



VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY: BURLA

**P.O.: Engineering College Burla (Siddhi Vihar),
Dist.: Sambalpur, Odisha-768018, India, Ph:(0663)2430573**

Advt.No.VSSUT/Registrar/DSW/7277

Date: 25.11.2019

TENDER CALL NOTICE

Sealed Tenders are invited by the undersigned under two bid system from intending reputed, registered and experienced and authorized firms/agencies for Catering and House keeping at Veer Surendra Sai University of Technology (VSSUT) Hall of Residences, Burla. The last date of receiving of tender is **19.12.2019, 5.00 PM. by Speed post.** The Technical bid shall be opened on **20.12.2019 at 3.00 PM** and opening of Financial Bid will be notified later on. For details visit University website **www.vssut.ac.in** .

Sd/- Registrar

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA, BURLA
(Formerly University College of Engineering, Burla)

Po: Engineering College, Burla, Dist: Sambalpur, Odisha, India, PIN: 768018

Phone: 0663-2430211, FAX: 0663-2430204, Website: www.vssut.ac.in



TENDER DOCUMENT
FOR
CATERING & HOUSEKEEPING SERVICE IN HALL OF
RESIDENCES

Tender Call Notice No. VSSUT/ REGISTRAR/

Date:

Submitted by

M/s _____

The Document is prepared by VSSUT, Burla. It should not be reused or copied or used either in partially or fully in any form. The information provided by the bidders in response to this tender document will become the property of VSSUT, Burla and will not be returned.

Tender –Catering and Housekeeping Services - VSSUT Hall of Residences

The Veer Surendra Sai University of Technology (VSSUT), Burla is an Educational Institution of National Importance, functioning under the control of Skill Development and Technical Education Department, Government of Odisha. At present, over 5000 students are pursuing their Engineering/ Science education in VSSUT and they are accommodated in 11 Hall of Residences situated within VSSUT campus. The Management and Administration of the VSSUT Hall of Residences are vested with Hall of Residences Administration Committee (herein after referred to as HAC) headed by the Dean Student Welfare (DSW). The Registrar invites sealed tenders under two bid system from interested Firm /Agency fulfilling the criteria given in the tender document who may submit their offer for Catering and Housekeeping services required for various cluster of all Hall of Residences of VSSUT.

Pre Bid Conference Date:

Last date for receipt of bids:

Date of opening of bids:

The Tender document, terms & conditions and specifications may be downloaded from institute website www.vssut.ac.in

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

Tender No	
Date of advertisement of Tender	
Scope	Rendering catering and housekeeping services in VSSUT Hall of Residence.
Duration of Contract	One years from the date of agreement, which is extendable subject to satisfactory services
Contract under trial	Three months from the date of agreement which will be extended on satisfactory performance – Otherwise will be terminated with due notice forfeiting EMD / SD
Last Date and Time of Submission	
Date of Opening Technical Bid	
Date of Opening of financial bids for technically qualified bidder	To be notified later.
Date and place of Pre Bid Conference	
Cost of the Tender Document	Rs. 5000/- (Rupees five thousand only) in the form of crossed Demand Draft in favor of drawn in favour of “The Registrar, VSSUT, Burla” payable at Burla.
EMD	Rs.5,00,000/= (Rupees five lakhs only) in the form of crossed Demand Draft in favor of " The Registrar, VSSUT, Burla” payable at Burla.
Validity of Bid	90 days
Total Number of pages of Tender Document	
Address and process of Submission of bids	The Registrar, VSSUT, Burla—768018, Sambalpur, Odisha by Speed post / Registered Post

SECTION-1

NOTICE INVITING TENDER

Registrar, VSSUT, Burla invites sealed bids under two bid system from registered and authorized firms/agencies for Catering and Housekeeping at Veer Surendra Sai University of Technology (VSSUT)Hall of Residences, Burla.

Bidding documents duly filled in as per the instruction of the Tender Document (Technical and Financial Bids) should be placed in two separate sealed envelopes. The cost of Tender Document and EMD should be placed inside the envelope for Technical Bid. Tender documents received without cost of document or EMD will be summarily rejected. The two envelopes should be placed in another larger envelope. All the three envelopes should be superscripted with the name of the tender, name of the bidder and addressed to the Registrar, VSSUT, Burla-768078, Sambalpur, Odisha. The sealed bidding documents should be delivered in the Office of Registrar by the stipulated date and time.

The Technical bids shall be opened in the Office of Registrar, VSSUT, Burla on _____ at 3.00 pm by the Committee authorized by the Vice-Chancellor, VSSUT, Burla in the presence of such bidders who may wish to be present. The financial bids of only those bidders whose Technical Bids are qualified with respect to the eligibility criteria, shall be opened by the Committee authorized for the purpose.

The date, time and venue for opening of the financial bids shall be intimated to the technically qualified bidders at a later date.

The Competent Authority of the University reserves the rights to reject any or all the bids without assigning any reason what so ever and the decision of the University Authority, VSSUT, Burla shall be final and binding.

Registrar
VSSUT, Burla

SECTION-2
TECHNICAL PROPOSAL SUBMISSION FORM
LETTER OF BID

Date:

To

Registrar

VSSUT, Burla

Ref: Invitation for Bid No. TENDER No. _____ dated _____

We, the undersigned, declare that:

- 1) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.
- 2) We offer to execute in conformity with the Bidding Documents for providing Catering and Housekeeping at VSSUT Hall of Residence, Burla in areas of deployment and scope of work as mentioned in tender document.
- 3) Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- 4) If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
- 5) We also declare that Government of India or any other Government Body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practice.
- 6) We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid/ lowest bid or any other bid that you may receive.

