:00 PM** at **COA’s office**
7. Date of opening of Tender (Technical bids only) : **26-12-2017 at 3.00 PM** at **COA’s Conference Room**
8. Date of opening of Price Bids (eligible Tenderers) : **29-12-2017 at 3.00 PM** at **COA’s Conference Room**



**CSIR-CENTRAL FOOD TECHNOLOGICAL  
RESEARCH INSTITUTE, MYSURU -570 020**



**INTERNATIONAL HOSTEL MESS**

**TENDER DOCUMENT FOR CATERING SERVICE AT IHM**

International Hostel Mess (IHM), CSIR-CFTRI invites interested & established parties to provide catering service on payment basis to the inmates of Students Hostel located in CSIR-CFTRI campus, Mysuru and also to those members associated with the Institute. The hostel inmates are mostly students of academic programmes offered by CSIR-CFTRI, Mysuru. Besides, Ph.D. Research Scholars, Project Fellows, participants of training programmes, staff members and a few distinguished guests and invitees visiting the Institute are other entities dining at the IHM. In all, there is a demand to **cater to 120 persons per day** (Numbers may vary from time to time).

The scope of contract with other relevant details are as under:

| <b>Details</b>   | <b>Place</b>   | <b>Validity of the contract</b>   |
|--|--|---|
| Managing the entire activity of catering services including maintenance, cleanliness & hygiene in and around the mess area | International Hostel Mess, IFTTC Hostel Complex, CSIR-CFTRI Campus, Mysuru 570 020 | Initially for a period of one year with provision for extension of one more year subject to satisfactory performance. |

Note: Refer detailed requirement as indicated in Annexure-I

**Eligibility criteria:**

1. Should be an Indian National and Income Tax Payer with an authenticated PAN
2. Should be an established and reputed Caterer duly registered for providing catering services
3. Should have a minimum of three years of proven experience preferably running canteen and providing catering services in Government establishments / Public Sector Undertakings / R&D Institutions / Academic Institutions / Corporate Houses / Other established Organizations with documentation.
4. Should have requisite manpower including qualified personnel with expertise and skill in catering service
5. Should be financially sound with no records of any default on any nationalized and/or scheduled Banks as well as private financial organizations, both in India and abroad
6. Should have no record of any statutory dues and disputed liability and claims
7. **Should have registration with a) Labour Commissioner of the State/Central Government, b) registration with GST, c) ESI and d) EPF Authorities.**
8. Above all, should have the working knowledge and experience of in-house hygiene and sanitation during cooking / serving and to maintain high standard of quality attributes of food being served to the guests and students
9. Any other statutory obligations as required
10. **Valid License issued by Food Safety & Standards Authority of India (FSSAI)**

Caterers meeting the above requirements may visit IHM to have a look at the available infrastructure and requirements, so that a well planned document could be furnished with regard to the requisites of providing catering services.

### **Criteria for short-listing of Applications**

On fulfilling the eligibility criteria, an internal committee would evaluate the applications received in terms of the criteria as listed above. If required, the Caterer may be asked to make a presentation of the profile of his/her organization and elucidate their performance indicators in their present establishments.

### **Procedure for finalization of contract**

Based on an overall review of the performance indicators of the applicants and financial quote, the final selection would be made for the award of contract.

### **How to apply**

Desirous Caterers may kindly obtain the tender form on request in writing during the working hours [10:00 am to 3.00 pm] from Section Officer, E-VII, CSIR-CFTRI, Mysuru 570 020 on or before **December 22, 2017** in person or by post through a self addressed envelope stamped Rs.50/-. The duly completed tender document in all respects should be submitted in a sealed cover consisting of two covers for technical bid and price bid separately, superscribing "**Providing catering service to IHM**" and should reach the given address on or before **2.00 pm on December 26, 2017**. Only technical bid will be opened on the same day at **3:00 pm**. Price bids of the eligible contractors/ caterers will be opened on 29<sup>th</sup> December, 2017 at 03:00 PM.

However, CFTRI shall not be responsible for postal delay or misplacement or loss or any other reasons.

