Tender FOR CATERING SERVICES IN SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, Coimbatore – 641 004

Tender No : SVPISTM/CANTEEN/2024-25/PART 2/1

Tender Date : 25.08.2024.

Name of the Work : Providing Catering Services and

Cafeteria Services

Cost of application : Rs. 590/-

Total Cost & EMD :

SL. No.	Name of the Service	Cost (INR)	EMD (INR)
1	Canteen Service	23,50,000	47,000
2	Cafeteria Service	5,30,000	10,600
	Total	28,80,000	57,600

GST NO : 33AAETS0003R1ZI

Pre-Bid Conference : 10.09.2024 at 11.00 AM, Admin. Block,

SVPISTM, COIMBATORE - 641 004.

Last Date of submission : 17.09.2024 up to 2.00 PM.

Address for submission of Tender: The Administrative Officer,

SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT,

1483 AVANASHI ROAD, Coimbatore – 641 004.

Date of Opening of Tender : 17.09.2024 at 03.00 PM

Cost of the application form : In the form of a Demand Draft Earnest Money Deposit : In the form of Demand Draft/BG

Tenderers registered with NSIC/MSME authorities for the tendered service are exempted from the payment of EMD & Cost of the application form.

(Proof to be attached)

Contact Details (Mobile) : 9443432657

E-Mail Id : admin@svpitm.ac.in

NOTE: ALL THE PAGES SHOULD BE SIGNED BY THE TENDERER AND SUBMITTED

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No: SVPISTM/CANTEEN/2024-25/PART 2/1 dt.. @ Coimbatore the 25-08-2024.

SECTION 1:

1) TENDER NOTICE

SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, Coimbatore – 641 004 invites sealed tenders in the prescribed format from reputed agencies having relevant experience in running canteens, Hostels, restaurants and mess catering services, etc., for providing dining services to the students in Girls' hostel of the Institute and cafeteria service in the Institute at a fixed rate and menu decided by the Institute.

2) BRIEF SCOPE OF SERVICES.

- a) The scope of work to be carried out under the "Canteen Service Contract" is essentially providing catering services, including food, tea, and snacks to the students (around 65 numbers) of the Girl's hostel at a fixed time at the Canteen of SVPISTM.
- b) The scope of work to be carried out under the "Cafeteria Service Contract" is essentially providing Catering service which includes Candy, beverages, tea, coffee, snacks, cool drinks, variety rice to the students and staff of SVPISTM at the Cafeteria of SVPISTM.
- c) The contractor must also provide catering services for workshops/seminars/official meetings at the prescribed rates fixed by the competent authority.

Applicants should have the minimum qualification criteria as per the technical bid qualifying Criteria (Section 2.4). The agency shortlisted based on the evaluation criteria as mentioned in the Tender document shall be required to make a presentation before the designated committee. The selected agency shall provide catering service initially for one year, which may be extended for a further one year based on satisfactory performance and at the discretion of the Institute.

Interested agencies can download the tender document from the Institute website www.svpitm.ac.in. Bidders for catering service should submit the non-refundable cost of the application of Rs. 590/- and a refundable Earnest Money Deposit (EMD) (for Canteen service/canteen & Cafeteria Service/Cafeteria service) along with Tender documents.

A pre-bid conference will be held on 10.09.2024 at 11:00 Hrs. in the Institute to address any clarifications from prospective bidders and to facilitate dates for the site visit. The last date of submission of tender is 17.09.2024 up to 2:00 PM.

Interested firms meeting the qualification criteria are required to submit their tender in sealed envelopes. The envelope should be super-scribed: "Tender document for providing catering services/cafeteria service in SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, Coimbatore – 641 004.

Submitted by: (Name, Address, email, and Telephone number of the firm).

The applicants are encouraged to visit the site before submission of the tender document.

The Tenderer can quote rate either for the "Canteen Service" or "Cafeteria Service" or both. However, Preference will be given to those who are quoting the rate both for the "Canteen Service Contract" and "Cafeteria Service Contract.

The bidder who is willing to prepare food in the SVPISTM's Kitchen or have Centralised Kitchen (Cuisine) at Coimbatore Corporation Limit can only participate in the tender.

3) The Details of the cost of the "Canteen Service Contract/ Cafeteria Service Contract "and EMD Payable are furnished below:-

SL. No.	Name of the Service	Cost (INR)	EMD (INR)
1	Canteen Service	23,50,000	47,000
2	Cafeteria Service	5,30,000	10,600

SECTION: 2 TENDER SUBMISSION

- 1) OFF-LINE SUBMISSION -- The bid should be submitted only in OFFLINE.
 - a) The cover should contain all the prime eligibility documents along with fees towards the cost of the tender document, EMD, and all eligible documents, and all pages of the tender document with the signature of the tenderer and it should be PVC / WAX sealed.
 - b) The envelopes should be superscripted at the top of the cover as "Technical / Qualifying bids for Tender for providing dining services to the students in Girls hostels of the Institute/cafeteria service/ (or) both the services in Institute. "DO NOT OPEN BEFORE 02.30 Hrs on 19.06.2024."
 - c) The financial bid document should be removed from the tender document and covered with a sealed envelope with the name of the tenderer, superscripted at the top as 'Financial Bid for providing dining services to the students in Girls hostels/cafeteria service/ (or) both in Institute "Do not open before finalization of qualifying bid' and addressed to Admin. Officer, SVPISTM, Coimbatore 641004.
 - d) The completed tender forms along with the enclosures and the sealed cover containing the financial bid should be submitted in ONE cover and addressed to
 - Shri. S, Shankar, (Administrative officer)
 SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT,
 1483, AVANSHI ROAD, COIMBATORE 641004.
 - e) The sealed envelope should be submitted by Speed Post/Registered Post with acknowledgement due /Courier (OR) In person at the reception of SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, Coimbatore 641 004. on or before the due date and time.
 - f) Any delay in postal transit will not be accepted as a valid reason for condoning the delay in the submission of the tender.

g) Technical Bids will be opened per the schedule given on critical dates in the presence of bidders or authorized representatives. If the opening date happens to be a closed day/holiday, the tender will be opened on the next working day. Only one authorized representative from the firm shall be allowed to participate in the opening of technical bids/price bids.

