

Rajiv Gandhi Institute of Petroleum Technology (RGIPT)

Tender for Operating Students' Mess for approx. 450 students (Including Catering, Caretaking and Housekeeping Services)

S. No.	Particulars	Details
1	Tender Notification No	RGIPT/Jais/Mess/02/2018
2	Name of the job	Operating Students' Mess for approx. 450 students (Including Catering, Caretaking and Housekeeping Services)
3	Period for contract	Initially for a period of 2 years, which may be extended for a similar, larger or lesser period on same terms and conditions
4	Date of Issue of Tender Document	06-06-2018 (Wednesday)
5	Last Date and time for submission of Tender Document	22-06-2018 (Friday) by 03.00 PM
6	Date and time for opening of Technical Bids	22-06-2018 (Friday) by 03.30 PM
7	Date and time for opening of Price Bids	Announced later
9	Likely date for commencement of contract	July' 2018
10	Earnest Money Deposit (EMD)	Rs. 4.00 Lakhs/- (Refundable) deposited in RGIPT Bank Account
11	e-Tender Processing Fee (ITI LIMITED)	Rs.7500 + (Applicable GST@18%) through e-payment Gateway available on https://rgipt.euniwizard.com
12	Name of the contact person at RGIPT for tender related enquiry	Jitendra Prasad Mobile: 08574897750 (10.00 AM to 5.00 PM) Monday to Friday
13	Address for the Institute	Rajiv Gandhi Institute of Petroleum Technology (RGIPT) Jais Mubarakpur Mukhetia More, Bahadurpur, Post: Harvanshganj, Near Jais Railway Station Amethi- 229304, UP, India

PART-I

1. INTRODUCTION

- a. Rajiv Gandhi Institute of Petroleum Technology (RGIPT) has been set up through an Act of Parliament as an Institute of National Importance on the lines of IITs. Institute is operating its academic activities from Jais, Dist- Amethi (Main Campus) and currently offering programmes at Undergraduate, Postgraduate and Doctoral levels. There is a strength of approx 450 students in campus and Institute intends to engage a reputed catering firm to operate its professionally managed students' mess and provide tasty and hygienic foods at par with a reputed restaurant.
- b. **ONLINE QUOTATIONS**, in Two-Part Bids, are invited from reputed catering firms for providing catering, caretaking and housekeeping services at RGIPT Mess at Jais, Dist- Amethi.

2. SCOPE OF WORK

The scope of works of the contract includes:

- a. Catering Services for Students' Mess
- b. Caretaking of students' mess
- c. Cleaning and maintenance of Students' mess area
- d. Any other relevant job assigned by Institute time to time

Caterer will be required to prepare food and serve breakfast, lunch, evening snacks and dinner for Students, Guests, and visitors of RGIPT, as per menu suggested by Mess Committee and maintain the mess and its surroundings clean. The mess staff will work under the guidance of Mess Committee. Cleaners will not be used for kitchen/cooking work and for serving the cooked foods.

3. JOB SPECIFICATIONS

- a. Provide unlimited breakfast, lunch, snacks (limited) and dinner to hostellers. The number of boarders will be at an average of 425, which may vary between 10 to 20%. The number of students may increase in the coming academic session. The food shall be prepared in clean, hygienic and safe conditions as per the menu.
- b. Only standard quality of raw materials/ packaged items will be used in cooking food. Food Safety and Standard Authority of India (FSSAI) should approve all packaged items.
- c. 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, snacks and dinner) and will be disinfected once in a month or as and when required.
- d. High standard of hygiene, sanitation & safety should be maintained at kitchen & dining hall.
- e. The garbage collected from the kitchen, dining hall, dish wash area will be disposed off every morning in closed bins. The surroundings shall be kept clean and hygienic.
- f. The tea spoons, table spoons, forks, knives, stainless steel tumbler glass, bowls and all the utensils should be counted once in a month and the contractor will be responsible for the loss of any items and make the loss if any, good. Water Coolers and purifier should be cleaned and maintained as per the instruction of Institute's authority.
- g. Food shall also be served to sick boys/girls in their rooms as and when required.
- h. The workers, deployed in mess should have an experience of working in a large canteens, hotels, messes for a period of at least 2 years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian.
- i. The caterer will try his best to save energy by using latest technology in catering service areas.

