

**TENDER DOCUMENT FOR  
PROVIDING COOKING AND CLEANING SERVICES  
AT STUDENTS “C” MESS AT IISc**

**TENDER NO.R(CMC)/MESS/2024-5(3) dated 12<sup>th</sup> March 2024**

**(<https://iisc.ac.in/all-tenders/>)**



**CONTRACT MANAGEMENT CELL  
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**GENERAL DEFINITIONS**

1. IISc or Institute means, The Indian Institute of Science, Bangalore
2. “Director” means, The Director of IISc or his authorized representative.
3. “Registrar” means The Registrar of IISc or his authorized representative.
4. ‘Areas’ means areas specified in this tender in general and any other areas specified by the Officer In charge / Asst Registrar (Hostels).
5. Selected agency/service provider means the successful bidder.

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SCHEDULE OF EVENTS & OTHER DETAILS  
SCHEDULE A**

Tender No.	<b>R (CMC) MESS/2024-5(3) dated 12.03.2024</b>
Pre-bid Clarification	<b>18/03/2024 - 3.00 p.m. ( Online MS teams link will updated in IISc Tenders Website)</b>
Last date for receipt of bids	<b>06/04/2024 - 4.00 p.m.</b>
Validity of bid:	180 days from the date of Opening of tenders
Earnest Money Deposit	<b>Rs. 3,00,000/- (Rupees Three Lakhs only)</b> In the form of Demand Draft in favour of THE REGISTRAR, Indian Institute of Science, Bangalore. payable at BANGALORE
Date & Time for opening of Technical Bid:	<b>08/04/2024- 4. 00 p.m.(Tentative)</b>
Name and Address of the Client:	Contract Management Cell, Located in Raman Building, Indian Institute of Science, Bangalore - 560 012 Phone No 080 22932500/22932049 Email: cmc.unit3@iisc.ac.in
Submission of Tender document	e-procurement portal- <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> Helpline no: 0120-4001005
Date and Time of opening of Tender (Financial Bid)	Shall be intimated to technically Qualified bidders through CPPP portal
Contract Commencement Date:	<b>20<sup>th</sup> April 2024 (Tentative)</b>
Performance Security Deposit	5% of the annual contract value
FINANCIAL Turn-over of Bidder	Rs. 1, 50, 00,000/- (Rupees One Crore and fifty lakhs) per annum for the last 3 FINANCIAL years.
Contract Duration:	3 years (Three Years) (renewable annually after performance review)

**TENDER NOTICE**

1. The Registrar, Indian Institute of Science invites tenders in two bid (Technical and Financial) system from eligible Bidders, from reputed, experienced and financially sound Bangalore based registered agencies for

**“PROVIDING COOKING AND CLEANING SERVICES  
AT STUDENTS’ “C” MESS AT IISC “**

2. The tender document can be downloaded from the web site: <https://iisc.ac.in/all-tenders/> and can also be downloaded from e-procurement website: <https://eprocure.gov.in/eprocure/app>. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.
3. Interested Companies/ Firms/ Agencies after applying in CPPP portal is advised to enclose and drop the Original Demand Draft for EMD, Uploaded copies of the Technical bid along with documents mentioned in Annexure I in the Tender Box kept in the Contract Management Cell, located in Raman Building, Indian Institute of Science, Bangalore-12, on or before the deadline indicated in Schedule A. **Financial bid should not be dropped in the tender box as it will be downloaded from the CPPP portal.**

**GENERAL INSTRUCTIONS FOR BIDDERS**

- 1) The bids are invited under **two bid system i.e. Technical Bid and Commercial Bid via CPPP portal as given in Schedule A**. The Earnest Money Deposit (EMD) refundable (without interest), should be necessarily accompanied along with the Technical Bid of the agency in the form of Demand Draft from any of the Nationalized / Scheduled bank drawn in favour of **The Registrar, Indian Institute of Science, Bangalore** payable at Bangalore and valid for a period of 180 days. Bids not accompanied by EMD or without proper validity will be summarily rejected. Micro and small Enterprises if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) with valid certificate duly issued by GOI are exempted for submitting the earnest money deposit (EMD). The bid security may also be accepted in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e- Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects. In terms of the purchase preference policy of Govt of India, as this tender cannot be split or divided, the MSE quoting a price within the band of L1+15% will be awarded complete supply of the total tendered value to MSE, considering the spirit of the policy for enhancing Govt procurement from MSE. For clarity, Participating Micro and Small Enterprises quoting price within price band of L1+15%, will qualify to supply an entire portion of requirement by bringing down price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprises. Purchase preference policy to MSE will apply.
- 2) The successful bidder shall have to deposit in a scheduled/nationalized bank, Performance Security Deposit as specified in the Schedule A. At the time of award of contract within 15 days of the receipt of the formal Work Order. The performance security deposit will have be furnished in the form of Bank Guarantee/Demand Draft drawn in favor of **The Registrar, Indian Institute of Science, Bangalore** payable at Bangalore. **The bank guarantee should be from a nationalized / scheduled bank only**. The performance security deposit should have 90 days validity beyond the date of completion of all the contractual obligations of the security service provider. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India or any State Government of Union of India. (Authorized signatory should provide an undertaking).
- 3) All Bidders shall provide the required information accurately and enough as per details in Eligibility Criteria. The bidder should drop the Earnest Money Deposit (EMD) mentioning the name of the company in the backside of Demand Draft, along with the Technical bids and documents mentioned in the Annexure IV in the Tender Box kept in the Contract Management Cell, located in Raman building, 1<sup>st</sup> floor, Indian Institute of Science, Bangalore-12 on or before the last date of submission of tender.
- 4) The Tenderer shall upload the valid certificate copies of certificates as mentioned in Annexure IV **failing which the tender will be rejected**. If necessary, bidder shall produce all the original documents for verification.

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- 5) Blacklisted contractors in State / Central Govt. Departments, Central / State PSUs, Autonomous Organizations/ Boards etc., are not eligible to quote, if found such tenders will be rejected.
- 6) The successful Bidder shall execute an Agreement within 30 days from the date of Receipt of intimation from this office, The Tender Document will form the part and parcel of the agreement, failing which the tender will deem to be get cancelled.
- 7) The rates quoted should be as per the financial bid only. The IISc reserves the right to accept / reject any or all the tenders without assigning any reasons.
- 8) Conditional tenders will not be accepted and is liable for rejection.
- 9) Bidders who meet the specified minimum qualifying criteria, shall be eligible.
- 10) Even though the Bidders meet the above criteria, they are subject to be disqualified if they have:
  - Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
  - Record of poor performance such as abandoning the works, not properly completed the contract, inordinate delays in completion, litigation history, or financial failures etc.

11) The Tender document can be downloaded from e-procurement website: <https://eprocure.gov.in/eprocure/app>. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.

**12) Content of Tender documents**

The bidders should go through the Tender Document and submit online response through e-procurement portal only.