2) ACCEPTANCE AND REJECTION

SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. Catering establishments that served in SVPISTM Hostels/Canteens earlier but whose services were terminated before completing the contract period are not eligible to participate in this tendering process. A tender that does not fulfil any of the conditions as per these or with incomplete documents in any respect will be rejected summarily.

3) EARNEST MONEY DEPOSIT

- a) The EMD as mentioned in the NIT should be paid and enclosed with the Bid documents.
- b) EMD shall be deposited in the form of a Demand Draft drawn in favour of SVPISTM, Coimbatore 641004" / BANK GUARANTEE in favour of "SVPISTM, Coimbatore-641004" issued by any Nationalized Bank valid for 210 days from the date of NIT.
- c) The DD/BG for the EMD amount in original should be attached to the Tender Offer.
- d) No other mode of payment for EMD will be accepted.
- e) Tenderer who are registered with NSIC/MSME authorities for the tendered service/item is exempted from the payment of EMD on the production of a self-attested copy of the certificate issued by NSIC/MSME.
- f) The EMD will not carry any interest while it is in the custody of SVPISTM.
- g) The EMD will be refunded to the successful/unsuccessful tenderers after the finalisation of the Tender. The EMD paid in the form of BG will be returned to the successful tenderer on payment of SD, execution of the agreement, and finalization of the Tender.
- h) The EMD will be refunded to the unsuccessful tenderer after the finalization of the Tender.
- i) The EMD will be forfeited if a successful tenderer does not pay the Security Deposit in time and execute the Agreement.
- j) The EMD will be forfeited if the tenderer withdraws the tender within the validity period of the bid.

4) TECHNICAL BID QUALIFYING CRITERIA -

- a) A contractor having an experience of minimum two years (2020-21, 2021-22, 2022-23), of running a Canteen/ mess in a Govt. sector/ PSUs/ Educational Institutions/ Private/ academic Institutions of repute.
 - (Attach experience certificate along with technical bid) for catering.
- b) Should have an annual turnover of a minimum of Rs. 10 lakhs in similar services (catering of food services only). (Please attach ITR/Relevant documents for the last three financial years. i.e. 2020-21, 2021-22, 2022-23)

- c) Should have at least two (02) canteen contract experience catering to more than 50 students/persons at a time of lunch/dinner, in a reputed organization/corporate house/educational institution.
- d) The contractor should have a valid Goods and Service Registration No. in the firm's name.
- e) The contractor should have a valid PAN No. as well as Food License.

(For reference please visit the website: http://www.fssai.gov.in/)

- f) The Bidder should not have been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute, or any other Govt. Organization at any point of time and also no case of any nature i.e. CBI/ Civil//Income Tax/GST is contemplated or pending against them.
- g) The vendor should provide the proper addresses of their existing outlets in and around the Coimbatore area if there are any for quality check inspection.
- h) The Contractors having experience only in the Cafeteria (snacks & beverage services) are considered for cafeteria service (Proof of experience should be submitted)
- i) The final selection of the agency will be made based on various parameters (as fixed by the Committee/Competent Authorities) like visiting various existing sites of Contractors, food quality, cleanliness, feedback from the current users, etc.

5) DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS

The bidder shall furnish the self-attested copies of the following documents, as part of his bid documents establishing the bidder's eligibility. The original documents should be produced on demand for verification and return.

- a) Cost of Tender Document (Crossed DD in original) (Mandatory)
- b) Cost of EMD DD/BG in original (Mandatory)
- c) Experience certificate in the field of providing dining services, canteen services & cafeteria service in Govt. organizations / PSUs/Colleges/Schools for a minimum period of two years in any of the Financial Years i.e. 2020-21, 2021-22, 2022-23.
- d) Details of all works of a similar nature completed in the last five years.
- e) Declaration for accepting fixed comprehensive menu rate
- f) Certificate for not having near relatives working in SVPISTM
- g) Copy of License for performing the work specified in this tender.
- h) Copy of License under Food Safety and Standard Act 2006. (Valid on the date of Tender Opening). (No person shall commence any food business unless he possesses a valid license.
- i) Copy of PAN number
- j) IT return copy for the assessment years 2021-22, 2022-23 & 2023-24
- k) Latest profit and loss statement.
- I) Copies of Articles of Association and Memorandum of Association in case of Limited company OR Copies partnership Deed and Power of Attorney in case of Partnership Firm
- m) Affidavit in case of the sole proprietorship (in Stamp Paper of Rs. 100.)
- n) Copy of GST Registration Certificate

- o) Self-declaration by the bidder stating that the Bidder **has not been black-listed** by any Central/ State Governments/ PSUs/Colleges/Schools in India at the time of submission of the bid must be submitted in this regard (Mandatory).
- p) Tenderer's Profile.

Any bid devoid of the above documents will be summarily rejected.

6) EVALUATION CRITERIA AND FINAL SELECTION

- 1) The committee constituted by the Director, SVPISTM, Coimbatore will examine the technical documents and decide the suitability as per the requirements and terms and conditions. Only the technical bids of the firms, which meet the qualification criteria, would be taken up for detailed/financial evaluation.
- 2) Shortlisting of the bidders shall be based on a weighted criteria system to be derived from the submitted tender documents, experience, and performance in the presentation. In the case of non-fulfilment of minimum pre-qualification criteria in each category of the technical bid, the bid of the respective bidder shall be rejected.

7) AWARD OF CONTRACT:-

- 1) Once the work order awarding the contract is sent to the Contractor, he/she must be ready to serve in SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, within 10 days of receiving the work order or from the date prescribed by the Institute.
- 2) The competent Authority reserves the following rights:
 - a. To review the performance of the agency at a periodical interval of 3 months by an evaluation committee formed by the Competent Authority, upon which the Competent Authority may terminate the contract by giving one month's notice.
 - b. To cancel the tender at any time without assigning any reason.
 - c. The decision of the Director, SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, Coimbatore 641 004 will be final in awarding the contract(s).

