



DEEN DAYAL UPADHYAYA GORAKHPUR UNIVERSITY
GORAKHPUR, UTTAR PRADESH

TENDER DOCUMENT

Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh.

Contact Details:

University Guest House
Deen Dayal Upadhyaya Gorakhpur University
Gorakhpur, Uttar Pradesh-273009

DEEN DAYAL UPADHYAYA GORAKHPUR UNIVERSITY

GORAKHPUR, UTTAR PRADESH

E-TENDER NOTICE

F.No. _____

Dated: 09-09-2021

Sub: Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh- Invitation of e-Tender.

The Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur invites online OPEN TENDER IN TWO BIDS (TECHNICAL AND FINANCIAL) system through online from reputed firms with adequate experience and financial capability for providing the Cooking & Catering Service At University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh.

The open tender enquiry document contains the following:-

CRITICAL DATA SHEET

TENDER NUMBER	4982
TENDER COST	₹2000.00
DESCRIPTION OF WORK	Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh.

TYPE OF TENDER	Two Bid System (Technical & Financial)
BID SUBMISSION START DATE AND TIME	09-09-2021
BID SUBMISSION END DATE AND TIME	29-09-2021 upto 2:00 PM

DATE AND TIME OF OPENING OF TENDERS (TECHNICAL BID)	
DATE AND TIME OF OPENING OF TENDERS (FINANCIAL BID)	After technical evaluation is complete
OPENING OF FINANCIAL BID	At University Guest House, Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur.
BID VALIDITY	90 days from the date of Technical Bid opening
EMD	Rs. 100,000/- (Rupees one lakh Only) in the form of Demand Draft/BG in favour of Finance Officer, University Guest House, payable at DDU Gorakhpur University.
EMD VALIDITY	90 days from the date of Technical bid opening
SECURITY DEPOSIT (SD)/PERFORMANCE BOND (PB)	Rs.10 lakh in form of Bank guarantee in favour of Finance Officer
VALIDITY OF SD/PB	90 days after the expiry of the contract
SUBMISSION OF BIDS	Online bids (Technical & Financial) uploaded on University Portal (http://ddugu.ac.in) from 09-09-2021 to 29-09-2021 upto 2.00 PM . Hard Copy of the tender must also be submitted along with the EMD in acceptable form to Officer In-charge, University Guest House, DDU Gorakhpur University, Gorakhpur before the closing date and time.
Details of tender	Tender Documents and Notice is also available on University website http://ddugu.ac.in .

**Officer In-charge
Guest House**

DEEN DAYAL UPADHYAYA GORAKHPUR UNIVERSITY
GORAKHPUR, UTTAR PRADESH
(University Guest House)

TENDER NOTICE FOR NEWSPAPER

F.No. _____

Dated: 09-09-2021

The Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur invites online OPEN TENDER IN TWO BIDS (TECHNICAL AND FINANCIAL) system through online method from reputed firms with adequate experience and financial capability for Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh. Eligible firms may submit tenders/bids online from **09-09-2021** to **29-09-2021 upto 2:00 PM**. Tenderers are required to submit all other documents both online and in hardcopy to the University Guest House Office before tender closing date.

Officer In-charge
Guest House

Dear Tenderer,

.....

Online bids are hereby invited on behalf of the Officer In-charge, University Guest House, DDU Gorakhpur University for Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh. The terms and conditions of the contract which will govern are those contained in the general conditions of contract applicable to the contracts placed by the DDU Gorakhpur University and detailed in the tender forms. Please submit your rates in the tender form if you are in a position to furnish the requisite services in accordance with the requirements stated in the attached schedules. Please **submit your financial bid all other documents need to be submitted hardcopy at University Guest House, DDU Gorakhpur University, Gorakhpur before tender closing date.**

1. An earnest money of Rs.1,00,000/- (Rupees One lakh only) must be deposited in the form of demand draft/pay order payable to Finance Officer, DDU Gorakhpur University, Gorakhpur. The particulars of the earnest money deposited must also be mentioned on the top of the envelope by indicating the draft/ pay order number and date, failing which the Tenders will not be opened. The agencies which are exempted from submission of EMD, should enclose a valid exemption certificate to this effect. The Tenders will not be considered if earnest money/exemption certificates not deposited with the Tenders. The EMD shall be refunded to unsuccessful firm without paying any interest by the University Finance Officer, DDU Gorakhpur University.
2. The firm is being permitted to e-tender in consideration of the stipulations on its part that after submitting tender, it will not withdraw from offer or modify the terms and conditions thereof. If the firm fails to observe and comply with the foregoing stipulation the aforesaid amount of EMD will be forfeited by the University. In the event of the offer made by the firm not being accepted, the amount of earnest money deposited by the firm will be refunded to him after he has applied for the same, in the manner prescribed by the University.
3. The tendering firm has to carefully assess the scope of work with specific reference

to House-keeping and Catering services in the premises. For any clarification(s) with regard to the tender/scope of work, bidders may contact University Guest House Office, DDU Gorakhpur University.