E Tendering Helpdesk Number : 011-49606060 /7398741154/7982696347

E Tendering Helpdesk email ID : ewizardhelpdesk@gmail.com

ewizardkrishn@gmail.com

4. ELIGIBILITY CRITERIA

- a. The bidder should be either a registered Proprietary firm, Partnership firm, Limited Company or a corporate body legally constituted.
- b. A minimum 5 years experience, especially in operating Students' Mess for 400 or more students on daily basis with Educational Institutions like IITs, IIMs, IISERs, NISERs, NITs, NIFTs, AIIMS, Central Universities, etc.
- c. The contractor should have executed at least 3-4 contracts for providing services to 400-500 students during last 3 years.
- d. The firm should have an Annual Turnover of Rs. 3.00 crores (Rupees Three crores only) per annum during last 3 consecutive years as per the audited statement of accounts ONLY FROM PROVIDING CATERING/MESS SERVICES. The Service Provider MUST have earned profit during the last 2 years.
- e. Any Government or private bodies should not have blacklisted the contractor.
- f. The Service Provider should be duly registered with the relevant authorities for PAN, GST, Food License, EPF, ESI, Labour License, etc. and have its own Bank Account.
- g. All terms & conditions of tender are acceptable to the bidder.
- h. An Earnest Money Deposit (EMD) of Rs. 4.00 Lakhs (Rupees Four Lakhs only) will be deposited online in Institute's Bank Account and UTR No. will be provided with Tender to verify the payment. Bidder registered with NSCI is exempted to deposit EMD.

5. EVALUATION OF BIDS

- a. Rs. 120/- (excluding of GST) is estimated price for providing 4 times food (Breakfast, Lunch, Snacks and Dinner) to students. Bidders will be required to quote their rate in commensurate with market and that should be sustainable for 1 year.
- b. Bids will be evaluated on parameters as specified above in Point no-4. But, the final selection of bids for 'Price Bid' shall be done on the basis of score, secured by each bidders in Performance Evaluation Sheet-III. All bidders would be required to score minimum 45 marks to become technically successful bidder.
- c. The performance levels have been categorized in four parts and marking for each will be as follows:

Excellent	: 3 Marks
Very Good	: 2 Marks
Good	: 1 Mark
Satisfactory	: 0.5 Mark
- d. All bidders would be required to fill all columns of Technical Bid Form-I, II & III and evaluation shall be done accordingly.
- e. Decision on Technically Successful Bidder shall be made, based on information provided by Bidder in Technical Bid Form-III and total marks scored by them. Bidders are also required to upload relevant documents in their claims.
- f. Price Bids of only Technically Successful Bidders will be opened and job will be awarded on lowest quote basis. However, their price should be justified, logical, commensurate with market rate and have documentary evidence that they can offer menu food on quoted rate.
- g. If it is required by TEC, bidder will give detailed break-up of quoted rate.

h. Process of evaluation:

Steps of evaluation	Criteria	Technical Evaluation Committee (TEC) Remarks
1 st	EMD of Rs. 4.00 Lakh	Tender shall be summarily rejected & no further evaluation of Tender shall be done in absence of EMD
2 nd	Technical Bid Form-I	All columns should be duly filled and supported by relevant documents.
3 rd	Technical Bid Form-II	TEC will evaluate the Technical Bid Form-II of only those bidder, who has satisfied the Committee with their details in Form-I.
4 th	Technical Bid Form-III	Bidder shall be shortlisted for Price Bid Round based on the information provided and marks scored by them in Performance Evaluation Sheet (Form-III). All bidders would be required to score a minimum 12 marks in each Financial Year. However, their Cumulative Marks should be 40 to qualify the technical round. Technical Evaluation Committee (TEC) will reserve right to increase the Minimum Qualifying Marks, if the nos of technically qualified bidders exceed to 5. Similarly, if TEC found that nos of technically qualified bidders are less than 3, then they may relax the minimum qualifying marks.
5 th	Price Bid	Price Bid of only those Bidder(s) will be opened, who have scored a minimum 40 marks in Performance Evaluation Sheet (Form-III).
6 th	Award of Job	Job will be awarded to Technically Successful Bidder on lowest quote basis.

