



**Tata Institute of Social Sciences,**  
(Govt. of India funded Multi-Campus Deemed University  
under Section 3 of the UGC Act 1956)  
**Off-Campus, Hyderabad -500 030**

TENDER NOTICE No. 2/TISS/Hyd-C/ 2018 date: 12<sup>th</sup> May, 2018  
(TWO BID SYSTEM)

**TENDER FOR  
SERVICE PROVIDER FOR FOOD AND  
ACCOMMODATION SERVICES FOR THE  
ACADEMIC YEAR 2018-19  
DUE DATE FOR SUBMISSION OF BIDS 28<sup>th</sup>  
MAY, 2018 AT 10.00 AM**

**This Tender document contains 12 pages including this cover page. Additional sheet/s if any used may be duly numbered and signed by the tenderer and enclosed.**

**Main Campus:** Tata Institute of Social Sciences, V.N. Purav Marg, Deonar, Mumbai, Maharashtra -400088

**Tata Institute of Social Sciences,**  
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**Off-Campus, Hyderabad - 500 030**

## **TENDER NOTICE No. 2/TISS/Hyd-C/ 2018 dated 12<sup>th</sup> May, 2018**

### **SERVICE PROVIDER FOR FOOD AND ACCOMMODATION SERVICES ON CONTRACT**

Tata Institute of Social Sciences is a Govt. of India funded Multi-Campus Deemed University having its main campus at Mumbai and has one of its off-campus at Hyderabad offering Under Graduate, Post Graduate, MPhil and PhD Programmes since 2012. The students get their admission into various programmes through National Level Entrance Tests conducted every year and consist of boys and girls from all parts across the country. Admissions for the academic year 2018-19 for UG, PG, M.Phil and PhD programmes are in progress.

TISS Hyderabad campus operates its academic programmes from Telangana State Institute of Rural Development (TSIRD) Campus in Rajendranagar. TISS Hyderabad Campus invites **SEALED QUOTATIONS UNDER TWO BID SYSTEM (TECHNICAL AND COMMERCIAL)** from reputed and experienced service providers for providing Hostel accommodation and food to the students as per the details given below:

#### **Eligibility Criteria – Technical**

1. The applicant should be in catering and accommodation services business (either one of this or both) for a minimum period of 03 years as on 31/01/2018. In case the agency is in one business only, they have to show the proof about the agency they propose to tie-up and the facilities of that agency. However, the offer shall be submitted for the combined services. Disputes shall be internally sorted out at quality of services shall not be compromised.
2. Experience of having successfully run the catering and accommodation services (either one of this or both) during the last 03 years ending on 31/01/2018, as per the following details:-
  - a) 3 (three) similar completed works (preferably one of them should be in state/central government/ central autonomous educational institute /central public sector undertakings, public institutions, companies, guest houses, educational institutions) each having not less than 100-150 persons on its dining strength.
- Or**
- b) 2 (Two) similar completed work (preferably in state/central Government / central autonomous educational institute/central Public Sector Undertaking) of having not less than 150-200 persons on its dining strength.
3. The applicant's average annual financial turn-over (gross) in catering and accommodation services during the last 2 (Two) years, duly audited by Chartered Accountants, should not be less than Rs.30.00 Lakhs, (if both) or 15 Lakhs if choosing one.
4. Should not have incurred any loss in more than 1 year during the last 3 years ending 31/03/2017

*Note: Similar nature of work means running catering as well as accommodation services both in Public institutions/ companies/guest houses/educational institutions*

**Duration of the Contract: From 1<sup>st</sup> June 2018 to 31<sup>st</sup> May, 2019 (Termination rules shall apply as per the agreement). The contract can be extended by one year at the same rates terms and conditions if agreed.**