4. The contract will be initially for a period of THREE years extendable for a further period of TWO years on year to year basis (total FIVE years), subject to satisfactory performance and willingness to continue on mutually agreed terms.
5. Officer In-charge, University Guest House, DDU Gorakhpur University reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the University, for any justifiable reasons, not mandatory to be communicated to the Tenderer.
6. Decision of Officer In-charge, University Guest House, DDU Gorakhpur University will be final for any aspect of the contract and binding on parties. Disputes arising, if any, on the contract will be settled at his/her level and will not be referred to arbitration.
7. **Eligibility criteria for Technical Bids :** It has two steps:

STEP I: Submission of Essential Documents (For Technical Bid Evaluation):The following documents must be enclosed with the Tender form for technical evaluation of the bids:

- (i) The bidder should have continuous experience during the last EIGHT years in the field of providing such services (housekeeping& catering) in Central Govt. establishments/Autonomous bodies of Govt. of India/ Corporations of Govt. of India/reputed public organizations. A certificate to this effect shall be enclosed by the bidder in tabular form. Cutoff date for calculation experience will be_____.
- (ii) The bidder (Proprietor/ Director/ owner) should possess a degree or diploma in Catering/Hotel management from a reputed institute. Copy shall be enclosed by the bidder.
- (iii) The bidder should have provided / have been providing continuous satisfactory services of catering & Housekeeping in an establishment having a minimum of 70 rooms and capacity to accommodate 125 guests at a time for three years 2017-18, 2018-19 and 2019-20. A certificate along with copies of the work orders shall be enclosed by the bidder.
- (iv) The bidder should have an experience of providing catering services involving

- very high dignitaries (including Hon'ble Prime Minister /Hon'ble President of India). Experience certificate stating clearly about this may be closed.
- (v) The bidder should have completed one single work/ services of Catering and Housekeeping of contract value not less than 250 Lakhs during the last three financial year (i.e. 2018-19, 2019-20 and 2020-21) OR two similar works/ services of not less than 150 Lakhs each during the last three financial year (i.e. 2018-19, 2019-20 and 2020-21). Certificate along with the copy of the work order shall be enclosed by the bidder.
 - (vi) Registration certificate of the firm under the Shop & Establishment Act or any other recognized authority of the government. Copy shall be enclosed by the bidder.
 - (vii) Minimum turnover of the firm not less than Rs 5.00 Crore (Rupees five Crore) during last three financial years (2018-19, 2019-20 and 2020-21). Certified Profit & Loss Account and Balance Sheet of the firm for last three years (2018-19, 2019-20 and 2020-21) to be provided duly attested by the chartered accountant.
 - (viii) Duly certified copies of the satisfactory services where the tenderer is providing such services for the last FIVE years with copy of work order.
 - (ix) The firm/ agency must have at least one ongoing contract showing experience of providing Catering services in Auditorium type bigger hall with at least 700 capacities.
 - (x) Employee EPF and ESI registration certificates issued by Govt. with minimum 100 nos. (Staff/ supervisors) required with their ESI/ EPF contributions. Documentary proof of the same required to be attached.
 - (xi) The agency must have a registration with the contract labour (Regulation and Abolition) Act, 1970. The contract or shall obtain the labour licence under this Act.
 - (xii) Income tax PAN Number & GST registration certificate issued by concerned Govt. dept.
 - (xiii) Certificate of FSSAI.
 - (xiv) EMD (Earnest Money Deposited).
 - (xv) Latest Certificate from any nationalized bank regarding solvency limit of at least Rs. 200 lakh (not more than six months old).
 - (xvi) The declaration by the tenderer on non-judicial stamp paper of appropriate

value that (i) the firm has not been black listed by any organization in the past five years or be debarred to participate in tender for any organization in the last five years (ii) availability of manpower, equipments and other facilities available with the firm. (iii) an undertaking to the effect that the firm has not employed/will not employ any relative of DDU Gorakhpur University, Gorakhpur employee. The declaration should be duly attested.

STEP – II: Evaluation by a Committee:

A committee constituted for the purpose would be visiting any of the establishments where the bidder is executing this type of contract (housekeeping and catering), on any day after opening of technical bid to ascertain the capacity/capability of the bidder. The committee will assess the bidder on the following criteria on rating scale of 1 to 10 for each criterion (1 being the lowest and 10 being the highest):

- (i) General lay out and housekeeping of entire area.
- (ii) General hygiene and cleanliness of kitchen area.
- (iii) Quality of service and food.
- (iv) Adequacy of staff.
- (v) System of mechanized cleaning (this will be ascertained by availability of cleaning machines at worksite)

The bidder with rating of less than 7 in any of the above four criteria will not be considered for technical evaluation and their financial bid will not be opened.

**Officer In-charge
Guest House
DDU Gorakhpur
University, Gorakhpur**

Tender for Providing Cooking, Catering service &Housekeeping services etc at DDU Gorakhpur University, Gorakhpur.

Full Name &Address of the Tenderer should Be quoted in all communications to this Office :

Telephone No:

Mobile No:

E-Mail address:

From

To

Officer In-Charge
Guest House
Deen Dayal Upadhyaya
Gorakhpur University
Gorakhpur

I / We have read all the particulars regarding the Scope of work, general information and other terms and conditions of the contract for **Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh** and agree to provide the services as detailed in the schedule herein or to such portion thereof as you may specify in the acceptance of the Tender and agree to hold this offer open till 90 days. Details of the firm are:

- (i) Name of the Firm/Agency
- (ii) Full address with Telephone No.
- (iii) Constitution of the Firm/ Agency (Attached copy)

(iv) Name and Full Address of your Banker's

(v) Your permanent Income Tax Number/Circle/Ward.

2. I/We have understood these terms and conditions for the contract and shall provide the best services strictly in accordance with these requirements.
3. Every page so attached with this tender bears my signature and the office seal.
4. Pay order/DD No. _____ of Rs. _____ drawn in favor of Officer In-charge, University Guest House, DDU Gorakhpur University, Gorakhpur and payable at _____ is enclosed as earnest money required.

Yours faithfully,

Signature & Seal of the Tenderer
AUTHORISED SIGNATORY

FINANCIAL BID(TO BE SUBMITTED ONLY ELECTRONICALLY)

Last date for receipt of Tender: _____ PM

Date of opening of Tender (Technical Bid): _____ PM

Venue : University Guest House, Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh.

To

Officer In-Charge
University Guest House
Deen Dayal Upadhyaya Gorakhpur University
Gorakhpur

Sir,

I/We wish to submit our Quotation for Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur on the following rates.