8) SECURITY DEPOSIT (SD):

CANTEEN SERVICE : Rs. 2.35 Lakhs
CAFETERIA SERVICE : Rs. 0.53 Lakhs
CANTEEN SERVICE & CAFETERIA SERVICE : Rs. 2.88 Lakhs

- a) The Security Deposit (SD) in the form of a Demand Draft or Bank Guarantee from any commercial Bank is to be deposited by the selected bidder to execute the contract document at the beginning of the contract period. No interest is payable on the Security Deposit.
- b) EMD deposited at the time of submission of the tender documents can be adjusted against the security deposit.
- c) The SD will remain at the disposal of SVPISTM, Coimbatore, and reserves the right to recover the losses/damages caused to the instruments/ articles/ building/ fittings, etc. by the contractors or their employees and realization of damages arising out of any deficient services over and above any other punitive step/ civil action as the authority deems fit.

9) AGREEMENT:

The successful agency has to sign an agreement on Rs 100/- India Non-judicial stamp paper (to be borne by the successful bidder).

The selected Contractor has to pay monthly rent (Inclusive of GST) for using space for canteen/cafeteria, water & Power supply as detailed below:-

1) CANTEEN SERVICE : Rs. 3,000/2) CAFETERIA SERVICE : Rs. 1,500/3) CANTEEN SERVICE & CAFETERIA SERVICE : Rs. 4,000/-

(The rent fixed is subject to revision at any time at the discretion of the Director)

10) PERIOD OF CONTRACT:

- a) The contract will be initially for one year from the date of signing the agreement. Upon satisfactory performance as per the feedback received from the students and staff, the contract may be extended for another year.
- b) In exceptional cases, where the services provided by the firm are extremely satisfactory during the first two years, the authority may extend the contract period by another year.
- c) Extension/non-extension will be the sole discretion of authority and the agency cannot assume extension as their right.

11) TERMINATION OF CONTRACT:

- 1) The contract may be terminated by the Contractor by issuing one month's written notice.
- 2) However, the authority reserves the right to terminate the contract at any time without assigning any reason if it appears to the authority at any point of time that the services, quality of food, and maintenance of hygiene of any of the mess services deteriorate to such an extent that it is detrimental to the interests of the hostel inmates and their health.
- 3) At any time during the period of the contract, if it comes to the notice of the SVPISTM that the contractor has misled this office by way of giving false/incorrect information which has been material in the award of the contract, the contract shall be liable to termination without any notice besides other legal action as per law and Institute will forfeit the security deposit of the concerned Mess contractor. Further, in case of any breach, the contract can be terminated without any notice

SECTION: 3 TERMS & CONDITIONS.

1) GENERAL TERMS & CONDITIONS.

- a) The Bidder submitting the tender would be deemed to have considered and accepted all the terms and conditions of the contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
- b) The bidders having their close relatives working in SVPISTM, Coimbatore are not allowed to participate in the tender, self-declaration confirming the same should be submitted in original to SVPISTM, Coimbatore.
- c) The contractor shall not sublease full or part of the contract. If found subleased, leads to blacklisting of the vendor and penalization by the Institute. No Subletting of Canteen Service or Cafeteria Service is permissible at any cost.

- d) The firm may also provide coffee/soup/tea vending machines along with stalls for light snacks on payment basis with the prior permission of the competent authority.
- e) Price should not be more than the listed price anywhere around Coimbatore city and service providers may give some discount on their items, mutually decided by the Director on the recommendation of the Canteen Committee of the Institute from time to time.
- f) The number of persons availing the canteen facility may change from time to time.
- g) The selected bidder will have to complete all the required formalities/obtain permits/licenses, if any, including agreement, etc. immediately within 10 days after the award of the work order.

2) SPECIAL TERMS & CONDITIONS

- a) SVPISTM will provide water for washing and cleaning free of cost. The Contractor is encouraged to install and maintain his/ her RO water facility, which may be taken back at the end of the contract. Periodic cleaning of the RO tank should be done by the Contractor.
- b) The fixed rate of comprehensive meals per day per student is inclusive of all charges related to manpower, services, taxes, safety, hygiene standards, etc., The fixed rate shall be in force for one year from the date of execution of the contract. The rate may be reviewed (increase/decrease) by the authority if the Contractor continues to serve for subsequent years, considering any proper justification and general consumer price index. The service provider should abide by the reviewed decision of the Authority.
- c) The agency providing catering service for the Hostel shall be required to provide four food services per day, that is, breakfast, lunch, tea with snacks, and dinner. The comprehensive menu with the meal plan may be revised from time to time based on students' feedback, and to account for the seasonal availability of raw materials. Food for day Scholars and staff should be provided on payment basis.
- d) Payment for availing of cafeteria Service shall be made by the students directly to the Contractor.

3) WORKFORCE POLICY

- a) The Contractor and his/her workers shall follow the rules and regulations of the SVPISTM in force and instructions issued from time to time.
- b) It is the Contractor's responsibility to bring the workforce to prepare and serve food, clean utensils, plates, cooking material, kitchen, corridors, serving area, and common dining hall, to load and unload material, and any other Canteen/Cafeteria work. Maintaining cleanliness and hygiene of the kitchen, utensil cleaning area, corridors, serving area, and common dining area will be the sole responsibility of the agency engaged for catering services in the canteen/Cafeteria.
- c) The contractor shall appoint the required working staff in the canteen as per the need to ensure the smooth execution of the catering services. The contractor shall also submit the details to the Institute Administration, with Aadhar card details within two weeks of starting the Canteen/Cafeteria. The Contractor shall report any changes in the employees to the Administration. The contractor will issue Identity cards to its outsourced workers and supervisor/own staff after getting them verified by the Institute Administration
- d) Employment of child labour defined as per relevant laws is strictly prohibited.
- e) Canteen workers shall wear clean gloves, hair nets, and face masks during both cooking and serving the food.