PART- II

GENERAL CONDITIONS OF CONTRACT

1. The bidder must have the required and valid statutory registration for rendering the catering and allied services.
2. The mess shall remain open throughout the year, even during the vacations in order to facilitate food for students, faculties, staff and others. A separate coffee/ juice shop has to be run by the contractor.
3. The successful bidder will pay Rs. 10,000/- as monthly maintenance charges for 10 months. Actual consumption of the electricity for mess shall be paid on monthly meter reading basis. The Institute will not charge the cost of water usage. However, Contractor shall use the water-supply economically.
4. As a part of the "Price & Evaluation Bid", the bidder shall quote the price for- Per student per plate cost (For Breakfast, Lunch, Snacks and Dinner) on daily basis. Rs. 120/- (excluding of GST) is estimated price for providing 4 times food (Breakfast, Lunch, Snacks and Dinner) to students.

Bidders will be required to quote their rate in commensurate with market and that should be sustainable for 1 year.

5. The contractor will have to provide foods as per prescribed schedule at the RGIPT Mess/ Canteen. Expenses of transportation of food to hostel points, recommended by Institute authority will be borne by the contractor.
6. The catering services should include innovative variety and balanced nutrition both for vegetarians and non-vegetarians. Requirement of Catering services include: (a) Breakfast, Lunch and afternoon snacks with tea/coffee for all students including hostellers and day-scholars, (b) Dinner for hostellers, (c) Breakfast / Lunch/Afternoon snack/Dinner etc. to those faculty/staff who require such services.
7. The contractor shall also provide various kinds of beverages, snacks and eatables in the canteen at such price/quotes as approved by the Mess Committee from time to time.
8. RGIPT shall provide the contractor some of the kitchen equipment/utensils/appliances and contractor shall arrange remaining. All interested bidders are advised to visit the RGIPT Mess to assess the available resources for providing catering services. List of available utensils may be obtained from the office.
9. Any equipment required other than what is available in the Institute for the cooking and servicing is to be procured by the Caterer. Any new equipment purchased would remain the property of the Caterer and can be taken away at the time of completion of the contract. However, a proper entry at the gate would be required for new equipments and proper gate pass would be needed while taking out such equipment out of the campus.
10. Pest-Control: The contractor at all times will keep the kitchen/dining hall/washing area free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the contractor at all times.
11. The contractor would ensure clearance of all the drains in and around the kitchen and dining hall at all times and will ensure disposal of waste food articles & other garbage from the campus premises frequently and regularly at his own cost. The Institute will not pay any extra amount for the same.
12. The caterer shall make necessary arrangements for regular and prompt collection and disposal of waste generated in the kitchen on day-to-day basis.
13. It shall be compulsory for the Mess Contractor to take the following hygiene and cleaning measures- Cleaning the kitchen area twice a day, including the store-room, soaking the vessels in hot water at the end of the day, Crockery to be washed with hot water using detergents, Thorough cleaning of refrigerators, bottle-coolers and water coolers, once a week, Periodic spraying of insecticides, Cleaning the dining tables with detergent and water at the end of the day and thorough cleaning of wash basins with detergent at the end of the day.
14. The contractor will arrange for any additional facilities, utilities, equipment and inputs required for the production and service of various items of food. The Contractor shall be responsible to ensure the proper utilization of the facilities, equipment, furniture and utilities provided by RGIPT without any manner of abuse or excess use. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the contractor's bill and the material/item repaired or replaced at his cost.
15. Notwithstanding anything provided elsewhere herein, the firm may be penalized if the contractor does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Officer-in-charge within 10 (Ten) days of notice in writing.
16. The contractor will be responsible for any major or minor repairs and will arrange for regular maintenance of the equipment provided by the Institute at his cost.

