



**भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान**  
**INDIAN INSTITUTE OF SPACE SCIENCE AND TECHNOLOGY**

अंतरिक्ष विभाग / भारत सरकार

Department of Space / Government of India

तिरुवनंतपुरम / Thiruvananthapuram 695 547

केरल राज्य, भारत / Kerala State, India.

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**TENDER NO. INA1 202100846301 dated June 04, 2021**

For and on behalf of the Director, Indian Institute of Space Science and Technology (IIST), Deputy Registrar (Gr.I), IIST, Valiamala, Thiruvananthapuram – 695 547, invites sealed tenders on **TWO PART BID BASIS** for the following :

Sl. No	Brief Description
1.	<b>SERVICE CONTRACT FOR ASSISTING MANAGEMENT OF CANTEEN SERVICES IN IIST, VALIAMALA BY PROVIDING CONTRACT STAFF AS PER ATTACHED LIST FOR A PERIOD OF TWO YEARS AS PER TENDER NO. MENTIONED ABOVE.</b>
<p><b>Tender Document Fee of ₹560/-</b> in the form of Demand Draft drawn in favour of <b>Deputy Registrar (Finance), IIST</b> shall be compulsorily attached with Part-I (Techno-Commercial) bid and if not shall be summarily rejected. No other mode of payment shall be accepted. On the reverse of the Demand Draft, the Tenderer shall write their name and address without fail.</p> <p style="text-align: right;"><b>Sd/-</b> <b>Dy. Registrar (Grade-I), Purchase</b></p>	

**GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE  
INDIAN INSTITUTE OF SPACE SCIENCE AND TECHNOLOGY (IIST)  
VALIAMALA PO  
THIRUVANANTHAPURAM – 695 547**

TENDER ENQUIRY (TWO PART) FOR SERVICE CONTRACT FOR ENGAGING CONTRACT STAFF AGAINST TENDER ENQUIRY NO. INA1 202100846301 dated 04.06.2021

**1.0 PREAMBLE :**

**The Indian Institute of Space Science and Technology (IIST)** located at Valiamala, Thiruvananthapuram, Kerala – 695 547 proposes to conclude Service Contract with reputed Service providers for providing Contract Staff for management of Canteen Services on hourly basis.

**2.0 SUBMISSION OF OFFER :**

The Service Provider shall submit their offer in **TWO PART MODE** as detailed below:

**PART – I (Technical & Commercial)**

1. Details of Service Provider as per Annexure – A
2. Techno-Commercial bid as per Annexure – B (1)
3. Declaration Form as per Annexure – C
4. Declaration stating that no court case is either pending/or contemplated against the Proprietor or Company as per Annexure – D
5. Declaration stating that no enquiry is either pending or initiated by the authorities such as GST, EPF, ESI, IT, Banks, etc. against the Proprietor, Company, Firm.
6. Compliance Statement as per Annexure – E

