



VISVA-BHARATI  
SANTINIKETAN - 731 235

**Notice inviting tender for engagement of Caterer for providing services at different Guest houses of University**

The Member, Guesthouse Tender Committee, Visva-Bharati, Santiniketan invites sealed tender in Two Bids system (Technical & Financial) from the reputed Firms dealing with catering business for providing Breakfast, Lunch, Dinner, Snacks etc. to the Guests of our four guest houses among Purbapalli, Ratankuthi, SAIL and Rathindra Atithi Griha. 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 for submission of tender documents at the Office of the In charge, Public Relations is July 30, 2017 (17.00 hrs).

**Note for important Dates**

Date of Pre-bid conference: 17.07.2017 (4.30 p.m.)  
Date of Opening Technical Bid: 31.07.2017 (4.30 p.m.)  
Date of Opening financial Bid: 01.08.2017 (4.30 p.m.)

Date: July 15, 2017

*A. Banerjee*

Dr. Avijit Banerjee  
Member

Guesthouse Development Committee  
Visva-Bharati, Santiniketan

Incharge, Computer Centre  
As V.B is not registered  
with C.P.P, so the add  
maybe uploaded in  
the Univ Website  
A-Banji 15/7/17

## **Annexure-A**

### **TERMS & CONDITIONS FOR OPERATION OF CATERING SERVICE FOR UNIVERSITY GUEST HOUSES**

#### **A. Special Conditions:**

1. The Pre-bid conference will be held with the prospective service provider at the Office of the Public Relations, Visva-Bharati before submission of tender. This is only for clearing of confusion & clarification of issues of technical details, Scopes etc. of service and not for qualifying as vendor.
2. The interested vendors must be present in person or may send authorized persons with all original documents. In case of Authorized person, letter of authority is required.

#### **B. General Conditions:**

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 Dist. Food Inspector or Department of Food & Health, W.B. Govt., Partnership deed (in case of Partnership firm), Power of Attorney (if required),
  - II. PAN and, Clearance of Service Tax, P. Tax. P.F. & ESI etc.
  - III. Credential for dealing with this business (Govt. Org. preferable) for at least three years. Certificate indicating satisfactory service from at least three 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 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.
  3. Initially the contract will be for One Year from the date of issuing of work order or the date of execution of agreement whichever the latter. This may be renewed for further Two years subject to satisfactory performance and mutual consent.
  4. The vendor will have to pay a sum of Rs. 50000/- to the University towards infrastructural charges per year. This charge will be enhanced by 10% annually. This amount should be deposited before the issue of work order or execution of agreement which ever will be earlier.

5. Caterer will have to collect the payment of dining charges from the guests as per the rate approved by the Committee and issue cash memo properly.
6. Caterer will be responsible for paying all taxes including service tax to the Competent Authority directly.
7. EMD of Rs 25000/- in the form of D/D drawn in favour of the Accounts Officer, Visv-Bharati University payable at State Bank of India, Santiniketan Branch, 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.50000/-. The Performance Security will be refunded after 60 days of completion of contract subject to adjustment of deductions, if any. No interest will be paid on Performance Security.
8. Non-refundable Tender fees Rs.1000/- for tender will have to be submitted in the form of D/D drawn in favour of the **Accounts Officer, Visva-Bharati payable at State Bank of India, Santiniketan Branch**, is to be enclosed with the tender.
9. Financial bid of technically qualified bidders will be considered only. Evaluation of Lowest Bidder will be on the lowest evaluated **composite cost** (inclu. of service tax) of all items as indicated in Annex-B offered by the vender in the Financial bid Annex-E.
10. No price variation will be allowed within the tenure of contract unless there is any change in Govt. duties, if applicable.
11. 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.
12. Original tender document should be neatly typed or printed and each page will be signed and duly stamped with official seal. In case of Authorized signatory, authorization from the competent authority should have to be submitted in the given format.
13. 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.
14. Vague, incomplete, confusing or contradicting and conditional tender will be liable to be cancelled without any explanation.
15. The Guesthouse Tender 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.
16. The decision of the Technical Committee/ The Guesthouse Tender Committee will be final and binding.
17. The successful vender will execute an agreement with the University.
18. Any loss or damage to the University's asset will be replenished by the vendor immediately and should report to the Office of the In-charge, guest house
19. Efforts to personally influence of any nature to the Tender Committee's decision will result in cancellation of the bid.