17. The caterer shall get the menu approved by the Mess Committee or the representative of the students. The officer-in-charge may make any subsequent change in the menu in consultation with the Students Committee, and contractor.
18. The contractor will deploy sufficient nos of trained, efficient and reliable uniformed workers in the students dining hall during all major meal timings. They will done the manpower planning in such a manner that at least 1 supervisor, 2 nos of chef, 4 chef's helpers, 2 for washing utensils, 4 for maintenance of mess areas and 5 person should available for food counters in per shift. These are just indicative numbers, which may be increased by contractor if it is found insufficient for smooth operation of mess services.
19. Efficiency, promptness, quality of food, good behaviour and politeness of the caterer and his staff are the essence of the contract. The caterer is required to supervise the operations at all working hours and his Manager or Supervisor shall personally supervise operations in the kitchen and dining area.
20. The caterer shall provide appropriate uniform to all their staff engaged and deployed at RGIPT in sufficient quantity. All mess workers will wear neat and clean uniform, aprons, gloves, headgear and name badge during working hours. Catering staff will not smoke bidis, cigarettes or take alcoholic drinks on the campus and nor they are allowed to chew pan, gutka, tobacco, items etc.
21. All the catering staff should be medically fit. They should be free from any contagious diseases. The caterer shall get his employees medically examined once in six months and submit fitness certificate to the officer-in-charge.
22. The contractor will require submitting of medical report and police verification of the newly deployed employees within 10 days of their joining. The contractor shall issue ID Cards to all its workers and intimate accordingly to Institute.
23. The contractor shall have to make his own arrangements for the accommodation of its mess staff. The mess staff shall leave the campus latest by 11.00 pm and shall be granted permission to enter the campus not earlier than 05:00 am.
24. Entry into RGIPT campus by caterer's personnel will be subject to issue of gate passes to such personnel for the purpose. Gate passes shall be for a fixed period and shall be issued at the joint request of the caterer and the personnel of the caterer with respect to whom gate passes are sought, in the format prescribed by RGIPT in this behalf to be jointly signed by the caterer and the concerned personnel. The gate pass may be withdrawn without assigning any reason.
25. The books of accounts regarding attendance, acquaintance, wages paid, PF Accounts etc. are to be maintained properly and produced for inspection to the Institute, whenever asked for and the Institute can take penal action for non-compliance.
26. The workers employed by the contractor shall not act in any way detrimental to the interest of the Institute. They shall not be employees of the Institute and shall not have any claim whatsoever on the Institute
27. The Contractor shall be solely responsible either for any injury, damage, accident to the workers employed by them or for any loss or damage to the equipment/ property in the areas of work as a result of negligence/carelessness of its workers.
28. The workers shall have to follow the security regulations as directed by Security and fire fighting of the Institute. Workers shall not form union, carry out trade union activities in the campus, not participate in any strike, or protest in any form.
29. The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workers including safety regulations.
30. The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him to RGIPT, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the preparation, storage and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential

Commodities Act, and The Weights and Measures Act and all rules, regulations and orders framed there under.