**13) Amendment of Tender documents**

Before the deadline for submission of tenders, the IISc may modify the tender documents by issuing corrigendum / addendum.

Such corrigendum/ addendum thus issued shall be part of the tender documents and shall be published online in e-Procurement portal.

To give prospective Bidders reasonable time in which to take corrigendum/ addendum into account in preparing.

**14) Documents comprising the Tender**

**The Technical Bid** submitted by the Bidder shall contain the documents as follows:

- a) Earnest Money Deposit in any of the payment modes specified in e-Procurement platform/GFR.
- b) Technical bid documents and all other documents mentioned in Annexure IV.

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- c) Any other documents / materials required to be completed and submitted by Bidders in accordance with these instructions. The required documents shall be filled in without exception.

**The financial bid** submitted by the Bidder shall contain the documents as follows:

Priced Bill of Quantities wherein only Contractors monthly service charge/Administrative charge has to be mentioned through e-procurement portal, no hardcopy of commercial bid should be attached or disclosed.

**15) Tender validity**

Tenders shall remain valid for a period not less than **180 days** after the deadline date for tender submission. A tender valid for a shorter period shall be rejected by the IISc. as non-responsive.

In exceptional circumstances, prior to expiry of the original time limit, the IISc. may request that the Bidders may extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing or by email. A Bidder may refuse the request without forfeiting his earnest money deposit. A Bidder agreeing to the request will not be required or permitted to modify his tender, but will be required to extend the validity of his earnest money deposit for a period of the extension, and in compliance with above clauses in all respects.

**16) Earnest money deposit**

The Bidder shall furnish, as part of his tender, earnest money deposit (EMD).

The Bidder can pay the Earnest Money Deposit (EMD) using the following payment mode:

- i) Demand draft Beneficiary Details :

Account Holder Name – The Registrar, IISc Bengaluru

The bidder has to scan the receipt and attach it with Technical Bid Documents for our reference. The bidder should drop the Earnest Money Deposit (EMD) mentioning the name of the company in the backside of Demand Draft, along with the Technical bids and documents mentioned in the Annexure IV in the Tender Box kept in the Contract Management Cell, located in Raman Building, Indian Institute of Science, Bangalore-12 on or before the last date of submission of tender. EMD amount will have to be submitted by the bidder taking into account the following conditions:

- a) The entire EMD amount must be paid in a single demand draft
- b) The earnest money deposit of unsuccessful Bidders will be returned after awarding the contract to the successful bidder.

The earnest money deposit may be forfeited:

- a) If the Bidder withdraws the Tender after tender opening during the period of tender validity,



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- b) If the Bidder fails within the specified time limit to
  - i) Sign the Agreement; or
  - ii) Furnish the required Security deposit

**17) Format and signing of Tender**

Successful Bidder shall sign all the pages of the tender document as a token of acceptance of all the terms and conditions of the contract.

**18) Submission of Tenders**

Tenders must be submitted on-line in the e-Procurement portal by the Bidder before the notified date and time.

**19) Deadline for submission of the Tenders**

The Bidder shall submit a set of hard copies of all the documents in a sealed cover to IISc required as a pre-qualification bid (Technical bid) which were uploaded through e-procurement portal along with Original demand draft (EMD). The financial bid should not be enclosed in the said cover. In the event of any discrepancy between them, the original uploaded document in e-procurement shall govern.

The IISc may extend the deadline for submission of tenders by issuing an amendment, in which case all rights and obligations of the IISc and the Bidders previously subject to the original deadline will then be subject to the new deadline.

**20) Late Tenders**

In e-procurement system, Bidder shall not be able to submit the bid after the bid submission time and date as the icon or the task in the e-procurement portal will not be available. IISc will not be liable (or) responsible for any delay due to unavailability of the portal and the Internet link.

**21) Modification and Withdrawal of Tenders**

Bidder has all the time to modify and correct or upload any relevant document in the portal till the last date and time for Bid submission, as published in the e-procurement portal.

The Bidder may withdraw his tender before the notified last date and time of tender submission. No Tender may be modified after the deadline for submission of Tenders.

Withdrawal or modification of a Tender between the deadline for submission of Tenders and the expiration of the original period of Tender validity specified in Clause with subject "Tender Validity" above may result in the forfeiture of the earnest money deposit.

**22) Tender Opening:**

The IISc will open all the Tenders received in the presence of the Bidders or their representatives who choose to attend on the specified date, time and place specified. In

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the event of the specified date of Tender opening being declared a holiday for the IISC. The Tenders will be opened at the appointed time and location on the next working day.

The IISC. will evaluate and determine whether each tender meets the minimum qualification eligibility criteria.

Bidder if required may be needed to submit all the Original Documents, which are submitted in e-procurement portal, to the IISC. for verification at the time of opening of Tender. The IISc will record the Tender opening.

**23) Process to be confidential**

Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.

**24) Clarification of Tenders**

To assist in the examination, evaluation, the IISC. may, at his discretion, ask any Bidder for clarification of his Tender. The request for clarification and the response shall be in writing or by e-mail along with the section number, page number and subject of clarification, but no change in the price or substance of the Tender shall be sought, offered, or permitted.

Subject to clause with heading “**Clarification of Tenders**”, no Bidder shall contact the IISC. on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the IISC., he should do so in writing.

Any effort by the Bidder to influence the IISc in the Tender evaluation, or contract award decisions may result in the rejection of the Bidders’ Tender.

**25) Examination of Tenders and determination of responsiveness**

Prior to the detailed evaluation of Tenders, the IISc will determine whether each Tender (a) meets the eligibility criteria (b) is accompanied by the required earnest money deposit and; (c) is substantially responsive to the requirements of the Tender documents.

A substantially responsive Tender is one which conforms to all the terms, conditions, and specifications of the Tender documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the service; (b) which limits in any substantial way, inconsistent with the Tender documents, the IISc's rights or the Bidder's obligations under the Contract;

If a Tender is not substantially responsive, it will be rejected by the IISc., and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

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**26) Correction of errors**

No corrections to uploaded bid is permitted by the portal. Tenders determined to be substantially responsive will be checked by IISc.

**28) Evaluation and comparison of Tenders**

Opening of the Financial bid will be preceded by the evaluation of the Pre-qualifying Offer (Technical bid). Evaluation of the Pre-qualifying Offer will be done by the Contract Management Committee constituted for the purpose. After evaluation is completed, all the Bidders who are qualified will be notified and will be intimated at the time of opening of the Financial bid. Financial bid will be opened in the presence of those who choose to be present or even in the absence of any Bidder.

The IISc will evaluate and compare the Tenders as per comparative statement downloaded from e-procurement portal. Only the commercial bids of technically qualified bidders would be considered. The lowest bid (L1) would be considered as the successful bidder. In case of tie (commercial bids of two or more bidders being equal), bidders having higher average turn-over (in the last 3 financial years) will be offered the contract. By submitting a bid for the tender, the agency implicitly agrees to the above condition.