20. 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.
21. 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
22. Duly filled in tender will be sent through courier/speed post only. By hand/personal submission of tender will be dropped in the Tender Box, kept in the Office of In-charge Guest House. 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.
23. All disputes will be under the jurisdiction of Bolpur/Suri court at Birbhum district
24. Tender form will be available with the Office of the Public Relation Officer, V.B. on production of D/D of Rs.1000/-. The tender form can be down loaded from web-site and in that case a D/D for the amount Rs.1000/- is to be furnished with the tender. Down loaded form without D/D is liable to be cancelled.
25. The bidder should submit self-declaration to the effect that he is free from any encumbrance and has no case of legal conviction in any form.
26. Sealed tender containing two covers for Technical (Annex-C and D) and Financial bid (Annex-E) super scribing as "Technical bid for Outsourcing of catering service of Guest Houses" and "Financial bid for Outsourcing of catering service of Guest Houses" and should be sent in sealed covers super scribing as "Tender for Catering service of Guest Houses, to the Office of the Public Relation Officer, V.B. within the stipulated date of submission of tender. Late tender will not be accepted.
27. 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.

**(C) Other conditions:**

- (i) The University will provide Kitchen facility and Dining hall.
- (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 guests. 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 8 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.
- (v) Electricity charges will be paid by the vendor to the competent authority and submit the copy of paid electricity bill for each quarter to the Office of In-Charge Guest House, V.B. regularly.

- (vi) University will not arrange any accommodation for workers

**(D) Regarding Meals:**

- (i) Preparation and serving of breakfast, lunch, evening snacks 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 In charge, Guesthouse on behalf of the University reserves the rights to modify the menu and revise the same at 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 Service Tax etc.
- (iv) Caterer shall give utmost attention to provide wholesome, tasty, 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.

**(E) 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) Guesthouse Tender Committee on behalf of the University reserves its right of inspection relating to quality & service at any given point of time and shall be the sole judge about the food services.
- (v) Caterer shall be responsible for housekeeping, cleanliness and hygienic maintenance of the Dining Hall including washing and cleaning of kitchen area on daily basis.

**(F) 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 relationship with the boarders of the Guesthouse. 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 Guesthouse. 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.

**(G) Supervision:**

- (i) The Guesthouse Tender Committee will appoint a Committee to 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 Boarders 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 published.

**Note for important Dates**

Date of Pre-bid conference: 17.07.2017 (4.30 p.m.)

Date of Opening Technical Bid: 31.07.2017 (4.30 p.m.)

Date of Opening financial Bid: 01.08.2017 (4.30 p.m.)

**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 - Annexure-B  
to be provided i.e. scope  
of work.
3. Technical Bid for Vendor's - Annexure-C  
details
3. Declaration of bidder - Annexure-D
5. Format for Financial Bid - Annexure-E

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 Guest Houses 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**  
**Financial Part**

In reference to the Tender notice dt..... for outsourcing of catering service at Guest Houses of the University I/we hereby offer the Financial Bid according to the scope of work at Annex-B,

Cost of

**NOTE: Breakfast, Lunch, Dinner (Pl. quote separately for Breakfast and Veg & Non-Veg Meals). The cumulative total per day will be taken as the quoted price:**

**Tea & Snacks:**

(Inclusive of all taxes and other Misc. cost)

1. Name of the bidder
2. Address with phone no. and E-mail

Signature of bidder and Office seal

Date:

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



**Annexure-C**

**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 deed/agreement. :
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 in Annex-E 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 Ratan kuthi Guest house / Rathindra Atithi Griha**