- f) It will be the responsibility of the Contractor that the outsourced workers engaged by him/her for catering services will be present in the canteen/cafeteria for the entire period of their duties.
- g) The Contractor shall be responsible for the proper conduct and behaviour of the employees engaged. In case, the workforce employed by the Successful Tenderer commits any act of omission/Commission that amounts to misconduct/indiscipline/incompetence, the successful Tenderer will be liable to take appropriate disciplinary action against such persons, including their removal from the site of the work, if required by Director, SVPSITM. The Successful Tenderer shall replace immediately any of its personnel who is found unacceptable to the Institute because of security risks, incompetence, conflict of interest, improper conduct, etc. upon receiving written notice from this office.
- h) The Contractor will be fully responsible for any accident or mishaps involving Canteen/Cafeteria workers engaged and the Contractor will pay claims made by the victims. The Contractor shall be liable to pay compensation for any loss and damages caused to the property of the Canteen/Cafeteria or its staff members/visitors by his/her outsourced workers.
- i) The SVPISTM, Coimbatore premise is a 'NO SMOKING & TOBACCO FREE ZONE'. Any personnel deployed by the agency in the Institute found smoking, eating pan/gutka intoxicants/drugs, etc. shall be punished as per the law of the land/rules of the Institute.
- j) The safety of catering staff /personnel engaged by the contractor is the sole responsibility of the contractor.
- k) The contractor should ensure that all personnel engaged by them are adequately trained for the use of catering/cooking equipment/firefighting maintained in the campus, and use of FIRST AID KIT maintained in the campus in case of requirement.
- The contractor should ensure that all personnel engaged by them are Polite and possess good manners while on duty. No damage shall happen to the Institute's property, equipment, and systems and if anything happens by the action of the contractor or his personnel during the period, the contractor is required to set right/repair or make good the loss according to the decision taken by the Institute.
- m) All liabilities arising out of accident or death while on duty shall be borne by the Contractor.
- n) The Institute shall not provide accommodation to any catering staff of the agency.
- o) On the occurrence of any accident, as defined under the guidelines for Settlement of Claim for Compensation on accident, they will be paid by the contractor.
- p) The Agency shall pay, and continue to fulfil, during the currency of contract all statutory requirements applicable, as per rules and law.
- q) The deployed staff through a contractor in the SVPISTM shall not claim any benefit, compensation, absorption, or regularization of their services in the establishment of SVPISTM either under the provision of the Industrial Disputes Act 1947 or Contract Labour (Regulation & Abolition) Act 1970.

4) CONDITIONS ON HYGIENE TO BE PROVIDED BY THE CONTRACTOR

- a) The contractor should maintain the canteen premises clean at its own cost and the following shall be the responsibilities of the Contractor regarding hygiene and cleanliness:
 - 1) Cleaning and washing plates, cutleries, and utensils.
 - 2) Cleaning and maintenance of kitchen equipment.
 - 3) keeping the Canteen/Cafeteria premises and surroundings neat, clean and hygienic
 - 4) Periodic fumigation as and when required.

- b) The contractor shall pay special attention in maintaining the kitchen in neat condition at all times. For this purpose, the kitchen must be cleaned thoroughly after each meal regularly.
- c) The contractor shall ensure that sufficient manpower is deployed for the preparation and service of each meal including cleaning, washing, and overall upkeep of kitchen assets and premises.
- d) Periodic cleaning of fixtures (including dining table, lights, fans, and other types of equipment) shall be carried out monthly by the Contractor, maintaining the record which will be checked by the management.
- e) Waste disposal is the responsibility of the Contractor. The contractor under no circumstances shall dispose of plastic and food waste into the drainage. Non-compliance with proper waste disposal will invite penalties.

5) CONDITIONS ON QUALITY TO BE PROVIDED BY THE CONTRACTOR

- a) The contractor shall procure food materials and vegetables of good quality to the satisfaction of the Hostel Committee constituted by the Institute. The Hostel Committee shall have the right to change any brand of material used for cooking, provided the cost of the same does not exceed the cost of the specified brand.
- b) The food shall be cooked, stored, and served under hygienic conditions. The contractor shall ensure that only fresh cooked food is served and that stale is not recycled. Stale food shall be removed from canteen premises as soon as possible.
- c) The food shall be cooked and served with clean utensils and no laxity shall be permitted in this regard. The utensils must be maintained sparkling clean at all times.
- d) Cooking the raw stuff as per menu and meal specification using ISI/FSSAI branded cooking materials, wherever applicable. Standard brand or quality of ingredients should be used for preparing food items as per the menu recommended by the authorized body of the hostel in consultation with the contractor.

6) CANTEEN/CAFETERIA FACILITIES AND MAINTENANCE

- a) SVPISTM will not change the meal rate due to temporary changes in raw material costs due to several market factors/conditions such as inflation/deflation, tax changes, and temporary Price increases due to a short supply of raw material, strikes, or any natural calamity, etc.
- b) SVPISTM shall not provide any kitchen types of equipment and cooking accessories. The contractor has to bring his cooking utensils, cutlery, crockery (ceramic/SS), Commercial Gas/gas cylinder, stove, refrigerator, etc., and dry ration/provisions as may be considered necessary for running and maintaining the Canteen. The use of plastic items is banned inside the premises
- c) The entire activity of the Contractor shall be limited within a marked area (to be notified separately to the successful firms) of the assigned place meant for dining, cooking, storing, cleaning, and preparation areas.