31. The contractor will be solely responsible for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.
32. The contractor shall fully comply with all applicable laws, and regulations relating to Central Minimum Wages Act, P.F. Act, ESI Act, GST, Bonus Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority. The contractor will pay all the time, revised minimum wages to their workers.
33. The contractor shall be responsible and liable for all the claims of his workers.
34. The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
35. The contractor shall obtain adequate insurance policy in respect of his workers engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
36. The contractor shall keep the Institute indemnified from and against all personal and third party, misconduct claims whatsoever arising out of any commission or omission by contractor or his employees, or representative as the case may be.
37. The contract will be initially for 2 years, which may be further extended for similar, lesser or larger period based Institute's requirements, Performance of the Contractor and on the Recommendation of Students' Mess Committee on similar terms and conditions. However, there will be a provision for Annual Price Escalation (In case the tender extended) of up to 2-5% per annum to absorb the increase in the input costs. However, the rates quoted shall remain firm during the first year of the contract.
38. Upon the termination of the contract (except termination due to illegality), the Institute shall be entitled, at the risk and cost of the contractor, to arrange for meals and/or carry on the room services for the balance period of the contract as contemplated in the scope of the work through an independent agency and to adjust any differential amount thus incurred from the contractor (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the contractor.
39. The payment shall be made on monthly basis on satisfactory completion of assigned job. The bill should be submitted on 5th of succeeding month and payment will be made within 30 days after certification by Chairman- Mess Committee & Chairman- Council of Wardens.
40. Mess charges will be billed on actual quantity of plate/food consumed. If students are out of station for more than 3 consecutive days, he/she is allowed a mess rebate (as applicable), provided that Chairman- Council of Wardens permits the absence from the campus.
41. All bidder shall deposit an Earnest Money Deposit (EMD) of Rs. 4.0 Lakhs by means of Demand Draft, drawn in the favour of Rajiv Gandhi Institute of Petroleum Technology (RGIPT) payable at Bank of Baroda, RGIPT Jais Campus Branch, Jais, Amethi, UP and must be enclosed along with the Tender. Tenders submitted without EMD will not be considered. The EMD of the unsuccessful bidders will be refunded without any interest after the award of the contract to the successful bidder. The EMD of the bidder is liable to be forfeited if the bidder prematurely withdraws his bid or the successful bidder fails to take up the job or fails to deposit the initial security deposit.

42. Successful contractor shall deposit an amount of five to ten percent of contract value or an amount equivalent to 1-month bill as Performance Security Guarantee/ Security Deposit within 15 days of award of contract. No interest shall be paid on this amount. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
43. The Performance Security Guarantee/ Security Deposit may be in the form of Account Payee Demand Draft or Fixed Deposit Receipt from any scheduled or nationalized bank, drawn in favour of Rajiv Gandhi Institute of Petroleum Technology (RGIPT) payable at Bank of Baroda, RGIPT Jais Campus Branch, Jais, Amethi and should be valid for the period of entire contract period.
44. If the contractor fails to carry out the entrusted job and related miscellaneous works within the stipulated time and as per the scope of work and specification, in such situation, RGIPT reserves right to impose penalty as decided by Mess Committee and will have the right to get the work done through other agency.
45. The Institute shall be entitled to inspect and/or test by itself or through any of its representative or an independent agency, premises of the contractor and materials stored therein for use pursuant to the contract and/or any ingredient to be used in the preparation of food intended for provision or sale pursuant to the contract.
46. If any material, item or component intended to be used for the work is found to be unsatisfactory, in such matter the decision of the Institute or authorized representative shall be final and binding to the contractor. The contractor shall not use such material, and shall keep the Institute indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the contractor.
47. All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
48. The contractor shall give vacant possession of the facilities/ premises made available to the contractor by RGIPT and return all furniture, fixture, equipments, utensils and other items made available by RGIPT in good condition after the contractual period is over or if the contract is earlier terminated.
49. If the contractor fails to do so, Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and if any item found missing, Institute will be free to deduct from the contractor's bill(s) or security deposit.
50. The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do so with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
51. The scope of work given is approximate only and may vary in actual course of execution. The contractor is therefore, advised to quote very carefully. No claim for the compensation from the contractor shall be entertained due to any variation in quantities (irrespective to the quantum of variation) of the various items of food or deletion of any item(s) of food. The rates shall be firm during the first year of the contract.
52. Either party may terminate the contract by giving two-month notice.
53. The contractor shall not be entitled to claim any compensation from RGIPT for the loss suffered by him on account of delay by RGIPT in the supply of useable water, electricity etc. where such delay is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, Acts of God, acts of enemies of the state/ country or any reasonable cause beyond the control of the Institute.

54. The tentative timing of mess operation is as follows:
Breakfast: 08.00 am to 9.00 am Lunch: 12:00 pm to 1.30 pm
Snacks: 4.00 pm to 4.30 pm Dinner: 08.00 pm to 9.30 pm

Mess committee reserves right to change the timing of mess as per students' requirement and comfort.