**Other related General Instructions to bidder**

- 1) The bidder is required to enclose photocopies of the necessary documents as listed in Annexure IV along with EMD and uploaded copies of Technical Bid and drop the documents in the Contract management cell, IISc on or before the last date of submission as mentioned in Schedule A.
- 2) Bids submitted after the due date shall not be accepted under any circumstances whatsoever. Any conditional bid is liable to be rejected.
- 3) The bidder shall submit the technical as per the format enclosed in Annexure I and Commercial bids to be submitted online in the portal.
- 4) The Earnest Money will be forfeited if the successful bidder fails to accept the offer.
- 5) The bidder should include in the technical bid, the list of clients where they are providing the Cooking and Cleaning services in Mess for the past last 3 financial years, along with name, phone / fax number of the contact person / email ID's and if required references for their services may be obtained from them.
- 6) All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be uploaded along with technical bid.

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- 7) The envelope containing Technical Bid only shall be opened on the scheduled date & time as given in Schedule A in the presence of representatives of the agencies/companies/Firms, who wish to be present.
- 8) Technical Bids will be evaluated by a committee. The evaluation includes verifying the financial turn-over, registration certificates, legal, financial, statutory, taxation and other associated compliance of contract conditions. The committee may also evaluate the performance of the agency in any of their existing contracts which may include obtaining references and visits to the sites of the agencies existing contracts. Further, the committee may disqualify any bidder based on oral/written references indicating poor quality of service provided during existing or previous contracts.
- 9) Commercial bids of only technically qualified bidders will be opened online on a date & place (to be notified later) in presence of representatives of technically qualified bidders.
- 10) IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or reject any or all tenders without giving notice or assigning any reason. The decision of the Director of IISc, in this regard, shall be final and binding on all.

**ESSENTIAL REQUIREMENTS OF THE BIDDER**  
**COMPANY / FIRM / AGENCY**

The bidder should fulfill the following technical specifications:

1. The bidder/ Company / Firm / Agency should be registered with the appropriate registration authority ( Labour commissioner etc.).
2. The bidder /Company / Firm / Agency should have at least three years of experience in providing similar services to Public Sector Companies / Banks / Government Departments / Research Organizations / Reputed Private Sector Companies.
3. The bidder /Company / Firm / Agency should be registered with Income Tax GST departments;
4. The bidder /Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
5. Either the Registered Office or one of the Branch Office of the bidder should be located in Bangalore.
6. The bidder /Company / Firm / Agency should have its own Bank Account;
7. The bidder /Company/Firm/Agency should have a minimum FINANCIAL turnover during the last three financial years as specified in Schedule A.

**GENERAL INSTRUCTIONS FOR BIDDERS**

1. Proof of the annual turnover for the previous years in the form of an audited balance sheet or statement of accounts shall be provided, failing for which the tender is liable to be rejected.
2. The bidder in its technical bid should include the list of firms/institutions where they have provided similar services in the last 3 years, along with name, phone and fax number of the contact person, so that references for their services can be obtained, if required.
3. All entries in the technical bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. Cuttings, if any, in the Technical Bid must be initialed by the person authorized to sign the bid.
4. Technical Bids will be evaluated by a committee. The technical evaluation will include checking the financial turn-overs, registration certificates, legal, financial, statutory, taxation and other associated compliance of existing contracts. The committee will evaluate the performance of the agency in their existing contracts, which may include obtaining references and/or visiting the work site to ascertain the quality of service provided by them.
5. Govt of India MSME guidelines will be followed in case of Earnest Money deposit waiver.
6. IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Director of IISc, in this regard shall be final and binding on all.

**OTHER TERMS AND CONDITIONS**

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
2. Any conditional bid is liable to be rejected.
3. The Earnest Money will be forfeited if the bidder rescinds from the offer.
4. The Earnest Money Deposit (EMD), refundable (without interest), should be necessarily accompanied with the Technical Bid of the agency in the form of Demand Draft / Pay Order from any of the Scheduled bank drawn in favour of Registrar, IISc payable at Bengaluru should be valid for a period of 90 days. Offers not accompanied by EMD of the requisite amount or without proper validity will be summarily rejected.

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5. The Earnest Money will be forfeited if the bidder rescinds from the offer.
6. Bids offering rates which are lower than the minimum wages for the pertinent category, would be rejected.
7. The contract is for the duration specified in Schedule A. The contract will be reviewed annually, and upon satisfactory performance, will be extended by 1 year at a time, until the duration of the contract.
8. The contract may be extended, on same terms and conditions, for further periods, subject to a maximum of 2 year beyond the contract term specified in Schedule A.
9. The selected agency is required to execute an agreement within 30 days of the award of the work.
10. The scope of the contract can be extended to additional manpower, with a proportional increase in contract value, as mutually agreed upon, and approved by the competent authority of IISc.
11. The scope of the contract can be extended to additional messes in the institute, with a proportional increase in contract value according to the increase in manpower, as mutually agreed upon, and approved by the competent authority of IISc.
12. The contract may be terminated before the contract period owing to deficiency in service or substandard quality of the service provided by the selected Company / Firm / Agency. Further, IISc reserves the right to terminate this contract at any time after giving two months notice to the successful bidder.
13. The selected agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of IISc.
14. The agency will be bound by the details furnished by him / her to IISc, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the firm is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
15. The selected agency shall furnish a Performance Security Deposit in the form a bank guarantee from Scheduled / Nationalized bank, as specified in the Schedule A at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Bank Guarantee/Demand Draft drawn in favour of The Registrar, IISc, Bangalore-12 payable at Bangalore. The performance security should remain valid for a period of 3 years 6 months. The

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performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.

16. The agency shall ensure that the manpower deployed at IISc, are physically fit, well trained and are in the age group of 20-58 years. However cooks can be in the age group from 35 – 60 years
17. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed at IISc, before the commencement of work:
  - (i) List of Manpower short listed by agency for deployment at IISc, containing full details i.e. date of birth, marital status, address etc;
  - (ii) Bio-data of the persons.
  - (iii) Certificate of verification of antecedents of persons by local police authority (PCC Certificate)
18. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the selected agency will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract. Such person/staff who had committed an act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks shall not be redeployed in IISc in future. Further staff deployed in IISc should have obtained a police clearance certificate issued by Govt of Karnataka to ensure that staff with criminal background are not deployed by Contractor. Posting of Contract staff having conflict of interest to be avoided and it is to be ensured that they are also not involved/ act in the capacity of vendors for supply of materials/services to IISc
19. The selected agency shall provide identity cards to the personnel deployed at IISc. The identity card shall have the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc.
20. The selected agency shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed at the Institute.
21. The selected agency shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc. The selected agency shall ensure that relatives of the staff already deployed in IISc are not posted in the Mess. It shall be ensured that the field officer be posted in IISc with no extra cost to monitor and supervise the activities of your staff deployed in IISc. Field officer will be responsible for coordinating with IISc to enable him to act as per the service requirements of IISc. It is mandatory that the field officer be deployed in IISc campus on all the working days including Saturdays during working hours.