Yours Sincerely,

Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding Company)

Full Name and Designation

(To be printed on Bidder's letter head)

SECTION-3

1. INSTRUCTIONS TO THE BIDDERS

1. For the Bidding / Tender Document Proposed, Registrar, VSSUT, Burla shall be referred to as “Client” and the Bidder/ Successful Bidder shall be referred to as “Contractor” and /or “Bidder” or interchangeably.
2. The Blank tender documents may be downloaded from this office website <http://www.vssut.ac.in>. Those bidders who wish to download the Blank tender documents from the website should furnish the Tender Cost of Rs.5000/- through Demand Draft along with the Technical Bid Documents and EMD.
3. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained,
4. Each page of the Tender Documents must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. **NO ADDITION/ALTERATION SHOULD BE MADE FROM THIS BIDDING DOCUMENT.**
5. The person signing the tender document on behalf of the bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
6. All bidders are hereby explicitly informed that conditional offer or offers with deviations from the conditions of contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD or requisite amount/format, or any other requirements, stipulated in the tender documents shall be summarily rejected.
7. The Bidding Company should be a Limited / Private Limited Company, registered under the Companies act, 1956. Bidding in the form of Proprietorship / Partnership / Joint Venture/Consortium Company is also permitted.
8. The parties to the Bid shall be the “Bidder” (to whom the work has been awarded) and the Registrar, VSSUT, Burla as client.
9. For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgment due to the Registrar, VSSUT, Burla. The bidder shall solely be responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
10. The requirements of service may increase or decrease at the sole discretion of the competent authority or the Client.

2. ELIGIBILITY CRITERIA

1. Bidder should be a professional with a good experience in providing in-house catering (i.e. Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, etc.) and Hostel Housekeeping services to big hostels, banks, corporate etc.
2. Bidder should be either Proprietorship/Partnership firm/ Limited Company (either private or public).
3. Minimum annual turnover of bidder should be Rs. 50/ lakhs (fifty lakh) in any of the last three financial year supported by audited or CA certified statement of accounts.
4. Bidder should have among its clients, training institutes / centres established by banks, financial institutions or corporate in public/private sector, for whom they have been providing both In-House catering and Hostel/Reputaded Hotel Housekeeping services of similar nature. Names and addresses of such clients along with details regarding nature, amount and period of the contracts should be furnished along with **Technical Bid (Part-A)**. Certificates from the clients regarding the quality and duration of service rendered preferably during the last three years shall also be furnished in the prescribed format given in **Annexure-A**.
5. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.
6. Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
7. Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
8. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.

3. EARNEST MONEY DEPOSIT:

1. The bids should be accompanied by an Earnest Money Deposit of Rs. 5,00,000/- (Rupees Five lakhs only) in the form of Demand Draft of any nationalized /scheduled bank. The validity of the Demand Draft must be up to 6 (six) months starting from the date of submission of the bids. The Demand Draft shall be in favour drawn in favor of “Veer Surendra Sai University of Technology, Burla” payable at SBI, Burla must be submitted. The EMD will not carry any interest.
2. Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited.

3. The bids without Earnest Money Deposit shall be summarily rejected.
4. No claim shall lie against the Registrar, VSSUT, Burla in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
5. The bid security may be forfeited if the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form or in case of successful bidder, if the bidder
 - i Fails to sign the contract in accordance with the terms of the tender document
 - ii Fails to furnish required performance security in accordance with the terms of Tender document within the time frame specified by the client.
 - iii Fails or refuse to honor his own quoted prices for the services or part thereof.

4. VALIDITY OF BIDS

1. Bids shall remain valid and open for acceptance for a period of 90 days from the last date of submission of Bids.
2. In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
3. The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

5. PREPARATION OF BIDS

1. Language: Bids and all accompanying documents shall be in English.
2. **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, Valid EMD of requisite amount. Documents comprising the Bid shall consist of the following:
 - a. Technical Bid Submission Form duly signed and printed on Company's letterhead.
 - b. Signed and Stamped on each page of the tender document.
 - c. EMD.
 - d. All attested supporting document in proof of having fully adhered to eligibility criteria.
 - e. The Technical Bid should then be kept in a separate sealed envelope, superscripted as "Technical Bid" for Tender No _____ with the Name and address of the Bidder.
3. **Financial Bid:** Bidder should prepare financial bid in the price schedule as provide in the Tender Document. Then the financial bid should be kept in a separate sealed envelope, superscripted as "Financial Bid" for Tender No _____ with the Name and Address of the Bidder.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

6.SUBMISSION OF BIDS

- a. The Bidder shall submit the bid in a sealed envelope containing two separate sealed envelopes consisting of (i) Technical Bid and (ii) Financial Bid, clearly superscripting so and the two envelopes shall be kept in another single sealed envelope and duly superscripted as “Common Envelope” for Tender No. _____, dated _____.
- b. The Bid should be received by speed/registered post not later than 3.00 pm on _____ addressed to against the Registrar, VSSUT, Burla.
- c. Bidders sending their bids through courier should also ensure that their bids are received on the said address by the stipulated date and time. No time extension for couriers shall be granted.
- d. Bids must be received in the office at the address specified above not later than the date and time stipulated in the notification. No Bid shall be accepted after the aforesaid date and time. However the competent authority or the Registrar, VSSUT, Burla reserves right to extend the date / time for receipt of bids, before opening of the Technical Bids.
- e. Late Bids: Any Bid received by the office after the deadline for submission of bids as stipulated above, shall not be considered