### **General Terms & Conditions:**

- 1) The quotations should be given on the official letter head, signed by the Proprietor of the Firm/authorised Person in the case of a Partnership Firm/Company with seal.
- 2) Quotations not submitted in sealed covers are rejected and disallowed to be submitted again.
- 3) Name of the Firm and Mobile contact should be given on the Envelope mentioning clearly **“Quotations Submitted for Food and Accommodation Services at TISS, Off-Campus Hyderabad”**.
- 4) The details of the Firm have to be given such as Registration, PAN No. etc.
- 5) The Service Provider should have their own Kitchen premises close to the Campus/Hostels properly designed, furnished with all necessary clearances related to safety and Hygiene. TISS team will make visit to the premises of Kitchen and Hostels for assessment before proceeding further for finalising the contract.
- 6) The Quotations should reach the following address on or before **28<sup>th</sup> May, 2018 by 10 am.**

**Deputy Director  
TISS, Off-Campus, Hyderabad  
S.R Sankaran Block  
TSIPARD-Rajendranagar,  
Hyderabad 500030  
Ph.No. 24017701/2/3.**

- 7) The Service provider shall deposit Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty-five thousand only (refundable in case of unsuccessful bidders) in the form of a Demand draft drawn in favour of Tata Institute of Social Sciences, payable at Hyderabad along with the tender schedule. Tenders received without EMD in the form of a DD will be summarily rejected. The Earnest Money Deposit (EMD) Demand Draft should be enclosed only along with the – Technical Bid.
- 8) The tender documents can be downloaded from **www.tiss.edu**. A pre-bid meeting is proposed to be **held on 17<sup>th</sup> May 2018 at 2.00 PM** in the TSIRD Off-Campus, S.R. Sankaran Block, TSIRD-Rajendranagar Hyderabad. The queries on the tender will be addressed by the Institute. The queries may please be sent by email to [shaik.nayeem@tiss.edu](mailto:shaik.nayeem@tiss.edu) in advance for our reference and records.
- 9) Tender fee of Rs.1,000 is payable by demand draft drawn in favour of Tata Institute of Social

Sciences and payable at Hyderabad or it can be paid through the cash counter in the TISS, Hyderabad campus. The original money receipt / demand draft should be submitted with the technical bid failing which it will be rejected.

- 10) The Service provider should deposit 5% of the Value of the contract with the Institute as Security Deposit (applicable only in the case of successful bidder) either in cash or in the form of a Bank guarantee from a Nationalised Bank valid for the period of contract immediately after award of the contract.
- 11) Interested parties may visit the TSIRD Campus during the working days (Monday to Friday) from 11 am to 4 pm. Mr. Nayeem, Admin Assistant and Prof. Murali Krishna at the respective campuses may be contacted for details during their visits.
- 12) Please note that the Institute will pay the accommodation and food charges on behalf of the eligible GOI-PMS students directly to the service provider. The list of students will be submitted along with the contract.
- 13) The institute is functional for 8-9 months in a year. Hence food will be billed only for the duration when the students are present and are utilizing the dining services. No payment will be made for the vacation period. The vacation dates will be intimated one month in advance. During vacation, only accommodation charges will be paid. No maintenance charges will be paid.
- 14) Apart from the vacation period, students will be going for field visits as part of their academic requirements. Food bill will not be charged for this duration also. Bill for students who are on leave for more than three days at a time should be given rebate for period of absence.
- 15) Service Providers need to supply food (Lunch and Evening Snacks) at TSIRD campus during weekdays and in respective hostels during weekends. Breakfast and Dinner needs to be provided at the respective hostels only.
- 16) The Menu should be simple and acceptable to students from different parts of the country. At the same time there should not be any compromise with hygiene and quality. It may broadly include 4 roti (30g each), rice (200g cooked), one (1) sabji (150g), dal (150g), sambar / rasam, curd (100g), chutney/pickle, papad etc. preferably with a fruit/salad (75g edible portion) served in one meal. Dessert(120g) will be served as part of the menu twice a week. Non-Veg (150g with at least 75g portion of chicken/mutton/fish) served twice a week as per the demand at an additional cost. Please note that the quantity of chapati & rice to be served needs to be changed as per the regional preferences of the students. The weekly menu is given as Annexure in the tender document.
- 17) The raw ingredients used for cooking should be free of adulterants and its packaging should follow the regulations laid down by FSSAI. Use of MSG/Ajinomoto in Indian recipes, margarine, palm oil and colour is strictly prohibited. The food will be checked randomly for the presence of adulterants and finding of such products will lead to strict actions against the vendor.
- 18) The food should be prepared, stored, transported and served under a hygienic condition at all

the times.

