



**OFFICE OF THE DIRECTOR PSNS  
VISVA-BHARATI**

Notice inviting tender for engagement of caterer for providing service at Visva-Bharati Canteen.

The members V.B Canteen committee, Visva-Bharati, Santiniketan invites sealed tender in Two Bids system (Technical & Financial) from the reputed Firms detailing with catering business for providing Lunch, Dinner, Breakfast and Snacks etc. at V.B. Before submitting tenders the interested bidder is requested to go through the terms and conditions of the tender documents carefully to avoid cancellation of the tender. Last date of submission of tender documents at the office of Director PSNS, Visva-Bharati, Santiniketan is 13<sup>th</sup> February 2018 at 05:00 PM.

**Note for important dates**

1. Date of opening Technical Bids.(Will be intimated in V.B website)
2. Date of opening Financial Bids.(Will be intimated in V.B website)

Ref. No. DSW/VBCanteen/229/17-18  
Date: 23.01.2018

*N. C. Mandal* 23.01.18  
Prof. Narayan Chandra Mandal  
Director PSNS  
Visva-Bharati

**TERMS & CONDITIONS FOR OPERATION OF CATERING SERVICE FOR V.B.  
CANTEEN**

**A. General Condition:**

1. The firms having good profiles in dealing with such business are only eligible to take part in tender

The following documents should be enclosed with Technical Bid

- I. Trade license, Food license issued by FASSAI, Partnership deed (in case of Partnership firm), Power of Attorney (if required),
  - II. PAN and GST registration
  - III. Credential for dealing with this business (Govt. Org. preferable) for at least three years. Certificate indicating satisfactory service from at least one clients should be enclosed.
  - IV. Financial Solvency certificate from the banker in the proper format is to be submitted.
  - V. The vendor should submit document for serving of minimum 100 heads for at least 90 days continuously with Breakfast, Lunch, Dinner and Evening snacks etc. Annual turnover of at least Rs 5 lac during last three consecutive years supported by the Audited Balance Sheet.
2. List of manpower like Cook, Manager/Supervisors etc. to be deployed (both Male & female) should be enclosed (except child labour).
  3. Initially the contract will be for One Year from the date of issuing of work order of the date execution of agreement whichever the latter. This may be renewed for further Two years subject to satisfactory performance and mutual consent.
  4. Tenderer/Firm will have to pay a sum of rupees 36,000/- (Rupees thirty six thousand only) to the University towards for infrastructural charges per year. This charge will be enhanced by 5% annually in case of extension of agreement immediately after issuance of the work order.  
(**Note** GST may be applicable)
  5. Caterer will have to collect the payment of dinning charges from the students, staff and outsiders etc. as per the rate approved by the committee and issue cash memo properly. An automated billing machine also may be used for payment of bill.
  6. Caterer will be responsible for paying all taxes including GST to the Authorities concerned.
  7. EMD of Rs 10000/- (ten thousand only) in the form of D/D drawn in favour of the Accounts Officer, Visva-Bharati payable at SBI, Santiniketan must be enclosed with Technical Bid. Tender will be considered CANCELLED without EMD. The EMD for the qualified vendor will be adjusted against Security Deposit (Performance Security) of Rs 50,000/- (fifty thousand only) The Performance Security will be refunded after 60 days of completion on

- contract subject to adjustment of deduction, if any. No interest will be paid on Performance Security.
8. Financial Bid of technically qualified bidders will be considered only. Evaluation of Lowest Bidder will be on the lowest evaluated **composite cost** (excluding GST) of all items as indicated in Annex-B offered by the vender. Rate of students must be lower than the rates to staff/others.
  9. No price variation will be allowed within the tenure of contract unless there is any change in Govt. duties, if applicable.
  10. Technical bid will contain in Annex-C along with copies, self attested by the vendor and declaration in Annex-D and the financial bid will contain in Annexure-E
  11. Original tender document should be neatly typed or printed and each page will be signed and duly stamped with vender's seal. In case of Authorized signatory, authorization from the competent authority should have to be submitted in the given format.
  12. Any correction, deletion or Erasures, overwriting should have to be endorsed by the competent authority or signatory otherwise the tender will be liable to be cancelled.
  13. Vague, incomplete, confusing or contradiction and conditional tender will be liable to cancelled without any explanation.
  14. The V.B Canteen committee on behalf of Visva-Bharati reserves right to annul/issue any amendments in the tender document or part thereof at any time prior to but five days before the deadline of submission of the tender and such change will be deemed as integral part of the tender. This will be published through Visva-Bharati web-site.
  15. The decision of the Technical Committee/V.B Canteen Committee will be final and binding.
  16. The successful vender will execute an agreement with the University.
  17. Any loss or damage to the University's asset will be replenished by the vendor immediately and should report to the Office of the Director PSNS.
  18. Efforts to personally influence of any nature to the Tender Committee's decision will result in cancellation of the Bid.
  19. Notwithstanding anything contained in any clause of the tender document, the university reserves its right to annul the whole bidding process or to accept or reject all the bids at any time prior to finalization of contract without assigning any reason.
  20. The bidder should quote financial bid both in figure and words. Illegible bid will liable to be cancelled. The rate indicated in 'words' will be considered for evaluation of lowest bidder.
  21. Duly filled in tender will be sent though courier/speed post only. By hand /personal submission of tender will be dropped in the Tender Box, kept in the Office of the Director PSNS. No personal communication will be entertained and any information regarding the tender will be published in Visva-Bharati web-site ([www.visva-bharati.ac.in](http://www.visva-bharati.ac.in)) Fax/e-mail/conditional tender will not be considered.