7.BID OPENINGPROCEDURE

1. The technical Bids shall be opened in the office of the Registrar, VSSUT, Burla on _____ at 3.30 PM by the Committee authorized by the Vice-chancellor, VSSUT, Burla in the presence of such bidders who may wish to be present or their representatives.
2. The financial bids of only those bidders whose Technical bids are qualified, shall be opened by the committee authorized for the purpose. The date, time and venue of opening of the financial bids shall be intimated to the technically qualified bidders.
3. A letter of authorization shall be submitted by the Bidders representative before opening of the Bids.
4. Absence of bidder or their representative shall not impair the legality of the opening procedure.
5. All the present Bidders or their representative shall be required to sign the main bid envelope to ensure the correctness of the bid.
6. After opening of the technical bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidders meets the minimum eligibility criteria as specified in the Tender Document.
7. Refusal to sign the bid envelope by the bidder or his representative, may disqualify his bid based on the decision of the Tender opening Committee.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

8. Bids shall be declared as Valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD, by the Tender opening Committee. However, detailed evaluation shall be done only in respect of valid bid.
9. The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, time and venue remaining unaltered.

8. CLARIFICATION ON TECHNICAL BID EVALUATION.

1. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Clients request for Clarification and the response shall be in writing.
2. If a bidder does not provide clarifications of its bid by the date and time set in the Clients request for clarification, its bid may be rejected. Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

9. TECHNICAL BID

1. A substantially responsive bid shall be one that meets the requirements of the bidding document in totality. The technical bid not meeting the minimum requirements as per the tender documents shall be rejected.
 - a. The responsiveness of the bid, i.e. Receipts of duly filled, signed and accepted bid documents in complete form, including Authorization Letter.
 - b. Receipt of valid EMD with requisite amount in acceptable format.
 - c. Documents in proof of meeting the minimum eligibility criteria.
 - d. Any other documents as required to support the responsiveness of the bidder, as per tender.
2. The bidder who qualifies in the technical evaluation stage shall only be called for opening of financial bids. Client shall intimate the bidders, the time/venue for the financial bid opening in written communication.

10. FINANCIAL BID OPENING PROCEDURE

1. The Financial bids of all the technically qualified bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
2. All the technically qualified bidders / their authorized representatives at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

3. Any bidder objecting to the same shall be disqualified and his financial bid shall not be considered.
4. Absence of bidders or their authorized representatives shall not impair legality of the process.
5. The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
6. Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (Lowest bidder or L-1) shall be decided only after following due procedure as explained in tender document.
7. If there is a discrepancy between words and figures, the amount in words shall prevail.

SECTION-4

1. JOB SPECIFICATIONS AND REQUIREMENTS FOR RUNNING MESS FACILITIES:

1. To provide breakfast, lunch, tiffin and dinner. The number of boarders depends on Hall of Residence (**Annexure A**) which may vary between 10 to 20%.

Tentative Mess Timings:

Breakfast: 07.00 – 09.00 Hrs. (During weekends and holidays the breakfast timing should be extended till 10.00 Hrs.)

Lunch: 13.00 – 14.30 Hrs.

Tiffin: 17.00 – 18.30 Hrs

Dinner: 20.00 – 22.00 Hrs.

2. The food has to be prepared in clean, hygienic and safe conditions as per the menu.
 3. Basic menu (until and unless specified) is unlimited.
 4. Menu and price of extra items may be found in **Annexure B**. The right to make any changes lie solely with the Mess Committee of the respective cluster of hall of residences. The extra items must be available besides regular menu during regular mess timings with extra charges.
 5. For the preparation of food, the Caterer/Vendor has to use food materials as per the Specification (**Annexure C and D**).
 6. The workers should have worked in large institute canteens, hotels, messes for a period of two years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian.
 7. The kitchen, dining hall, hand wash area, dish wash area, etc. will be washed with water and soap solution, mopped and dried after every meal (breakfast, lunch and dinner) and kept ready for the next meal. All the vessels used for cooking also should be washed with soap solution and hot water and should be available for use for cooking the next meal. The cleaning material supplied should be of approved quality.
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ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

8. The kitchen, dining hall, hand wash area, dish wash area, etc. will be disinfected one in a week or as and when required.
9. The contractor is required to dispose off the garbage collected from the kitchen, dining halls, dish wash area every morning by separating the bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.
10. Vegetarian and Non Vegetarian foods will be cooked and served separately.
11. Food is to be served through counters on self service basis. However, the used plates will be taken out from the dining tables to the dish wash area by employees of vendor.
12. The food should also be served to the hall of residence rooms for sick students only in the room as and when required.
13. Water Coolers and purifiers should be cleaned and maintained as per the instructions by the authority.
14. The teaspoons, table spoons, forks, knives, stainless steel tumbler glass, katories required for the service should be provided by the contractor. University will not be responsible for the loss of any items. However crockeries available in the hall of residences will be handed over to the vendor. These crockeries should be returned to Hall of residences after termination of contract.
15. Providing of first quality provisions, especially rice, wheat flour, vegetables, fruits, milk, cooking gas, etc. in preparation of the items will be the responsibility of the contractor.
16. The University shall provide electricity to the vendor for the exclusive purpose of running the dining and housekeeping services.
17. The contractor should be solely responsible for the arrangements of gas refills, and their safety. Fuel for cooking should be commercial LPG only, which is the sole responsibility of the contractor.
18. The Contractor shall use only branded raw materials and best quality items for preparing the food. Brands (ANNEXUR C) of products will be decided by the Mess Committee, for which the contractor should abide. The use of cooking soda in rice, maida in chapatti and MSG and Vanaspati (Dalda) in other food items is

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

strictly prohibited. The university authority/ or authorized person (decided by the university) will check all materials brought into the mess as well as cooking practices, followed in the event of quality of the food served being poor, adulterated, contaminated, use of expired raw materials or not adhering to contractual conditions, the university authority will be free to impose monetary fines as deemed fit on the contractor, even cancellation of the contract (ANNEXUR F).