Sl.No.	Particulars	Per Month
1.	Monthly consolidated amount for Housekeeping& Catering Service At University Guest House including all manpower, Cleaning material, transportation etc.	(Rs. in figures) _____ _____ (Rs. In words) _____ _____ _____ Taxes as applicable will be extra

Taxes as applicable, will be extra

I/We agree to forfeiture of the earnest money if I/we fail to comply with any of the terms and conditions in whole or in part laid down in the tender document.

We have carefully read the terms and conditions of the tender and agree to abide by these in letter and spirit.

Signature_____

Name & Address of the Firm

CHECK LIST FOR TECHNICAL BID :

Sr. No	Documents (Strictly as per details below)	To be filled by Bidder	Page number
i.	Details showing that the bidder has its registered or branch office at Uttar Pradesh.		
ii.	Details showing that the bidder has continuous experience during the last EIGHT years in the field of providing such services (housekeeping & catering) in Central Govt. establishments/ Autonomous bodies of Govt. of India/ Corporations of Govt. of India/reputed public Organizations. Cutoff date for calculation experience will be _____.		
iii.	Copy of the certificate of the bidder (Proprietor/ Director/ owner) showing degree or diploma in Catering/Hotel Management.		
iv.	Certificate along with copies of the work orders showing continuous satisfactory services of catering & Housekeeping in an establishment having a minimum of 70 rooms and capacity to accommodate 125 guests at a time for three years 2017-18, 2018-19 and 2019 -20.		
v.	Certificate along with the copy of the work order showing that the bidder has completed one single work/ services of Catering and Housekeeping of contract value not less than 250 Lakhs during the last three financial year OR two similar works/services of not less than 150 Lakhs each during the last three financial year.		
vi.	Copy of the experience certificate for providing catering services involving very high dignitaries (including Hon'ble Prime Minister/Hon'ble President of India) and foreign delegates.		
vii.	Registration certificate of the firm under the Shop & Establishment Act or any other recognized authority of the government.		

viii.	Certified Profit & Loss Account and Balance Sheet of the firm for last three years duly attested by the chartered accountant showing minimum turn over of the firm not less than Rs 5.00 Crore (Rupees five Crore) during last three financial.		
ix.	Certified copies of the satisfactory services where the tenderer is providing such services for the last FIVE years with copy of work order.		
x.	Certificate to the effect that the firm/agency has at least one ongoing contract showing experience of providing Catering services in Auditorium type bigger hall with at least 700 capacities.		
xi.	Documentary proof of EPF and ESI registration certificates issued by Govt. with minimum 100 Nos. Staff/supervisors with their ESI/ EPF contributions.		
xii.	Documentary proof of the agency having registration with the contract labour (Regulation and Abolition) Act, 1970.		
xiii.	Copy of Income tax PAN Number & GST registration certificate issued by concerned Govt. dept.		
xiv.	Copy of FSSAI Certificate		
xv.	Details of EMD		
xvi.	Certificate from any nationalized bank regarding solvency limit of at least Rs. 200 lakh		
xvii.	Declaration by the tenderer on non-judicial stamp paper of appropriate value that (i) the firm has not been black listed by any organization in the past five years or be debarred to participate in tender for any organization in the last five years (ii) availability of manpower, equipments and other facilities available with the firm. (iii) an undertaking to the effect that the firm has not employed/will not employ any relative of DDU Gorakhpur University employee. The declaration should be duly attested.		

ANNEXURE-I

SCOPE OF SERVICES:-

A. PROVIDING COOKING, CATERING AND HOUSE-KEEPING SERVICE FOR UNIVERSITY Guest House: The agency will provide the following services to carry out day to day housekeeping job at University Guest House:

RECEPTIONIST-CUM-ATTENDANT SERVICES: Educated, well behaved, well trained round the clock receptionist in front desk, proficient in Hindi and English languages. The receptionist shall also handle the job of telephone operator and make allocation of room to the visiting guests on verification of identity. The receptionist should maintain the record of requisite forms signed by University authorities as per direction of authorized representative of DDU Gorakhpur University, Gorakhpur. Up to date display of room position at the reception indicating room number, occupied, shall be properly displayed on the board meant for it. The display board shall be arranged by the University in consultation with the Authorized Representative of DDU Gorakhpur University, Gorakhpur.

ACCOUNTANTS-CUM-CLERK SERVICES (During office Hours only) : Maintenance of daily guest arrival and departure register, cash receipt book which will be issued by DDU Gorakhpur University, Gorakhpur for depositing daily room rent charges to DDU Gorakhpur University, Gorakhpur shall be maintained by the agency and can be inspected by authorized representative of DDU Gorakhpur University, Gorakhpur anytime. He/ She will collect all the charges form the guests and room charges as per rates fixed by DDU Gorakhpur University, Gorakhpur. Room charges will be deposited with DDU Gorakhpur University, Gorakhpur by the agency as per the receipt record to be maintained by the Agency on weekly basis with the _____.

ROOM HOUSE KEEPING SERVICES: Periodical cleaning of rooms and toilets, removing of webs, cobwebs, cleaning of door and windows once in a week. Cleaning of all wooden furniture and electrical fitting and fixtures should be at periodic intervals. Agency will be responsible for all Housekeeping services in the guest house at all time and Housekeeping staff should be available round the clock or as and when required. A checklist will be provided after award of contract about the cleaning schedule to be maintained.

WASHING SERVICES: Periodical washing of pillow covers, towels, napkins, bed sheets, curtains, blankets, etc. University will provide space for washing purpose. Agency will be responsible for all washing detergents/material, washing machines and ironing at their own cost.

