



Jamia Millia Islamia
Jamia Nagar,
New Delhi-25

Tender Document
For
Providing Job Content
At
Student' Mess
Tender No: jmi/hogr/tenders /2014

Issued to
M/s Provost, Hall of Girl's Residence

Student Hostel
Hall of Girl's Residence,
Jamia Millia Islamia
Phone: 26981717, EPABX: 1750/1752

Important Instruction

1. The tender Document contains 26 Pages.
2. Read the tender document carefully before filling the same
3. Sign each page duly affixed with Seal.
4. PART "A" should contain
 - a. Profile of the tenderer, with all relevant signed documents as mentioned in Terms and Condition (General) at page No 24.
 - b. EMD of Rs 10,000/-
 - c. Tender Documents

It should be placed in a separate Sealed cover with superscription **"Tender for Job Contract Services at Students Mess, Hall of Girl's Residence," Part A.**

5. Part-B Should contain

- a) Commercial Bid

It should be placed in a separate sealed cover with superscription **"Tender for Job Contract Services at Students Mess, Hall of Girl's Residence," Part B.**

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1. Scope of Work:

There are three messes in student' Hostel. The University reserves the right to award the job contract for the mess.

To prepare food and serve breakfast, lunch and dinner for student, Guests and Visitors of Hall of Girl's Residence. As per menu suggested by Mess Committee and also to maintain the mess and its surrounding clean. The workers have to work under the guidance of Mess Warden. The workers will work in Kitchen and Dining Hall, in coordination with other mess Staff of Hall of Girl's Residence. Cleaners are not used for Kitchen work.

2. JOB SPECIFICATION

- I. To provide breakfast, lunch and Dinner
- II. The food has to be prepared in clean, hygienic and safe conditions as per the menu.
- III. The worker should have worked in large canteens, hostels, messes for a Period of two years and should have the knowledge and aptitude of preparing food both vegetarian and non vegetarian.
- IV. The Kitchen dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and moped, after every meal (breakfast, lunch and Dinner) and will be disinfected once in a month or as and when required.
- V. The garbage collected from the Kitchen, dining halls, dish wash area will be disposed off every morning through University garbage van in closed bins by separation of bio-

degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.

- VI. High quality of hygienic, 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.
- VII. Food is served through counters on self service basis. However, the used plate will be taken out from the dining table through trolleys to the wash area after every meals (breakfast, lunch and dinner) and all the plates be washed.
- VIII. Kitchen to be kept always clean and should be washed after cooking every meal with water and soap solution.
- IX. Refrigerator, water Cooler, Deep Fridge should be cleaned and maintained as per the instruction by the authority.
- X. The food spoon, table spoon, forks, knives, stainless steel tumbler glass, katories should be counted once in a month and the contractor will be responsible for making good the loss if any item is found short or lost / deficient.

3. Terms and Conditions: (General)

1. Tenderer should be a registered and licensed contractor. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
2. a) Tenderer should have a minimum five years of experience in providing similar type of services. The tenderer should have worked with the Government/Public Sector Undertaking/ Large Private Sector Institutions and a Certificate of Performance should be enclosed duly indicating the period of contract and type of payment received.

- b) The tender should have a minimum annual turnover of Rs. 25 Lakhs during the previous 2 years.
3. The tender should bear a KST/CST/VAT/TIN/PAN Registration Certificate.
 4. Tender should be accompanied with an EMD of Rs. 10,000/- , by way of Cross Demand Draft drawn in favour of **The Registrar, Jamia Millia Islamia, New Delhi-110025,** EMD will not carry any interest and the same will be refunded to the unsuccessful tenderer within 30 days from the date of tenderer opening or finalization of the tender whichever is later. Any tender without supporting EMD of the desired amount enclosed in Part-A will not be considered and the tender will be rejected.
Only successful vendor's EMD will be retained as a part of security deposit and is refundable after termination of the contract without any interest after deducting dues if any, due to the University.
 5. The tender document is non-transferable.
 6. Tender cover will consist of two parts.