19. The contractor shall not serve food cooked in the Mess facility in any other place inside or outside the campus without prior permission.
20. The rates stipulated in the contract will hold good for the agreement period, which shall be for one year, extendable at the same terms and conditions at the sole discretion of the University. Further extensions shall be considered based on the performance and review. Either party may terminate the contract by giving two months' notice.
21. When circumstances warrant, the contractor should cater for more number of students/staff members even at short notice. Similarly, fluctuations in strength during vacation periods should be accommodated, for which the contractor should keep in close liaison with the Warden / Assistant Warden and prepare food accordingly.
22. The collection of the payment for the mess bill/ late payment penalty from the students, shall be collected as per the Institute Rule.
23. Necessary Permission in writing should be obtained by the contractor for the overnight stay of their employees in the campus than the permissible strength, which will be decided by Hall of Residence Committee.
24. All mess employees, except the manager should refrain from having direct or indirect communication / conversation with the Hall of Residence students. Further, the manager is expected to have a cordial/ professional conversation with the students. In case of difference in opinion with any student, the manager should approach the Warden/ Assistant Wardens. Any misconduct on the part of the mess employees including the manager will invite heavy penalty on the contractor.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

25. The Contractor should ensure that all the employees are free from communicable diseases. Medical certificates to this effect should be made available for inspection by the authorities. It is the responsibility of the contractor to monitor and maintain the personal hygiene of the mess workers who cook/ serve food.
26. The University reserves the right to review and modify the terms and conditions periodically on mutual agreement basis.
27. Since the services include food and eatables, Prevention of Food Adulteration (PFA) rules 1955 is binding on the contractor.
28. The Contractor should run the mess/ supply food at the same rate for the same approved menu throughout the contract period, irrespective of vacation/ holiday and number of students. Failing which, it will invite heavy penalty on the contractor as decided by the HR committee/university authority.
29. The contractor shall not assign, sublet or part with the possession of the premises and properties of the institute therein or any part thereof under any circumstances.
30. The contractor shall vacate the leased premises and hand over the all fixtures, furniture, etc., which are University property, in good condition at the termination of the contract.
31. The contractor shall not make or permit any construction or structural alteration or additional fittings inside the premises or the work place without prior written approval of the University authorities.
32. Any dispute arising out of the deal shall be subjected to the jurisdiction of the court at Sambalpur within the State of Odisha.
33. The University reserves the right to add/delete/change any of the terms and conditions stipulated in this tender document.

SECTION-5

1. JOB SPECIFICATIONS AND REQUIREMENTS FOR HOUSE KEEPING:

1. To maintain cleanliness of all rooms/Halls, common room, TV room, bathrooms, toilets, wash basins, corridors, staircase, ramps, etc. of the HR.
2. For periodicity and nature of service find **Annexur E**.
3. Periodic cleaning of ceilings to remove cobwebs.
4. Regular maintenance of cleanliness of electric fans and light fittings of building.
5. Maintenance of electrical and sanitary fittings.
6. Maintenance of washing machines
7. Moving of articles like tables, chairs, almirahs, display boards, etc. as and when such shifting is necessary.
8. Daily cleaning and dusting of rooms and bathrooms. The walls and the floors of the bathroom shall be cleaned with a detergent and sanitised with phenyl.
9. The Indian squat toilet, commode, wash basin etc. shall be scrubbed with a brush and cleaned daily with good quality cleaner like Harpic or Sanifresh. Periodicity and nature of services can be found in **Annexure E**.
10. Keeping the drains around the building clean and clear from choking.
11. Cleaning and maintenance staff should be present from 7 A.M. to 9 P.M.
12. Maintain cleanliness around the HR building.
13. If plants, shrubs etc. grow on the walls, roof etc. they should be uprooted.
14. Spraying of insecticides for outside and inside use, as per manufacturer's specification, once every fortnight. Competent trained person should be deployed for this purpose.
15. Spraying of mosquito repellent chemicals by use of fogging machine using King Fog as per manufacturer's specification, once every week either in the early morning or after sunset. During the months of April to November the frequency of spraying should be twice a week. Competent trained person should be deployed for this purpose.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

16. Lady Conservancy Supervisor as well as scavengers/sweepers/conservancy labours will only be allowed in all the Ladies Hall of Residences and other places where lady students might be accommodated.
17. The agency should make necessary arrangement at his cost and responsibility to remove the dead animals, if any, immediately from the campus.
18. All housekeeping employees, except the manager should refrain from having direct or indirect communication / conversation with the Hall of Residence students. Further, the manager is expected to have a cordial/ professional conversation with the students. In case of difference in opinion with any student, the manager should approach the Warden/ Assistant Wardens. Any misconduct on the part of the mess employees including the manager will invite heavy penalty on the contractor.