| <b>DAYS</b> | <b>BREAKFAST</b>  | <b>LUNCH</b>   | <b>DINNER</b>   |
|-------------|---|--|---|
| Monday      | Bread, Butter, Jam, Uppma + Shambar, Chutni, Tea / Coffee | Fish Meal – Fish(100g)+ One Dry Veg+ Two Vegetable<br><br>Chicken Meal – Chicken (100g) + One Dry Veg+ Two Vegetable<br><br>Mutton Meal – Mutton( 100g) + One Dry Veg+ Two Vegetable<br><br>Veg Meal – Paneer (50g)+One Dry Veg+ Two Vegetable | Fish Meal – Fish(100g)+ One Dry Veg+ Two Vegetable<br><br>Chicken Meal – Chicken (100g) + One Dry Veg+ Two Vegetable<br><br>Mutton Meal – Mutton( 100g) + One Dry Veg+ Two Vegetable<br><br>Veg Meal - One Dry Veg+ Two Vegetable |
| Tuesday     | Bread, Butter, Jam, Aloo Paratha, Aloo Sabji, Tea/ Coffee | -DO-   | -DO-  |
| Wednesday   | Bread, Butter, Jam, Idly + Chutni, Tea/ Coffee            | -DO-   | -DO-  |
| Thursday    | Bread, Butter, Jam, Kachudi + Aloo Sabji, Tea/ Coffee     | -DO-   | -DO-  |
| Friday      | Bread, Butter, Jam, Dosa+ Sambhar, Tea/                   | -DO-   | -DO-  |

|          |   |  |  |
|----------|---|--|--|
|          | Coffee  |  |  |
| Saturday | Bread, Butter, Jam,<br>Puri + Channa,<br>Tea/ Coffee                | -DO-   | -DO-   |
| Sunday   | Bread, Butter, Jam,<br>Uttapam + Chutni,<br>Tea/ Coffee             | -DO-   | -DO-   |
|          | <b>Common:</b><br>Eggs to order,<br>Cornflakes with<br>milk, Banana | <b>Common:</b> Rice<br>(Boiled / Raw), Dal /<br>Shambar, Chappati,<br>Curd, Chutni, Papad,<br>Green Salad, Sweet<br>Note: Good quality<br>of rice like<br>Basmati/Long grain<br>rice | <b>Common:</b> Rice<br>(Boiled / Raw), Dal /<br>Shambar, Chappati,<br>Chutni, Papad,<br>Green Salad, Sweet<br>Note: Good quality<br>of rice like<br>Basmati/Long grain<br>rice |

(Menu details /specification may be further specified as far as practicable.)

**Scope of service at Purbapalli / SAIL Guest Houses**

| <b>DAYS</b> | <b>BREAKFAST</b>  | <b>LUNCH</b>   | <b>DINNER</b>   |
|-------------|---|--|---|
| Monday      | Bread, Butter, Jam, Uppma + Shambar, Chutni, Tea / Coffee | Fish Meal – Fish(100g)+ One Dry Veg+ One Vegetable<br><br>Chicken Meal – Chicken (100g) + One Dry Veg+ One Vegetable<br><br>Mutton Meal – Mutton( 100g) + One Dry Veg+ One Vegetable<br><br>Veg Meal –One Dry Veg+ One Vegetable | Fish Meal – Fish(100g)+ One Dry Veg+ One Vegetable<br><br>Chicken Meal – Chicken (100g) + One Dry Veg+ One Vegetable<br><br>Mutton Meal – Mutton( 100g) + One Dry Veg+ One Vegetable<br><br>Veg Meal - One Dry Veg+ One Vegetable |
| Tuesday     | Bread, Butter, Jam, Aloo Paratha, Aloo Sabji, Tea/ Coffee | -DO-   | -DO-  |
| Wednesday   | Bread, Butter, Jam, Idly + Chutni, Tea/ Coffee            | -DO-   | -DO-  |
| Thursday    | Bread, Butter, Jam, Kachudi + Aloo Sabji, Tea/ Coffee     | -DO-   | -DO-  |
| Friday      | Bread, Butter, Jam, Dosa+ Sambhar, Tea/ Coffee            | -DO-   | -DO-  |
| Saturday    | Bread, Butter, Jam, Puri + Channa, Tea/ Coffee            | -DO-   | -DO-  |

|        |  |   |  |
|--------|--|---|--|
| Sunday | Bread, Butter, Jam, Uttapam + Chutni, Tea/ Coffee                    | -DO-  | -DO-   |
|        | <b><u>Common:</u></b><br>Eggs to order, Cornflakes with milk, Banana | <b><u>Common:</u></b><br>Rice (Boiled), Dal, Chutni, Papad, Green Salad<br><br>Note: Good quality of rice | <b><u>Common:</u></b><br>Rice (Boiled), Dal Chappati, Chutni, Papad, Green Salad, Note: Good quality of rice |

(Menu details /specification may be further specified as far as practicable.)

Note: Tea / Coffee / Biscuits / Cookies / Mineral Water need to be served as per guest order at all the University Guesthouses.