22. All disputes will be under the jurisdiction of Bolpur/Suri court at Birbhum district.
23. Tender form will be available with the Office of the Director PSNS, V.B and can also be downloaded from V.B web-site.
24. The bidder should submit self-declaration to the effect that he/she is free from any encumbrance and has no case of legal conviction in any form.
25. Sealed tender containing two covers for Technical (Annex-C and D) and super scribing as "Technical bid for Outsourcing of catering service of V.B. Canteen and "Financial bid for Outsourcing of catering service of V.B Canteen and should be sent in sealed covers super scribing as "Tender for Catering service of V.B Canteen", to the office of the Director PSNS, V.B within the stipulated date of submission of tender. Late tender will not be accepted.
26. The date of opening tender will be informed through web-site and responsive vender or their representative may present on that date. No personal communication will be entertained.

**B. Other conditions:**

- (i) The university will provide Dining Hall along with chair table, fan, water cooler & purifier etc.
- (ii) The contractor/Caterer shall bring kitchen equipment, cooking and service utensils, cutleries and crockery etc., raw material and provide manpower to prepare & supply the meal to the students and staff members including outsiders. The contractor/caterer will be responsible to withdrawal all his workers as soon as the contract is over. University will not recognize/take responsibility of payment and future liabilities for the workers.
- (iii) Security money as indicated in the clause 7 of this NIT, deposited to the University by the contractor will be refunded after adjustment of deduction, if any after 60 days of completion of contract/obligation. No interest on Security Deposit is payable.
- (iv) University will provide water free of cost for cooking, washing of utensils etc.
- (iv) Electricity charges will be paid by the vendor to the competent authority and submit a copy of paid electricity bill for each quarter to the office of the Director PSNS V.B regularly.
- (v) University will not arrange any accommodation for workers.

**C. Regarding meals:**

- (i) Preparation and serving of Tiffin/breakfast, lunch and dinner during a day as per menu described in Annexure-B.
- (ii) Caterer shall provide catering services as per the menu and timings to be advised by the University Authority from time to time at their sole

discretion. The surveillance Committee of V.B canteen on behalf of the University reserves the rights to modify the menu and revise the same as their discretion.

- (iii) Caterer shall provide food/breakfast/refreshment, pantry items etc. as at the agreed rates and in sufficient quantity. The agreed rate should include the cost of fuel transport charges, raw material charges and GST as applicable.
- (iv) Caterer shall give utmost attention to provide wholesome, testy, quality dishes and render good services, besides maintaining punctuality in services, which is equally important. Caterer will ensure that "GOOD QUALITY" food only be served in the Dining Hall.
- (v) The caterer will use only packaged branded products of ISI/AGMARK wherever prescribed and not use items, which are sold loose, and good/fresh (without any seemingly damage/deterioration) vegetables for preparation of the food.

**D. Regarding Services (Food):**

- (i) Caterer shall ensure quality food and provide satisfactory /acceptable catering services without giving any room for complaint from diners.
- (ii) Caterer shall prepare the food items in a hygienic atmosphere and qualified trained staff shall be available to supervise cooking, serving, dish washing and general canteen housekeeping.
- (iii) Caterer shall be solely responsible for the arrangements of gas requirements.
- (iv) Caterer shall be responsible for housekeeping, cleanliness and hygienic maintenance of the Dining Hall including washing and cleaning of kitchen area on daily basis.

**(E). Manpower:**

- (i) Caterer shall provide sufficient experienced manpower having sound health and free from any infectious for the smooth working of the Dining Hall. Shortage of staff on account of leave shall be suitably replenished by the Caterer/ Agency by making alternative arrangements. Staff and all personnel involved in service will be subjected to medical check up at least once in a year.
- (ii) Caterer shall not engage any child labour.
- (iii) Caterer shall issue uniforms for all the staff employed by him and shall provide an identification badge embossing name of such staff. The cost of providing and laundry charges for uniforms shall be in Caterer's account.
- (iv) Caterer's employees shall maintain discipline and good behaviour with the diners of canteen. In the event of any complaint or commission of an act of misconduct by the employees of the Caterer, the Caterer shall take prompt action, including removing the said employee from the Canteen. The Caterer shall deal with all disputes relating to its employees. The University will not take any responsibility about the workers.