INTERNAL SANITATION & GENERAL CLEANLINESS SERVICES: Agency shall be Responsible for all internal sanitation and general cleanliness of the guest house including

daily cleaning of all rooms, corridors, balconies. Toilets should be cleaned daily with phenyl. The toilet flooring should be cleaned and maintained dry. Toilet fitting should be neat and clean. Room flooring and furniture should be cleaned periodically by vacuum cleaners. Liquid Soap containers are provided by the _____ in rooms, toilets and common toilets. The liquid soap periodical filling is the responsibility of the agency at no extra payment.

INTERNAL ELECTRICAL SERVICES: The main MCB ON / OFF operation in morning and evening for corridors and stair case lights shall be carried out by the agency. The agency has to ensure that the room MCB is in off position when the room is vacant. In this regard if any misuse is found on account of wastage of electricity, a penalty may be imposed and same may be deducted from the agency's bill.

OTHER MAINTENANCE SUPPORT SERVICES: The agency will provide the services of one plumber and one electrician exclusively for the UGH on 24x7 basis for carrying out day to day requirement/ complaints. In addition the agency will also provide services of one carpenter in one shift of 8 hours.

UPKEEP MAINTENANCE OF KITCHEN EQUIPMENTS: List of various Kitchen equipments and gadgets to be supplied by _____ may be seen in consultation with the Caretaker, IGH which shall be maintained in good working condition by the agency. The day-to-day maintenance and cleaning and damage of such equipment not attributable to normal wear and tear will be paid by the agency. These kitchen equipments and gadgets shall be returned by the agency at the time of termination of contract. Upkeep and maintenance of kitchen equipment's is the whole responsibility of the agency and no extra cost shall be payable on account of this.

B. COOKING & CATERING SERVICES IN ENTIRE PREMISES OF COOKING & CATERING SERVICE ETC., AT UNIVERSITY GUEST HOUSE, CONVENTION CENTRE, DIKSHA BHAVAN, SAMVAD BHAVAN, VC OFFICE & LODGE, FACULTY & DEPARTMENT AND UNIVERSITY CANTEENS AT DEEN DAYAL UPADHYAYA GORAKHPUR UNIVERSITY, GORAKHPUR, UTTAR PRADESH:-

The agency will be responsible for providing quality catering services for all meetings, mass gatherings, functions, etc. to be organized in the DDU Gorakhpur University, Gorakhpur. The standard rates of Tea/High Tea/ Lunch/ Dinner etc. are attached at **Annexure-III**. The required materials like cooking gas, manpower, transportation, food serving tables, crockery, mineral water arrangements etc. will be the responsibility of agency. In case of Non- DDU Gorakhpur University, Gorakhpur meetings/ functions, the catering bills will be directly paid to agency through Cheque/ DD by the host organization.

ANNEXURE-II

TERMS AND CONDITIONS FOR HOUSE KEEPING SERVICE OF UNIVERSITY GUESTHOUSE :-

1. The agency is advised to submit the tender after physical inspection of the site, a very detailed assessment/requirement of machine/manpower for providing the above the services at DDUGU. However, the tenderer should indicate only the lump-sum amount in respect of all the services covered under this contract and that rates should not be proposed on the basis of manpower to be deployed under the contract. No request for alteration in the rates once quoted will be entertained.
2. The University guest house rooms and other facilities in the premises are fully furnished by the University with complete interior and fixture and serviced by central air conditioning, power, water, running amenities like TV, telephone, upholstery by the University at its own cost and the bidder will not be required to meet any costs for these.
3. Positioning of receptionist who shall also handle the job of telephone operator and room allocation to the visiting guests of DDUGU and keeping the relevant records for the same. S/he will collect all the charges from guests including room charges as per the rates fixed by DDUGU which shall be deposited with DDUGU by the agency as per the receipt records to be maintained by the bidder on daily basis.
4. Maintenance of daily Guest arrival and departure Register, cash receipt book which will be issued by DDUGU for depositing the daily room rent charges to DDUGU and can be inspected by authorized representative of DDUGU at any time. The complete room rent is to be deposited with DDUGU and no part of the room rent charges shall be kept by the bidder. The shift duties shall be so fixed that there shall not be dislocation for supply of bed tea, breakfast & other services.
5. Maintenance of all public area & rooms as per high quality hygiene standards through mechanized cleaning, dusting & mopping the corridors, dining hall, all attached toilets, Kitchen area, common toilet area & other covered area of Guest house & it's surroundings.
6. Mechanized Cleaning of all floors, toilets daily for which the cost of accessories required like Cleaning machine, hard brooms / soft brooms, detergents, disinfectants, mopping rods swabs etc. is to be borne by the bidder.

7. Proper maintenance of all line ninemsn the guesthouse i.e. regularly used items like bed sheet towels, pillow covers, Napkins, curtain etc. is be changed once in TWO days or as and when required are to be changed as frequently as required. Washing should be of standard quality to the satisfaction of the representatives of DDUGU.
8. Providing room- service to the guests as and when required.
9. Removing of cob webs & cleaning of doors & windows every week.
10. Washing & pressing of cloths of the DDUGU Guests is to be arranged by the bidder. Necessary materials required for the purpose shall be arranged by the bidder. The charges for washing and ironing etc. shall be chargeable directly from the guests at rates displayed by the bidder at the reception counter.
11. All surrounding areas of guest house in and out approach roads shall be kept neat and clean. Only standard detergent, phenyl, room dusters and all other relevant small equipment's/materials shall be used for the purpose & cost shall be borne by the bidder. The related accessories and machines for mechanized cleaning shall be arranged by the agency at own cost.
12. Sufficiently trained, experienced personnel in adequate number shall be arranged by the agency and deployed with trained supervisors to provide all the housekeeping services of a high standard quality to the satisfaction of DDUGU.
13. The bookings for the guests staying in the guest house shall be made only by the authority of the University and written permission in this regard by an authorized officer of the DDUGU and the contractor shall not allow the booking or stay in the guest house for any unauthorized persons.
14. Agency shall also arrange for seasonal flower at reception counter on daily basis.
15. A first aid box may be provided and maintained which shall contain all necessary accessories and medicines and person in-charge of First Aid box shall be a person trained in First Aid treatment and these facilities shall be arranged by the agency at its own cost.