**PART – II (PRICE BID)**

1. Price bid as per Annexure – B (2)

**3.0 SCOPE OF WORK :**

The detailed Scope of work is as per Annexure – I

**4.0 QUALIFICATION/SKILL REQUIREMENT :**

The detailed qualification/skill required as per Annexure – II

## 5.0 TERMS AND CONDITIONS :

- 5.1 The Service Provider shall be bound by the details furnished by him/her to IIST while submitting the tender or at subsequent stage. In case, any of such documents furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of the Contract.
- 5.2 The Service Provider shall comply with all statutory rules and regulations in force in the Country including labour and other laws/acts.
- 5.3 The Service Provider should have executed similar nature of contract for supply of contract staff/similar nature of work in ISRO or Central/State Government Departments/Offices, PSUs or any other reputed Institutions for a total duration of at least 3 years supplying man power **at least 100 Nos. Proof of the same need to be furnished along with the Techno-Commercial offer.**
- 5.4 **The Service may initially be on trial basis for a period of 3 months and on satisfactory completion of the trial period of three months, the contract may be confirmed for a further period of 21 months, thus totally for a period of 24 months** from the date of award of contract unless it is curtailed or terminated by IIST/DOS owing to deficiency of service, sub-standard quality of staff deployed, breach of contract, reduction or cessation of the job requirements with 30 (Thirty) days prior notice. The contract shall automatically expire unless extended further by mutual consent.
- 5.5 The contract may be extended on the same terms and conditions for a further period of One more year with mutual consent (without any change in wages).
- 5.6 The Service Provider who has been awarded with the contract shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
- 5.7 The character and other antecedents in respect of contract staff and Supervisor being deployed shall be got verified through record check by the Service Provider from the concerned Police authorities, and a Police Clearance Certificate (PCC) obtained and submit the original PCC to IIST within one month from the date of execution of contract.
- 5.8 IIST, being a High Security area, the Service Provider, if selected, will be required to follow the security requirements, and the personnel deployed shall be possessing a valid ID card issued by the Service Provider and based on it, IIST will issue Biometric Access card for Entry and Exit. While entering the campus, maintaining high order of discipline while on duty and ensuring that only the contract staff/supervisor whose character and antecedents are verified beforehand are employed.
- 5.9 The Service Provider shall identify and nominate a Supervisor who would be the single point contact person for IIST to ensure providing uninterrupted satisfactory service, assigning tasks to the contract staff as required by the Institute and also ensuring satisfactory performance of the contract.

## 6.0 LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED :

- 6.1 The services of the contract staff will be required from Monday through Friday with eight hours duty per day except declared holidays. Normal working hours of the Institute will be 0900 Hrs. to 1730 Hrs. in a day. In case of exigencies of work, the contract staff will be required to work beyond office hours and on Saturdays/Sundays and on holidays and payment for same will be restricted on pro-rata basis as per the agreed rate. IIST shall not be liable to make any other payments.
- 6.2 The contract staff deployed shall reach the work spot well in time and strictly follow the rules and regulations regarding safety and security of this Office/Institute.
- 6.3 The contract staff engaged shall attend for duties by making their own transport arrangement. **Departmental Transport facility will not be provided under any circumstances.**
- 6.4 During office hours, medical assistance on emergencies in IIST campus will be provided by the Institute from the First Aid Centre and beyond that Service Provider has to take care.
- 6.5 The contract staff, once approved for the service, shall not be changed without the prior concurrence of identified 'Focal Point' in IIST.
- 6.6 The contract staff/Supervisor deployed are not authorized to communicate to a third person any official information they may come across during their working in the Institute. Further, they are not permitted to take out any files/documents/information/media pertaining to the Institute. Towards this each contract staff/Supervisor deployed shall have to furnish a declaration any violation of this will attract legal action as deemed fit by the Department against the concerned contract staff/Supervisor and the Service Provider.
- 6.7 The Service Provider shall be solely responsible for any theft, pilferage or misbehaviour committed by any of his contract staff/Supervisor engaged for carrying out the work.
- 6.8 In case, the person(s) deployed by the Service Provider commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Service Provider shall be liable to take appropriate disciplinary action against such persons, including their removal from the duty. The Service Provider shall replace immediately any of its contract staff, who is/are found unacceptable because of security risks, incompetence, conflict of interest, improper conduct etc., upon receiving notice from IIST in writing.
- 6.9 During any pandemic or exigencies and Academic Vacations, the Institute will decide the total number of working hours in a month.
- 6.10 Since the Institute is working in a strategic area near one major ISRO Centre, **the contract staff engaged is not authorized to bring any electronic gadgets to the Institute** including Mobile Phone, Pen Drive/Flash Drive, Laptops, Tablets etc. violating which the service provider shall be liable to take appropriate disciplinary action against such persons, including their removal from the duty.

- 6.11 The contract staff/Supervisor should obey the rules and regulations and guidelines of the CISF personnel issued time to time.
- 6.12 It should be ensured by the Service Provider that only Indian Nationals between the age of above **18 years and up to 60 years** are only to be included in the work-force and they should not have any criminal back ground.
- 6.13 Service provider has every right to re-assign contract staff to any Section in case of exigencies of work for better optimization.