Any information(s) furnished by the Caterer is/are found to be incorrect/invalid at a later stage, he/she shall be liable to be debarred from tendering.

The Director, CSIR-CFTRI reserves the right to accept or reject any or all the prospective applications in full or part thereof without assigning any reason whatsoever and the decision of the Director on all matters in this regard shall be final and binding.

**Sd/-  
Controller of Administration**

**DETAILS OF THE SCOPE OF WORK**

The International Hostel Mess (IHM) has a dining hall which can accommodate almost **75-80** persons at a given time and is being used only for catering service to the hostel inmates and others. The service to be provided at IHM is as follows:

|                                  |  |
|----------------------------------|--|
| <b>Morning Tea:</b>              | 6.15 am to 6.45 am                             |
| <b>Breakfast:</b>                | 7.45 am to 8.45 am (On holidays up to 9.15 am) |
| <b>Lunch:</b>                    | 12.30 pm to 2.00 pm                            |
| <b>Evening Snacks &amp; Tea:</b> | 5.30 pm to 6.45 pm                             |
| <b>Dinner:</b>                   | 7.30 pm to 9.00 pm                             |

Guests staying in CSIR-CFTRI Guest House will be permitted to avail catering facility at IHM on payment basis.

In addition, a VIP Dining Hall is also under the service of IHM, wherein special catering service is provided to distinguished dignitaries, special invitees & guests, national and international delegations visiting the Institute for any other specified programmes with prior approval of the Authorities.

The IHM would provide the infrastructural facilities i.e. well organized kitchen with all requisite gadgets (**cooking fuel excluded**) for preparation of food, furnished dining hall, a separate wash area and store room, potable drinking water, free electrical power and free water supply.

**Responsibilities of the Caterer**

- i. Managing the entire catering service for the hostel inmates and others for providing services of breakfast, lunch, dinner, tea/coffee and snacks daily (**details as in Annexure-III**)
- ii. Providing catering service in full or part on special occasions like visits of distinguished dignitaries, special invitees & guests and delegations of varied nature visiting CSIR-CFTRI, Mysuru as well as delegates/participants of scientific & technical Meets being organized at Institute (**If ordered with prior notice**)
- iii. Providing either working lunches/dinners and/or customized special lunches/dinners (planned menu) for Events & Meetings of CSIR-CFTRI (**based on mutual agreement**)
- iv. Providing the service of morning and afternoon session Tea/Coffee with biscuits (and also snacks / special biscuits, if ordered) for the participants of short term training programmes and other scientific, technical and administrative meetings at specified places within Institute campus
- v. The contractor has to ensure personalized /table service on the occasions of meetings at Institute and also at the Dining hall in IHM
- vi. Procurement of raw materials and ingredients for preparation of food at Caterer's cost

- vii. Maintain utmost cleanliness with proper hygiene and sanitation, both inside and outside IHM including the nearby surrounding areas
- viii. Cleaning of Kitchen equipment's, utensils, tables, chairs, floors, washrooms and places which are under contractor's control shall be the responsibility of the contractor
- ix. Procuring and use of cooking fuel (Gas), utensils and other materials as required for serving at Caterer's cost
- x. Engagement of well trained personnel with a Supervisor/Coordinator in discharging their assigned duties and maintaining high discipline at IHM and /or in CFTRI campus
- xi. Personnel so employed by the contractor shall maintain utmost hygiene and medically fit to handle the catering services and should be free from all diseases. The contractor at his own cost carryout medical examination once in every 6 months in respect of the personnel to ensure their fitness to handle and submit certificate of medical fitness to office of CSIR-CFTRI
- xii. Maintenance and repair of gadgets and other machinery in the kitchen area are at the caterer's cost
- xiii. IHM will not provide accommodation to the staff engaged by the caterer
- xiv. Provide uniform to the qualified/skilled manpower engaged by the contractor
- xv. The Contractors shall get the antecedents of his personnel verified through appropriate authorities and the verification reports made available to CSIR-CFTRI
- xvi. The contractor shall issue photo identity cards to his personnel engaged by him in the format provided by Administration
- xvii. Any compensation for dis-engagement on account of death, disability of any personnel deployed by contractor in CFTRI Campus, even though such disability manifests after the termination of assignment, shall be contractor's exclusive liability
- xviii. The Contractor/Service provider shall be solely responsible for all the accidents or injuries to the personnel deployed by him
- xix. The Contractor/Service provider shall be responsible for the properties and assets of IHM at CFTRI, which will be entrusted to his employees for the catering service. Any issues due to mistakes attributable to the Contractor will be made good to CSIR-CFTRI by the Agency
- xx. The Contractor is responsible to pay the wages to his staff in compliance with the Minimum Wages Act. That the Contractor shall at his own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to IHM, CSIR-CFTRI. The contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970 Employees State Insurance Act, Workman's Compensation Act, 1923, Payment of Wages Act, 1936, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965, The Minimum Wages Act, 1948, Employer's Liability Act, 1938, Employment of Children Act, 1938, Maternity Benefit Act and / or any other Rules / regulations and / or statutes that may be applicable to them.