TERMS & CONDITIONS OF CONTRACT FOR Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens

at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh.:-

1. Catering from any agency other than awarded through this contract, shall not be allowed in any case in the premises.
2. The agency shall arrange quality food and services as and when required for any approved programmes to be organized at DDUGU.
3. The rates for catering are fixed by DDUGU and detailed at **ANNEXURE III**. For non-DDUGU meetings, the catering bills will be directly paid to agency through Cheque/DD by the host organization.
4. For cooking and catering services at DDUGU has provided all infrastructural facilities like kitchen equipment's, land, external security etc. The catering agency has to pay 5% of the amount received on account of serving lunch/dinner/tea/high tea etc. in Auditorium Hall and Conference facilities booked by the host institutions other than DDUGU for utilizing the facilities of DDUGU.
5. Quality of ingredients used in preparation of food & beverages shall be of good and standard quality and subjected to approvals and checking by authorized officers of DDUGU as and when asked for. The Contractor is liable to show the food items prepared for test to ensure equality by authorized officer(s) of DDUGU as and when demanded.
6. Provisions like vegetables, non-veg. and other materials and in gradients of good quality and standard brands will be purchased by the agency/contractor. Sufficient stock of materials shall be stocked to undertake any preparation at short notice. Perishable items may be stored for a maximum period for TWO days requirement and non-perishable for at least one week in the premises allotted for the purpose by DDUGU. Rice Shall be of Sona Masuri or Basmati, oil shall be refined and of reputed brand. No substandard food materials will be allowed to be used.
7. The furniture, fixture and other equipments in the dining area will be provided by DDUGU, the agency shall be responsible for proper maintenance & upkeep of the DDUGU property entrusted to it. This has to be handed over back on

termination of contract in good condition, while allowing for normal wear & tear. The equipment's and kitchen gadgets may be seen in the Kitchen and other area in consultation with Caretaker, UGH.

8. Uniform with colour specification and pattern as approved by DDUGU would be supplied by contractor/agency to the workers at his cost and the agency should ensure that the workers are in prescribed uniform while on duty. The color combination shall be black trouser, cream shirt and black tie for Manager while green trousers and white buttoned for Supervisors and waist coat for Waiter / Room service/ Bellboys. Kitchen staff should wear white pants and white shirts with white aprons.
9. The Agency shall ensure to keep available the required specialized and trained staff for cooking as well as supervisory jobs. The cooks should be proficient and trained in different cooking specialties like North Indian, South India, and special dishes. The personnel should be adequate to provide highest standards of quality and services. Personnel such as manager, waiter, room boys by contractor should be experienced in their respective work
10. The agency shall in no case charge any higher rates or meals and other services than what are prescribed by DDUGU from time to time. Taking lunch / dinner at guest house is optional. Only the prescribed categories of guest and participants as approved shall be authorized to avail of all types of services by the agency in the guest house. The agency shall abide by all such decisions of DDUGU and under no conditions shall it allow any services at the DDUGU premises to the unauthorized persons.
11. For providing services for any special functions such as marriages or personal functions, etc. the rates charged will be as agreed between the party and the agency.
12. In-charge, University Guest House or his representative reserves the right to ask the contractor to replace, any worker of the firm within one week from the date of such communication.
13. List of various kitchen equipment's and gadgets to be provided by University is attached **ANNEXURE _____** which shall be maintained in good condition by the

bidder, no expenses of any kind would be made by University. These kitchen equipments and gadgets shall be returned by the bidder at the time of termination of contract, to authorized representative of University in good working condition.

14. Apart from the kitchen infrastructure, gadgets, equipments and other furniture items provided by University, the utensils, crockery and all other required material for providing high quality and standards of cooking and catering services shall be arranged only by the contractor at his own cost. The bidder shall provide serving plates, cups etc. with logo of University in important and high dignitaries meetings.

15. The University will provide free electricity & water for cooking and drinking purposes.

16. The University will provide free accommodation for the employees of the contractor.

ANNEXURE – III

The following rates are approved by DDUGU for serving Tea, High Tea, Lunch and dinner, Breakfast etc. during the conference in Auditorium Hall, other meetings and in the IGH:

A. For high level meetings such as Governing Body, Convocation, Foundation Day and any such meetings attended by high dignitaries:		
1.	Tea with snacks	Rs. 200.00
2.	High Tea (veg.)	Rs. 450.00
3.	Lunch / Dinner (Non-veg.)	Rs. 700.00
B. For DDUGU general meetings :		
1.	Tea with snacks	Rs. 100.00
2.	High Tea (veg.)	Rs. 200.00
3.	Lunch / Dinner (veg.)	Rs. 400.00
C. For meetings of Departments, Societies etc. :		
1.	Tea with snacks	Rs. 100.00
2.	High Tea	Rs. 200.00
3.	Lunch / Dinner (veg.)	Rs. 500.00
4.	Lunch / Dinner (Non-veg.)	Rs. 700.00
D. For Cafeteria at University Guest House, DDUGU:		
1.	Bed Tea	Rs. 20.00
2.	Breakfast	Rs. 80.00
3.	Lunch	Rs. 100.00
4.	Dinner	Rs. 100.00

- Taxes are extra
- The items which are not mentioned in the menu, may be decided with the mutual consent of the host organization (who is holding the meeting/conference) and the catering agency.
- The rates may be reviewed every year after completion of one year of contract
- For extra items the rates may be negotiated between the host organization and the catering agency.
- Tentative menu / items are mentioned at **Annexure - _____**.