## **7.0 LEGAL :**

- 7.1 The Service Provider shall maintain all statutory registers under the applicable law. The Service Provider shall produce the same, on demand, to the concerned authority of IIST or any other authority under the law.
- 7.2 The Income Tax at source (TDS) shall be deducted as per the provisions of Income Tax Act as amended from time to time. The Service Provider should mention the PAN in the Techno-Commercial bid.
- 7.3 In case, the Service Provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, if IIST is put into any loss/obligation, monetary or otherwise, IIST shall have the right to recover such liability from the Service Provider.
- 7.4 The Service Provider shall be solely responsible to redress the grievances/resolution of disputes relating to contract staff/Supervisor deployed in IIST and IIST shall, in no way, be responsible for the settlement of such disputes.
- 7.5 For all intents and purposes, the Service Provider shall be 'Employer' within the meaning of different Labour Legislations in respect of the contract staff/Supervisor deployed by the Service Provider at IIST. The contract staff/Supervisor deployed by the Service Provider in IIST shall not have any claim whatsoever of MASTER and SERVANT relationship nor have any PRINCIPAL and AGENT relationship with or against IIST.
- 7.6 The contract staff/Supervisor deployed by the Service Provider shall not be entitled to and will have no claim whatsoever for any kind of regular job or employment in IIST/DOS and in any other ISRO Centres.

## **8.0 The Service Provider shall not allow or permit his personnel to participate in any Trade Union activities (or) organized agitation (or) any unlawful activities in IIST campus and premises.**

## **9.0 FINANCIAL :**

- 9.1 Payment will be made for the actual hours of work carried out by the contract person as per the report generated from the Biometric Access Control System. Bill along with the requisite documents duly certified by the IIST focal point shall be submitted within 3<sup>rd</sup> day of the succeeding month. IIST shall make the payment to the Service Provider within 6<sup>th</sup> working day. The bill shall contain number of contract staff on Contract deployed and total hours worked by each contract staff duly signed by the Service Provider.
- 9.2 The supporting documents which should be submitted by Service Provider along with Bill/Invoice are :
- i. Proof of payment of wages made to the contract staff for the preceding month for which receipt is submitted;
  - ii. Proof of remittance of both Employee's and Employer's contribution towards EPF, ESI (copy of electronic challan) and Premium towards Medi claim Policy (as the case may be) made for the preceding month including the statements containing the names of the contract staff deployed, Account Numbers, Contribution paid etc.;
  - iii. Proof of GST paid for the preceding month towards bill amount received from IIST.
- 9.3 The Service Provider shall be under complete obligation to provide any other related document called for by IIST from time to time.
- 9.4 The Service Provider should issue a signed wage slip/statement on his letterhead to the contract staff/Supervisor containing details such as number of days present, wages payable, recoveries made etc. as prescribed in the labour laws.

## **10.0 SECURITY DEPOSIT :**

- 10.1 The successful Service Provider shall execute Security Deposit (SD) for 3% of the value of the Contract towards satisfactory execution of the Contract duly assigned to IIST. The Security Deposit shall be executed through Demand Draft/Fixed Deposit Receipts or Bank Guarantee issued by a Nationalised/ Scheduled Bank valid till the Contract is completely executed. The BG shall be executed on a non-judicial stamp paper of appropriate value as per our specimen valid till contract period + 2 Months.
- 10.2 In case of the Service Provider fails to furnish the Security Deposit within 20 days after the receipt of Work Order or on signing of the Contract or any extension thereof, the Contract shall be cancelled or terminated without notice.
- 10.3 The Security Deposit will not carry any interest and shall be returned after completion of all the obligations of the Contract.

10.4 Central Public Sector undertakings (PSUs)/Public Sector Enterprises (PSEs)/Autonomous Bodies are exempted from payment of Security Deposit (SD) and instead an Indemnity Bond shall be executed in lieu of Security Deposit.