- xxi. The contractor is responsible for daily disposal of waste and leftovers on daily basis at the identified locations in CSIR-CFTRI
- xxii. Sub-contract/Assignment of the contract to third party is not permitted
- xxiii. In case of any dispute interpretation of Tender / Contract terms and conditions, decision of Director, CSIR-CFTRI is final
- xxiv. The rate quoted by the Contractor shall be valid for one year from the date of award of the contract. Further, the contractor should not demand price rise during the interim period of contract
- xxv. The contractor should ensure fumigation of the kitchen area and all serving areas on a fortnightly basis.

**Catering Service requirement:**

1. The IHM shall functions on all days of the week for regular catering services i.e., 365 days a year.
2. Requirement of regular services and service timings are given in the **Scope of Work**
3. Interested tenderers are advised to visit IHM, CSIR-CFTRI, Mysuru, at their cost to examine the site and its surroundings to have first hand study and obtain all information that may be necessary for proper evaluation and submission of financial quote accordingly
4. **The Boarders(inmates) shall make monthly payments in advance to the contractor.** No compensation for absence of less than 10 days continuously.

**Responsibility of IHM :**

1. IHM shall provide electricity, furniture, water for running the mess and maintain the outside premises. Electricity is not to be used for cooking. **Hot water for cleaning used vessels may be provided through solar water heater systems.** IHM will not provide cooking gas. The contractor shall liaise with the Gas Agency for regular gas supply and the payment shall be borne by the Contractor.
2. Kitchen equipment, furniture, crockery, cutlery, etc., will be provided by IHM. Malfunctioning or shortage of such items has to be reported immediately to the Warden for necessary action. The contractor is expected to post competent persons and instruct his employees to handle the kitchen equipment with due care. In case certain minor essential repairs or replacements are required, the contractor is expected to get it done at his cost.
3. The contractor should ensure that no items/belongings of IHM, CFTRI like (Kitchen equipments/ Cutlery & Crockery etc) go out of the hostel premise. The contractor may keep a separate register with request from concerned head of the department for providing items like flask/tea kettle/Plates/Cups etc on special occasions and maintain a register.

**TENDER FOR PRE-QUALIFICATION OF CATERERS FOR PROVIDING CATERING SERVICES TO INTERNATIONAL HOSTEL MESS, IFTTC HOSTEL COMPLEX, CSIR-CFTRI CAMPUS, MYSURU 570 020**

**General information**

1. Name of the Caterer :
2. Whether Owner / Partner :
3. Mailing address in full :
  
4. Communications channels  
Telephone Landline :  
Mobile :  
  
Fax :  
E-mail id :
5. Details of Returns filed under  
Income Tax :  
Professional Tax :  
GST :
6. Registration details with local  
Corporation/Municipal Health :  
Authorities/FSSAI :
7. Details of previous experiences in providing catering service to organizations similar to IHM : **[Details could be given in a separate sheet as enclosure]**
8. Proposed plan for providing Catering services at IHM : **[Furnish details after going through IHM in person and also, if required, after discussion in person]**