ANNEXURE-V

TENTATIVE MENU OF CATERING ITEMS :-

High level meetings such as Governing Body, Convocation, Foundation Day and any such meeting attended by high dignitaries		
1.	Tea + snacks	Tea/ coffee with cookies/ biscuits, sugar cubes
2.	High Tea	Tea / coffee with two types of cookies, Snacks - any two of : Assorted veg pakoda, Veg, sandwich, Veg. Cutlet, cocktail samosa, Dhokla Sweet – any one of : Pastry from reputed brand like Nirula's, Pista barfi, Khoya roll, Kalak and / milk cake with roasted cashew
3.	Lunch / Dinner	<u>Soup (Any Two)</u> <ul style="list-style-type: none">• Sweet Corn• Tomato Shorba• Tomato Rasam• Green Pea Soup• Veg. Broth <u>Salad (Any Two)</u> <ul style="list-style-type: none">• Garden Green Salad• Beans Sprout Salad• Sirka Onion• Macroni Salad• Potato Salad <u>Curd (Any One)</u> <ul style="list-style-type: none">• Plain Curd• Dahi Bhalla• Boondi Raita• Mix Raita• Potato Raita• Lauki Raita <u>Achar,</u> <u>Papad, Chutney</u> <u>Seasonal Vegetables (Any One)</u> <ul style="list-style-type: none">• Gobhi Aloo• Bhindi Masala• Dum Aloo• Sarso Ka Saag• Mixed Vegetable• Capsicum Aloo• Lauki Vadi <u>Indian Breads</u> <ul style="list-style-type: none">• Tandoori Roti• Butter Naan• Missi Roti <u>Paneer (Any One)</u> <ul style="list-style-type: none">• Malai Kofta

		<ul style="list-style-type: none"> • Palak Paneer • Mutter Paneer • Kadai Paneer • Shahi Paneer • Paneer Pasanda • Chilli Paneer <p><u>Dal (Any One)</u></p> <ul style="list-style-type: none"> • Dal Makhani • Dal Fry • Moong Masoor Dal • Channa Palak • Arhar Dal <p><u>Other Specialities (Any One)</u></p> <ul style="list-style-type: none"> • Kadi Pakora • Rajma Masala • Channa Masala • Sambar • Veg. Manchurian <p><u>Rice (Any One)</u></p> <ul style="list-style-type: none"> • Steamed Rice • Zeera Rice • Veg. Pulao • Fried Rice <p><u>Deserts (Any two)</u></p> <ul style="list-style-type: none"> • Moong Dal Halwa • Vanilla Ice Cream • Gulab Jamun • Rice Kheer • Rasgulla • Fruit Custard • Gajar Ka Halwa (Seasonal) <p><u>Non-Veg. (Any two)</u></p> <ul style="list-style-type: none"> • Chicken Curry • Butter Chicken • Saag Chicken • Chicken Masala • Chilli Chicken • Mutton Rogan Josh • Mutton Do Piazza
DDUGU General Meetings (veg.)		
	Tea + snacks	Tea/ coffee with snacks/ cookies/ biscuits, sugar cubes
	High Tea	Tea / coffee with two types of cookies, Snacks - any one of : Assorted veg. pakoda, Veg. Sandwich, Veg. Cutlet, cocktail samosa, Dhoklaa Sweet – any one of : Pistabarfi, Khoya roll, Kalakand / milk cake

	Lunch / dinner	<u>Salad (Any one)</u> <ul style="list-style-type: none"> • Garden Green Salad • Beans Sprout Salad <u>Curd (Any One)</u> <ul style="list-style-type: none"> • Plain Curd • Boondi Raita • Mix Raita <u>Achar,</u> <u>Papad, Chutney</u> <u>Seasonal Vegetables (Any One)</u> <ul style="list-style-type: none"> • Gobhi Aloo • Bhindi Masala • Dum Aloo • Mixed Vegetable • Capsicum Aloo <u>Indian Breads</u> <ul style="list-style-type: none"> • Tandoori Roti • Naan <u>Paneer</u> <u>(Any One)</u> <ul style="list-style-type: none"> • Palak Paneer • Mutter Paneer <u>Dal (Any One)</u> <ul style="list-style-type: none"> • Dal Makhani • Dal Fry <u>Rice (Any One)</u> <ul style="list-style-type: none"> • Steamed Rice • Fried Rice <u>Deserts (Any one)</u> <ul style="list-style-type: none"> • Vanilla Ice Cream • Moong Dal Halwa
Meetings of Departments, organizations, Societies etc. approved by the competent authorities		
	Tea + snacks	Tea / Coffee with snacks/ cookies, sugar cubes / sachets
	High Tea	Tea / coffee with two types of cookies, Snacks - any two of : Assorted veg pakoda, Veg. sandwich, Veg. Cutlet, cocktail samosa, Dhoklaa, patties etc. Sweet – any one of : Pastry from reputed brand like Nirula’s, Pistabarfi, Khoya roll, Kalakand / milk cake
	Veg. Lunch/ Dinner	<u>Soup (Any Two)</u> <ul style="list-style-type: none"> • Sweet Corn • Tomato Shorba • Tomato Rasam • Green Pea Soup • Veg. Broth <u>Salad (Any Two)</u>