SECTION-6

1. TERMS AND CONDITIONS: (GENERAL)

1. After 45 days of operation the contractors will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the contractor fails to meet the expectation and promises made, then the leave and license agreement can be cancelled at that time.
2. The Institute will not pay any advance payment under any circumstances to the service provider.
3. The Contractor shall be responsible for the proper conduct and behavior of the employees engaged. Its employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility. Collecting any private data from students, including phone numbers and email is strictly prohibited.
4. Smoking and consumption/distribution of Alcohol or any other narcotic drugs by the mess employees is strictly prohibited.
5. Employment of child labourers (below the age of 18) is totally prohibited. It is the responsibility of the Contractor to comply with all formalities of labour office including obtaining necessary labour license.
6. The owner of the firm shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions.
7. Compulsory facility of first aid box with adequate capacity, to be provided to the mess workers.
8. Major civil and electrical works will be attended by VSSUT. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

9. Tender should be accompanied with an EMD of Rs.500,000/- (Rupees Five lakh only), by way of Cross Demand Draft drawn in favour of “The Registrar, VSSUT Burla”. EMD will not carry any interest and the same will be refunded to the unsuccessful bidder within 30 days from the date of tender opening or finalisation of the tender whichever is later. Any tender without EMD will not be considered.
10. Only successful vendors EMD will be retained as the security deposit. EMD will be refunded after termination of the contract without any interest after deducting dues if any, to the University.
11. Disqualification clause: The bidder shall be disqualified if
 - (a) the bidder or any of its constituent(s) has been blacklisted / banned business dealing by any Government Department, Government Agency or Public Sector Undertakings at any time, except in cases where such blacklisting / banning has been withdrawn by competent authority or ceased on the deadline for submission of the bid, for which satisfactory evidence is to be produced.
 - (b) any previous contract of the bidder or any of its constituents had been terminated / rescinded for contractor’s failure by VSSUT during the period of the last 5 years before the deadline for submission of the bid
 - (c) the bidder or any of its constituents has been issued a show cause notice for poor performance / banning / blacklisting or business or order for suspension of business by the competent authority of VSSUT.
12. The tender document is non-transferable.
13. The offer should be valid for a period of at least 60 days from the date of the tender opening.
14. The Contract will be for a period of one years.
15. VSSUT, reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the vice-chancellor, VSSUT, Burla, shall be final and binding.
16. All tenders and covers should bear the name and address of the Bidder and all the pages of the tender document must bear the seal and signature of the Bidder.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

19. The Bidder should be prepared to come to VSSUT, Burla to take part in discussions, if required in a short notice.
20. All disputes that may arise shall be referred to the Registrar, VSSUT, Burla whose decision shall be final.
21. All employees engaged by the contractor shall be comprehensively insured for accidents and injuries by the contractor at his cost.
22. The payment will be made monthly on satisfactory completion of job contract services. The bill should be submitted on 5th of succeeding month and payment will be made within 30 days from the certification of the bill by Mess committee of respective hall. The contractor has to indicate Bank Account No. for arranging payment
23. The University shall be indemnified for all losses due to commissions and omissions of any person deployed by the contractor. There shall not be any loss or damage caused to the University on account of any negligence, carelessness, acts of omissions/commissions of contractors, his employees or staff and the same shall be made good by the contractor. It shall be made very clear that the employees/staff engaged by the contractor shall not be treated or considered as employees of the VSSUT, Burla under any circumstances. The contractor shall defend, indemnify and hold the University harmless from any liability or damage, law suits, penalties imposed by any State or Central Government Department or statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The University shall not be liable for any damage or compensation payable to any workmen or to any person as a consequence of his work and the university shall be completely indemnified accordingly.
24. University have all rights to reject any offer or terminate the contract any point of time without assigning any reason.
25. The Successful bidder is solely liable to fully indemnify and keep Client indemnified against all loses/penalties/awards decrees arising out of litigation/claims/application initiated against the Client on account of acts of omission/commission attributable to the Contractor.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

26. Whenever and wherever it is found that the assigned work is not performed up to the entire satisfaction of the Client, especially under the supervision of the Contractor's Supervisor, it will be brought to the notice of Contractor by the Client and if no action is taken immediately, penalty of Rs.500/- per day per complaint will be imposed by invoking penalty clause
27. In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Contractor failing to provide requisitioned number of manpower, the Client shall make deductions at double the rate of hiring rate on pro-rate basis from the bills prepared by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.
28. Payment will be made after getting satisfactory feedback from the Student and the Warden, Feedback form and procedure is given in the Forms.
29. Contractor staff shall always be disciplined, properly dressed and be presentable all the time during duty. The person deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Contractor shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike / unfair activities etc. during performance of his/her duty. It shall indemnify Client harmless in all respects under this contract.
30. Be it private or public areas, the Contractor's employees shall be liable to be frisked / checked by the security personnel at Client's premises or on duty at any time during performance of their duties.
31. During summer vacation (about two month) as per notification of the institute, Hall of Residences remain almost vacant. Hence the operations as prescribed in the respective areas where Hall of Residences have been mentioned will be reduced to a minimum and will be as directed by the Hall of Residence office.
32. The contractor is to maintain a site office in the Institute campus with proper and adequate manning every day during the tenure of their contract, so that they can be called upon to undertake work. The Hall of Residence office make provide

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

space (if available), for such office as per request and requirement of the agency. Otherwise the agency has to construct a temporary site office at the designated place at his own cost.