- d) The Contractor should be solely responsible for the arrangements of gas refills, and their safety from their resources. Fuel for cooking should be commercial LPG only, which is the sole responsibility of the Contractor.
- e) The Contractor shall not construct or install additional fittings inside the premises of the workplace without prior written approval from the competent authorities.
- f) Similarly, the workplace and furniture in good condition shall be handed over by the Contractor to the Hostel Committee on the expiry of the contract period. The security deposit shall be refunded only after a "NO DUES CERTIFICATE" is granted by the Hostel Committee.
- g) The food cooked in the dining facility shall not be taken out to other places beyond the respective Canteen/Cafeteria premises.
- h) When circumstances warrant, the contractor shall be required to cater to a large number of students at very short notice.
- i) Special meals (such as boiled food) should be provided to the ill hostel boarder hospitalized in the campus hospital or inside the hostel.
- j) The Contractor shall ensure that all the safety precautions are properly taken during the process of cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, fire-fighting equipment, etc. placed at the disposal of the Canteen/Cafeteria.

7) CANTEEN/CAFETERIA TIMING

- a) The Canteen/Cafeteria service will function throughout the year. The Canteen/Cafeteria service will not be allowed to be closed on any day, including holidays, for any reason whatsoever. Closing of any Canteen/Cafeteria service during vacations will be decided by the Competent Authority.
- b) Breakfast, Lunch, Tea & Snacks, and Dinner are to be served as per the Comprehensive Menu and at the scheduled time. No adjustment of the time or menu is allowed without prior permission from the office.
- c) The Canteen/Cafeteria timing should be displayed in the common dining area and the contractor should abide by that.

Breakfast : 7.30 AM to 9.30 AM (7.30 AM to 10.30 AM on holidays)
Lunch : 12.30 PM to 1.30 PM (12.30 PM to 2.30 PM on holidays)

Tea time : 4.30 PM to 6.00 PM Dinner : 7.30 PM to 9.00 PM

For Cafeteria Service: MORNING 7.30 AM TO 10.00 AM

NOON: 12.30 to 1.30 PM EVENING 4.30 AM TO 7.00 AM

BREAK TIME AS NOTIFIED BY THE INSTITUTE

SECTION: 4 MISCELLANEOUS

1) Arbitration:

All disputes or differences whatsoever between the canteen/Cafeteria contractor and the Institute related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purposes.

2) Legal dispute:

Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the Civil courts at Coimbatore only.

3) Inspection authority:

An authorized representative(s) of the Institute will carry out periodical inspections and surprise checks to ensure the quality of food, services, hygiene, and cleanliness.

4) FORCE MAJEURE

- a) If at any time, during the continuance of this contract, the performance in whole or in part, by either party of any obligation under this contract shall be prevented or delayed by reasons beyond control -FORCE MAJEURE- Neither party shall, by reasons of such events be entitled to terminate this contract, nor shall either parties have any claim for damages against the other in respect of such non-performance or delay in performance.
- b) The force majeure shall include war or hostility, acts of the public enemy, civil commotion, sabotage, fire, floods, explosions, epidemics, quarantine, restrictions, strikes, or lockouts, or acts of God (hereinafter referred to as eventuality).
- c) Provided such force majeure provisions apply only if notice of happening of any such eventuality is given by either party claiming concession to the other within 21 days from the date of occurrence thereof,
- d) Provided activities under the contract that were interrupted under the force majeure event are resumed as soon as practicable after such event comes to an end, or ceases to exist, and the decision of the SVPISTM, Coimbatore as to whether the activities have been so resumed or not, shall be final and conclusive.
- e) Provided further that if the performance in whole or part of, any obligation under this contract is prevented or delayed by reasons, for any such events for a period exceeding 60 days, either party may at his option terminate the contract.

5) PENALTY CLAUSES

- a) Failure to supply food in terms of quality, quantity, and as per the menu will attract a penalty. For not adhering to contractual conditions, SVPISTM shall be free to impose a monetary fine as deemed fit on the Contractor. Fines imposed shall be remitted by the Contractor to the Institute account or else the same shall be adjusted from the Security Deposit.
- b) Vegetables used should be fresh and of good quality. If vegetables kept for use or stored are found to be rotten or of poor quality, then a fine of Rs. 1,000/- for each occasion will be imposed.
- c) If sufficient food is not prepared and served during the particular session, the mess charges for the respective dining period for the affected students will be waived as a penalty.
- d) If poor quality rice/ groceries are used for the preparation of food items, a penalty of Rs.1.000/- for each occasion will be imposed.

- e) Oil once used should not be reused. If the reuse of oil is noticed, a penalty of Rs.1,000/- for each occasion would be levied.
- f) Items like Aji-no-moto, Baking soda, Maida and colouring items, etc. are strictly banned and they should not be used. If they are found in the kitchen premises penalty of Rs. 1,000/for each occasion will be imposed.
- g) The kitchen, store room, washing area, and dining hall should be kept clean and hygienic at all times. If not kept, a fine of Rs. 500/- for each occasion will be imposed.
- h) The basic menu (until and unless specified) is unlimited. The mess charges for the particular session
- i) Personal hygiene such as regular cutting of nails, trimming of the hair, wearing a face mask, and wearing washed, clean clothes should be strictly maintained by all mess employees at all times, if not a penalty of Rs. 500/- per person per occasion will be imposed on the Contractor.
- j) The food shall be made available in the Canteen for serving 15 minutes before the Canteen timings. Otherwise, the food will be arranged by SVPISTM the cost of which will be recovered from the Contractor in addition to a Penalty of Rs. 500/-

The Director, SVPISTM shall be the Competent Authority about the imposition of penalty and his/her decision shall be final.

6) THE BRAND OF SOME OF THE MESS COMMODITIES TO BE USED FOR THE CATERING IS FSSAI-APPROVE PRODUCTS:-

Salt: TATA/Annapurna/Captain Cook for all purposes
Spices: MDH/Everest Sunrise/Shakti/Ashirwad
Ketchup: Maggi/Kissan/Wakefield/Delmont
Oil (Sunflower): Sun drop/Gold winner/Saffola/Fortune/
Oil (Gingely): Dhara/Idhayam/Fortune/Ruchi
Pickle: Priya/Mothers/Ruchi
Atta: Ashirwad/Annapurna/ Elite / Pillsbury
Papad: Popular/Lijjat/Bikaner
Butter: Amul/Mother Diary/Britannia/Hatsun/Milky Mist
Bread: Modern/Britannia/Morish
Jam: Kissan/Top Ramen/Maggi
Ghee: Amul/Mother Diary/Everyday/ Hatsun/Milky Mist
Milk/Nandini/Mother Dairy/Aavin
Paneer: Amul/Mother Diary/Milky Mist
Tea: Brook Bond/Lipton/TATA (Gold), Red label/AVT
Coffee: BRU/Brook Bond/Sunrise
Only Vim/Dettol (Pril LIQUID DETERGENTS ARE ALLOWED FOR WASHING UTENSIL ETC.)