Name & Signature of the Caterer

**NB: Tender will not be valid, if the name & signature is not of the person given in SI. No. 1**

**MENU REQUIREMENTS FOR HOSTEL INMATES AT IHM DINING HALL**

**I. Morning Tea [6.15 am to 6.45 am]**

One hot cup Tea / Coffee / Milk to be available in IHM Dining Hall

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**II. Breakfast [7.45 am to 9.15 am]**

- i. **Four** slices of Bread Toast with **limited serving** of Butter and Fruit Jam
- ii. **One** boiled Egg / Omelette with **limited serving** of Tomato Sauce
- iii. **One** hot cup Tea / Coffee / Milk

The above **3 items to be available on all the 7 days of the week** with the additional item of **any one** on a daily basis selected from the following listed items:

**Two Masala Dosas** each of **appropriately big size** with **unlimited servings** of coconut chutney and sambhar

OR

**Two medium size plate servings** of Rice Pongal / Rice Vegetable Bhath / Lemon Rice with one compatible side dish

OR

**Pooris of Medium size (3 Nos.)** with **unlimited servings** of potato & onion palaya and coconut chutney

OR

**Two Idlis and one Urd Vadas of normal size** with **unlimited servings** of coconut chutney and sambhar

OR

**Set Dosa of appropriate size (3 Nos.)** with **unlimited servings** of vegetable sagu and coconut chutney

OR

**One medium size plate servings** of chow chow bath with unlimited coconut chutney.

**The above planned Menu for each day would be on negotiable terms.**

**III. Lunch [12.30 pm to 2.00 pm]**

This should consist of the following:

All items are in **unlimited servings** except for Papad and Curds

1. Chapathi / Poori / Roti
2. Vegetable curry and dry (one each) – repetition to be avoided in the same week with respect to the vegetables being used in the preparation
3. Dhal (of different varieties on a daily basis)
4. Sambhar / Rasam (alternately)
5. White Rice
6. Pickle & Vegetable Salad
7. One cup of Curds and Papad

On every Sunday, the above menu should include **one additional Non-Vegetarian dish of 100 grams quantity** for those members who are **non-vegetarians**; **For Vegetarians**, it should include an almost **equivalent quantity of special vegetarian dish, and Ice cream for all to be served along with above dishes.**

**IV. Evening Tea [5.30 pm to 6.45 pm]**

Any one snack item from the following list:

Masala vada / Pakoda / sandwich/Noodles/Samosa/Cultet and Hot Tea / Coffee / Milk



#### **V. Dinner [7.30 pm to 9.00 pm]**

This should consist of the following:

All items are in **unlimited servings** except for Curds, Papad and Banana

1. Chapathi / Poori / Roti
2. Vegetable gravy – repetition to be avoided in the same week with respect to the vegetables being used in the preparation
3. Dhal (of different varieties on a daily basis)
4. Sambhar / Rasam (alternately)
5. White Rice
6. Curds, Papad & Banana
7. Pickle & Vegetable Salad

On every Wednesday and Friday, the above menu should include **one additional Non-Vegetarian dish of 100 grams quantity** for those persons who are **non-vegetarians**; **For Vegetarians**, it should include an almost **equivalent vegetarian dish** and **sweet for all to be served along with above dishes.**

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Above all the menu would be provided by the IHM Committee.

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“In addition to the above, for the Scientific Meets, Visiting Delegations and Distinguished guests and other official events of CSIR-CFTRI, Mysuru being organized in the Institute campus, **customized menu requirements** would be specifically **ordered**. These items need to be **supplied at mutually agreed cost**, for which there will be **flexibility in the numbers and menu** to be ordered with prior information”.