55. The Institute through Mess Committee reserves right to decide the timings for breakfast and each meal on different days. The mess committee may revise the timings over the year as per academic and other activities. The committee will inform the contractor about the changes in the timings well in advance.
56. Any member of the designated student committee or officer-in-charge or any authorized person can inspect the mess, kitchen or any process without prior notice to caterer.
57. In case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, appropriate punitive action shall be taken and the Mess Committee will be fully empowered to impose penalty on contractor.
58. The successful Bidder shall be required to execute a Contract Agreement with RGIPT on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful bidder.
59. Institute reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
60. The Institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
61. The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount as required for this type of work against damage /loss/ injury to property or person or loss of life during the complete period of the contract.
62. RGIPT expects the Students' Mess to be maintained as a high-end facility for our students' community, ensuring state-of-art hospitality and service management at the level of a Three Star standard.
63. The contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, GST and other applicable taxes Works contract etc. and shall keep the Institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The contractor shall not employ child labour.
64. The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.
65. In the event of any question, dispute or difference arising under this Agreement or in connection there with except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator appointed by the Director, RGIPT. In such cases, the decision of the Arbitrator will be final and binding on both parties of this agreement.
66. It is agreed and declared by and between the parties hereto that the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Amethi/ Rae Bareli alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India, so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Amethi.

67. The Institute reserves the right to visit the sites managed by the contractor to evaluate its competency level during any stage of the tendering process. The report submitted by the inspecting committee will be considered for finalizing the successful bidder.
68. The contractor shall have to mobilize his resources to commence the work within 15 (fifteen) days from the date of award of contract.
69. The successful bidder will pay Rs. 10,000/- to as monthly maintenance charges for 10 months.
70. Electricity usage will be charged for mess (except dining hall area) on monthly meter reading basis. The current electricity rate at RGIPT is Rs. 7.20 per unit.
71. RGIPT will provide the contractor few kitchen equipment/utensils/appliances and remaining shall be arranged by contractor. All interested bidders are advised to visit the RGIPT Mess to assess the available resources for providing catering services.
72. The caterer will compulsorily provide appropriate uniform to all their staff engaged and deployed at RGIPT in sufficient quantity. All mess workers will wear neat and clean uniform, aprons, gloves, headgear and name badge during working hours.

PART-III

SUBMISSION OF TENDER

73. All bidders should submit **ONLINE** Tender under “Two Part Bids” system along with an EMD of Rs. 4.00 Lakh (Rs Four Lakhs Only). EMD should be paid online and payment details i.e. UTR/ Transaction Id, Date of payment and Bank name should be provided.
74. The offer should be valid for a period of at least 90 days from the date of the tender opening. Bidder shall not be entitled during this period to revoke or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid at their own, the offer shall be treated as “REJECTED” and EMD shall be forfeited without any reference to the bidder.
75. All tenders and covers should bear the name and address of the tenderer and all the pages of the tender document must bear the seal and signature of the tenderer.
76. Opening of Technical Bids: The Technical Bids will be opened on Friday, 22-06-2018 at RGIPT Administrative Block, Jais, Amethi. Tenders will be short-listed for Price Bid round only on the basis of information provided in Technical Bid.
77. RGIPT reserves right to withdraw tender after floating it or cancel the entire tendering process without assigning any reason whatsoever at any stage. In addition, Institute reserves the right to select or reject any bid without assigning any reason thereof.
78. RGIPT reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Director, Rajiv Gandhi Institute of Petroleum Technology shall be final and binding on tenderers.
79. 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.
80. All expenses in preparation and submission of bids and visits to the office or any place in connection with the preparation of the Bid shall be borne by the Bidder. RGIPT in no case shall be responsible or liable for these costs regardless of the outcome of the bidding process.
81. Bidders will be required to fill all columns of Technical Bid Form-I, II, III and upload the same on portal.
82. Price for mess services shall be provided **ONLY IN TECHNICAL BID FORM-IV and shall be uploaded online after affixing Digital Signature.**