7) Comprehensive Menu

DAYS	BREAKFAST	LUNCH	DINNER
MONDAY	VARIETY DOSA, CHUTNEY, Sambar	RICE, DHAL, RASAM, PORIYAL, PAPPAD. BUTTERMILK, PICKLES.	CHAPPATHI, VEG GRAVY/TOMATO THOKKU. CURD RICE WITH PICKLES
TUESDAY	IDIYAPPAM, VEG-STEW, COCONUT CHUTNEY	RICE, MOCHAIKULAMBU,RASAM, PORIYAL PAPPAD, BUTTERMILK, PICKLES.	DOSA, CHUTNEYS, SAMBER CURD RICE WITH PICKLES
WEDNESDAY	PONGAL, VADAI, SAMBAR, CHUTNEY	TOMATO RICE , CURD RICE, PORIYAL RAITHA, PICKLES. VADAGAM	PAROTTA/IDLY WITH CHUTNEY CHICKEN GRAY/ PANEER GRAVY
THURSDAY	UTHAPPAM/ PODI DOSAI, CHUTNEY SAMBAR	RICE, SAMBAR, RASAM, PORIYAL, PAPPAD, BUTTERMILK, PICKLES	CHAPPATHI, EGG MASALA, TOMATO THOKKU. CURD RICE WITH PICKLES
FRIDAY	SEMIYA or SEVAI, COCONUT CHUTNEY, VEG. KURUMA	RICE, SUNDAL & POTATO GRAVY, RASAM, PORIYAL, PAPPAD, BUTTERMILK, PICKLES	IDLY, CHUTNEY, SAMBAR. CURD RICE WITH PICKLES
SATURDAY	POORI, CHANNA MASALA, POTATO MASALA.	RICE, GREEN GRAM KULAMBU, RASAM, PORIYAL, PAPPAD, BUTTERMILK, PICKLES.	DOSAI, CHUTNEY, SAMBAR. CURD RICE WITH PICKLES
SUNDAY	BREAD, BUTTER OMLET. PEAS GRAVY	CHICKEN BIRYANI / VEG. BIRYANI, MUSHROOM GRAVY, ONION RAITHA, RICE, RASAM, GOBI- 65	IDLY, TOMATO KOLUMBU, CURD RICE WITH PICKLES
Daily	MORNING – COFFEE /MILK/TEA	EVENING – TEA/ MILK, VADA, BONDA, BAJI, MIXTURE, PAKODA.	-

The SVPISTM may also consider revision of the menu as per the requirement

Any substitution in the menu has to be mutually agreed upon by students and contractors.

8) SPECIFICATIONS OF DISHES

S.No	Item	Quantity	Dimension
1	Medhuvadai	1 No	Outer radius > 4 cm, Inner radius < 1.5 cm
2	Poriyal	1 bowl	Hemi-spherical with a radius of 4 cm (beans/carrot/beat root/potato/cabbage (shall not be repeated more than one time in a week
3	Appalam	1 No	Circular with radius > 8 cm
4	Gopi-65	100 grams	
5	Boiled Egg	1 No	
6	Banana	1 No	Standard size
7	Sweet	1 No	Spherical with radius > 2.5 (Medium Size)
8	Bread	5 Pieces	Square shaped with an area of 12x12 Sq.cm
9	Jam		As per requirement
10	Butter	3 Taible Speed	
11	Buttermilk	Table Spoon 200 ml	Standard Density. Should be prepared with green chili, curry leaves
12	Chicken Curry	100 gms	J , , ,
13	Paneer Butter Masala/ Paneer Burji/Egg Burji / Chilli Paneer	80 gms	
14	Curd	100 gms	
15	Tea, Milk, Coffee	200 ml	
16	Veg Salad (Carrot, Cucumber, Onion, Tomato, Lemon Juice	1 bowl	Hemi-spherical with a radius > 4.5 cm
17	Egg Omelet	Single egg	With onion, green chilli & coriander leaves leaf
18	Dal Makhani	Unlimited	
19	Fruit Salad (Minimum four varieties of fruits from the below list. Apple Watermelon Grapes Pineapple Banana Pomegranate		Hemi-spherical with a radius > 4.5 cm
	Navaratna Dal Curry	Unlimited	
21	Potato Fries	1 bowl	Hemi-spherical with a radius >4.5 cm
22	Fried Chicken/Chilly chicken	100 gms	
23	Raitha (Should contain Onion, Carrot, Cucumber, Green Chilly, and Tomato)		Hemi-spherical with radius > 4.5 cm
24	Poori, Chole Bhature	Unlimited	Radius > 8 cm
25	Aloo Masala (with dosa and poori)	100 gms	
26	Aloo Paratha	Single	Radius > 8 cm, Thickness < 0.75 cm
27	Gravy (for veg biriyani)	Unlimited	Common gravy for chicken and paneer
28	Ring Fryums	1 bowl	Hemi-spherical with a radius >4.5 cm

SECTION: 5

1) APPLICATION PROCEDURE

- a) The tender document is to be downloaded from the website, print is to be taken on A4 size paper and details are to be entered by the tenderer at the various locations in the document. It shall be ensured that the document is printed as appearing in this bid document, there is no change in formatting, no. of pages etc. and all pages are legible and clear.
- b) Submission of Xerox or photocopy of the tender document is prohibited.
- c) Correction fluid should not be used in rates quoted in tender documents. In case the use of correction fluid is noticed, such tender will be liable for rejection.
- d) If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address.
- e) If the application is made by a proprietary firm, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- f) If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address, or by a partner holding power of attorney for the firm or any person authorized by all the partners. In such a case, a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed and the current address of all the partners of the firm shall also accompany the application.
- g) If the application is made by a limited company or a corporation, it shall be signed by a duly authorized person holding power of attorney for signing the application. In such a case, a certified copy of the power of attorney shall accompany the application. Such a limited company or corporation may be required to furnish satisfactory evidence of its existence before the pre-qualification application is filed.