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22. The selected agency shall designate a coordinator/Field officer out of the deployed personnel, who would be responsible for immediate interaction with the Hostel office/Contract Management Cell at the Institute, so that the services of the persons deployed by the agency could be availed without any disruption.
23. It shall be mandatory for the selected agency to submit the list of staff deployed in IISc along with the requisite details to AR Hostel/Contract management cell.
24. It shall be mandatory for the selected agency to deploy staff with the proper uniforms. It shall be mandatory for the selected agency to deploy staff with the proper uniforms. All staff posted/deployed in IISc should mandatorily wear uniforms.
25. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his / her personal reasons.
26. It will be the responsibility of the contractor to meet transportation, food, medical and any other requirement of contractor's manpower for carrying out the contract work. IISc will have no liability in this regard at any stage. It is the responsibility of the contractor to ensure rotation the staff and change the staff as and when required periodically once in one/two years.
27. The selected agency undertakes to comply with all statutes, rules, regulations, and bylaws, during the entire period of this contract.
28. IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The Director, IISc is the final authority for settling any disputes and the decision of the Director in this regard shall be final and binding on all.
29. Biometric recording of attendance has to be provided by the Agency with the server. Biometric report access and report to be provided to CMC on monthly basis and to the AR hostels on daily basis. It is mandatory for attaching the biometric attendance report with the bills.
30. Discrepancy in payment in the bills has to be notified to IISc within 60 days from the date of submission of bill to IISc or 60 days from the corresponding month the bill is claimed.
31. All Staff working under the contractor in IISc are to be rotated/changed once in one/two years in a periodical manner
32. In the event of tie between the Bidders during selection, it is at the liberty of the institute to award contracts to one or multiple agencies/contractors

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33. All food handlers and other staff to be trained periodically by the agency as mandated by FSSAI from time to time.

**CONTRACT-SPECIFIC**

1. The manpower deployed by the firm/agency is required to work in shifts with staggered weekly off as indicated below:

I – Shift            6.00 am to 2.00 pm.  
II – Shift            1.30 pm to 9.30 pm.

The personnel may also be called upon to work on gazetted holidays if required, by approving compensatory off. No extra wages will be paid for working on such holidays.

2. In addition to the weekly-off, the contract labourers deployed at the Hostel mess are eligible for 4 national holidays (Jan. 26, Aug. 15, Oct. 2, and Nov.1). The contract labourer who have performed shift duty on these days are entitled for an additional shift wage. This can be over and above the 26/27 shifts performed by them.
3. The agency should employ personnel who can converse well in Kannada, English and other languages.
4. The personnel deployed shall be required to report for work at the specified work spot.
5. IISc will allow one paid leave per month for each workers engaged in this contract. The unutilized leave up to a maximum of 5 days can be carried forward till the end of the calendar year. The unutilized leave at the end of the calendar year shall lapse and there is no provision to encash the same. Contractor must provide suitable relieving manpower in case of absenteeism of any manpower deployed by him so that there is no hamper in work and Contractor should ensure that quality of service is not compromised.
6. The Classification of the category of the contract labours will be based in the Ministry of Labour /Chief Labour Commissioner notification issued from time to time.
7. The Contractor should ensure to maintain adequate no. of manpower as mentioned in the scope of work and arrange a pool of stand-by staff. In case, any staff is absent from the duty, the reliever of equal status shall be provided by the Contractor. Reliever must be provided within the overall limit of manpower requirement provided by IISc in the scope of work. Reliever wages if any will be provided on weekly off/leave to the extent of 12 days availed by Head Cooks, Cooks, and Supervisors and other staff.

**LEGAL**

1. For all intents and purposes, the selected agency shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IISc, for contractual services.

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2. The Contractor undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The Contractor undertakes to obtain such permission/license as may be required under the Central Contract Labour (Regulation and Abolition) Act, 1970. The Contractor undertakes to produce the license/permission etc. so obtained to IISc or furnish copies thereof as and when required by IISc. The Contractor also undertakes to keep and get renewed such license, permission etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal, central, state, any other laws, rules, regulations, etc.
3. The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IISc, shall in no way, be responsible for settlement of such issues whatsoever. IISc shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by the agency in the course of their performing the duties, or for payment towards any compensation.
4. The manpower deployed by the agency for providing the services shall not have any claims of Master and Servant relationship vis-a-vis IISc nor have any principal and agent relationship with or against the IISc.
5. The manpower deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IISc, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IISc. The Contractor should communicate the above to all the manpower deployed in IISc by the contractor.
6. **The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government along with all such other statutory dues like ESI, PF, etc.** The agency will maintain proper record as required under the Law / Acts. The agency shall make available the required records to IISc for periodic inspection at the end of every quarter of every financial year, to ensure statutory compliance to the satisfaction of IISc.
7. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IISc. The Contractor shall ensure that all their personnel deployed under this contract will obtain additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojna and Pradhan Mantri Jeevan Jyothi Bima Yojna/ Post office Accident Insurance Cover and they shall submit the proof of such insurance coverage to the satisfaction of IISc.

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8. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IISc & income tax to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
9. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IISc or any other authority under Law.
10. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Income Tax Act 1961 and GST rules, as amended from time to time and a certificate to this effect shall be provided to the agency by IISc.
11. The service provider shall raise online GST invoice and claim GST at appropriate rates. The service provider shall produce the TAX paid receipt on demand.
12. In case, the agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IISc is put to any loss / obligation, monetary or otherwise, IISc will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
13. The selected agency will indemnify IISc from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
14. Govt of India issued guidelines on payment of compensation in cases of death / permanent incapacitation of person due to unintended/ unforeseen occurrences during maintenance, operation and provisioning of Public services. Under these guidelines an amount of Rs. 10 Lakhs has to be paid as compensation in the cases where a person is died and up to Rs. 7.5 Lakhs in the case of disabled based on loss of earning capacity. Institute has the right to recover penalty in the cases where the incidents have happened with the negligence of the agency.
15. All disputes arising out of this Tender document and Award of the contract shall be resolved by mutual consultation and in the event where the parties are unable to resolve their disputes, the courts of Bengaluru shall have the jurisdiction to resolve the dispute.
16. It is mandatory for the selected agency to update the CLRA license as and when there is an increase in the no of staff deployed.