33. The site office of the agency is to be equipped with mobile phone service so that they are accessible for communication from anywhere in the Institute campus.
34. If there is a report of any urgent work the same has to be taken up and completed for the respective areas with immediate effect.
35. The tenderers should thoroughly inspect the areas of operation within seven days from the date of advertisement and submit tender as per the prevailing conditions and the difficulties, obstacles requirements etc. that are to be taken into account before quoting the rates.
36. The contractor has to obtain compliance certificates from end users of the respective areas of work as per checklist provided.
37. During vacation period the work, in the Hall of Residences and other places where students might be accommodated, should be done as assigned by the competent authority.
38. Any type of manpower deployed by the contractor if found unsuitable or charged with dereliction of assigned duties during the pendency of the contract will not be allowed for the work.
39. Any dispute arising out of the deal shall be subjected to the jurisdiction of the court at Sambalpur within the State of Odisha.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

ANNEXURE-A

**LIST OF HALLS OF RESIDENCE AT VSSUT BURLA FOR PROVIDING
CATERING SERVICE**

Sl. No	Hall Name	Capacity		
		Cluster	Minimum	Maximum
1.	Marichi Hall of Residence	I	225	275
2.	Atri Hall of Residence		225	275
3.	Kratu Hall of Residence		225	275
4.	Vasistha Hall of Residence		225	275
5.	Pulastya Hall of Residence	II	300	400
6.	Pulaha Hall of Residence		800	1500
7.	Arundhati Hall of Residence	III	195	390
8.	Anuradha Hall of Residence		250	375
9.	Visakha Hall of Residence		250	325
10.	Vasundhara Hall of Residence		250	400
11.	Rohini Hall of Residence		150	200

*Successful Bidder will be allowed to run one cluster of Hall of Residence to begin with.

*Tender committee reserves the rights to decide upon the modalities for running of remaining cluster.

*The cluster size may vary as per requirement, is the sole discretion Tender committee/ university authority

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

ANNEXURE – B
Typical Mess Menu

Days	Breakfast	Lunch Veg: 5 days (2 days- paneer, 2 day-mushroom, 1 day- corn). Non-Veg: 5 days (2 day- fish, 1 day- prawn/mutton curry, 2 day-chicken)	Snacks Veg: 1 day- paneer. Non-Veg: 1 day- egg.	Dinner Veg: 5 days (2 days- mushroom, 2-days paneer, 1 day-corn). Non-Veg: 5 days (2 day- egg, 3 days- chicken)
Monday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	Common items + 2 main lunch items (1-Dry item, 1-Gravy item)	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Gravy item) 1-sweet
Tuesday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	Common items + 2 main lunch items (1-Dry item, 1-Veg/Non-Veg item)	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Veg/Non-Veg item)
Wednesday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	Common items + 2 main lunch items (1-Dry item, 1-Veg/Non-Veg item)	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Veg/Non-Veg item)
Thursday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	Common items + 2 main lunch items (1-Dry item, 1-Gravy item)	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Gravy item) 1-sweet
Friday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	Common items + 2 main lunch items (1-Dry item, 1-Veg/Non-Veg item)	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Veg/Non-Veg item)
Saturday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	Common items + 2 main lunch items (1-Dry item, 1-Veg/Non-Veg item)	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Veg/Non-Veg item)
Sunday	Common items + 2 breakfast items (1-oily and 1-non-oily item)	(Special lunch) Veg and non-veg biriyani; naan; roti; poori; plain rice; toor dal; 1-Dry item veg and non-veg 1-Gravy item veg and non- veg Ice-cream	Common items + 1-snack main item	Common items + 2 dinner main item (1-Dry item, 1-Gravy item)

NB: 1. The detail menu will vary as per the recommendation of mess committees month wise with the approval of competent authority.

2. Veg items will be for vegetarians

Quantity of the items:

01. Milk – 200ml. 02., 03. Tea – 70ml. 04. Curd – 100gm. 05. Chicken – 100gm (four pices). 06. Fish – 100gm (1pice). 07. Mutton – 100gm (four pices). 08. Egg Curry – 02pcs egg. 09. Paneer – 100gm. 10. Mushroom –100gm 11. Green and leafy vegetable-150 gm. 12 Pron-100 gm (5 pices)

Common items:

- 1. Basic menu items for Breakfast:** milk/ bournvita +milk/tea/coffee; boiled egg; bread, butter and jam; bananas.
- 2. Basic menu items for Lunch:**(1) Rice (2) Dalma/Chana dal/Masoor dal/Moong dal (3) Tomato chutney/pickle/salad/chips/papad/curd/dahi boondi/dahi brinjal/dahi raita.
- 3. Basic menu items for Snacks:** (1)Tea/coffee/milk/nimboo pani (2) bananas/water melon/fruit salad/other fruits (3)biscuits.
- 4. Basic menu items for Dinner:** (1)Rice, Roti (2)Dalma/Chana dal/Masoor dal/Moong dal (3) Tomato chutney/pickle/ salad/chips/papad/curd/dahi boondi/dahi brinjal/ dahiraita.

Main items:

1. List of Breakfast main items:

- a. **Oily items:** vada with chutney and sambar; chole bhature with muttor sabjee or other sabjee; masala puri with aloo sabjee or sabjee; puri with aloo sabjee or other sabjee; onion utthappam with chutney and sambar; plain dosa with chutney and sambar; masala dosa with chutney and sambar; paratha with curd and aloo sabjee; aloo paratha with curd; pongal with chutney and sambar.
- b. **Non-oily items:** Idly with chutney and sambar; suji upma with sabjee; sevai upma with sabjee; poha with sabjee; dhokla; oats idly with chutney and sambar; green gram sprouts.