- (v) The personnel of the Contractor shall not be the employees of the University and they shall not claim any salary or allowance, compensation, damages or anything arising out their employment/duty under this contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- (vi) The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the University shall not have any liability whatsoever on this account. The Contractor shall also abide by and comply with the Labour Laws, Workmen Compensation act, EPF Laws, ESIC Laws, Income tax Laws, Minimum Wages Laws, Contract Labour (Regulations Abolition Act) or any other laws in force.

**(F) Supervision:**

- (i) The V.B Canteen Committee will supervise the quality of all materials used in the Kitchen for preparation of food. The Committee will also ensure that the cooked food to be served in a comfortable manner to the diners in a Hygienic atmosphere.
- (ii) Periodic survey will be conducted by the Committee about the quality of food and services and the findings will be recorded and brought to the notice of the caterer for immediate corrective action whenever necessary.



**Visva-Bharati  
Santiniketan  
Technical Part  
Declaration of the Bidder**

I/We hereby tender for engagement of manpower as specified in the memorandum given below, at the rate offered by me, in the tender schedule in accordance with the Tender Terms and conditions annexed hereto.  
Memorandum

1. General Terms and Conditions - Annexure - A
2. Specification of service to be provided i.e. scope of work - Annexure - B
3. Technical Bid for Vendor's details - Annexure - C
4. Declaration of bidder - Annexure - D

Should this tender be accepted, I/We hereby agree to abide by and fulfill all the Terms and conditions of the tender document and provide services for V.B canteen as per the scope of work/ requirement indicated in the Annexure-B.

The Terms and conditions of the tender have been clearly understood by me /us before submission of this tender.

The above tender with amount indicated for each item is hereby offered by me/us.

Dated \_\_\_\_\_ this day of \_\_\_\_\_ year \_\_\_\_\_ at \_\_\_\_\_

Name:-

Address:-

Signature of witness

Signature of bidder with office seal



**Visva-Bharati  
Santiniketan  
Technical Part**

1. Name of the bidder.....
2. Address with phone no. and E-mail .....  
.....
3. Details of the Firm. In case of  
Partner-ship Firm Submit the
4. Detail of the Earnest Money submitted  
I. Amount .....  
II. D/D No and date of purchase .....  
III. Drawn on .....  
IV. Payable at .....
5. Whether all certificates indicating clearance of Govt.....  
dues or statutory documents have been  
submitted.Mention the types of documents  
attached.
6. Whether the price of each item have been  
Quoted as par the Scope of works at  
Annexure-B
7. Detail of Clients list. ....
8. Whether audited balance-sheets have been enclosed .....

Signature with office seal Date:

N.B. It is requested to attach separate sheet, if required



**VISVA-BHARATI  
SANTINIKETAN**  
**Scope of service at V.B Canteen**

**Menu for Breakfast, Lunch & Dinner**

<b><u>Common Meal</u></b>	Rate for Stude nt in Rs.	Rate for Staff in Rs.	<b><u>Tiffin</u></b>	Rate for Stude nt in Rs.	Rate for Staff in Rs.
1. Green Salad			1. Puri 4 pcs & Vegetable 100 gms		
2. Bhaji (One type)			2. Kachuri 4 pcs & Dal 100 gms		
3. Rice- 200 gms (Standard Quality)			3. Alu Paratha 1 pcs (100 gms)		
4. Dal- 50 gms			4. Chowmin Vegetable 200 gms		
5. Vegetable- 150 gms			5. Chowmin Non- Vegetable 200 gms		
6. Chatni- 20 gms			6. Chowmin Mixed 200 gms		
7. Papad					
8. Fish - 75 gms			7. Chana Masala 100 gms		
9. Egg - 1 pcs			8. Roll 125 gms (Egg/Chicken/Mixed)		
10. Paneer - 100 gms			9. Veg Cutlet 25 gms		
11. Mutton - 150 gms			10. Egg Cutlet 40 gms		
12. Chicken - 150 gms			11. Chicken Cutlet 40 gms		
13. Chapati (Roti) per piece			12. Plain Dosa		
<b>Total</b>			13. Masala Dosa		
			14. Tea		
			15. Coffee		
			<b>Total</b>		

For Office use only

Composite Rate	
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NB: Rates for students must be lower than the rates quoted to staff/others.