**FINANCIAL**

1. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. **Further, if the agency fails to deploy**

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**manpower against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.**

2. The proof of remittance of statutory deductions of PF, ESI to the appropriate agency, for those employed at IISc, must be provided by the selected agency to IISc every month along with the claim bill, failing which the claim bill shall not be settled.
3. The successful bidder will have to deposit a Performance Security Deposit as specified in Schedule A, within 15 days of the receipt of the formal order. The performance security deposit has to be furnished in the form of a Demand Draft or Bank Guarantee, from any Nationalized/Schedule bank, drawn in favour of **“The Registrar, Indian Institute of Science, Bangalore 560 012”**, payable at Bangalore. The performance security should remain valid for a period of 3 years and 6 months. If the contract is extended, the bank guarantee shall be extended suitably to cover the period of the contract validity plus six months. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
4. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
5. The agency shall raise the bill, in triplicate, along with attendance sheet in respect of the persons deployed and submit the same through the respective departments on or before 18<sup>th</sup> of the subsequent month. As far as possible the payment will be released within two weeks from the date of submission of bills. The following documents must accompany the bill.
  - a. Current month GST Invoice
  - b. Current month Acquittance (Wage) Register duly signed by the individual contract Laborers
  - c. Current month Attendance Register
  - d. Current month ESI remittance challan with consolidated breakup details
  - e. Current month EPF remittance challan, as applicable, with consolidated breakup details
  - f. In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
6. For the services provided by the Contractor, subject to satisfactory completion as certified by IISc, IISc agrees to pay the Contractor as detailed in Annexure II to Annexure III. Further, any increase in minimum wages, as per the Central Government Minimum Wages Act, along with proportional increase in the ESI, EPF and agency administrative charges will be borne by IISc. Similarly any change in the statutory levies (ESI, EPF, Service Tax) will also be applicable automatically. Other than these, during the tenure of the contract, the rates agreed will remain unaltered.

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7. The Contractor shall ensure that Absenteeism should not exceed 5% of the total deployment in any month. Further within each shift the absenteeism should not be more than 10% of the deployment. The above should be achieved without individual contract labour doing more than the maximum shift allowed by the contract (26/27 shift in a month). Each occurrence of such excess absenteeism in a shift shall entail a deduction of 3% of the service/ administrative charges to the agency for the month, subject to maximum penalty of 30%.
8. The personnel deployed by the agency shall not involve in any theft/pilferage/ and cause damage to Institute property. After necessary investigations, if proved that the Agency/their personnel are responsible for the incident, the agency is liable to be penalized to the extent of the value of the loss and additionally Rs. 10,000/- for each such incident.
9. The Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during the contract execution.
10. The Contractor will not, directly or through any other person or firm, offer/promise or give to any of the Institute's employees involved in the execution of the contract or to any third person benefit in cash or kind which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the execution of the contract.
11. The Contractor will not commit any offence under the relevant Anti-corruption Laws of India: further the Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Institute as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences. The involvement in any such activity shall entail a penalty of Rs. 10,000/- for each such incident.
12. The claims in bills regarding Goods and Services Tax (GST) etc., if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of IISc.
13. **It has been observed in the earlier tenders that some of the vendors quote an abnormally low administrative charge with a view to obtain the contract, which is practically not workable. Abnormally low administrative charges will affect the quality of service rendered. Therefore, the institute administration has decided to fix a minimum and maximum percentage as administrative charges to the agencies for providing services. The commercial quotes below or above the prescribed minimum/maximum administrative charges will be treated as not qualified and**

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**their commercial bid will be disqualified. The minimum service charge percentage fixed by the committee is ...% and the maximum service charge percentage fixed is ....%.**

14. The Selected agency agrees and undertakes to pay all GST, taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Selected agency also agrees to furnish such proof of payments or compliance of the obligation including registration certificates, receipts, licenses, clearance certificates etc., as may be required by the IISc from time to time. IISc Shall reimburse the GST tax incurred by the Contractor on submission of relevant proof of payment.

### **HYGIENE**

The agency should ensure that all the manpower who handles food preparation must take every precaution of personal cleanliness.

- All food handling staffs are to be provided with uniforms, Aprons, caps (to cover hair completely), sneeze guards, shoes which are laundered/cleaned on a daily basis and only specific to kitchen usage.
- Adequate spare caps & coats should be available for non-food handlers entering the food preparation area.
- Hands and arms must be washed with soap thoroughly before starting work, on returning to work after each break, after coming back from washroom, after handling food waste, chemicals used for cleaning etc.,
- Availability of hand sanitizer should be there for kitchen.
- Nails must be kept short and scrupulously clean not bitten, beards must be shaved, no ornaments allowed/watches allowed.
- All food to be handled with proper ladles/forceps/gloves at all point of time.
- No spitting / chewing of tobacco are allowed near preparation/serving area. IISc is a total tobacco free campus, therefore none of the staff deployed at the campus should be possessing or consuming tobacco products such as bidi, cigarette, chewing tobacco in any form, gutkha, masala, pan etc. Violation will attract penalty.
- Use of posters in food preparation area to highlight needs of hygiene.
- If the food handler is injured or has an open wound, he/she has to be immediately removed from the system and treated. No food server with open wound will serve the students.
- All staff members should be provided with hygiene training on the job as well as off the job.

## **MEDICAL EXAMINATION**

The agency shall arrange for medical check-up for his employees deployed at IISc. The agency at his own cost has to carryout medical examination before the commencement of the contract and thereafter once in every 6 months in respect of his employees to ensure their fitness to handle and submit certificate of Medical Fitness to IISc. The agency shall withdraw any person who is not found medically fit for the job and arrange for an appropriate substitute immediately.

## **SAFETY**

- 1) The Agency shall follow safety procedures in all respects.
- 2) The Agency will adhere to safe working practices and will take all safety measures necessary for safety of his employees. The agency will remain responsible for the safety of the engaged staff. The agency should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- 3) All necessary Personal Safety Equipment's as considered adequate shall be made available by the Agency for use by personnel employed on the site and maintained in a condition suitable for immediate use. Agency shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on Fire Safety norms and proper operation of Electrical gadgets/instruments & Firefighting equipment etc. placed at the disposal of the hostel mess. The Agency shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability / responsibility in case of any Fire Accident or any other accident causing injury/death to mess workers /inmates or any of his staff shall be that of the Agency. The Institute shall not be responsible for such cases by any means.
- 4) The safety committee of the institute or any such authority assigned with the responsibilities of safety, may inspect the premises and suggest safety mechanism to be followed by the contractor. This instructions are binding on the agency and any non-compliance may lead to cancellation of contract.

## **FOOD POISONING**

The Agency shall be responsible in case of incidences of food poisoning and shall bear the complete expenditure arise out of any medical treatment of the Mess Students. In addition, penalty may also be imposed on the agency as decided by IISc for such incidences.