Part-A

- a) Profile of the tenderer, with all relevant signed documents as mentioned in Terms and Condition (General) at page No
- b) EMD 10,000
- c) Tender Documents

Part-B

- a) Commercial Bid

4. SUBMISSION OF TENDER:

1. The tender should be submitted under “**Two cover system**” the first cover is termed as **part ‘A’** with the tender documents, profile of the tenderer, EMD of Rs. 10,000/- with superscription on the cover as **“Tender for Job contract Service at Students’ Mess, Hall of Girl’s Residence, Jamia Nagar, New Delhi-25”** **Part ‘A’** and the second cover is termed as **part ‘B’**. Both covers should be placed in a bigger cover with superscription **“Tender for Job Contract Services at Students’ Mess, Hall of Girls Residence, Jamia Millia Islamia, New Delhi-110025”** addressed to the Chairman, council of wardens, students’ Hostel, Hall of Girl’s Residence, Jamia Millia Islamia, New Delhi-110025, and should be submitted before the due date.
2. Quoted price should be inclusive of all taxes and duties. Rate of tax/duty should be indicated separately.
3. The offer should be valid for a period of at least 90 days from the date of the tender opening.
4. The Contract will be for a period of **Two years**, which could be extended further, on mutual consents of either party at the end of previous term viz. August,2014 to May,2016
5. Hall of Girls Residence, JMI, reserves the right to reject any or all the tender, wholly or partly without assigning any reason thereof. In all matter pertaining to this tender, the decision of the Provost, Hall of Girl’s Residence, and JMI would be final and binding on both the parties.
6. All tender and covers should bear the name and address of the tenderer all the pages of the tender document must bear the seal and signature of the tenderer.

7. The tenderer should be prepared to come to Hall of Girl's Residence, JMI, to take part in discussions, if required at a short notice.
8. Pre-bid meetings: A pre-bid meetings would be held on 16th July, 2014. The tenderers who require any clarifications of the tender documents are invited for the meeting.
9. The completed tenders should reach the Provost, Hall of Girl's Residence, JMI by 16th July, 2014, 10:30am sharp.
10. Request for any further extension of the above deadline shall not be entertained. Delayed or incomplete tenders received shall not be considered but rejected.
11. The Tender will be opened at 16th July, 2014, 11:00am in the Hostel Office. **Representative tenderers are welcome.**
12. On the above mentioned date, only Part-A of the tender (i.e., tender containing the profile of the tenderers / EMD) will be opened. Tenders will be short-listed based on the information provided in Part-A. Part-B submitted by the short listed tenderers will be opened at a later date under intimation to such tenderers.
13. The Contract shall fulfill all statutory requirements pertaining to minimum wages and other statutory benefits like ESI, EPF, MWA etc, and proper account of payments including minimum wages being made to the workers of the agency. The Contractor shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the University against all such liabilities, which are likely to arise out of the agency's failure to fulfill such statutory obligations.
14. **Security Deposit:** The contractor has to deposit a Security Deposit of Rs. 100,000- (Rupees: One lac Only) by drawing a demand draft from the INDIAN BANK in favour of the Registrar,

Jamia Millia Islamia, New Delhi, before the commencement of the contract.

15. Where counter terms and conditions, printed or cyclostyled conditions have been offered by the Contractor, the same shall not be accepted by the Institute, unless a specific written acceptance thereof is obtained.
16. If the Contractor fails to carry out the Jobs as per the terms and condition agreed upon, he is liable for forfeiture of EMD/Security Deposit in additions to penalty.
17. The Contractor shall be solely responsible either for any injury, damage, accident to the workman employed by the agency or for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its workers.
18. The workers employed by the Contractor shall wear uniform and name badge, which is provided by the Contractor and the agency, shall be responsible for the discipline of his workers. **The workers are not employees of the University** and shall not have any claim whatsoever on the University and shall not act detrimental to the interest of the University. The workers shall have to follow the security regulations as directed by Security and fire fighting of the University. Workers shall not form union or carry out trade union activities in the campus.
19. No accommodation will be provided in the campus for the workers and the Contractor shall make their own arrangements.
20. The University reserves the right to terminate the contract on 2 months' notice, if the performance is not satisfactory. The Contractor can also terminate the contract by

giving 2 months notice and clearing all the dues to the Institute, if he is not willing to continue the contract.

21. All the documentation in the tender should be in English.
22. This tender document consists of Pages.
23. Sub-letting/Sub contracting the work is not permissible under any circumstances.
24. Successful Contractor shall execute an agreement on a prescribed format.
25. The Tender should be complete in all respects.

GENERAL DEFINITIONS

1. JMI means Jamia Millia Islamia, New Delhi-110025
2. “Provost”, means the Provost of Hall of Girl’s Residence or his authorized representative.
3. “Student’ means ” means student’ Mess ‘B’ of students’ Hostel, Hall of Girl’s Residence, Jamia Millia Islamia, University.
4. “Tenderer” also means the contractor who would be the successful bidder.
5. The Chairman, COW means, the Chairman, Council of Wardens, or his authorized representative.

SKILL REQUIREMENT AND JOB DESCRIPTION OF VARIOUS STAFF IN MESS

1. COOK:

Skills:

- Should have worked for at least 5 years in a reputed hotel or large catering establishment.
- Should be specialized in vegetarian and non-vegetarian dishes.
- Should have knowledge in preparing popular sweets.
- Should have Knowledge of operating various kitchen equipments and maintaining hygiene standards.
- Should be willing to work in shifts both straight and break shifts.