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**INTERNATIONAL HOSTEL MESS**  
CSIR-CFTRI Campus, Mysuru 570 020

**FINANCIAL BID FOR PROVIDING CATERING SERVICE**

Ref.: No. IHM 9/2017

| Sl. No. | Details of service   | Rate (INR) |
|---------|--|------------|
| 1.      | <p><b>I. Morning Tea</b><br/>One hot cup Tea / Coffee / Milk</p>   |            |
| 2.      | <p><b>II. Breakfast</b><br/>iv. <b>Four</b> slices of Bread Toast with <b>unlimited servings</b> of Butter and Fruit Jam<br/>v. <b>One</b> boiled Egg / Omelette with <b>unlimited servings</b> of Tomato Sauce<br/>vi. <b>One</b> hot cup Tea / Coffee / Milk</p> <p>The above <b>3 items to be available on all the 7 days of the week</b> with the additional item of <b>any one</b> on a daily basis selected from the following listed items, <b>which are on a negotiable terms for each day:</b></p>  |            |
| 2a      | <b>Two Masala Dosas</b> each of <b>appropriately big size</b> with <b>unlimited servings</b> of coconut chutney and sambhar <u>OR</u>  |            |
| 2b      | <b>Two medium size plate servings</b> of Rice Pongal / Rice Vegetable Bhath / Lemon Rice with one compatible side dish <u>OR</u>   |            |
| 2c      | <b>Pooris of Medium size (3 Nos.)</b> with <b>unlimited servings</b> of potato & onion palya and coconut chutney <u>OR</u>   |            |
| 2d      | <b>Two Idlis and one Urd Vada of normal size</b> with <b>unlimited servings</b> of coconut chutney and sambhar <u>OR</u>   |            |
| 2e      | <b>Set Dosa of appropriate size (3 Nos.)</b> with <b>unlimited servings</b> of vegetable sagu and coconut chutney <u>OR</u>  |            |
| 2d      | <b>One medium size plate servings</b> of chow chow bath with unlimited coconut chutney.  |            |
| 3.      | <p><b>III. Lunch</b><br/>This should consist of the following:<br/>All items are in <b>unlimited servings</b> except for <u>Papad</u> and <u>Curds</u></p> <ol style="list-style-type: none"> <li>1. Chapathi / Poori / Roti</li> <li>2. Vegetable curry and dry (one each) – <u>repetition to be avoided in the same week with respect to the vegetables being used in the preparation</u></li> <li>3. Dhal (of different varieties on a daily basis)</li> <li>4. Sambhar / Rasam (alternately)</li> <li>5. White Rice</li> <li>6. Pickle &amp; Vegetable Salad</li> <li>7. <b>One cup</b> of Curd and <b>One Papad</b></li> </ol> <p><u>On every Sunday</u>, the above menu should include <b>one additional Non-Vegetarian dish of 100 grams quantity</b> for persons who are non-vegetarians; <b>For Vegetarians</b>, it should include an almost equivalent vegetarian dish and <b>Icecream for all to be served along with above dishes.</b></p> |            |

|    |  |  |
|----|--|--|
|    |  |  |
| 4. | <p><b>IV. Evening Tea</b><br/> Any one snack item from the following list:<br/> Masala vada / Pakoda / sandwich/Noodles/Samosa/Cultet<br/> and<br/> Hot Tea / Coffee / Milk</p>  |  |
|    |  |  |
| 5. | <p><b>V. Dinner [7.30 pm to 8.45 pm]</b><br/> This should consist of the following:<br/> All items are in <b>unlimited servings</b> except for <u>Curds, Papad and Fruit</u></p> <ol style="list-style-type: none"> <li>1. Chapathi / Poori / Roti</li> <li>2. Vegetable curry (one each) – <u>repetition to be avoided in the same week with respect to the vegetables being used in the preparation</u></li> <li>3. Dhal (of different varieties on a daily basis)</li> <li>4. Sambhar / Rasam (alternately)</li> <li>5. White Rice</li> <li>6. <b>One cup</b> of Curd and Papad</li> <li>7. Banana</li> <li>8. Pickle &amp;Vegetable Salad</li> </ol> <p><u>On every Wednesday and Friday</u>, the above menu should include <b>one additional Non-Vegetarian dish of 100 grams quantity</b> for those persons who are <b>non-vegetarians</b>; <b>For Vegetarians</b>, it should include an almost <b>equivalent vegetarian dish</b> and <b>sweet for all to be served along with above dishes.</b></p> |  |

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**Note: All the rates quoted shall be inclusive of GST as applicable**