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**PENALTIES / FINE**

The following penalties will be deducted out of monthly bill payable to the caterer  
in case of violation/s

Violation	Penalty per violation
Non-availability of complaint register on the counter/discouraging students from registering complaints	Rs.5,000/-
Cockroaches, flies, insect etc., in cooked food	Rs.10,000/-
Usage of spoiled/stale food ingredients eg: rotten Vegetables, infected grains, expired items.	Rs.10,000/-
Poor maintenance/tampering with institute property	Rs.5,000/-
Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, Pieces of plastics etc.	Rs.10,000/-
Improper cleaning of utensils	Rs.1000/-
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	Forfeiture of PBG and cancellation of contract
Non adherence to the timings mentioned in the tender or decided with the respective Mess Committee	Rs.5,000/-
Waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin within timings of mess	Rs.5,000/-
Changes in menu of any meal without permission of mess committee	Rs.5,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs.5,000/-
Failure to maintain a proper health checkup of the workers	Rs.10,000/-
Noncompliance with workers dress Code	Rs.5,000/-
Use of spurious brands, goods or accessories in preparation / presentation	Rs.10,000/-
Damage to Institute infrastructure over and above cost of repair / replacement (which shall be levied extra)	Rs.5,000/-
Possession or consumption of Tobacco items as mentioned in Tender	Rs.5,000/-

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The above penalties are for the first occurrence of an offence in a particular calendar month. There will additional 10% penalty for each additional offence committed by the agency in that particular month.

15. The above penalties will be decided and levied on the agency by the Assistant Registrar(Hostels) in consultation with the Council of wardens and the student representatives in the mess.
16. The personnel deployed by the agency shall not involve in any theft/pilferage/ and cause damage to Institute property. After necessary investigations, if proved that the Agency/their personnel are responsible for the incident, the agency is liable to be penalized to the extent of the value of the loss and additionally Rs. 10,000/- for each such incident.

#### **SOLID WASTE MANAGEMENT**

- 1) Responsibility of segregations of waste lies with the Agency/service provider. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 notified by Union Ministry of Environment, Forests and Climate Change (MoEF&CC). Good waste if any has to be handed over to SWAMII cell(Solid Waste Management cell) of IISc.
- 2) Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost.
- 3) The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time.
- 4) Penalty will be imposed for violation and disposing the waste not as per Institute norms. Penalty will charged as per norms available in force and decision of the Institute will be final and binding on the Agency/Service provider.

**TENDER EVALUATION CONDITIONS**

1. The bidder shall quote the technical & Commercial bids, in separate sealed envelopes, as per the format enclosed in Annexure II and III.
2. Only the commercial bids of technically qualified bidders would be considered. The agency whose commercial bid is the lowest would be considered as successful and awarded the contract. In case of tie (commercial bids of two or more bidders being equal), bidders having higher average turn-over (in the last 3 financial years) will be offered the contract. By submitting a bid for the tender, the agency implicitly agrees to the above condition.
3. By submitting a bid for the tender, the agency implicitly agrees to the above condition.

## **SCOPE OF WORK**

It is intended to hire out the following works on job contract for the mess mentioned in the subject tender.

### **1. DESCRIPTION OF ACTIVITIES:**

To prepare food and serve Breakfast, Lunch, Evening Snacks and Dinner for Students, Guests, and visitors of IISc as per menu suggested by the Mess Committee and Mess Supervisors and to maintain the mess and its surroundings clean and sanitized. The workers have to work under the control of Mess Supervisors. The workers will work in Kitchen and Dining Hall, in coordination with Mess Staff of IISc.,

### **2. JOB SPECIFICATION:**

1. To provide breakfast, lunch evening tea/coffee with snacks and dinner in the subject tender mess. The number of boarders will be at an average of 500 in each mess which may vary up to 30%.
2. The food has to be prepared in clean, hygienic and safe conditions as per the menu provided.
3. The workers provided in kitchen should have worked in large canteens, hotels, and mess for a period of 5 years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian.
4. The kitchen, dining hall, hand wash area, dish wash area etc., will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, snacks and dinner) and will be disinfected once in a month or as and when required.
5. The garbage collected from the kitchen, dining halls, dish wash area will be disposed off every morning through Institute garbage van in closed bins by separation of bio-degradable waste from non-biodegradable waste where required. The surroundings shall be kept clean and hygienic.
6. High quality of hygiene, sanitation and safety will be maintained at kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily.
7. The mess will be opened at 6.00 am by collecting key from the Security Office and will be closed by 10.00 pm and key should be deposited at Security Office on all seven days of the week. Any changes in the timings will be approved by the IISc authorities.
8. Food is served through counter on self service basis only. However, the used plates will be taken out from the dining table through trolleys to the dish wash area.

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9. After every meal (breakfast, lunch, evening tea/snacks and dinner) all the plates, cups, katoris, water glasses, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and hot water and should be available for use for cooking the next meal. The cleaning materials supplied should be of approved quality.
10. Food should also be served to the hostel rooms and to the health centre for sick students through room boys as and when required.
11. Dining hall should be washed with water and soap solution and mopped, after every meal.
12. Kitchen to be kept clean always and should be washed after cooking every meal with water and soap solution.
13. The tea spoons, table spoons, forks, knives, stainless steel tumbler glass, katories should be counted once a month and the contractor will be responsible for the loss of any items and make the loss if it is found in shortage.

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**3. MANPOWER**

The following table gives the minimum number of Manpower in each of the specified category. The bidder can deploy more than the minimum indicated in order to provide the services as stated in the section on “Job Specification”. The agency must also ensure that the manpower is deployed 7-days a week, allowing weekly-off (staggered) for each contract labour.

Work Place	Designation	Category of Manpower	Mess C		
			I Shift	II Shift	Total
<b>Kitchen</b>	Sr. Supervisor	Highly-Skilled	1	1	2
	*Head Cooks	Highly-Skilled	1	1	2
	*Cooks	Skilled	2	2	4
	Kitchen Helpers	Semi-Skilled	7	7	14
	* Supervisor	Skilled	1	0	1
<b>Dining Hall</b>	Bearer	Unskilled	1	1	2
	Washers	Unskilled	7	7	14
	General Cleaning Staff	Unskilled	3	4	7
<b>Stores</b>	Stores Helper	Unskilled	1	0	1
	Supervisors	Skilled	1	0	1
<b>Tokens</b>	Token Issuers	Semi-Skilled	1	0	1
<b>Provision Cleaning staff</b>	Bearer	Unskilled	2	0	2
<b>Account Assistant</b>	Mess Accounting	Skilled	0	0	0
<b>Account Assistant</b>	Auditor	Skilled	0	0	0
<b>Kitchen</b>	*Sick Food	Skilled	0	0	0
<b>Mess Hall</b>	Sweet Master	Skilled	0	0	0
<b>Central office</b>	Senior steward	Skilled	0	0	0
<b>Central office</b>	Steward	Semi-skilled	0	0	0
Total No. of Manpower			28	23	51

**\*Weekly off Reliever to be provided by the contractor for which wages will be provided**

### **Head Cooks:**

1. Should have the knowledge and expertise in preparing various menus requested by the Mess Committee. Head cook should have atleast 8 years of experience as the cooks
2. Should be able to lead the cooks and assistants in preparing the food items hygienically and as per the norms of ingredients that has to be used for preparing particular dishes.
3. Should be able to prepare sweets and dessert.
4. Should have the knowledge in preparing South, North and few Chinese Cuisine.
5. Should be able to finish the menu requested in the prescribed timings.
6. Should hold control and manage all activities of the Kitchen.
7. Should be specialized in South and North Indian dishes, both vegetarian and non-vegetarian dishes.