Job Description:

- 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 hygienic, cleanliness and safety requirements.
- Should be able to guide assist cook and other kitchen staff in using the various kitchen equipments, which are available in the kitchen.
- Should be responsible for the safe custody of raw items and prepared food items during his duty timings.

2. KITCHEN STAFF:

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

Job Description:

- Should be able to Wash/peel and/or cuts various ingredients to prepare for cooking or serving and inspects cooking equipments, kitchen equipments 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 Students' 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.

. **WASHERS:**

Job Description:

- Washers have to wash with soap solution, hot water, all Plates, Spoons, SS Water Glass etc., after every meal.
- Washers have to use perfume disinfectant while swabbing the dining hall after thorough washing.
- 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 tables soon after the boarder vacates the dining table after every meal.
- Washers should keep the dining hall very clean and tidy at all times.
- Washers have to do any other assigned duties from time to time.

5. GENERAL CLEANING STAFF:

Job Description:

- Should have to wash big vessels like Palav Deksha, Kolaga, Dabras, Idli Stand, Rice Cooker Pan and Rasam vessels etc., after cooking. They have to clean the kitchen after preparing the food, 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 perform any other duties assigned to them from time to time.

STORE HELPER:

Job Description:

- Store helper will help the Store Keeper in getting the provisions, arranging, weighing and issue to the Head Cook.
- Store helper will help the Store Keeper in keeping the store spick and span.
- Store helper will help in the Kitchen or 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.
- Store helper should do any other duty assigned from time to time.

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 Description:

- The Supervisor is responsible for the attendance, deployment, work and conduct of the contract employees.
- The Supervisor will make arrangements for substitutes, in case any Contract Staff is absent.

- The Supervisor will also provide extra manpower, if required, at a short notice.

TERMS AND CONDITIONS AS PART OF AGREEMENT:

- Disputes:** All disputes that may arise shall be referred to the Provost, Hall of Girl's Residence, JMI whose decision shall be final.
- Insurance to Employees:** All employees engaged by the contractor shall be comprehensively insured for accidents and injuries by the contractor at his cost.
- The duration of the Contract:** The duration of this contract is for a period of Two years, this may be extended further, on mutual consent and subject to satisfactory performance of the contract.
- Payment Terms:** The payment will be made monthly on satisfactory completion of job contract services after deducting TDS and related miscellaneous works mentioned in Scope of Work and Job Specifications and as per actual manpower supplied. In case of shortfall in supply of manpower, the payment will be deducted at the rate of 1.25 times of the applicable wages in addition to the penalty as specified in page no 18 under Penalty Clause. 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 Supervisor who will supervise the above work and Assistant Registrar (Hostel)/Chairman, Council of Wardens. The contractor has to indicate Bank Account No. for arranging ECS payment

The works attended to as per job specification and scope of work, vis-à-vis scheduled work and its satisfactory completion has to be certified by the nominated Mess Supervisor, and Assistant

Registrar (Hostel)/Chairman, Council of Wardens, before release of payment.

- e. **Indemnity:** 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 Institute 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 Hall of girl's Residence, JMI any circumstances. The contractor shall defend, indemnify and hold the Institute 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 Institute 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 Institute shall be completely indemnified accordingly.

Security Deposit: The contractor has to deposit a Security Deposit of Rs. 100,000- (Rupees one lac only) by drawing a demand draft from the INDIAN BANK in favour of the Registrar, Jamia Millia Islamia, New Delhi, before the commencement of the contract.

If the contractor fails to carry out the entrusted Job Contract Services and related miscellaneous works within the stipulated time and as per the Scope of work and Job Specification. Hall of Girl's Residence, JMI reserves the right to impose penalty as specified in the Penalty Clause and has the right of get the work done through someone else.

The security deposit furnished by the contractor will not carry any interest and will be refunded:

- a) On completion of Job Contract Service entrusted to the contractor satisfactorily. If the work is not satisfactory he is liable for forfeiture of SD amount deposited.
- b) The Security Deposit made by the Contractor to be released only after producing the proof of compliance and Provident Fund, Minimum Wage etc.

The books of accounts regarding attendance, acquaintance, wages paid, PF Accounts etc., are to be maintained properly and produced for inspection to the University, whenever asked for and the university can take penal action for non-compliance.

The contractor shall provide the required number of efficient and reliable workers, in the respective categories for all shifts on all the days of week.

The contractor shall be responsible for the discipline of his workers.