- 19) The Service Provider can provide services at TSIRD campus, Rajendranagar, Hyderabad
- 20) For further clarifications you can write to Mr.Nayeem, Admin. Assistant, [shaik.nayeem@tiss.edu](mailto:shaik.nayeem@tiss.edu) or call on Landline No.2401 7701/2/3 between 11 am and 5 pm on weekdays.

**Institutional Assets available for Vendors:**

The Institute is having the following furniture/other useful equipment, which can be utilized in the hostel for which reasonable rent will be charged after assessing the value of the equipment. Therefore, the interested parties are required to submit their financial quote duly keeping this in mind.

**TSIPARD Campus**

Cots with beds and pillows	115 nos
Almarah 6/3	32 nos
Students chair	120 nos
Almarah 4/3	71 nos
Gyser 1 Ltr	14 nos
Washing Machine 6 Kg	6 nos
LCD	3 nos
Milano Without Arm Chair	78 nos
Foldable Tables	11 nos
Study Table	12 nos
Ceiling Fan	85 nos
Fabrication of study table with 50mmx50mm pipes	100 nos
Fly Killwe	2 nos
Blue Star Water Dispensers	4 nos

- 21) The tender document can be downloaded from the website <http://www.tiss.edu/tenders/> . The technical bid shall contain the technical bid, Earnest Money Deposit and tender fee of Rs.1,000/=. The tender fee can be either paid by way of a demand draft or by paying cash in the TSIRD Cash counter. The money receipt shall be enclosed with the tender document. The bids without the tender fee and the Earnest Money Deposit shall be summarily rejected. Demand Draft shall be drawn in favour of **Tata Institute of Social Sciences, payable at Hyderabad.**
- 22) The hostel rooms should accommodate minimum 150 students. The minimum area available to each student will be 50 sft. The toilet facilities shall be provided.
- 23) It is the responsibility of the contractor to provide clean rooms. The room shall be cleaned once a week. Common toilets and common area shall be cleaned everyday. Penalty @ Rs.1000/= per day per room shall be levied if the rooms or toilets are not kept clean.

- 24) Food shall be provided as per the menu decided in consultation with the students elected hostel representatives. Any deviation shall attract penalty which shall be Rs.10 per day per student.
- 25) At least one washing machine which is kept in clean and working condition shall be provided for 20 students. If washing machines are not functional, penalty will be levied at Rs.100/= per day.
- 26) Functional Geysers shall be provided in the bathrooms. In case it is not functional penalty will be levied @ Rs.100 per day.
- 27) A Committee will be visiting the area proposed to be given as hostel and for dining hall under the contract to review the place and the facilities which will be provided. The decision of the Committee will be final.
- 28) There will be a minimum of 85 GOI-PMS students in the first year for which the Institute will pay the fees directly to the contractor. The additional numbers of students which can range from 30 to 100 shall pay the agreed fees directly to the contractor. However, the minimum hostel / dining facility which shall be verified to check the eligibility of the contractor will be 115. The fees will be paid by students directly to the service provider on a monthly basis in advance. In respect of GOI-PMS students, bill shall be raised on a monthly basis and forwarded to Social Protection Office, TISS, Hyderabad for certification and onward transmission for making the payment. It is the responsibility of the service provider to collect the charges from the student and the Institute will not interfere in the process in any way and will not be liable for non-payment by the student.
- 29) The hostel and dining hall facilities shall be within a radius of 5 kms from the campus site.
- 30) Hostel accommodation shall be provided separately for boys and girls.
- 31) Institute will provide caretakers and security staff.
- 32) The Institute reserves to accept or reject the tender in part or whole at its own discretion.
- 33) If any dispute arises in any manner it shall be resolved amicably by both the parties. If the dispute remains unresolved, it shall be referred to the arbitrator. Director-TISS shall be the final and sole arbitrator who shall undertake the exercise of arbitration to resolve the dispute and such award as may be given by Director-TISS shall be final and binding on both the parties.
- 34) The lowest bidder will be identified by taking the consolidated offer for the hostel facilities and dining hall for a month. The Institute reserves the right to call the lowest bidder for commercial discussions.
- 35) The last date for submission of bids is **28<sup>th</sup> May 2018 at 10 AM**. The technical bids will be opened on the same day. Financial bids of only those tenderers who have qualified in the technical evaluation will be opened. The tenderers who have qualified bid will be intimated

about the due date and time of opening of the financial bids.

- 36) One copy of the terms and conditions of the tender conditions shall be submitted with the technical bid as an acceptance of the same.
- 37) The lowest tenderer who is selected for release of contract shall begin to provide services from 4<sup>th</sup> June, 2018.

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TENDER NOTICE No. 2/TISS/Hyd-C/ 2018 Dated. \_\_/05/2018

**Technical Bid**

To  
The Deputy Director  
Tata Institute of Social Sciences  
Off-campus, Hyderabad

Details:

1.	Name, Address and other details of the Service Provider 1. Tel: 2. Fax: 3. e-mail: 4. Mobile:	Name & Address:
2.	Status of the organisation (whether sole proprietorship / partnership / private limited company / public limited company) supporting documents to be enclosed.	
3.	License a) GHMC certificate ; b) Food Safety and Standards (Licensing & Registration of Food Businesses) – Food Safety and Standards Act, 2006. (FSSAI) (Copies of the certificates shall be enclosed):	
4.	Name and Position of contact person :	
5.	Major Clients : (copy of the work order shall be enclosed)	
6.	Details of Experience :	
7.	Firm Registration No. PAN Details  GST Registration No.  (All Registration Certificates shall be enclosed)	



8.	Profit / Loss in the last three years (Annual Accounts for last three years shall be enclosed)	
9.	Whether blacklisted by any government agency In the last three years (If yes please furnish details)	
7	Address :	
8	Earnest Money Deposit details	DD NO. and date
9	Tender fee details	Receipt / DD No. and date
10	Hostel accommodation being provided details thereof	
11	Arrangements for the dining hall being provided – details thereof	
8	Other relevant information, if any :	

Stamp and Signature of the authorised person

Note: The technical bid with all the above details and the related documents shall be placed in a separate envelope clearly indicating that “Technical Bid”, tender no. and due date.

If the Financial bid is included in the technical bid, the offer will be summarily rejected.

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TENDER NOTICE No. 2/TISS/Hyd-C/ 2018 Dated. /05/2018

**Commercial (Financial) Bid**

To  
The Deputy Director  
Tata Institute of Social Sciences  
Off-campus, Hyderabad

**A. Quotation for providing Hostel Accommodation Services at TSIRD**

Sl. No	Requirement	Description	Unit	Rate per student per month	No of Students	Amount (5 *6) Rs.
1	2	3	4	5	6	7
1	Accommodation (with furniture and other facilities of Institute)	Rental charges for Accommodation including cots, beds, pillows, storage spaces, Wi-Fi, Hot water facility, Washing Machine, Mineral water and housekeeping facility inclusive of electricity and water bills etc. provided by the Institute as stated in T&C	Per Student per Month		85	
2.	Accommodation (with furniture and other facilities provided by the service provider)	Rental charges (Quote rate only)	Per Student per Month			

Date: \_\_\_\_\_

**Signature of the Tenderer.**

\* There may be variation in the No. of students.

**B. Quotation for providing Food Services at TSIRD**

<b>Sl. No</b>	<b>Requirement</b>	<b>Description</b>	<b>Unit</b>	<b>Rate per student per day</b>	<b>No. of students</b>	<b>Amount per month (5*30*6)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	Breakfast and Dinner	At hostels on all days	Per Student per Month	Rs.		
2	Lunch and snacks	At the TSIPARD Campus during working days and at Hostels on all holidays	Per Student per Month			
3	Non-Veg (Chicken/ Fish/ Mutton) of 150 grams	Twice a week for those who requires	Per plate			

\* There may be variation in the No. of students.

Note: Refer to following menu format while providing the meal rates

Day	Breakfast	Lunch	Tea & Snacks	Dinner
Monday	1) Singdana poha-lemon or Boiled Egg or Corn flakes 2) Bread , Butter, Jam, Tea / Coffee, Milk, Papaya	Rice, Chapati, Mixdal, Doodhi moongdal, Curd, Pickle, Papad.	Veg sandwich with ketchup, Tea/coffee/ Milk	Rice, Chapati, Dal tadka (toordal+moongdal), Mutter paneer, Curd, Papad, Salad, Pickle
Tuesday	1) Veg uttappam-chutney or Boiled egg or cornflakes 2) Bread, Butter, Jam, Tea/Coffee, Milk, Orange/seasonal fruit	Rice, Chapati, Akkha masoordal, Aloo veg, Curd, Pickle, Papad.	Sevai upma, Tea/coffee/ Milk	Rice, Chapati, Dal (masoordal), Bhindi-do-pyaza, Sago moongdal payasam, Curd, Papad, Salad, Pickle
Wednesday	1) Meduwada-sambar or Boiled Eggs or corn flakes 2) Bread , Butter, Jam, Tea / Coffee, Milk, Banana	Rice, Chapati, Dal tadka (toordal+moongdal), Veg korma, Curd, Papad, Pickle	Samosa, Tea/coffee/ Milk	Bisibelle rice, Chapati, Rassam, Kadala gassi/Kabuli chana- South style, Chicken dry, Curd, Papad, Salad, Pickle
Thursday	1) Upma- chutney or Omelette or Cornflakes 2) Bread , Butter, Jam, Tea/Coffee, Milk, Watermelon	Rice, Chapati, Sambar, Suran chana dry, Curd, Papad, Pickle,	Ragda pattice with khatti meethi chutney, Tea/coffee/ Milk	Rice, Chapati, Dal fry (chanadal+ moongdal), Cabbage thoran, Shahee tukda, Curd, Papad, Salad, Pickle
Friday	1) Idli- chutney or Omelette or corn flakes 2) Bread , Butter, Jam, Tea / Coffee, Milk, Muskmelon	Rice, Chapati, Dal tadka (toordal + moongdal), Gobhi mutter, Curd, Pickle, Papad.	Sago khichdi Tea/coffee/ Milk	Rice, Chapati, Masoordal tadka, Palak paneer, Chicken curry, Curd, Papad, Salad, Pickle
Saturday	1) Methi paratha- Chutney or Scrambled egg or corn flakes 2) Bread , Butter, Jam, Tea / Coffee, Milk, Banana	Rice, Chapati, Mixdal (toordal, masoordal, moongdal), Beans dry, Curd, Pickle, Papad.	Moongdal pakoda with green chutney Tea/coffee/ Milk	Rice, Chapati, Rajma curry, Aloo baingan, Curd, Papad, Salad, Pickle
Sunday	1) STUDENT'S CHOICE OF MENU or Corn flakes or boiled eggs 2) Bread, Butter, Jam, Tea/Coffee, Milk, Pomegranate/seasonal fruit	STUDENT'S CHOICE OF MENU	STUDENT'S CHOICE OF MENU	STUDENT'S CHOICE OF MENU

- Changes in the menu should be intimated to the DH Committee.
- Students' choice of menu should be within the budget and pre-approved by the committee.
- Variety of vegetables, fruits, salads should be served.
- Sweets: Sheera/sevai kheer/gulabjamun/fruit custard/carrot kheer/halwa can be served.

**Signature of the Tenderer**