### **2. Cook:**

#### **Skills:**

- Should have worked for atleast 5 years in a reputed hotel or large catering establishment.
- Should be specialized in South and North Indian dishes, both vegetarian and non-vegetarian dishes.
- Should have knowledge of operating various kitchen equipment and maintaining hygiene standards.

#### **Job Specification:**

- Should be able to take charge of the kitchen as a Head Cook and direct other Cooks in preparation of the menu desired.
- Should be able to maintain hygiene, cleanliness and safety requirements.
- Should be able to indent sufficient quantity of provision and other material for preparing the day's menu and collect it from store helper.
- Should be able to guide assist cook and other kitchen staff in using the various kitchen equipment, which are available in the kitchen.
- Should be responsible for the safe custody of raw items and prepared food items during his duty timings.

### **3. KITCHEN HELPER:**

#### **Skills:**

- Should have worked at least 2 years in large kitchens.
- Should have knowledge of the methods and practice of large-scale food preparation.
- Should have knowledge of basic kitchen sanitation methods.

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- Should have knowledge in use, operation and maintenance of kitchen equipment's. Ability to operate kitchen equipment. Ability to perform works requiring considerable standing and light-medium physical effort, under hot working conditions.

**Job Specifications:**

- Should be able to Wash/peel and/or cuts various ingredients to prepare for cooking or serving and inspects cooking equipment's, kitchen equipment's and work areas in order to ensure cleanliness and functional operations.
- Should assist cook and prepare rice, sambar, rasam, vegetable curry, chapatti, puries and other dishes etc. in Student's Mess Kitchen.
- Should be able to assist the cooks in cooking.
- Should be able to Use manual and electrical appliances for atta kneading, cutting vegetables, wet grinding, Potato peeler, Idli cooker, etc.,

**4. BEARER:**

**Skills:**

- Should be able to take full charge of Dining Hall activities.

**Job Specifications:**

- Should fill the serving counter with freshly prepared food, keep drinking water, rasam, butter milk, on each table and they have to bring freshly prepared chapattis, poories, dosa, idlies etc., from kitchen to the servicing table and counters.
- Should help in preparing fruit salads, fruit juice, butter milk, bread toast, whenever they are in day's menu.
- Should do any other duties assigned to them from time to time in dining hall.

**5. WASHERS**

**Job Specifications:**

- Washers have to wash with soap solution, hot water all Plates, Spoons, SS Water Glasses etc., after every meal.
- Washers have to clean the dining tables and dining hall before every meal and also after every meal with water soap solutions.
- Washers have to use perfume disinfectant while swabbing the dining hall after through washing.



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- Washers have to clear the trolley for washing purposes and bring back the trolley after cleaning to the dining hall.
- Washers have to clean the dining table soon after the boarder vacates the dining table after every meal.
- Washer should keep the dining hall very clean and tidy at all times.
- Washers have to do any other assigned duties from time to time.

## **6. GENERAL CLEANING STAFF:**

### **Job Specifications:**

- Should have to wash big vessels like Palav Deksha, Kolaga, Dahras, Idli Stand, Rice Cooker, Pan and Rasam vessel etc., after cooking. They have to clean the kitchen, free from oil. Soot etc., with water and soap solution.
- Should have to clean the Exhaust System Filters, Burner Stoves, Dosa Thava, Atta Kneader, Wet Grinder and other kitchen equipments after use.
- Should clean the Dining Hall, Kitchen and surrounding area.
- Should do any other duties assigned to them from time to time.

## **7. STORE HELPER:**

### **Job Specifications:**

- Store Helper will get the key of the respective mess from the Security Office at 6.00 am and open the Mess before 6.15am.
- Store helper will help in getting the provisions, arranging, weighing and issue to the Head Cook.
- Store helper will help in keeping the store spick and span.
- Store helper will help in the kitchen or dining hall depending upon the requirements, after the duty in the stores.
- Store helper will switch off all the lights and close all the doors before locking the mess.
- Second shift store helper will do the same duties and after locking the mess at 9.45 pm will hand over the keys of the mess before 10.15 pm to the Security Office.
- Store helper should do any other duty assigned from time to time.

## **8. SUPERVISOR**

### **Skills:**

- Should have worked in a reputed hotel or large catering establishment for at least five years.
- Should have knowledge of cooking and serving for large number.

**Job Specifications:**

- The Supervisor is responsible for the Attendance, Deployment, Work and conduct of the contract employees.
- The Supervisor will make arrangements to give substitutes, in case any contract staff is absent.
- The supervisor will also provide extra manpower, if required with advance notice.
- The supervisor will also take care of stores and inventories.

**9. KITCHEN SUPERVISOR**

**Skills –**

- Should have worked in a reputed hotel or large catering establishment for at least 5 years.
- Knowledge of cooking, kitchen equipment's, manpower management etc.,

**Job specifications :-**

- Supervision and training of mess staff.
- Maintenance of kitchen hygiene and efficiency
- Efficient in supervising the kitchen for ensure proper arrangements overseeing the food quality.

**10.ACCOUNT ASSISTANT**

**Skills -** Should have experience of handling accounts of reputed hotel or large catering establishment.

**Job specification :-**

- Maintenance of Mess Ledgers of Mess.
- Preparation of consolidated bills for Mess.
- Calculation of vegetables, fruits, provisions, dairy, bakery etc., bills.
- Preparation of monthly provision data sheet for all Mess.
- Preparation of monthly bills for Central Office, Health Centre etc.,

## **Annexure I**

### **TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

#### **For providing Cooking Services at Students' Mess at IISc**

1. Name of Tendering Company/ Firm / Agency : \_\_\_\_\_  
(Attach certificate of registration)
2. Name of proprietor / Director : \_\_\_\_\_  
of Company/Firm/agency
3. Full Address of Reg. Office with Regn. no. \_\_\_\_\_
4. Telephone No. : \_\_\_\_\_
5. Fax. No. \_\_\_\_\_
6. E-Mail Address \_\_\_\_\_
7. PAN / GIR /TIN No. (Attach Attested Copy) \_\_\_\_\_
8. Labour Regn. No. (Attach Attested Copy) \_\_\_\_\_
9. GST Regn. No. (Attach Attested Copy) \_\_\_\_\_
10. E.P.F. Regn. No. (Attach Attested Copy) \_\_\_\_\_
11. E.S.I. Regn. No. (Attach Attested Copy) \_\_\_\_\_
12. Have you provided the minimum manpower  
As specified in the table in Page No 29 of tender. Yes / No \_\_\_\_\_
13. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 financial Years  
supported by Auditors certificate (Attach separate sheet if space provided is insufficient)

<b>COMMERCIAL Year</b>	<b>Amount (Rs. In Crs)</b>	<b>Remarks, if any</b>
2020-21		
2021-22		
2022-23		

**Note: Attach last 3 years balance sheet/Auditors' certificate**

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14. Give details of the major contracts handled by the tendering Company/ Firm / Agency on behalf of PSUs /Research Organization /Government Departments during the last three years in the following format. Attested copies of work orders may also be attached.

Sl.No	Details of client along with address, telephone an numbers	Amount Contract (Rs. in Crs)	Duration of Contract	
			From	To
1				
2				
3				

(if the space provided is insufficient, a separate sheet may be attached)

15. Details of Earnest Money Deposit :

D.D. / P.O. No. & Date & Bank

\_\_\_\_\_

16. Additional information, if any

(Attach separate sheet, if required)

\_\_\_\_\_

**CERTIFICATE OF ETHICAL PRACTICES**

I. I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.

II. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities /practices in my / our dealing with the Institute.

III. I / We will have no conflict of interest in any of our works / contracts at the Institute.

DATE

SIGNATURE OF THE TENDERER

**\*Attention is drawn to Clause No 13 in Page No 21& 22 of this document.**

## ANNEXURE II

### COMMERCIAL BID- 1

#### For providing Cooking Services at Students' Mess

1. Name of tendering Company / Firm / Agency : \_\_\_\_\_
2. Rates are to be quoted in accordance with the Minimum Wages Act of Central Government for manpower per month basis and other bylaws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.).

Sl. No	Description	No. of Persons (for indicative purpose of L1)	Daily Wages (A)(Rs)	Total (A*B) (Rs)	Total Amount for 26 shifts for persons in each category(Rs)
1	Unskilled category	19	751	14269	370994
2	Semi-Skilled Category	14	832	11648	302848
3	Skilled Category	10	915	9150	237900
4	Highly Skilled Category	2	992	1984	51584
5	Subtotal				963326
6	Contractors Adm. / Service Charge (as ____ percentage of sub-total in Line 5 above)\$				
7	Cleaning Materials and equipment charges (from Annexure III) #				
	<b>Total</b>				

#### Notes

\* Wages is as per the Minimum Wages Act of Central Government as on Oct. 2023.

# Submit a detailed list of consumables, unit rates, quantities required, total cost, list of equipment's to be supplied and their rental charges (see Annexure III)

& The quote will be evaluated based on the above components without reference to GST. GST or any other tax on service will be paid extra.

**\$ Attention is drawn to Clause No 13 in Page No 21& 22 of this document.**

Date

Place

**Signature of the Tenderer**

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**ANNEXURE III  
COMMERCIAL BID-2**

**LIST OF MATERIALS TO BE USED PER MONTH DURING THE CONTRACT (MESS)**

Sl. No.	Description	Purpose for which it is used	Base price per unit	GST per unit	Total price per unit	Quantity Required	Amount (Excluding GST)	Amount (Including GST)
1.	Perfumed Liquid Deodiser (concentrate) (Antibacterial liquid for Toilets and Floor Cleaning	To clean the toilets and floors and to give pleasant atmosphere in the toilets and floors and to give antibacterial treatment, to avoid spread of contagious diseases.				300 Ltrs		
2	Liquid detergent for general wash	To clean the floors of general areas and toilets and bathrooms				300 Kgs		
3	Glass cleaning Liquid Soap	To clean window glass, almirahs, Fridge, Computer etc.,				15 Ltrs		
4	High Power detergent for mosaic cleaning	To bring back original colour of Mosaic, Marble Shahabad and remove brown stains at hedges of rooms and corridors				50 Kgs		
5	Cleaning Power for General cleaning	To clean the porcelain fittings of toilets and for general cleaning				60 Kgs		
6	Perfume spray supreme quality to give Anti-bacterial atmosphere and pleasant smell for	To spary in rooms, corridors, recreation room etc., to pleasant smell				1.5 Ltrs		

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	spraying in the corridors minimum verities -1	and to keep the area free from germs.						
7	Mosquito repellent with pleasant smell (concentrated)	To keep away mosquitoes, flies etc.,				1.5 Ltrs		
8	Mop with plastic bristle Mop with fine thread Mop with Rubber	To remove fine particle from Toilets & other areas, to do wet cleaning of corridor and other areas, to push water from toilet and other areas				5 Nos 25 Nos 15 Nos		
9	Bombay Brooms Soft	Cleaning				25 Nos		
10	Coconut Brooms	Cleaning				25 Nos		
11	Bathroom cleaning brush with plastic bristle	Cleaning				7 Nos		
12	Flat Brush	Cleaning				12 Nos		
13	Scrubber	Cleaning				80 Nos		
14	Cleaning Cloth	Cleaning				180 Nos		
15	Bucket	Cleaning				5 Nos		
16	Plastic Mug	Cleaning				5 Nos		
17	Urinal Cakes	For putting in urinals				40 Nos		
18	Naphthalene Balls	For putting in urinals				3 kg		
19	Detergent Liquid/Powder to remove stains of toilets, urinals, closets, glazed tiles etc. to keep up shining & anti-bacterial treatment to toilets	To remove stains of toilet, these are special preparations for the original glazy & shining appearance of Toilet fittings and to give				15 lts		

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		antibacterial treatment for the Toilets						
20	Mura (Dust Collector)	Cleaning				5 Nos		
21	Caustic Soda	To clean the oil stains				30 Kgs		
22	Putti Blade	To cleaning				15 Nos		
23	Rubber Brush	To cleaning				15 Nos		
24	Sponge Square	To cleaning				15 Nos		
25	Bleaching Powder	Antibacterial treatment				30 Kgs		
26	Black Phenyl	Antibacterial treatment				10 Ltrs		
27	Vinyal gloves	To food handlers				1500Nos		
28	Apron	To washing				12nos		
29	Hairnet	Safety				1700nos		
30	Apron	To Cooks				12nos		

The above materials and quantities are listed only for the purpose of evaluation of the commercial bids. The actual quantities of materials required may differ from the above. The council of wardens or the officer in-charge of Hostels may assess the actual quantities during the course of contract. Actual cost-plus GST will be paid on consumables. Further as per the requirement the council of wardens or the officer in-charge of Hostels may include additional items/equipment's apart from the 26 items mentioned above.



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**ANNEXURE IV  
CHECK-LIST**  
(To be enclosed with the Technical Bid)

Technical bid, sealed in a separate envelope superscribed as “Technical Bid”	
Earnest Money Deposit	
Proof of FINANCIAL Turn-over for previous three financial years in providing facility management services. (CA certificate to be provided)	
Copy of Registration certificate with Labour Department	
Copy of PAN/GIR Card	
Copy of the IT return filed for the last three FINANCIAL year	
Copies of EPF and ESI certificates	
Copy of GST registration certificate	
Proof of Regd Office/Branch Address in Bangalore	
Copies of the MSME Certificate issued by bodies specified by Ministry of MSME if any	
Work Experience of providing facility management services during the previous three financial years as per the eligibility criteria. Certificate from the client of the service provider to be provided as documentary proof. (List of firms where they have provided services and details of contact person(s).)	