2. List of Lunch and Dinner main items:

- a. **List of Dry items:** bhendi masala, baigan masala, kadai bhendi, potal fry, karela fry, roast cauliflower korma, aloo potal, aloo gobi, aloo bhindi, barbate fry, beans fry, capsicum chilli, potato spring onion curry, saga, raw banana bhaja, finger chips, karela aloo fry, green peas fry, veg do pyaza, broccoli mix-veg fry, bhoondi masala, beetroot channa, french fries, boondi beanfry.

Ref: VSSUT/

Date:

- b. **List of Gravy items:** palak muttor curry, soyabean curry, aaloo pakodi curry, ghanto curry, navratna kurma, kabuli channa curry, mixed veg curry, veg kurma, corn capsicum masala, aloo muttor curry, kala channa curry, aloo channa curry, rajma curry, lobia curry, aloo posto, drumstick curry, cabbage curry, aloo tamatar curry, bhindi masala gravy, methimatar masala, channa palak, lauki channa dal, aloo gobi muttor curry, capsicum curry, beetroot curry, beans curry sag curry, sarson sag curry, palak tomato, chickpeas curry, lauki curry, dhal makkani, sprouts curry, baby cornmasala.
3. **List of Snack main items:** samosa; jalebi; pav-bhaji; masala dosa; vadapav; chana chat; papdi chat; ghugni chat; samosa chat; dahi vada; noodles; aaloo chop; bread chop; cutlet; mirchi bhaji; onionpakodi.
4. **List of Paneer items:**
Paneer butter masala; palak paneer; kadai paneer; sahi paneer; malai kofta; chilli paneer; paneer tikka masala; paneer bhurji; paneer lababdar; paneer masala; paneer makhani; paneer kolhapuri; achari paneer; paneer makhnwala; paneer handi; muttor panner; methi paneer; paneer korma.
5. **List of Mushroom items:**
Mushroom masala, palak mushroom curry, kadai mushroom, mushroom curry, aloo mushroom curry.
6. **List of corn items**
Corn palak, corn muttor curry, corn butter masala
7. **List of Chicken items:**
Butter chicken; tandoori chicken; chicken tikka masala; chettinad chicken; chicken curry; Mughlai chicken; chicken dhansak; chicken sagwala;
8. **List Mutton items**
Mutton curry, Mutton Kassa
9. **List of pron items**
Pron Curry
10. **List of sweets:**
Gulabjamun, rasgulla, pahalarasgulla, motichoorladdu, kheer, custard, carrot halwa, jalebi, coconut laddoo; chenna podo.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

ANNEXURE – C

Grocery brands recommended by the Institute:

Sl. No.	Item	Brand
1.	Rice	Zayaka, Neelakantha(India Gate for Biryani/Pulao)
2.	Atta	Grihashti-(Sarbati), Aashirvaad/Patanjali
3.	Besan	Grihashti/Nature Fresh/Patanjali
4.	Maida, Suji	Neelachakra/Patanjali
5.	Dal (Arhar)	Kora dal No. 1
6.	Dal (Mug)	Kora dal No. 1
7.	Dal (Urad)	Kora dal No. 1
8.	Soya Badi	Grihashti/Nutrella/Ruchi
9.	Vermicelli	Grihashti/Ruchi
10.	Cooking oil (Refined oil) (Sun flower)	Sweekar/Saffola Tasty/Sundrop/Nature Fresh (Use of Hydrogenated (vanaspati) oil is prohibited)
11.	Cooking oil (Mustard oil)	Engine/Saffola/Patanjali
12.	Spices	Grihashti/MDH/Everest/Patanjali
13.	Tea	Red Label/Tata Gold/Tata Premium
14.	Butter, Jam, Sauce	Amul/Kissan/Maggi/Del Monte/Mother Dairy
15.	Ice-cream	Amul/Dinshaw's/Vadilal/ Omfed
16.	Milk	Omfed/Amul/Mother Dairy
17.	Curd	Amul/Omfed/Mother Dairy/Paras/Madhuban
18.	Paneer	Amul/Omfed
19.	Green Peas/Baby Corn/Corn	Ruchi Fresh/Bangur
20.	Salt	Tata/Annapurna/Nature Fresh/Aashirvaad/Patanjali
21.	Pickle	Mother's/Pravin/Priya/Nilons
22.	Instant Noodles	Maggi/Top Ramen
23.	Papad	Lijjat/Sriram
24.	Bread	Mayfair/Max/Metro Gold/Modern
25.	Green Vegetables	Fresh Vegetables
26.	Durable Vegetables	Top Quality
27.	Fish/Prawn/Eggs	Top Quality
28.	Chicken	Fresh Chicken
29.	Mutton	Fresh Mutton

The Caterer/Vendor may use any other *FSSAI* approved brands only if permitted by the competent authority with due recommendation.

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

ANNEXURE – D
Desired operational conditions

Sl. No.	Item	
1.	Dal/Water proportion	Dal: Water- 1:3
2.	Dal/Rice Proportion in Idli/ Dosa and Tiffin items	Dal:Rice-1:5 (Dosa) Dal:Rice-1:2 (Idli)
3.	Cleanliness of Utensils	On Regular Basis
4.	Cleanliness of Surrounding	On Regular Basis
5.	Cleaning of Staff Toilet	On Regular Basis, use liquid soap containers on wall
6.	Garbage disposal	2 times in a day
7.	Separation of food and non-food items in disposal	Should be done
8.	Use of machine provided	All machines provided to the Halls should be used regularly.
9.	Staffdress,Cleanliness, Training	All employees in clean dress only
10.	Notices, Information displayed	All times
11.	Oiliness of the food	Less
12.	Tea (Quality, proportion of milk)	Excellent, 1:1
13.	Drinking water supply and quality	Aquaguard
14.	Disposal of used plates (speed & hygiene)	Immediate, VIM powder/soap/liquid for washing then Lizol for mopping.
15.	Cleanliness of Dining Hall and furniture	Should be cleaned after all meals with Lizol (3 times in a day)
16.	Cleanliness of Kitchen	On Regular Basis (3 times in a day)
17.	Wash Basin	Dettol hand wash liquid should be provide

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

ANNEXURE - E

1.	WC Cleaning	Three times a day
2.	Bathroom Cleaning	Three times a day
3.	Wash Basin Cleaning	Three times a day
4.	Floor Cleaning	Once a day
5.	Dustbin Cleaning	Twice a day
6.	Mirror Cleaning	Once a day
7.(a)	Mopping	Once a day
(b)	Mopping the verandah	Once a day
8.	Door Cleaning	Once a day
9.	Drainage Chock up Cleaning	Immediately on receipt of complaint
10.	Placing of naphthalene balls in toilet	weekly
11.	Cobweb Removal	Weekly Once
12.	Door, WC, Urinals, Washbasins deep Cleaning	Weekly Once
13.	Floor Scrubbing	Once in a Week
14.	Collection of garbage & segregation of bio degradable and non-biodegradable waste from each dustbins provided in the corridor of hostels & Messes transporting using tricycle and disposal.	Daily
15.	Burial of carcasses	Immediately as and when required
16.	Up keeping of all roads- removal of plastic and non-plastic garbage from all the roads, Near to common utility centers, tea shops, restaurant area and playing grounds in the hostel zone. Segregation at the source and disposal.	Daily
17.	Attending to faults in washing machine	Immediately as and when required
18.	De weeding of surroundings	Once in a Week
19.	Attending sewer line blockages	Immediately as and when required
20.	De silting of drains	Once in a Week
21.	Attending to faults in electrical fittings	Immediately as and when required
22.	Attending to faults in sanitary fittings	Immediately as and when required
23.	Attending to faults in water purifiers	Immediately as and when required

ANNEXURE – F

Penalties For Violation Or Rules, Terms And Conditions

The caterer will be fined in case of violation of the following rules:

Rule Violation	Minimum Fine per complain
Nonavailability of complaint register on the counter / discouraging students from registering complaints	Rs. 5,000/-
Insects cooked along with food	Rs. 5,000/-
Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 5,000/-
Any complaint of stones / pebbles of diameter more than 2 mm	Rs. 5,000/-
Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 5,000/-
Three or more complaints of unclean utensils in a day week	Rs. 5,000/-
If mess committee in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra Oily	Rs. 5,000/-
Food poisoning	At least Rs. 2 lakhs or more
Timings mentioned in the tender or decided with the respective committee should be followed strictly	Rs 8,000/-
If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs. 5,000/-
Changes in menu of any meal without permission of mess committee	Rs. 8,000/-
If the quality of milk is not found up to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by committee.	Rs 10,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehaviour by workers etc.	Rs. 15,000/-

Note: Put in PART 'A'

PROFILE OF THE BIDDER
PART 'A'

TENDER FOR JOB CONTRACT FOR STUDENTS' HALL OF RESIDENCE MESS AT
VSSUT BURLA

1. Name of the Firm\Organization :
2. Address :
3. Telephone No./Mobile No. & Name of the
Contact Person :
4. Fax No. :
5. Email ID :
6. Do you have an office at Burla/Sambalpur? If so,
Please provide the Address and Telephone No. :
7. Month and Year of establishment :
8. Name of proprietor\partners\directors :
9. No. of years of experience in this field,
with References, Certificates :
10. Annual Turnover during the last five years
(Enclose copies of Audited Financial Statement) :

2018 – 19 :

2017 – 18 :

2016 – 17 :

2015 – 16 :

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

2014 – 15 :

11. Whether the firm is an Income Tax Assessee?
If so please give the details of PAN No. and copy
of the latest assessment order :
12. Registration No. :
13. EPF No. :
14. ESI No. :
15. KST/CST/TIN No. :
16. Labour Licence No and copy :
17. Food Licence No and copy :
18. Bank Details (Bank Name, No, & Address :
(for ECS Payments)

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

Note: Put in PART 'A'

DETAILS OF PREVIOUS CONTRACTS

Period of Contract	Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks
From To				

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials:

Period of Contract	Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks
From To				

ADMINISTRATION, VSSUT HALL OF RESIDENCES
VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY (VSSUT), BURLA-768018

Ref: VSSUT/

Date:

Part-B
FINANCIAL BID

1. Mess

Sl No.	Particulars	Rate for Menu/ Boys Student	Rate for Menu/ Girls Student
1.	Breakfast		
2.	Lunch		
3.	Evening Snacks		
4.	Dinner		

The above rates will be inclusive of fuel, cost of procurement of rice, flour and all other provisions, vegetables, fruits, unloading and loading, transportation, storage, labour, charge for decent hygenic housekeeping, all statutory taxes including service tax, duties and levies etc., per student. The Institute will not pay any other charges for the catering and housekeeping services provided.

Authorized Signatory