		<ul style="list-style-type: none"> • Garden Green Salad • Beans Sprout Salad • Sirka Onion • Macroni Salad • Potato Salad <p><u>Curd (Any One)</u></p> <ul style="list-style-type: none"> • Plain Curd • Dahi Bhalla • Boondi Raita • Mix Raita • Potato Raita • Lauki Raita <u>Achar,</u> <p><u>Papad, Chutney</u></p> <p><u>Seasonal Vegetables (Any One)</u></p> <ul style="list-style-type: none"> • Gobhi Aloo • Bhindi Masala • Dum Aloo • Sarso Ka Saag • Mixed Vegetable • Capsicum Aloo • Lauki Vadi <p><u>Indian Breads</u></p> <ul style="list-style-type: none"> • Tandoori Roti • Butter Naan • Missi Roti <p><u>Paneer (Any One)</u></p> <ul style="list-style-type: none"> • Malai Kofta • Palak Paneer • Mutter Paneer • Kadai Paneer • Shahi Paneer • Paneer Pasanda • Chilli Paneer <p><u>Dal (Any One)</u></p> <ul style="list-style-type: none"> • Dal Makhani • Dal Fry • Moong Masoor Dal • Channa Palak • Arhar Dal <p><u>Other Specialities (Any One)</u></p> <ul style="list-style-type: none"> • Kadi Pakora • Rajma Masala • Channa Masala • Sambar • Veg. Manchurian <p><u>Rice (Any One)</u></p> <ul style="list-style-type: none"> • Steamad Rice • Zeera Rice • Veg. Pulao
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		<ul style="list-style-type: none"> • Fried Rice <u>Deserts (Any Two)</u> <ul style="list-style-type: none"> • Moong Dal Halwa • Vanilla Ice Cream • Gulab Jamun • Rice Kheer • Rasgulla • Fruit Custard GajarKaHalwa(Seasonal)
	Non-veg. Lunch/ dinner	<u>Soup (Any Two)</u> <ul style="list-style-type: none"> • Sweet Corn • Tomato Shorba • Cream Of Tomato • Almond Soup • Cream Of Mushroom • Veg. Hot'n'Sour • Veg. Broth <u>Salad (Any Two)</u> <ul style="list-style-type: none"> • Garden Green Salad • Beans Sprout Salad • Sirka Onion • Macroni Salad • Potato Salad • Russoan Salad • Col Slaw Salad • Baby Potato & Corn Salad • Broccoli Baby Corn Salad <u>Curd (Any One)</u> <ul style="list-style-type: none"> • Plain Curd • Dahi Bhalla • Boondi Raita • Mix Raita • Mix Fruit Raita • Pineapple Raita <u>Achar, Papad, Chutney</u> <u>Seasonal Vegetables (Any One)</u> <ul style="list-style-type: none"> • Gobhi Aloo • Bhindi Masala • Dum Aloo • Mutter Mushroom • Palak Mutter • Masala Gobi • Mutter Khoya Badam • Mixed Vegetable • Capsicum Aloo • Tawa Vegetable <u>Indian Breads</u> <ul style="list-style-type: none"> • Tandoori Roti • Butter Naan

		<ul style="list-style-type: none"> • Missi Roti • Lacha Paratha • Pudina <p><u>Paratha Dal (Any One)</u></p> <ul style="list-style-type: none"> • Dal Makhani • Dal Fry • Moong Masoor Dal • Channa Palak • Arhar Dal • Kadi Pakora • Rajma Masala • Channa Masala <p><u>Paneer (Any One)</u></p> <ul style="list-style-type: none"> • Malai Kofta • Palak Paneer • Mutter Paneer • Kadai Paneer • Shahi Paneer • Paneer Pasanda • Chilli Paneer • Methi Paneer <p><u>Non-Veg. (Any Two)</u></p> <ul style="list-style-type: none"> • Chicken Curry • Butter Chicken • Saag Chicken • Chicken Masala • Chilli Chicken • Mughlai Chicken • Mutton Rogan Josh • Mutton Do Piazza • Mumtazi Gosht Korma • Saag Mutton <p><u>Rice (Any One)</u></p> <ul style="list-style-type: none"> • Steamad Rice • Zeera Rice • Veg. Pulao • Veg. Biryani • Fried Rice <p><u>Deserts (Any Two)</u></p> <ul style="list-style-type: none"> • Moong Dal Halwa • Vanilla Ice Cream • Gulab Jamun • Rice Kheer • Rasgulla • Fruit Custard • Gajar Ka Halwa (Seasonal)
Cafeteria for University Guest House visitors		
	Bed Tea	Tea Kits containing tea bags, sugar, milk sachets.

	Breakfast	One Veg. North Indian Dish like Puri & Sabzi or Parantha & Sabzi or curd South Indian Dish like Idli, or Vada or Dosa or uthapam etc. Toast Bread butter jam ,Tea or Coffee
	Lunch (Veg.)	Roti / Poori / Chapati Plain Rice, Veg. Pullao, Jeera rice Raita / Curd One dry Vegetable One Vegetable with gravy or dal/sambar One special Veg. Kofta or mushroom sabzi Green Salad/ Pickle
	Dinner	Roti / Poori / Chapati Plain Rice, Veg. Pullao, Jeera rice Raita / Curd One dry Vegetable One Vegetable with gravy or dal/sambar One special Veg. Kofta or mushroom sabzi Green Salad/ Pickle One sweet/ Ice Cream

ANNEXURE - VI

DRAFT SPECIMEN AGREEMENT

This agreement is made at Gorakhpur on Date _____ between

(firm name.....) and Deen Dayal Upadhyaya Gorakhpur University, through _____ which term shall include its successors, assignees etc. on the first part and (name & address of the firm), herein after called the Firm) which term shall include its authorized representatives, successor, assignees etc. on the other part.

Whereas the DDUGU invited open tender from reputed firms with experience & financial capability for **Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh.** AND WHEREAS, the Firm has represented that they have sufficient knowledge and expertise in this filed and based on the aforesaid representation and assurance of the Firm the DDUGU has agreed to assign the annual **Job Work Contract for Providing Cooking & Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh** to the firm M/s..... on the terms and conditions hereinafter contained.