SECTION: 6

1. PAYMENT OF BILLS

- a) The contractor shall submit the bills for the dining service provided to the students of the Girls' hostel on monthly basis (calendar month) in duplicate on serial machine numbered printed forms only, to the officer concerned along with an advance stamped receipt on or before the 5th of the following month. The acknowledgement for the submission of bills should be obtained from the concerned officer.
- b) The bills for payment should be prepared neatly.
- c) The approved contractor should note the tender number in the concerned bills for payment.
- d) The claim shall be inclusive of all taxes.
- e) The dues to the institute will be recovered from the bills.

ANNEXURE - 1

APPLICATION

From		
		_
		_
		_
		_

To
The Director,
SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL
OF TEXTILES AND MANAGEMENT,
Coimbatore-641 105

Madam,

SUB: Submission of Tender application for providing catering services/ Cafeteria Services in SVPISTM, Coimbatore on Fixed rate and menu decided by the Institute -- reg.

Having examined the details given in the Tender Document SVPISTM/CANTEEN/2024-25/PART 2/1 dated 25-08-2024 for providing catering services/Cafeteria Services on a fixed service charge rate decided by the Institute, published in the Institute website, we hereby submit the pre-qualification documents. We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct. We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.

We undertake that, if any information or document is found to be false or forged, my Application/ empanelment is liable to be rejected/cancelled by SVPISTM, Coimbatore at any point of time.

Date of submission:

Signature of Applicant
Name of the Organization (Company seal)

ANNEXURE - 2

APPLICATION FORM

s	pace for Photogr	aph

1) Name of the Tenderer //	:	
2) Name of the tenderer su	ubmitting the tender	
(Signing the tender) whose (In the case of Proprietary/ the tender has to be signe Partner, as the case may be	partnership firms, the donly by the Proprietor/	:
3) Address of the Tenderer	/Firm/Company	:
4) Communication Postal	Address	
5) Phone No / Mobile No.		:
6) Email ID		:
7) Registration & Incorpora the Proprietorship/Agend (if any)	·	
Proprietorship.	:	•••••
Partnership.	:	•••••
Private Limited.	:	•••••
Public Limited.	:	•••••
(Please attach copies of d	ocuments)	

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Signature of the Bidder

8) Name of the Proprietor/ Partners/ Directors	:
9) Name of Tenderers bank, address, and the Current account number, having ECS/EFT facility	: :
10) Permanent Income Tax Number, Income Tax circ	le:
11) GST Registration No:	:
12) Details of the supervisory staff:	
CERTI	FICATE
I/we,	
Place: Date:	
Signature of Tenderer/Authorized Signatory Name of the Tenderer: Seal of the Tenderer: Address:	

ANNEXURE – 3

DECLARATION FOR ACCEPTING FIXED COMPREHENSIVE MENU RATE AND TERMS AND CONDITIONS.

From
To The Director, SARDAR VALLABHBHAI PATEL INTERNATIONAL SCHOOL OF TEXTILES AND MANAGEMENT, Coimbatore- 641 004.
Madam,
This is to certify that we are willing to provide catering services in Hostel,/Cafeteria Services at SVPISTM, Coimbatore (Reference Your Tender No. SVPISTM/CANTEEN/2024-25/PART 2/1 dt. 25-08-2024 at a fixed rate per student per day for the comprehensive / Indicative menu fixed by your Institute as per terms and conditions of the tender document. We hereby agree to all the terms and conditions mentioned in the tender document.
Further, we hereby undertake that there are pages, serially numbered, in the tender including supporting documents.
Signature Date: Place: Seal :

ANNEXURE – 4

DECLARATION
From
M/s
То
The Director, Sardar Vallabhbhai Patel International School of Textiles and Management, Coimbatore— 641 004.
I,Son/Daughter/Wife of Shri The proprietor/Director/ authorized signatory of the agency/Firm mentioned above is competent to sign this declaration and execute this EOI document.
I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
The information/documents furnished along with the above application are authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is the Proprietor or Partner or Director of any Agency with whom the Government has banned /suspended business dealings. I/We further undertake to report to the Director, NIMR, Coimbatore immediately after we are informed but in any case not later than 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
Yours faithfully,
Signature of the bidder Date: Name: Place: Designation: Name: Designation: Seal of the Agency:
Address:

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Signature of the Bidder

ANNEXURE - 5

CERTIFICATE ON NON-PARTICIPATION OF NEAR RELATIVES IN THE TENDER

S/O
Participating in the Tender for providing dining services to the students in Girls' hostels, and cafeteria service in SVPISTM, Coimbatore 641 004 at a fixed rate do hereby certify that none of my relative(s) is/are employed in the SVPISTM unit as per details given in the tender document. In the case at any stage, it is found that the information given by me is false/incorrect, SVPISTM shall have the absolute right to take any action as deemed fit without any prior intimation to me.
Signature of the tenderer)
Name (Block Letters):
Position: Date:

Note: In the case of a proprietorship firm the certificate will be given by the proprietor, for a partnership firm, the certificate will be given by all the Partners, and in the case of the limited company by all the Directors of the company.

ANNEXURE - 6

CERTIFICATE & DECLARATION

It has been certified that all information provided in the tender form is true and correct to the best of my knowledge and belief. No forged/tampered document(s) are produced with the tender form for gaining an unlawful advantage. I/We understand that SVPISTM, Coimbatore is authorized to enquire to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by me/us is false/misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/SD and or any penal action and other damages including withdrawal of all work/purchase orders being executed by us. Further, SVPISTM Coimbatore is also authorized to blacklist our firm/company/agency and debar us from participating in any tender/bid in the future.

I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which are improper/illegal during the execution in case the tender is awarded to us. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities/practices in my / our dealing with the Institute.

Our Firm/ Company/ Agency is not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute, or any other Govt. Organization and also no case of any nature i.e. CBI/ Civil//Income Tax/GST/EPF/ESIC is contemplated or pending against us.

Date : Signature of the Tenderer

Place : Stamp

AUTHORISATION LETTER

To

The Director, SVPISTM, COIMBATORE - 641004.

Subject - Authorization for attending bid opening on 17-09-2024 for the Tender for providing Catering service/Cafeteria Service – reg.

Order of Preference Name Specimen Signature

1.

2.

3.

Signature of the Tenderer

Note:

Only one representative will be permitted to attend the bid opening. An alternative representative will be permitted when the regular representative is not able to attend. The person who is authorized to attend the bid opening must have the authorization certificate. Permission for entry to the hall where bids are to be opened may be refused in case authorization as prescribed above is not mentioned.

MANDATE FORM

ELECTRONIC CLEARING SERVICE (CREDIT CLEARING)/REAL TIME GROSS SETTLEMENT (RTGS) FACILITY FOR RECEIVING PAYMENTS

DETAILS OF ACCOUNT HOLDER:-

NAME OF THE ACCOUNT HOLDER	
COMPLETE CONTACT ADDRESS	
TELEPHONE NUBER//E-MAIL	

BANK ACCOUNT DETAILS:

BANK NAME	
BRANCH NAME WITH COMPLETE ADDRESS	
TELEPHONE NUMBER AND E-MAIL	Ph. No : Bank E-mail :
WHETHER THE BRANCH IS COMPUTERISED	YES / NO
WHETHER THE BRANCH IS RTGS ENABLED. IF YES, THEN WHAT IS THE BRANCH'S IFSC CODE	YES / NO IFSC -
IS THE BRANCH ALSO NEFT ENABLED	YES / NO
TYPE OF BANK ACCOUNT (SB/CURRENT)	SAVINGS ACCOUNT / CURRENT ACCOUNT
BANK ACCOUNT NUMBER	
MICR CODE OF THE BANK	

CHECKLIST

SI. No	Document / Form	Remarks
01	Cost of EMD DD/ Bank Guarantee (Mandatory)	
02	Tender form in original, duly filled in and signed by the Bidder on each page. (Mandatory)	
03	DDs for the cost of the Tender Form (Mandatory)	
04	Experience certificate in the field of providing dining services, canteen services & cafeteria service in Govt. organizations / PSUs/Colleges/Schools for a minimum period of two years in any of the Financial Years ie. 2020-21, 2021-22, 2022-23 (Mandatory)	
05	Certificate for not having near relatives working in SVPISTM	
06	Details of all works of similar nature completed in the last five years.	
07	PAN number –proof copy to be enclosed	
08	GST number (Proof of application registration if number not provided	
09	IT return copy for the assessment years 2021-22, 2022-23 & 2023-24	
10	Latest profit and loss statement.	
11	Declaration for accepting fixed comprehensive menu rate	
12	Copy of License under Food Safety and Standard Act 2006. (Valid on the date of EOI Opening).	
13	Copy of the License for carrying out the specified work.	
14	Copies of Articles of Association and Memorandum of Association in case of Limited company OR Copies partnership Deed and Power of Attorney in case of Partnership Firm	
15	All Declaration & Certificates in NIT (Mandatory)	
16	E-payment mandate form	
17	Copy of the Article & Memorandum of Association of the company in case of Limited company OR Copies of partnership Deed and Power of Attorney in case of Partnership Firm OR Affidavit in case of the sole proprietorship.	
18	Self-declaration by the bidder stating that the Bidder has not been black-listed by any Central/ State Governments/ PSUs/Colleges/Schools in India at the time of submission of the bid must be submitted in this regard (Mandatory).	

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FINANCIAL BID

(FOR PROVIDING DINING SERVICES TO THE STUDENTS IN GIRLS' HOSTELS OF THE INSTITUTE)

Per Person/Per Day	Rs	(including Tax)
In Words		
(Rs)
only.		
Signature of Tenderer/Authorized Name of the Tenderer Seal of the Tenderer Address	d Signatory : : : :	
Note: -		
(if there is any discrepand quoted in words shall prev		d words in the quote, the rate

Signature of the Bidder

FINANCIAL BID

(FOR CAFETERIA SERVICE)

SI.No	Items	Rate (INR)	Rate (INR)
		in figure	in words
1	Tea		
2	Coffee		
3	Milk		
4	Boost		
5	Horlicks		
6	Onion Samosa		
7	Potato Samosa		
8	Veg. Puff		
9	Egg. Puff		
10	Vadai/Bonda/Baji		
11	Plum Cake		
12	Cream Bun		
13	Jam Bun		
14	Fresh Juice - Orange		
15	Fresh Juice - Apple		
16	Fresh Juice – pomegranate		
17	Fresh Juice - Lemon		
18	Chips - Maravalli		
19	Chips - potato		
20	Chips - Banana		
21	Omelet - Single		
22	Variety Rice (400 Grams) with pickels/pappad		
23	Veg. Fried Rice (400 Grams) with Raitha		
24	Egg. Fried Rice (400 Grams) with Raitha		
25	Veg. Biryani (400 Grams) with Raitha		
26	Egg Biryani (400 Grams) with Raitha		
27	Chicken Biryani (400 Grams) with Raitha		
28	Veg. Salad		
29	Fruit Salad		
30	Veg Sandwich		

The packaged items should contain the MRP and Date of packing and Expiry and selling price of such packaged items should not exceed MRP

Signature of Tenderer/Authorized Signatory :
Name of the Tenderer :
Seal of the Tenderer :
Address :

Note: - (if there is any discrepancy in figures and words in the quote, the rate quoted in words shall prevail)

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Signature of the Bidder