83. The bidder should quote firm prices/ rates taking into account of all taxes and other expenditure required to be incurred by him/ her for providing required services etc. during the contract period as indicated under this contract and after wards no variation on any account unless otherwise specifically mentioned will be allowed.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://rgipt.euniwizard.com>.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://rgipt.euniwizard.com>) with clicking on the link “Online bidder Registration” on the e-tender Portal by paying the **Registration fee of Rs. 2360/- Per vendor/per year.**
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. **The scanned copies of all original documents should be uploaded on portal <https://rgipt.euniwizard.com>**

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, you can pay the the form fee by DD only and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e-tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (**e.g. PAN card copy, annual reports, auditor certificates etc.**) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RGIPT, Jais.

3. Bidder has to select the payment option as **“DD” to pay the tender fee / EMD** as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The EMD in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non receipt of EMD amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bid click **“Complete”** (i.e. after Clicking **“Submit”** in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
10. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 24x7 Helpdesk Support. **The contact number for the helpdesk is “011-49606060“**

Sample Mess Menu (Only representative menu and subject to change)

Days	Breakfast	Lunch	Snacks	Dinner
Monday	Idli, Vada with Sambhar and coconut chutney + Tea/Coffee (100 ml), Milk-250 ml	Rice, Chapati, Red gram dal, Seasonal vegetables-2, Papad, Green salad, Curd	Bread Pakoda-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Rice, Poori, Chana dal, Seasonal vegetable-1, Papad, Green salad, Gulab jamun-1(50 gm) Extra: Egg Masala Curry
Tuesday	Poori & Sabji, Jalebi-2 (big size) + Tea/Coffee (100 ml) , Milk-250 ml	Veg Biriyani/ Veg Manchurian, Raita, Papad-1, Green salad, Lassi	Samosa-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Butter Nan, Paneer butter masala, Rice, Seasonal vegetable-1, Green salad, Carrot/Moong Halwa
Wednesday	Upma/Poha + Tea/Coffee (100 ml) , Milk-250 ml	Rice, Chapati, Moong/Golden Gram, Shahi Paneer, Papad, Green salad, Raita Extra: Fish Curry	Veg Cutlet (75 gm)-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Jeera Rice, Chapati, Dal Makhani, Papad-1, Green salad, Ice cream (Amul- Butter scotch-100 ml)
Thursday	Plain/Masala Dosa with Sambhar and coconut chutney + Tea/Coffee (100 ml) , Milk-250 ml	Rice, Chapati, Rajma, Seasonal vegetables-2, Curd, Papad, Green salad, Fresh fruits	Veg sandwich-2 + Tea/Coffee (200 ml) + Tomato Sauce	Rice, Chapati, Sambhar, Seasonal vegetables-1, Papad, Sohanpapdi (Haldiram) Extra: Egg Curry
Friday	Chole, Bhature + Tea/Coffee (100 ml) Milk-250 ml	Rice, Kadhi-Pakaudi, Seasonal vegetables-1, Papad, Green salad, Raita	Onion/Palak Pakoda (75 gm) + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Fried Rice, Plain Paratha, Seasonal vegetables-2, Papad, Green salad, Sweets Extra: Chicken Curry
Saturday	Aaloo Paratha (200 gm), Pickles and Curd (50 gm) + Tea/Coffee (100 ml) , Milk-250 ml	Khichdi, Papad-1, Pickles, Curd, Green salad	Aaloo Tikki-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Tandoori Roti, Kadhae Paneer, Mix vegetable, Papad, Green salad, Ras Malai Extra: Mutton Curry
Sunday	Veg Choumin/ Maggi + Tea/Coffee (100 ml) , Milk-250 ml	Pulao, Tandoori Roti, Dal-Tadka (Chana), Palak/Matar Paneer, Papad, Green salad, Lassi	Khasta Kachaudi Chat + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Rice, Chapati, Veg Kofta, Aaloo Jeera, Daal Fry, Papad, Green salad, Rasgulla