NOW IT IS HEREBY AGREED by and between the parties hereto as follows:

1. This agreement shall come into force w.e.f. (date) and will remain in force for a period for THREE years but can be terminated by Officer In-charge, University Guest House by giving one calendar months notice in writing of its intentions to terminate the Agreement. The Agreement can be renewed, on mutually agreed terms.
2. The contract will be initially for a period of THREE years and extendable for a further period of TWO years on year to year basis (total FIVE years), subject to satisfactory performance of the firm & his/her willingness to continue on mutually agreed terms.
3. The firm shall be responsible for **Job Work Contract for Providing Cooking &**

Catering Service at University Guest House, Convention Centre, Diksha Bhavan, Samvad Bhavan, VC Office & Lodge, Faculty & Department and University Canteens at Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur, Uttar Pradesh along with House Keeping Services at University Guest House, DDU Gorakhpur University, Gorakhpur, Uttar Pradesh

4. The firm will be paid Rs. (Rupees) per month plus taxes per month for carrying the services on job contract basis. Monthly consolidated charge for job/work contract for providing job work at _____ is as per terms and conditions specified and scope of work as per Schedules/annexure in the tender document including all the taxes viz. GST/service tax/other taxes as applicable will be paid to the firm by the University. The firm will raise a bill of this amount on 1st working day of every month and the payment released by the University subject to satisfactory performance /delivery of contracted job/work/services. Copies of document such as deposit challan along with list of persons showing deposit of (ESIC, EFP-----?) with the concerned agencies are also to be deposited with the bill.
5. The firm will provide full particulars of every worker deployed by it for proving the services and gate security purposes and get their character and antecedents verified.
6. That the firm shall ensure that all persons deployed at _____ premises are of good character, well behaved and otherwise competent and qualified to perform the work for which they are deployed.
7. That the firm shall issue uniforms and identity cards to all their employees engaged, which they shall wear while on duty.
8. The _____ shall have the right to ask for the removal from the _____ premises any personnel considered by the _____ to be incompetent, disorderly or any other reason and such person shall not again be deployed again at _____ without the consent of the _____.
9. The Agency / Contractor shall provide the Catering/housekeeping services on all days of the month including gazetted holidays i.e. round the period of contract as work specified.
10. The deduction of income tax from the bills of the Agency will be made at source as per rates applicable from time to time as per rules.
11. That the firm shall ensure the successful implementation of the terms and conditions

of the agreement by proper control and supervision of the work. That in case the firm fails to perform any of the terms and conditions of this agreement or commits any breach of the contract, the _____ shall cancel the contract.

12. That the firm agrees to discharge all their legal obligations in respect of their workers in respect of their wages and services conditions and shall also comply with all the rules and regulations and provisions of law in force that may be applicable to them from time to time, viz. obligations under contract labor (Regulation & Abolition) Act, 1970, workmen's compensation Act, 1943, ESI & MP Act, 1958, ESI Act, 1948 etc. Firm agrees to indemnify and keep indemnified DDUGU Gorakhpur University on account of any failure to comply with the obligations under various laws or damage to DDUGU and/or due to acts/omissions of Firm. The Firm shall also ensure compliance of all laws applicable and/or to be made applicable and the DDUGU shall not be liable for the same and the firm indemnifies DDUGU in all respects thereof.
13. It is also agreed that under no circumstance, the volunteers and /or the employees/workmen of the firm shall be treated, regarded or considered or deemed to be the employees of the DDUGU and the firm alone shall be responsible for their remuneration, wages and other benefits etc. Firm shall indemnify and keep indemnified the DDUGU against any claim that it may have to meet towards the employees /workmen of the firm. Firm's employees/ workmen shall have no claim to absorption/ regularization and financial benefits etc. that are admissible to regular employees in the office of DDUGU.
14. The contract is subject to the conditions that the firm shall comply with all the laws and by laws of Central Govt. State Govt. as applicable relating to this contract.
15. In case of any loss or damage to the property of the Institute at which is attributable to the firm and/or its employees, then the firm shall be entitled to pay such damages as determined by the DDUGU and his decision shall be final and binding on the firm and the firm shall pay the same within the time prescribed by the DDUGU and /or the same shall be deducted from the bills raised by the firm.
16. The firm shall not sub-contract the work assigned to it under this contract and/or transfer its right to any one else.
17. The firm or its workers shall not misuse the premises allotted to them for any purpose other than for which contract is awarded.

- 18.The firm shall devote its full attention in service to ensure highest quality in all aspects and discharge its obligations under the contract with trust diligently and honestly.
- 19.In case of any accident/loss of life of the workers during discharging duties any compensation to be paid to the workers the same shall be borne by the firm.
- 20.There will be surprise checking by an Officer. Short comings, if any pointed out by him shall be restored by the contractor within 24 hours of its bringing to his notice.
- 21.Rates of catering /food items are prescribed in Annexure-....The rates can be reviewed on mutual basis by both parties if there is any increase in the limits Prescribed by the Government of India/ Ministry of Finance.
22. All the disputes are subject to Gorakhpur Jurisdiction.
- 23.The terms and conditions as stipulated in the tender documents and enclosed herewith, shall be part of the agreement.

PENALTY CLAUSE: LIQUIDATED DAMAGES CLAUSE

24. An amount of Rs. 5000 from the contract amount or the actual cost of loss will be levied as liquidated damages per day/per case whenever and wherever it is found that the work is not up to the mark in any section. It will be brought to the notice of the supervisory staff of the firm by the _____ and if no action is taken within 24 hours liquidated damages clauses will be increased.
- 25.In case of dispute between the parties, the matter shall be referred to the_____. The decision of the _____shall be final and binding in any respect of any dispute between the parties in respect of any clause covered under the contract and any matter incidental to the contract.

IN WITNESS whereof the parties have executed those present one the day, month and year as mentioned above.

Name & Signature of Witness1:

(Authorized Signatory)

Address:

on behalf of the firm

Name & Signature of Witness2:

(Authorized Signatory)

Address:
