



INSTITUTE OF LAND AND DISASTER MANAGEMENT

(An Autonomous Body constituted by Revenue Department, Govt. of Kerala)

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ILDMA/156/17/A4

Dated :17.12.2021

Tender Document for running Canteen at ILDM

Director, Institute of Land and Disaster Management, invites sealed tenders for the canteen contract at ILDM, Thiruvananthapuram. Tender documents can be downloaded from the ILDM website: www.ildm.kerala.gov.in free of cost. An amount of Rs. 10000/- as demand draft drawn in favour of Director, ILDM should be submitted as EMD. Last date for submission of tender is 3.00 PM on 28.12.2021

Sl. No.	Particulars	Details
1	Last Date of Submission of Bids	28/12/2021, 3.00 PM
2	Opening of Technical bids	28/12/2021, 3.30 PM
3	Evaluation of Technical bids	28/12/2021, 4.00 PM
4	Opening of Financial bids	28/12/2021, 3.00 PM

Yours faithfully
Sd/
Director

Approved for issue


Administrative Officer

1	28/12/2021, 3.00 PM
2	28/12/2021, 3.30 PM
3	28/12/2021, 4.00 PM
4	28/12/2021, 3.00 PM

Yours faithfully
Sd/
Director

**TENDER DOCUMENT FOR
RUNNING THE CANTEEN AT ILDM, PTP NAGAR.P.O
THIRUVANANTHAPURAM**



INSTITUTE OF LAND AND DISASTER MANAGEMENT (ILDM)

THIRUVANANTHAPURAM

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General Notice

Institute of Land and Disaster Management (ILDm) the training Institute for the Revenue Department, for imparting training, invites sealed Tenders with detailed proposals from interested applicants to run its canteen towards providing fresh food and refreshments for a period of one year starting from the date of issue of Purchase Order

Interested applicants are invited to submit their proposals (technical bid) with commercial bid on or before 28.12.2021, 3.00 PM on the address mentioned below. Interested organizations can contact ILDM for a detailed Scope of work and the facilities available at the below mentioned contact details. Documents may be downloaded free of cost from the website of ILDM , www.ildm.kerala.gov.in

Secretary, ILDM
Institute of Land and Disaster Management (ILDm)
P.T.P Nagar.P.O – Trivandrum – 695038
Phone No : 0471-2365559
Fax: 0471-2365559

The successful bidder is required to sign an agreement in the prescribed form approved by ILDM towards finalization of the contract. Besides, the terms and conditions mentioned in the Tender Document would also be binding for the Institute and the bidder.

Interested Organizations can contact ILDM for a detailed Scope of Work, guidelines for submitting the proposals at the below mentioned address:

Secretary, ILDM

Email : ildm.revenue@gmail.com
Website : www.ildm.kerala.gov.in

1. Instructions for bidders

1.1 Eligibility criteria

- 1.1.1 The bidder should be a registered company under Indian Companies act, 1956 or under Indian partnership Act, 1932 for catering work. Registered organizations under the Travancore-Cochin Literary,

Scientific and Charitable Societies Registration Act, 1955 doing catering work can also apply.

1.1.2 The vendor should have minimum of 2 years experience in running an institutional canteen of which 1 year of service should be in an academic/training/research institution.

1.1.3 The firm should have at least an annual turnover of Rs. 5.00 lakhs for the last 2 years.

1.2 Schedule of submitting proposal

Sl. No.	Event	Date	Time	Venue
1.	Last Date of Submission of Bids	28/12/2021	3.00 PM	ILDm, Tvpm
2.	Opening of Technical bids	28/12/2021	3.30 PM	ILDm, Tvpm
3.	Evaluation of Technical bids	28/12/2021	4.00 PM	ILDm, Tvpm
4.	Opening of Financial bids	28/12/2021	3.00 PM	ILDm, Tvpm

1.3. Downloading and submission of tender document:

The tender document can be downloaded directly from the website of ILDM. www.ildm.kerala.gov.in free of cost. All proposals shall be addressed and submitted to following address and applicants are not permitted to modify, substitute or withdraw the proposal after submission.

Secretary, ILDM
Institute of Land and Disaster Management (ILDm)
P.T.P Nagar .P.O Trivandrum – 695 038
Phone No : 0471-2365559
Fax : 0471-2365559

1.4 Packaging and identification: Each proposal submitted by the bidder shall have two parts;

1.4.1 First Cover – General and Technical bid: The bid shall contain all documents mentioned in the eligibility criteria for selection along with an EMD for Rs. 10000 (Ten thousand only) in the form of demand draft drawn in favour of Director, ILDM payable at Thiruvananthapuram along with the bid. The bidder shall submit Technical proposal with EMD in

one envelope sealed and labeled “**General and Technical bid for ILDM, PTP Nagar, Canteen**”.

1.4.2 **Second Cover-Commercial Bid:** This bid shall contain commercial bid in the form as mentioned in Form No. IV. Bidder shall submit the bid in another envelope. The envelope should be sealed and labeled as “**Commercial bid for running ILDM, P.T.P Nagar, Canteen**”.

1.4.3. Common Cover: Both covers shall be enclosed in a sealed common cover.

labelled “**Bid for running canteen for ILDM, P.T.P Nagar, Thiruvananthapuram**”. The bidder shall bear all cost associated with preparation and submission of bids and presentation of the proposal if bid is technically qualified.

1.5 **Clarifications on tender document:** ILDM shall make best efforts to respond to any clarification on tender document. Such requests can be made online to ildm.revenue@gmail.com till 3.00 PM of 28.12.2021.

1.6 **Amendment to tender document:** At any time before the bid time for submission of bids ILDM may have any reason whether it is own initiative or in respect to a clarification required by a prospective bidder modify the tender document by amending, modifying and or supplementing the same. All prospective bidders who have received this tender document shall be made notified of any amendments in writing or by e-mail and/or post and all such amendments shall be binding on them without any further Act or deed on ILDM’s part. In the event of any amendment ILDM reserves the right to extent the date for submission of the tender document to allow prospective bidders reasonable time in which to take the amendment into account while preparing the tender documents.

1.7 **Proposal Format:** The bidder is expected to examine all the instructions, guidelines, terms and conditions and formats in this tender document. Failure to furnish all the necessary information as required by the tender document or on submission of a proposal not substantially responsive to all the aspects of tender document shall be at bidder’s own risk and may be liable for rejection. The proposal as mentioned shall be submitted in two parts. Each part shall include the following information.

1.8 **Part I: General and Technical bid:** This bid shall contain the following documents.

a. Form I- Covering letter

b. Form II & III along with documents to prove eligibility criteria

c. The procedure by which you intend to do the work of running the canteen (Technical bid)

1.9 **Part II: Commercial bid:** Applicant shall clearly mention unit rates and total amount if applicable for each item. Any discrepancy between words and figures noted against each item of tender document and between unit rates and total amount, the decision of ILDM will be final and binding on the proposals. Total of each item and grand total if any shall be clearly written. Clerical and arithmetical mistake may result in rejection of tender. The rates quoted by the bidder shall be fixed and no variation will be allowed under any circumstances during the entire period of the project. No open bid shall be entertained and the same is liable to be rejected straight away. Price quoted shall be inclusive of all taxes. All prices should be quoted in Indian rupees.

2. **Vendor selection :** All evaluation will be carried by ILDM's evaluation committee. The evaluation committee will short list firms based on the compliance to all the terms and conditions in the tender documents. The applicant who do not confirm to the tender document conditions and proposal from firms without adequate capabilities as per tender document shall be straight away rejected (without even citing specific reason). All eligible applicants will be considered for further evaluation. The decision of ILDM will be final in this regard. Depending on the evaluation criteria mentioned below, each technical bid will be assigned a technical score out of maximum 50 points and 50 points for the financial bid. The bidder who gets technical score of more than 30 alone will qualify for the evaluation of commercial bid. Weightage assigned technical evaluation shall be as follows:

Sl. No	Eligibility criterion	Points (Max. 50)
1	Registered firm under Indian Companies Act, 1956 or under Travancore – Cochin Literacy, Scientific and Charitable Societies Registration Act, 1955 or under Indian Partnership Act, 1932 for catering work	10

2	More than 2 years of proven experience in the field of catering	15
3	More than one year experience in catering at canteens of educational or training institutions	15
4	Annual turn over of more than 5.00 lakhs rupees consecutively for last three years	10

2.1. Evaluation of Commercial bid: All prices shall be inclusive of taxes, Total value of the price shall be arrived at based on the total value quoted under each category and the proportion of the gross value derived from each programme.

Individual items – only indicative

2.2 Disqualification : ILDM in its sole discretion and at any time may disqualify any vender from the bid process if the applicant is found to have record of poor performance such as abandoning work, not properly completing contact, inordinately in completion, being involved in litigation or financial failures.

3. General conditions of the Contract

3.1.1 Payment schedule: Payment will be made on completion of training programme and within 7days from the submission of bill approved by the Co-ordinator

3.2. Suspension: ILDM may by written notice suspend all payments to the vender hereunder if he fails to perform any of his obligations under this contract including the carrying out of the service provided. Such notice of suspension shall specify the nature of failure and shall request the vendor to remedy such failure within a period not exceeding 30 days after the receipt of such notice.

3.3 Signing of Contract: On acceptance of the bid the qualified bidder, ILDM shall promptly and in no event later than 7 days from the date of acknowledgment of the letter of acceptance, sign an agreement. This shall be subject to the furnishing of performance bank guarantee by the successful bidder.

3.4 Termination of the Contract: The contractors will have to give a 3 months notice to Director, ILDM if they want to terminate the contract. Any loss incurred by ILDM will be recovered from the performance bank guarantee.

3.5 Performance Bank Guarantee: A Performance Bank Guarantee (PBG) amounting to Rs. 1.00 lakh has to be furnished by the successful bidder

within 2 weeks of entrustment of assignment. This amount can be adjusted to the extent of EMD submitted by the bidder. The PBG format shall be communicated to the successful bidder, at the time of entrustment of the assignment by ILDM. The PBG is required to protect ILDM against the risk of selected vendor's conduct, which would warrant the PBGs forfeiture. Upon furnishing of the performance Guarantee by the successful bidder, ILDM shall notify the other bidders that their bids have been unsuccessful and shall discharge the EMD to unsuccessful bidders.

3.6 **Liquidated damage:** In the event of delay in starting the canteen, irregular conduct/furnishing all deliverables, the bidder shall be liable for a penalty at the rate of 2% of the monthly average contract value due and up to a maximum of 10% depending on the nature of the irregularity and after which ILDM shall be at liberty to cancel the award. For this purpose, part of a month shall be considered as a full month. On receipt of complaints about the quality or quantity of food items served in the canteen, 25 % of the above value for that month will be deducted after giving an opportunity of being heard is given by the Canteen Committee.

4.1 **Scope of the work :** Institute of Land and Disaster Management (ILDm), is an autonomous body constituted by the Government of Kerala and designated as the apex training institute for Department of Revenue and is entrusted with the responsibility of training Revenue/Survey officials. Hospitality of trainees form part of our responsibility and ILDM has the obligation to provide breakfast, Lunch and dinner (as the case may be) for its trainee population. ILDM, PTP Nagar.P.O, Thiruvananthapuram has nearly 40 employees and more than 120 trainees using the canteen on an average, every day. The facilities include;

- a. Common non A/C dining hall with seating capacity of 60 for staff & trainees.
- b. Have to serve the food for three officers in their concerned office rooms

Requirement of quantity of food and quality of service vary from programme to programme which will be intimated in advance. Irrespective of the programme, standard breakfast and dinner is to be provided in the dining hall in the Canteen.

For special programme, the caterer has to provide high quality tea, high quality breakfast/dinner as per mutually agreed rates.

Infrastructural establishment facilities like space, furniture, utensils, crockery, various storage facilities will be provided to the caterers by ILDM. The caterer's main liability will be on material cost and labour costs. Contractor may please note that around 50 breakfasts, 120 lunches and 50 dinners are to be served on an average, per training day.

4.1.1. Appraisal of quality, quantity and service: Quality of food and service will be evaluated from the evaluation Performa filled by the participants of trainings, regular check by the canteen committee and by the Course Co-ordinators'. The canteen committee will maintain the adherence to the tender document on daily basis. Any variation in the standards of services prescribed will result in fine, deduction in bills at the rates prescribed mentioned elsewhere in the document. If such variations are continuously violated, it may result in termination of the contract.

Items Provided by ILDM

• One full fledged kitchen, kitchen space and dining areas
• Space-60 seats each in non A/C dining hall
• Electricity-Chargeable
• Furniture
• Water-Chargeable
• Kitchen equipments such as boilers, steamers
• Plates, Glasses, Spoons, Cutlery, Crockery and utensils
• Exhaust fans
• <u>Bio-gas from Bio-Gas Plant</u>

4.3 Other particulars

Tea and snacks during mid Forenoon and mid Afternoon have to be served at the office/seats of the officers.

4.3.1. Timing: Since we are expecting not less than 100-120 trainees per day the lunch time of trainees will be in a staggered manner. 2 shifts timing ranging from 1.00 pm and 1.15 pm should be followed. Course Co-ordinators concerned may arrange the same with the caterer. Any change in timing will be intimated sufficiently early.

4.3.2. Nature of service in the dining halls.

As per the present seating capacity, 60 lunches have to be served at a time. Courteous and polite behavior of serving staff and clean environment is to be ensured by the caterer. All curries except the special items (non-veg/curd/desserts) should be served again on demand. The table once used should immediately be mopped/cleaned. The hall should be free of flies and pleasant smell is to be ensured throughout. Mid session tea and snacks can be provided in the same dining space. Any guest or accompanying person other than participants, should dine only with the permission of concerned Course Co-ordinators' for which he/she will make arrangements for payment of the same with the contractor.

4.3.3 Health and hygiene

4.3.3.1 ILDM requires that the workers shall be medically certified by approved Registered Medical practitioners recognized by India Medical Council. This is to ensure that they are disease free from communicable and contagious diseases and in addition to ensure general fitness.

4.3.3.2 On the basis of medical examination, ILDM will provide canteen staff with identity cards. **Only those with IDs will be permitted to enter ILDM premises.**

4.3.3.3. The Contractor will be responsible for the cleanliness and proper maintenance of crockery, cutlery, cooking utensils, furniture, fixtures etc. including that of kitchen & canteen halls. Only double refined, sunflower oil should be used as a cooking medium. For snacks double refined pamolein is acceptable. All items should be freshly cooked in the kitchen of ILDM and no cooked food items prepared outside in the kitchen of ILDM and no cooked food items prepared outside the premises shall be served in the canteen.

4.3.3.4(a) A very high standard of hygiene must be maintained in all respect. Quick day-to-day disposal of waste material and refuse shall be ensured. Failure in quick disposal at waste will make the contractor liable to pay fine at Rs.500 per occurrence, for the 1st two occurrences and thereafter at Rs. 1000 per occurrence. ILDM reserves its right to take samples of all edibles/raw materials (both perishable and non-perishable) from the canteen for the purpose of inspection & Investigation and get the same tested in laboratory with a view to maintain the requisite standards of quality. **Any irregularity and**

or providing sub standard items will lead to penalty including criminal prosecution

4.3.3.4(b) Cleaning of the dining spaces and two wash rooms attached is the responsibility of the caterer. As and when a table is used and left, it should be cleaned. Wash area should be cleaned once in every 4 hours to choking of waste. In the event of choking there should be facilities to handle the situation expeditiously. The caterer has to empty the waste bins kept near the wash areas for disposal of tissue papers. When the dining room is in use for lunch/dinner, such baskets should be emptied twice. Good quality cleaning detergent should be used for cleaning washbasins and floor of the dining areas and kitchen.

4.3.3.4(c) Food waste and vegetable waste should be put on Bio-gas plant. Use of Plastic is restricted to be disposed by the contractor. Green protocol should be followed.

4.3.3.5 Canteen staff should have Uniform for ensuring cleanliness and decorum. Polite and respectable manner should be maintained by all employees engaged by the bidder and as specified by ILDM from time to time. Uniforms must be clean & neat. Socked clothing, drenched with dirt and water should not be worn by serving staff.

4.4. Disputes: Every dispute, difference of opinion which may at any time arise between the parties here to or any person claiming under them, arising out of any aspect of this agreement, shall be referred to the Director, ILDM whose decision shall be final and binding on all concerned.

4.5 Special conditions:

4.5.1. The canteen shall run catering services during office hours on all working days. The canteen will remain closed on Sundays and other holidays unless specifically desired otherwise by ILDM. In case, the canteen is to be opened either on Sundays and Holidays or is to be kept open beyond office hours, ILDM has the option to direct specifically so, to the contractor.

4.5.2. ILDM Canteen Committee will periodically inspect functioning of canteen in all respect, with a view to ensure hygiene and efficient services as well as in regard to the fulfillment of terms and conditions of this contract. Any, instructions issued by the Inspecting authority should be complied with

immediately and compliance report be submitted to the ILDM authorities. In case of repeated failures or serious lacuna noticed, ILDM reserves the right to impose fine which should be paid immediately by the contractor (as per 4.3.3.4(a)). Not supplying food as per menu/timely food/low quality/rotten food etc. may reduce bill for such serving from minimum 10 to maximum 25 % of the bill for that particular course. In case of dispute, Director, ILDM will take the final decision. For repeated instances of violation, ILDM may serve a termination notice wherein the Contractor may be liable for all the cost and damages for engaging a new contractor.

4.5.2.a The course Co-ordinators will consolidate the course evaluation Performa and report to the programme Officer/Canteen Committee the ratings regarding the quality of food, service and cleanliness of canteen and behavior of staff. Irrespective of the rating of the participants, ILDM may also device mechanisms for getting direct feedback from the participants about the quality quantity and nature of service as and when required. Any complaint /dissatisfaction will be immediately brought to the notice of the contractor/licensee. Repeated failure (2 instances) may reduce the bill from minimum 5 to maximum 20% of the bill for all programmes during the programme week.

4.5.3 The contractor will ensure that hazardous/inflammable items of any other intoxicating materials are not stored in the canteen and its premises.

4.5.4 The contractor/licensee shall not sub-let the contract to anybody. In case of certain facilities/services are solicited, it should be done only with the approval of director ILDM. The contractor shall not use the space provided for stoking or keeping goods/ articles other than those needed for use in the canteen. The contractor shall not do any structural additions & alterations to the premises without written sanction of the ILDM management. The Licensee shall not stock or sell any spirituous liquor or any other intoxicants within the said premises.

4.5.5. The contractor shall display at a conspicuous place in the canteen, the list of items to be served for each meal in the dining space, the rate of each item and working hours of the canteen, for the benefit of trainees.

4.6. Security Deposit: Licensee shall be responsible for all damages of losses to ILDM property made either by the licensee or his staff/worker and shall be

liable to make good any such loss or damages immediately, failing which, the ILDM will recover the same from the Security Deposit and/or from his dues.

4.6.1. The contractor shall keep a complaint book duly numbered and get the round seal of ILDM affixed on each page to lodge the complaint/suggestion, if any in regards to the services offered in each canteen. The ILDM authorities may inspect the complaint book from time to time and issue instructions to the contractor, who will have to submit his compliance report to ILDM authorities. Whenever a complaint or suggestion is lodged in the said complaint book, the contractor will send the copy of the same along with his compliance of it. Serious complaints may be viewed seriously and fine up to Rs.500 per instance can be imposed by the ILDM authorities which should be paid immediately, failing which, ILDM shall be entitled to recover any losses, expenses or fines imposed etc. from the dues of the contractor or from the Security Deposit.

4.6.2 The Bidder/Contractor must fulfill all the conditions mentioned above failing which, the ILDM can terminate the contract.

5. Contractual terms & Conditions

5.1. Canteen will be controlled by the Canteen committee which includes staff of ILDM. Canteen Committee shall maintain a register in the canteen on which menu of each day should be specified. The contractor shall enter the item supplied on each day and the register should be verified before issuing the sanction order for the canteen bill.

5.2. The contractor shall comply with all the provisions as required under the appropriate acts and statutory requirements (as applicable) of the Government.

The contract will be initially for a period of 12 months commencing from the date of award of contract. ILDM reserves the right to extend the duration of contract for further period of a maximum of 12 months at a time on mutually agreed terms and conditions if the service of the contractor is found efficient.

- a. Income Tax at source as applicable will be recovered from the Running Account Bills.
- b. The menu shall be as listed in the commercial bid. Considering all the items provided by ILDM (as mentioned), the contractor should provide

more economical rates for our consideration and the rates will be negotiable. The contractor has to include any other items which ILDM suggests for inclusion in the menu on a mutually agreed basis.

6 FORMATS FOR INFORMATION REQUIRED FROM BIDDERS

6.1 form1

COVERING LETTER

To

.....

.....

proposal No:

we, the undersigned, wish to apply for the above referred project and declare the following:

1. We have read the provisions of bid and confirm that these are acceptable to us.
2. Having examining the proposal document, the receipt of which is hereby acknowledged, we the undersigned offer to take canteen contract mentioned is scope of work in full conformity with the mentioned terms of reference as per proposal document.
3. We undertake, if bid is accepted, to commence work on this contract of the canteen in accordance with the scope of work
4. If our bid is accepted, we undertake to provide a performance Bank Guarantee in the form and amounts within the timelines specified in the proposal.
5. We agree to abide by this bid, consisting of his letter, the price schedules, the Bid Security, the duly notarized written power of attorney, and Attachments (specify: the number of attachments) to this proposal, for a period of bid validity from the date fixed for submission of bids as stipulated in the proposal, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.

Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

Dated.....

Authorized signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign proposal for and on behalf of

6.2. FORM II-APPLICANT INFORMATION FORM

Form II

GENERAL INFORMATION FORM

Date

Sl.No.	Particulars	Details to be furnished
<i>Details of Primary Applicant</i>		
1	Name	
2	Address	
3	Telephone	
4	E-mail	
5	Fax	
6	Website	
Details of Authorised Personnel of Primary Applicant		
7	Name	
8	Address	
9	Telephone	
10	E-mail	
Details of Authorised Personnel of Primary Applicant		
11	Status of Company (Public, Private partnership)	
12	Registration details	Date-
		Ref. No:-
13	Details of staff	
14	Locations and address	

6.3 Form III

FORMAT FOR TECHNICAL PROPOSAL

The canteen is having an area of 1,000 sq.ft. and infrastructure for cooking, boiling, cold storage etc. In order to ensure quality of service by the caterers, the following details desired by ILDM may be furnished in the format given below.

1. Your interest in taking up the running of ILDM Canteen
2. How are you planning to run the canteen in terms of the following terms.
 - A. Support to manage routine day to day working.
 - B. Making available expertise in varied types of (Kerala, South Indian, North Indian, Continental, Chinese etc.) cooking expertise.
 - C. How are you arranging the manpower required for routine functioning of canteen (Please also specify the age group of people, educational background, health status, etc,)
 - D. How are you arranging the serving of materials during different menu services?

Mid session tea
Lunch
Dinner
 - E. Also specify how different dishes like curries, pickles etc. are served and the method of repeat serving
 - F. How will you undertake the cleaning activities of the following? Please give the materials/process used and frequency also.
 - 1 Kitchen
 - 2 Kitchen Utensils
 - 3 Floor
 - 4 Dining area
 - 5 Tables/Chairs
 - 6 Floor
 - 7 Counter
 - 8 Wash Basins
 - 9 Sink

G. How are you planning to dispose different waste coming out of kitchen

a. Kitchen waste

b. Dining waste

H. Give an account of the procuring method you would like to follow for the following items.

1. Fuel for kitchen

2. Non Perishable item such as coffee, tea, Groceries etc

3. Perishable items

Sl.No.	Item	Mode of Procurement	Periodically
1.	Fruits		
2.	Fish		
3.	Meat		
4.	Egg		
5.	Flour-rice, Wheat, Maida etc.		

1. General cleanliness and health standards

1.1. Please explain the method by which you will be able to provide a feeling of cleanliness among the people who come for dining.

1.2. Describe the procedure for periodical health check-up of all the personnel employed in the canteen.

There is a requirement that the canteen staff should have proper uniform with apron, cap, glove, disposable cap etc. The bidder have to give details regarding periodicity of cleaning/washing of uniforms, table spreads, frills etc.

6.4 FORM IV-COMMERCIAL BID FORMAT

Form IV

COMMERCIAL BID FORMAT

To,

The Director
Institute of Land and Disaster Management
P.T.P Nagar (P.O), Thiruvananthapuram-38

Proposal No:.....

We, the undersigned, wish to apply for the above referred project and bid at following price/cost:

Annexure

COMMERCIAL BID FORMAT

Sl.No.	Catering Item	Rate/Person (Inclusive of all taxes & service charges) as quoted by bidder)
1.0	Ordinary Menu	
1.1.2	Breakfast	
Monday	Uppumavu + steamed banana (150 gm-1 No.)+ tea/Coffee	
Tuesday	Idli+Sambar+Chutney +Vada (35 gms) +Tea/Coffee	
Wednesday	Dosa+Sambar+Chutney+Vada (35 gms) +Tea/Coffee	
Thursday	Puri+Masala+Tea/Coffee+ Rasakadali-1	
Friday	Appam+ Veg. Stew+ Tea/ Coffee + Robusta	
Saturday	Puttu+ Chana masala (White) + Tea/Coffee+ Rasakadali-1	
1.1.3	Dinner	

Monday	Kallappam+ Chicken Chilly with gravy/Veg curry (for vegetarians) +cherupazham		
Tuesday	Chappathi+ Vegetable Stew+Pineapple slice		
Wednesday	Chappathi+ Chicken Stew/Vegetable Stew for vegetarians+Veg. Salad		
Thursday	Paratta+ Fish curry /Vegetable masala for vegetarians+ Pineapple slice		
Friday	Chappathi+ Chicken Stew (white)/Tomatoes Fry for vegetarians		
1.2	Mid session tea		
1.2.1	Morning session	Evening session tea	
Monday	Tea/Coffee+ Alavangu	Tea/Coffee+ ila Ada	
Tuesday	Tea/Coffee+ Steamed banana	Tea/Coffee+ Banana Fry	
Wednesday	Tea/Coffee+ Sukhiyan	Tea/Coffee+ Vegetable bonda	
Thursday	Tea/Coffee+ Parippu vada	Tea/Coffee+ ila ada	
Friday	Tea/Coffee+ Vegetable bonda	Tea/Coffee+ Sukhiyan	
Saturday	Tea/Coffee+ Banana fry	Tea/Coffee+ Veg. cutlet	

Lunch		
Monday	Rice -Double boiled sortex rice Ozhichu curry -(Parippu+Sambar)+ rasam/Pulisseri+Butter milk Thoran Aviyal Frills: Papad+Pickle Non-veg: Fish Fry (100 gms) For Vegetarians Curd (100 ml)	
Tuesday	Rice -Double boiled sortex rice Ozhichu curry -Parippu+Sambar+	

	<p>rasam/Pulisseri+buttermilk</p> <p>Thoran</p> <p>Aviyal</p> <p>Frills: Papad+Pickle</p> <p>Non-veg: Chicken fry (2 pieces)</p> <p>For Vegetarians: Curd (100 ml)</p>	
Wednesday	<p>Rice- Double boiled sortex rice</p> <p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+buttermilk</p> <p>Aviyal+ Thoran+ Mezhukku puratty (payar)+ salad</p> <p>Non Veg: Fish Curry</p> <p>Frills : Papad+pickle</p> <p>For Vegetarians Curd (100 ml)</p> <p>Desert: Palada</p>	
Thursday	<p>Vegetable Biryani + Gobi Manchurian</p> <p>Frills : Papad + pickle + green salad</p> <p>Rasakadali</p>	
Friday	<p>Rice- Double boiled sortex rice</p> <p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+buttermilk</p> <p>Thoran</p> <p>Koottu curry</p> <p>Frills : Papad+pickle</p> <p>Non-Veg: Fish Fry -100 gms.</p> <p>For Vegetarians Curd (100 ml)</p>	
Saturday	<p>Rice- Double boiled sortex rice</p>	

	<p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+ butter milk</p> <p>Thoran</p> <p>Mezhukku puratty</p> <p>Frills : Papad+pickle</p> <p>Non-Veg: Neymeen Curry -100 gms.</p> <p>For Vegetarians Curd (100 ml)</p>	
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NB:

- ❖ Fish should be Neymeen, Aavoli, Vatta, Cutla, Nutter, Neymeen Chura
- ❖ Plantain should be rasa kathali or Robusta and should be of uniform size and of right ripeness (set species not mentioned)
- ❖ Milk used for tea and coffee should be fresh milk from MILMA and no other brands should be used including milk powders for making tea and coffee
- ❖ Vegetables should be fresh and tender, peeled and uniformly cut as required for the dish.
- ❖ Chicken should be fresh and de-skinned and should be without neck piece and viscera parts.
- ❖ Approved day by day menu shall be displayed and strictly followed by the contractor.
- ❖ Coconut oil shall be used for cooking and frying.

Items provided to the office staff of the Institute shall be served at 60% of the agreed rates.

Director



INSTITUTE OF LAND AND DISASTER MANAGEMENT

(An Autonomous Body constituted by Revenue Department, Govt. of Kerala)

P.T.P.Nagar, Thiruvananthapuram Phone:- 0471-2365559, Fax:- 0471-2365559

website:www.ildm.kerala.gov.in , e-mail: ildm.rev@kerala.gov.in, ildm.revenue@gmail.com

ILDMA/156/17/A4

Dated :16.04.2021

Tender Document for running Canteen at ILDM

Director, Institute of Land and Disaster Management, invites sealed tenders for the canteen contract at ILDM, Thiruvananthapuram. Tender documents can be downloaded from the ILDM website: www.ildm.kerala.gov.in free of cost. An amount of Rs. 10000/- as demand draft drawn in favour of Director, ILDM should be submitted as EMD. Last date for submission of tender is 3.00 PM on 30.04.2021.

Sl. No.	Particulars	Details
1	Last Date of Submission of Bids	30/04/2021, 3.00 PM
2	Opening of Technical bids	03/05/2021, 2.00 PM
3	Evaluation of Technical bids	03/05/2021, 2.30 PM
4	Opening of Financial bids	03/05/2021, 3.00 PM

Yours faithfully

Director

**TENDER DOCUMENT FOR
RUNNING THE CANTEEN AT ILDM, PTP NAGAR.P.O
THIRUVANANTHAPURAM**



INSTITUTE OF LAND AND DISASTER MANAGEMENT (ILDM)

THIRUVANANTHAPURAM

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General Notice

Institute of Land and Disaster Management (ILDm) the training Institute for the Revenue Department, for imparting training, invites sealed Tenders with detailed proposals from interested applicants to run its canteen towards providing fresh food and refreshments for a period of one year starting from the date of issue of Purchase Order

Interested applicants are invited to submit their proposals (technical bid) with commercial bid on or before 30.04.2021, 3.00 PM on the address mentioned below. Interested organizations can contact ILDM for a detailed Scope of work and the facilities available at the below mentioned contact details. Documents may be downloaded free of cost from the website of ILDM , www.ildm.kerala.gov.in

Secretary, ILDM
Institute of Land and Disaster Management (ILDm)
P.T.P Nagar.P.O – Trivandrum – 695038
Phone No : 0471-2365559
Fax: 0471-2365559

The successful bidder is required to sign an agreement in the prescribed form approved by ILDM towards finalization of the contract. Besides, the terms and conditions mentioned in the Tender Document would also be binding for the Institute and the bidder.

Interested Organizations can contact ILDM for a detailed Scope of Work, guidelines for submitting the proposals at the below mentioned address:

Secretary, ILDM

Email : ildm.revenue@gmail.com

Website : www.ildm.kerala.gov.in

2. Instructions for bidders

1.2 Eligibility criteria

1.2.1 The bidder should be a registered company under Indian Companies act, 1956 or under Indian partnership Act, 1932 for catering work. Registered organizations under the Travancore-Cochin Literary, Scientific and Charitable Societies Registration Act, 1955 doing catering work can also apply.

- 1.2.2 The vendor should have minimum of 2 years experience in running an institutional canteen of which 1 year of service should be in an academic/training/research institution.
- 1.2.3 The firm should have at least an annual turnover of Rs. 5.00 lakhs for the last 2 years.

1.3 Schedule of submitting proposal

Sl. No.	Event	Date	Time	Venue
1.	Last Date of Submission of Bids	30/04/2021	3.00 PM	ILDm, Tvpm
2.	Opening of Technical bids	3/05/2021	2.00 PM	ILDm, Tvpm
3.	Evaluation of Technical bids	3/05/2021	2.30 PM	ILDm, Tvpm
4.	Opening of Financial bids	3/05/2021	3.00 PM	ILDm, Tvpm

1.3. Downloading and submission of tender document:

The tender document can be downloaded directly from the website of ILDM. www.ildm.kerala.gov.in free of cost. All proposals shall be addressed and submitted to following address and applicants are not permitted to modify, substitute or withdraw the proposal after submission.

Secretary, ILDM
Institute of Land and Disaster Management (ILDm)
P.T.P Nagar .P.O Trivandrum – 695 038
Phone No : 0471-2365559
Fax : 0471-2365559

1.4 Packaging and identification: Each proposal submitted by the bidder shall have two parts;

1.4.1 First Cover – General and Technical bid: The bid shall contain all documents mentioned in the eligibility criteria for selection along with an EMD for Rs. 10000 (Ten thousand only) in the form of demand draft drawn in favour of Director, ILDM payable at Thiruvananthapuram along with the bid. The bidder shall submit Technical proposal with EMD in

one envelope sealed and labeled “**General and Technical bid for ILDM, PTP Nagar, Canteen**”.

1.4.2 **Second Cover-Commercial Bid:** This bid shall contain commercial bid in the form as mentioned in Form No. IV. Bidder shall submit the bid in another envelope. The envelope should be sealed and labeled as “**Commercial bid for running ILDM, P.T.P Nagar, Canteen**”.

1.4.3. Common Cover: Both covers shall be enclosed in a sealed common cover.

labelled “**Bid for running canteen for ILDM, P.T.P Nagar, Thiruvananthapuram**”. The bidder shall bear all cost associated with preparation and submission of bids and presentation of the proposal if bid is technically qualified.

1.5 **Clarifications on tender document:** ILDM shall make best efforts to respond to any clarification on tender document. Such requests can be made online to ildm.revenue@gmail.com till 2.00 pm of 30.04.2021.

1.6 **Amendment to tender document:** At any time before the bid time for submission of bids ILDM may have any reason whether it is own initiative or in respect to a clarification required by a prospective bidder modify the tender document by amending, modifying and or supplementing the same. All prospective bidders who have received this tender document shall be made notified of any amendments in writing or by e-mail and/or post and all such amendments shall be binding on them without any further Act or deed on ILDM’s part. In the event of any amendment ILDM reserves the right to extent the date for submission of the tender document to allow prospective bidders reasonable time in which to take the amendment into account while preparing the tender documents.

1.7 **Proposal Format:** The bidder is expected to examine all the instructions, guidelines, terms and conditions and formats in this tender document. Failure to furnish all the necessary information as required by the tender document or on submission of a proposal not substantially responsive to all the aspects of tender document shall be at bidder’s own risk and may be liable for rejection. The proposal as mentioned shall be submitted in two parts. Each part shall include the following information.

1.8 **Part I: General and Technical bid:** This bid shall contain the following documents.

a. Form I- Covering letter

b. Form II & III along with documents to prove eligibility criteria

c. The procedure by which you intend to do the work of running the canteen (Technical bid)

1.9 **Part II: Commercial bid:** Applicant shall clearly mention unit rates and total amount if applicable for each item. Any discrepancy between words and figures noted against each item of tender document and between unit rates and total amount, the decision of ILDM will be final and binding on the proposals. Total of each item and grand total if any shall be clearly written. Clerical and arithmetical mistake may result in rejection of tender. The rates quoted by the bidder shall be fixed and no variation will be allowed under any circumstances during the entire period of the project. No open bid shall be entertained and the same is liable to be rejected straight away. Price quoted shall be inclusive of all taxes. All prices should be quoted in Indian rupees.

2. **Vendor selection :** All evaluation will be carried by ILDM's evaluation committee. The evaluation committee will short list firms based on the compliance to all the terms and conditions in the tender documents. The applicant who do not confirm to the tender document conditions and proposal from firms without adequate capabilities as per tender document shall be straight away rejected (without even citing specific reason). All eligible applicants will be considered for further evaluation. The decision of ILDM will be final in this regard. Depending on the evaluation criteria mentioned below, each technical bid will be assigned a technical score out of maximum 50 points and 50 points for the financial bid. The bidder who gets technical score of more than 30 alone will qualify for the evaluation of commercial bid. Weightage assigned technical evaluation shall be as follows:

Sl. No	Eligibility criterion	Points (Max. 50)
1	Registered firm under Indian Companies Act, 1956 or under Travancore – Cochin Literacy, Scientific and Charitable Societies Registration Act, 1955 or under Indian Partnership Act, 1932 for catering work	10

2	More than 2 years of proven experience in the field of catering	15
3	More than one year experience in catering at canteens of educational or training institutions	15
4	Annual turn over of more than 5.00 lakhs rupees consecutively for last three years	10

2.1. Evaluation of Commercial bid: All prices shall be inclusive of taxes, Total value of the price shall be arrived at based on the total value quoted under each category and the proportion of the gross value derived from each programme.

Individual items – only indicative

2.2 Disqualification : ILDM in its sole discretion and at any time may disqualify any vender from the bid process if the applicant is found to have record of poor performance such as abandoning work, not properly completing contact, inordinately in completion, being involved in litigation or financial failures.

3. General conditions of the Contract

3.1.1 Payment schedule: Payment will be made on completion of training programme and within 7days from the submission of bill approved by the Co-ordinator

3.2. Suspension: ILDM may by written notice suspend all payments to the vender hereunder if he fails to perform any of his obligations under this contract including the carrying out of the service provided. Such notice of suspension shall specify the nature of failure and shall request the vendor to remedy such failure within a period not exceeding 30 days after the receipt of such notice.

3.3 Signing of Contract: On acceptance of the bid the qualified bidder, ILDM shall promptly and in no event later than 7 days from the date of acknowledgment of the letter of acceptance, sign an agreement. This shall be subject to the furnishing of performance bank guarantee by the successful bidder.

3.4 Termination of the Contract: The contractors will have to give a 3 months notice to Director, ILDM if they want to terminate the contract. Any loss incurred by ILDM will be recovered from the performance bank guarantee.

3.5 Performance Bank Guarantee: A Performance Bank Guarantee (PBG) amounting to Rs. 1.00 lakh has to be furnished by the successful bidder

within 2 weeks of entrustment of assignment. This amount can be adjusted to the extent of EMD submitted by the bidder. The PBG format shall be communicated to the successful bidder, at the time of entrustment of the assignment by ILDM. The PBG is required to protect ILDM against the risk of selected vendor's conduct, which would warrant the PBGs forfeiture. Upon furnishing of the performance Guarantee by the successful bidder, ILDM shall notify the other bidders that their bids have been unsuccessful and shall discharge the EMD to unsuccessful bidders.

3.6 **Liquidated damage:** In the event of delay in starting the canteen, irregular conduct/furnishing all deliverables, the bidder shall be liable for a penalty at the rate of 2% of the monthly average contract value due and up to a maximum of 10% depending on the nature of the irregularity and after which ILDM shall be at liberty to cancel the award. For this purpose, part of a month shall be considered as a full month. On receipt of complaints about the quality or quantity of food items served in the canteen, 25 % of the above value for that month will be deducted after giving an opportunity of being heard is given by the Canteen Committee.

4.1 **Scope of the work :** Institute of Land and Disaster Management (ILDm), is an autonomous body constituted by the Government of Kerala and designated as the apex training institute for Department of Revenue and is entrusted with the responsibility of training Revenue/Survey officials. Hospitality of trainees form part of our responsibility and ILDM has the obligation to provide breakfast, Lunch and dinner (as the case may be) for its trainee population. ILDM, PTP Nagar.P.O, Thiruvananthapuram has nearly 40 employees and more than 120 trainees using the canteen on an average, every day. The facilities include;

- a. Common non A/C dining hall with seating capacity of 60 for staff & trainees.
- b. Have to serve the food for three officers in their concerned office rooms

Requirement of quantity of food and quality of service vary from programme to programme which will be intimated in advance. Irrespective of the programme, standard breakfast and dinner is to be provided in the dining hall in the Canteen.

For special programme, the caterer has to provide high quality tea, high quality breakfast/dinner as per mutually agreed rates.

Infrastructural establishment facilities like space, furniture, utensils, crockery, various storage facilities will be provided to the caterers by ILDM. The caterer's main liability will be on material cost and labour costs. Contractor may please note that around 50 breakfasts, 120 lunches and 50 dinners are to be served on an average, per training day.

4.1.1. Appraisal of quality, quantity and service: Quality of food and service will be evaluated from the evaluation Performa filled by the participants of trainings, regular check by the canteen committee and by the Course Co-ordinators'. The canteen committee will maintain the adherence to the tender document on daily basis. Any variation in the standards of services prescribed will result in fine, deduction in bills at the rates prescribed mentioned elsewhere in the document. If such variations are continuously violated, it may result in termination of the contract.

Items Provided by ILDM

• One full fledged kitchen, kitchen space and dining areas
• Space-60 seats each in non A/C dining hall
• Electricity-Chargeable
• Furniture
• Water-Chargeable
• Kitchen equipments such as boilers, steamers
• Plates, Glasses, Spoons, Cutlery, Crockery and utensils
• Exhaust fans
• <u>Bio-gas from Bio-Gas Plant</u>

4.3 Other particulars

Tea and snacks during mid Forenoon and mid Afternoon have to be served at the office/seats of the officers.

4.3.1. Timing: Since we are expecting not less than 100-120 trainees per day the lunch time of trainees will be in a staggered manner. 2 shifts timing ranging from 1.00 pm and 1.15 pm should be followed. Course Co-ordinators concerned may arrange the same with the caterer. Any change in timing will be intimated sufficiently early.

4.3.2. Nature of service in the dining halls.

As per the present seating capacity, 60 lunches have to be served at a time. Courteous and polite behavior of serving staff and clean environment is to be ensured by the caterer. All curries except the special items (non-veg/curd/desserts) should be served again on demand. The table once used should immediately be mopped/cleaned. The hall should be free of flies and pleasant smell is to be ensured throughout. Mid session tea and snacks can be provided in the same dining space. Any guest or accompanying person other than participants, should dine only with the permission of concerned Course Co-ordinators' for which he/she will make arrangements for payment of the same with the contractor.

4.3.3 Health and hygiene

4.3.3.1 ILDM requires that the workers shall be medically certified by approved Registered Medical practitioners recognized by India Medical Council. This is to ensure that they are disease free from communicable and contagious diseases and in addition to ensure general fitness.

4.3.3.2 On the basis of medical examination, ILDM will provide canteen staff with identity cards. **Only those with IDs will be permitted to enter ILDM premises.**

4.3.3.3. The Contractor will be responsible for the cleanliness and proper maintenance of crockery, cutlery, cooking utensils, furniture, fixtures etc. including that of kitchen & canteen halls. Only double refined, sunflower oil should be used as a cooking medium. For snacks double refined pamolein is acceptable. All items should be freshly cooked in the kitchen of ILDM and no cooked food items prepared outside in the kitchen of ILDM and no cooked food items prepared outside the premises shall be served in the canteen.

4.3.3.4(a) A very high standard of hygiene must be maintained in all respect. Quick day-to-day disposal of waste material and refuse shall be ensured. Failure in quick disposal at waste will make the contractor liable to pay fine at Rs.500 per occurrence, for the 1st two occurrences and thereafter at Rs. 1000 per occurrence. ILDM reserves its right to take samples of all edibles/raw materials (both perishable and non-perishable) from the canteen for the purpose of inspection & Investigation and get the same tested in laboratory with a view to maintain the requisite standards of quality. **Any irregularity and**

or providing sub standard items will lead to penalty including criminal prosecution

4.3.3.4(b) Cleaning of the dining spaces and two wash rooms attached is the responsibility of the caterer. As and when a table is used and left, it should be cleaned. Wash area should be cleaned once in every 4 hours to choking of waste. In the event of choking there should be facilities to handle the situation expeditiously. The caterer has to empty the waste bins kept near the wash areas for disposal of tissue papers. When the dining room is in use for lunch/dinner, such baskets should be emptied twice. Good quality cleaning detergent should be used for cleaning washbasins and floor of the dining areas and kitchen.

4.3.3.4(c) Food waste and vegetable waste should be put on Bio-gas plant. Use of Plastic is restricted to be disposed by the contractor. Green protocol should be followed.

4.3.3.5 Canteen staff should have Uniform for ensuring cleanliness and decorum. Polite and respectable manner should be maintained by all employees engaged by the bidder and as specified by ILDM from time to time. Uniforms must be clean & neat. Socked clothing, drenched with dirt and water should not be worn by serving staff.

4.4. Disputes: Every dispute, difference of opinion which may at any time arise between the parties here to or any person claiming under them, arising out of any aspect of this agreement, shall be referred to the Director, ILDM whose decision shall be final and binding on all concerned.

4.5 Special conditions:

4.5.1. The canteen shall run catering services during office hours on all working days. The canteen will remain closed on Sundays and other holidays unless specifically desired otherwise by ILDM. In case, the canteen is to be opened either on Sundays and Holidays or is to be kept open beyond office hours, ILDM has the option to direct specifically so, to the contractor.

4.5.2. ILDM Canteen Committee will periodically inspect functioning of canteen in all respect, with a view to ensure hygiene and efficient services as well as in regard to the fulfillment of terms and conditions of this contract. Any, instructions issued by the Inspecting authority should be complied with

immediately and compliance report be submitted to the ILDM authorities. In case of repeated failures or serious lacuna noticed, ILDM reserves the right to impose fine which should be paid immediately by the contractor (as per 4.3.3.4(a)). Not supplying food as per menu/timely food/low quality/rotten food etc. may reduce bill for such serving from minimum 10 to maximum 25 % of the bill for that particular course. In case of dispute, Director, ILDM will take the final decision. For repeated instances of violation, ILDM may serve a termination notice wherein the Contractor may be liable for all the cost and damages for engaging a new contractor.

4.5.2.a The course Co-ordinators will consolidate the course evaluation Performa and report to the programme Officer/Canteen Committee the ratings regarding the quality of food, service and cleanliness of canteen and behavior of staff. Irrespective of the rating of the participants, ILDM may also device mechanisms for getting direct feedback from the participants about the quality quantity and nature of service as and when required. Any complaint /dissatisfaction will be immediately brought to the notice of the contractor/licensee. Repeated failure (2 instances) may reduce the bill from minimum 5 to maximum 20% of the bill for all programmes during the programme week.

4.5.3 The contractor will ensure that hazardous/inflammable items of any other intoxicating materials are not stored in the canteen and its premises.

4.5.4 The contractor/licensee shall not sub-let the contract to anybody. In case of certain facilities/services are solicited, it should be done only with the approval of director ILDM. The contractor shall not use the space provided for stoking or keeping goods/ articles other than those needed for use in the canteen. The contractor shall not do any structural additions & alterations to the premises without written sanction of the ILDM management. The Licensee shall not stock or sell any spirituous liquor or any other intoxicants within the said premises.

4.5.5. The contractor shall display at a conspicuous place in the canteen, the list of items to be served for each meal in the dining space, the rate of each item and working hours of the canteen, for the benefit of trainees.

4.6. Security Deposit: Licensee shall be responsible for all damages of losses to ILDM property made either by the licensee or his staff/worker and shall be

liable to make good any such loss or damages immediately, failing which, the ILDM will recover the same from the Security Deposit and/or from his dues.

4.6.1. The contractor shall keep a complaint book duly numbered and get the round seal of ILDM affixed on each page to lodge the complaint/suggestion, if any in regards to the services offered in each canteen. The ILDM authorities may inspect the complaint book from time to time and issue instructions to the contractor, who will have to submit his compliance report to ILDM authorities. Whenever a complaint or suggestion is lodged in the said complaint book, the contractor will send the copy of the same along with his compliance of it. Serious complaints may be viewed seriously and fine up to Rs.500 per instance can be imposed by the ILDM authorities which should be paid immediately, failing which, ILDM shall be entitled to recover any losses, expenses or fines imposed etc. from the dues of the contractor or from the Security Deposit.

4.6.2 The Bidder/Contractor must fulfill all the conditions mentioned above failing which, the ILDM can terminate the contract.

5. Contractual terms & Conditions

5.1. Canteen will be controlled by the Canteen committee which includes staff of ILDM. Canteen Committee shall maintain a register in the canteen on which menu of each day should be specified. The contractor shall enter the item supplied on each day and the register should be verified before issuing the sanction order for the canteen bill.

5.2. The contractor shall comply with all the provisions as required under the appropriate acts and statutory requirements (as applicable) of the Government.

The contract will be initially for a period of 12 months commencing from the date of award of contract. ILDM reserves the right to extend the duration of contract for further period of a maximum of 12 months at a time on mutually agreed terms and conditions if the service of the contractor is found efficient.

- c. Income Tax at source as applicable will be recovered from the Running Account Bills.
- d. The menu shall be as listed in the commercial bid. Considering all the items provided by ILDM (as mentioned), the contractor should provide

more economical rates for our consideration and the rates will be negotiable. The contractor has to include any other items which ILDM suggests for inclusion in the menu on a mutually agreed basis.

6 FORMATS FOR INFORMATION REQUIRED FROM BIDDERS

6.1 form1

COVERING LETTER

To

.....

.....

proposal No:

we, the undersigned, wish to apply for the above referred project and declare the following:

6. We have read the provisions of bid and confirm that these are acceptable to us.
7. Having examining the proposal document, the receipt of which is hereby acknowledged, we the undersigned offer to take canteen contract mentioned is scope of work in full conformity with the mentioned terms of reference as per proposal document.
8. We undertake, if bid is accepted, to commence work on this contract of the canteen in accordance with the scope of work
9. If our bid is accepted, we undertake to provide a performance Bank Guarantee in the form and amounts within the timelines specified in the proposal.

10. We agree to abide by this bid, consisting of his letter, the price schedules, the Bid Security, the duly notarized written power of attorney, and Attachments (specify: the number of attachments) to this proposal, for a period of bid validity from the date fixed for submission of bids as stipulated in the proposal, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.

Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

Dated.....

Authorized signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign proposal for and on behalf of

6.2. FORM II-APPLICANT INFORMATION FORM

Form II

GENERAL INFORMATION FORM

Date

Sl.No.	Particulars	Details to be furnished
<i>Details of Primary Applicant</i>		
6	Name	
7	Address	
8	Telephone	
9	E-mail	
10	Fax	
6	Website	
Details of Authorised Personnel of Primary Applicant		
7	Name	
8	Address	
9	Telephone	
10	E-mail	
Details of Authorised Personnel of Primary Applicant		
11	Status of Company (Public, Private partnership)	
12	Registration details	Date-

		Ref. No:-
13	Details of staff	
14	Locations and address	

6.3 Form III

FORMAT FOR TECHNICAL PROPOSAL

The canteen is having an area of 1,000 sq.ft. and infrastructure for cooking, boiling, cold storage etc. In order to ensure quality of service by the caterers, the following details desired by ILDM may be furnished in the format given below.

3. Your interest in taking up the running of ILDM Canteen
4. How are you planning to run the canteen in terms of the following terms.
 - D. Support to manage routine day to day working.
 - E. Making available expertise in varied types of (Kerala, South Indian, North Indian, Continental, Chinese etc.) cooking expertise.
 - F. How are you arranging the manpower required for routine functioning of canteen (Please also specify the age group of people, educational background, health status, etc,)
 - D. How are you arranging the serving of materials during different menu services?
 - Mid session tea
 - Lunch
 - Dinner
 - G. Also specify how different dishes like curries, pickles etc. are served and the method of repeat serving
 - H. How will you undertake the cleaning activities of the following? Please give the materials/process used and frequency also.
 - 10 Kitchen
 - 11 Kitchen Utensils
 - 12 Floor
 - 13 Dining area
 - 14 Tables/Chairs
 - 15 Floor
 - 16 Counter

17 Wash Basins

18 Sink

G. How are you planning to dispose different waste coming out of kitchen

a. Kitchen waste

b. Dining waste

H. Give an account of the procuring method you would like to follow for the following items.

1. Fuel for kitchen

2. Non Perishable item such as coffee, tea, Groceries etc

3. Perishable items

Sl.No.	Item	Mode of Procurement	Periodically
6.	Fruits		
7.	Fish		
8.	Meat		
9.	Egg		
10.	Flour-rice, Wheat, Maida etc.		

2. General cleanliness and health standards

2.1. Please explain the method by which you will be able to provide a feeling of cleanliness among the people who come for dining.

2.2. Describe the procedure for periodical health check-up of all the personnel employed in the canteen.

There is a requirement that the canteen staff should have proper uniform with apron, cap, glove, disposable cap etc. The bidder have to give details regarding periodicity of cleaning/washing of uniforms, table spreads, frills etc.

6.4 FORM IV-COMMERCIAL BID FORMAT

Form IV

COMMERCIAL BID FORMAT

To,

The Director
Institute of Land and Disaster Management
P.T.P Nagar (P.O), Thiruvananthapuram-38

Proposal No:.....

We, the undersigned, wish to apply for the above referred project and bid at following price/cost:

Annexure

COMMERCIAL BID FORMAT

Sl.No.	Catering Item	Rate/Person (Inclusive of all taxes & service charges) as quoted by bidder)
1.0	Ordinary Menu	
1.1.2	Breakfast	
Monday	Uppumavu + steamed banana (150 gm-1 No.)+ tea/Coffee	
Tuesday	Idli+Sambar+Chutney +Vada (35 gms) +Tea/Coffee	
Wednesday	Dosa+Sambar+Chutney+Vada (35 gms) +Tea/Coffee	
Thursday	Puri+Masala+Tea/Coffee+ Rasakadali-1	
Friday	Appam+ Veg. Stew+ Tea/ Coffee + Robusta	
Saturday	Puttu+ Chana masala (White) + Tea/Coffee+ Rasakadali-1	
1.1.3	Dinner	
Monday	Kallappam+ Chicken Chilly with gravy/Veg curry (for vegetarians) +cherupazham	
Tuesday	Chappathi+ Vegetable Stew+Pineapple slice	
Wednesday	Chappathi+ Chicken Stew/Vegetable Stew for vegetarians+Veg. Salad	

Thursday	Paratta+ Fish curry /Vegetable masala for vegetarians+ Pineapple slice		
Friday	Chappathi+ Chicken Stew (white)/Tomatoes Fry for vegetarians		
1.2	Mid session tea		
1.2.1	Morning session	Evening session tea	
Monday	Tea/Coffee+ Alavangu	Tea/Coffee+ ila Ada	
Tuesday	Tea/Coffee+ Steamed banana	Tea/Coffee+ Banana Fry	
Wednesday	Tea/Coffee+ Sukhiyan	Tea/Coffee+ Vegetable bonda	
Thursday	Tea/Coffee+ Parippu vada	Tea/Coffee+ ila ada	
Friday	Tea/Coffee+ Vegetable bonda	Tea/Coffee+ Sukhiyan	
Saturday	Tea/Coffee+ Banana fry	Tea/Coffee+ Veg. cutlet	

Lunch		
Monday	<p>Rice-Double boiled sortex rice</p> <p>Ozhichu curry-(Parippu+Sambar)+ rasam/Pulisseri+Butter milk</p> <p>Thorán</p> <p>Aviyal</p> <p>Frills: Papad+Pickle</p> <p>Non-veg: Fish Fry (100 gms)</p> <p>For Vegetarians Curd (100 ml)</p>	
Tuesday	<p>Rice-Double boiled sortex rice</p> <p>Ozhichu curry-Parippu+Sambar+ rasam/Pulisseri+buttermilk</p> <p>Thorán</p> <p>Aviyal</p>	

	<p>Frills: Papad+Pickle</p> <p>Non-veg: Chicken fry (2 pieces)</p> <p>For Vegetarians: Curd (100 ml)</p>	
Wednesday	<p>Rice- Double boiled sortex rice</p> <p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+butter milk</p> <p>Aviyal+ Thoran+ Mezhukku puratty (payar)+ salad</p> <p>Non Veg: Fish Curry</p> <p>Frills : Papad+pickle</p> <p>For Vegetarians Curd (100 ml)</p> <p>Desert: Palada</p>	
Thursday	<p>Vegetable Biryani + Gobi Manchurian</p> <p>Frills : Papad + pickle + green salad</p> <p>Rasakadali</p>	
Friday	<p>Rice- Double boiled sortex rice</p> <p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+ butter milk</p> <p>Thoran</p> <p>Koottu curry</p> <p>Frills : Papad+pickle</p> <p>Non-Veg: Fish Fry -100 gms.</p> <p>For Vegetarians Curd (100 ml)</p>	
Saturday	<p>Rice- Double boiled sortex rice</p> <p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+ butter milk</p> <p>Thoran</p>	

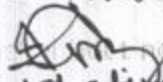
<p>Ozhichu Curry- Parippu+Sambar+rasam/Pullisseri+ butter milk</p> <p>Thoran</p> <p>Mezhukku puratty</p> <p>Frills : Papad+pickle</p> <p>Non-Veg: Neymeen Curry -100 gms.</p> <p>For Vegetarians Curd (100 ml)</p>	
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NB:

- ❖ Fish should be Neymeen, Aavoli, Vatta, Cutla, Nutter, Neymeen Chura
- ❖ Plantain should be rasa kathali or Robusta and should be of uniform size and of right ripeness (set species not mentioned)
- ❖ Milk used for tea and coffee should be fresh milk from MILMA and no other brands should be used including milk powders for making tea and coffee
- ❖ Vegetables should be fresh and tender, peeled and uniformly cut as required for the dish.
- ❖ Chicken should be fresh and de-skinned and should be without neck piece and viscera parts.
- ❖ Approved day by day menu shall be displayed and strictly followed by the contractor.
- ❖ Coconut oil shall be used for cooking and frying.

Items provided to the office staff of the Institute shall be served at 60% of the agreed rates.

Sd
 Director

Approved for issue

 Administrative Officer