The workers employed by the contractor:

- a) Shall not act in any way detrimental the interest of the University.
- b) Are not employees of the University and shall not have any claim whatsoever on the Institute.
- c) Uniform: All personnel appointed by the contractor shall wear approved uniforms provided by the agency during working hours for proper identification of employees of different agencies

- d) The contractor shall provide ID Cards to the staff. It will be verified and certified by JMI, Proctor Office.
- e) Have to follow the security instructions as directed by the Security Officer of the Institute.
- f) They shall not participate in any strike or protest in any form.
- g) The contract workers can take rest in the dormitory provided in the Messes during break timings.
- h) All Contract workers are required to do their duty maintaining hygienic, cleaning and safety.
- i) The list of workers profile has to be submitted to Provost (Hostel) for approval and should be employed only on the approval by the Provost (Hostel).
- j) All the required quantity of materials and labourers for Job Contract Services and related miscellaneous works will be at the cost of the contractor, he shall furnish the staff position, implements, equipments, tools and plants for this work as proposed to be deployed by him.

Whenever any claim for the payment of whether liquidated or not, money arises out of or under this contract against the contractor, the Institute shall be entitled to recover such sum by appropriating in part or whole, the security deposit by the contractor. In the event of security deposit money being insufficient, then the balance or the total sum recoverable, shall be deducted from any sum then due or which at any time thereafter may become due to the contract under this or any Security Deposit shall be withheld till such claims of the Institute and finally adjudicated upon and paid by the contractor.

The Institute reserves the right to terminate the Job Contract Services and related miscellaneous work contract within 2 months notice before its expiry, if the performance is not as per

our Job Specification. The contractor can also terminate the contract by giving 2 months notice and clearing all the dues towards University, if he is not willing to continue the contract.

k.) There will be a periodical evaluation of the work done by Contractor from time to time, and he will be informed about the same.

l.)The Contractor shall comply with all the requirements under labour and other relevant laws and maintain the required documents. Any violation or non-compliance shall be viewed very seriously resulting in penal action as well as termination of the contract depending on the seriousness of the violation.

The rate quoted by the Contractor shall include all the component of taxes leviable as applicable to works and service contract, if any.

It is emphasized that the contract is purely a Maintenance Contract intended for carrying out all the works entrusted in the schedule appended to this and at no stage this should be interpreted as a LABOUR CONTRACT.

Where counter terms and conditions, printed or cyclostyled conditions have been offered by the contractor, the same shall not be deemed to have been accepted by the Institute, unless written acceptance thereof is obtained.

m.) On all matters pertaining to this work order, the decision of the Provost of the Hall of The Girl's Residence, JMI shall be final and binding.

7. OTHER CONDITIONS

- a.** Adequate number of manpower should be supplied so that the work is done in specified time. Sufficient number of workers should be available to carry out the Job Contract at the Students' Mess. The number should be declared in the Commercial Bid separately for Mess 'B'.

- b.** All records shall be maintained by the Contractor as a part of record of day-to-day work done, they shall be daily authenticated by the Mess Supervisors designated for the work. They shall become the basic documents for preparation of bills on monthly basis. They shall be maintained in duplicate, one set with each of the supervisor of the Contractor and the Institute.

- c.** The works as specified in job specifications have to be carried out as per the schedule and also within the stipulated time given. The contractor shall employ as much manpower as required (after approval) and utilize such quality and quantity of material as required for maintaining high standard of cleanliness within the stipulated time.

8. PENALTY CLAUSE

- 1. Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded.

- 2. Penalty shall be up to Rs.500-00 per day, per fault/unsatisfactory work.

3. The cost of execution of the work at the risk and cost as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit, which has to be made good within 15 days of the short fall.

MANPOWER:

The following minimum No. of Manpower specified category wise should be available daily in each mess as follows:

Manpower Required at various places	Category of Manpower	Mess B		Total Manpower Required to Mess 'B'
		Shift I	Shift II	
<u>Kitchen</u>	Cooks	3	3	6
	Kitchen Staff	8	7	15
Total No. of Manpower		11	10	21

Job Description of each person is enclosed in page Nos. 4 to 5.

Extra-manpower:

Cooks = 1 Manday (Quote rates in Part 'B' only)

Kitchen Staff = 1 Manday

If Extra manpower utilized, will be paid at Quoted rates in part 'B'.

Note: Put in PART 'A'

PROFILE OF THE TENDERER

TENDER FOR JOB CONTRACT FOR STUDENTS' MESS AT Hall of Girl's Residence

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 Delhi? 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) :

:

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. Bank Details (Bank Name, No, & Address) :
(for ECS Payments)

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				

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				

Place:

SIGNATURE OF THE TENDERER

Date:

Tenderer

Provost (Hall of Girl's Residence)