#### **11.0 TERMS AND CONDITIONS OR CLAUSES NOT COVERED IN THIS DOCUMENT :**

Any other terms, conditions or clauses not covered in this document shall be in accordance with the concerned Labour and other statutory rules/acts.

#### **12.0 PARALLEL/ADHOC CONTRACT :**

12.1 IIST reserves the right to enter into parallel/adhoc contract(s) with one or more Contractors with 50:50 quantity ratios.

12.2 IIST reserves the right to terminate the contract wholly or partly without assigning any reasons by giving a prior notice of 30 days.

#### **13.0 INDEMNITY BOND :**

The Service Provider shall indemnify IIST on ₹200/- Non-Judicial Stamp Paper against any action, claims or proceedings relating to infringement of all or any of the prevailing laws including various labour and related laws/acts. The Indemnity Bond has to be executed as per our specimen.

#### **14.0 SOCIAL SECURITY MEASURES :**

14.1 Service Provider shall ensure statutory Minimum wages, social security measures such as ESI, EPF etc. for his work force under this Service Contract as per existing labour rules. The Service Provider should remit both the Employer's Contribution and Employee's contribution towards EPF and ESI every month as per existing rules/law. Any deviation/violation/breach to existing rules/laws will not be allowed, and the Service Provider is solely responsible for any such violation.

14.2 Wage Registers and other Registers/Records shall be maintained properly by the Service Provider, to produce at any time on demand, for verification by the IIST/Labour Department/other statutory agencies.

**Compensation Act 1923 – Keeping in view of liability under employees compensation Act, 1923, in case of the occurrence of any Accident during the course of execution of this Contract/Order/Agreement involving any of the persons engaged by the Contract/agency/firm/company occupied within the premises of the work site specified by IIST and during the discharge of duties, resulting in :**

- (a) Death or permanent disability from loss of both limbs**
- (b) In the event of other permanent disability**

**The victim/dependant shall be eligible for a compensation of ₹10 Lakhs and ₹7 Lakhs for (a) & (b) respectively. This compensation is applicable irrespective of whether or not there has been any wrongful act, neglect or default and notwithstanding anything contained in any other law. The liability for this shall rest with the Contractors/Agencies/Firms/Companies concerned.**

**For this purpose, without limiting any of the other obligations or liabilities, the Contractors/Agencies/ Firms/Companies concerned shall at his own expense take a Comprehensive Insurance for his work force and for all the work during the execution period from any of the Insurance Companies as approved by the Insurance Regulatory & Development Authority of India (IRDA). The Contractors/Agencies/Firms/ Companies concerned shall have to furnish originals along with premium receipts and other papers related thereto to the Officer concerned at IIST within 15 days from the date of placement of Contract/Order/ Agreement and work shall commence only thereafter.**

#### **15.0 JURISDICTION :**

The Courts within Thiruvananthapuram, Kerala will have the jurisdiction to deal with and decide any matter arising out of this contract.

#### **16.0 APPLICABLE LAW :**

The contract shall be interpreted, construed and governed by the Laws of India.

#### **17.0 ARBITRATION :**

Disputes, if any shall be referred to the One-Man Arbitrator appointed by the parties by mutual consent in the rules and procedures of Arbitration and Conciliation Act, 1996 as amended from time to time, whose decision shall be final and binding on both the parties.



**18.0** Canteen facility is to be extended to the contract staff/Supervisor at the appropriate rates fixed by IIST from time to time.

**19.0 IDENTITY CARD :**

Identity Card to the Contract Staff/Supervisor shall be provided by Service Provider and based on it, IIST will provide biometric access card for entry/exit. All Contract Personnel shall display their identity card while on duty at the premises of IIST.

**20.0 FOCAL POINT :**

IIST shall identify the Focal Point at the time of awarding the Contract to operate and manage this Contract on behalf of IIST. The Focal point will give necessary briefing to the Supervisor, who will in turn give necessary instructions to the contract staff deployed to carry out the duties assigned on a daily/weekly/monthly basis and the personnel shall perform such duties without fail. The Supervisor shall have to ensure that the contract staff deployed obeys and comply with such instructions without fail to the satisfaction of respective Focal Point.

**21.0** The Service Provider or its Supervisor will be present on all working days/holidays to co-ordinate with IIST with regard to attendance and for meeting any eventualities that may arise during the operation of work assigned.

**22.0** In order to avail the benefits extended by Government of India to the Micro and Small Sectors, please submit attested copy of the valid Entrepreneur Memorandum Part II signed by the General Manager, District Industries Centre or NSIC Registration Certificate along with your offer.

**23.0** In case, the Service Charges are equal between vendor-to-vendor, the decision of IIST is final. If Service Provider/Firm quotes 'NIL' Service Charges/Consideration, the bid shall be treated as unresponsive and will not be considered.

**24.0** The disqualified/defaulted Contractors/Service Providers or Contractors who have not completed their Contractual Obligations in the earlier Work Order/Contracts of IIST will not be considered for evaluation and shortlisting in this Service Contract. Such vendors' bids will be summarily rejected.

**25.0** The bids of those Vendors/Service Providers, who is having a Registered Office at Thiruvananthapuram for the past 3 years will only be considered for evaluation and shortlisting.

**26.0 UNIFORM, LIVERIES AND PERSONAL HYGIENE:-**The Service Provider shall arrange to issue Uniform and liveries for the workforce as under and IIST will not make any payment/reimbursement for the same. However disposable gloves will be provided by IIST. Supply of uniform and liveries should be ensured within 30 days from the date of the receipt/acceptance of the Service Contract.**Fabric for uniform shall be of at least 67% Cotton.**

**Uniform for IIST Canteen Staffs to be issued by the Service Provider**

Catering Supervisor (6 Nos.)	Cook (15 Nos.)	Cleaning Supervisor (4 Nos.)	Canteen Attendant/ cleaner Gents) (40 Nos.)	Canteen Attendant/ cleaner (Ladies) (30 Nos.)
Black Formal Pant	White Pant	Black Pant	White Pant	Maroon colour Saree
Dark Blue Full Sleeve Shirt	White Shirt	White Shirt	White shirt	Black colour Blouse
Head Cap ((Nylon Net on top, Elastic Strips on back side, Black cloth strip in front.)	Head Cap (Nylon Net on top, Elastic Strips on back side, Black & white cloth strip in front)	Head Cap (Nylon Net on top, Elastic Strips on back side, Brown cloth strip in front.)	Head Cap (Nylon Net on top, Elastic Strips on back side, Brown cloth strip in front.)	Head Cap (Nylon Net on top, Elastic Strips on back side, Brown cloth strip in front.)
	Apron (White horizontal strips in black cloth)		Apron (Black & White check cloth)	
Good quality non slip formal Black Shoe	Good quality non slip kitchen Black Shoe	Good quality non slip kitchen Black Shoe	Good quality non slip kitchen 1 pair Black Shoe 2 pair socks	Good quality non slip kitchen 1 pair Black half Shoe 2 pair socks
				Dark Maroon Colour Overcoat
		12 numbers of Gum Boots for Pot washers per year 70 numbers of Rexene Aprons for pot & dishwashers per year		

26.1 Service Provider should enforce wearing of clean uniform by his/her work force during working time, including cap and gloves while serving/cooking.

26.2 Personnel deployed by the Service Provider shall maintain personal hygiene such as cutting of nails, daily shave, short haircut, etc., as per the norms.

26.3 The personnel deployed by the Service Provider shall not have any skin diseases/communicative diseases. If any such person is deployed should be terminated/removed by the Service Provider and replacement to be arranged accordingly.

## 27. PENALTIES:

Penalties as tabled below shall be imposed to the concerned in the following events IIST Canteen

SI No	Events	Penalties		
1	Unable to deploy the required number of Catering Supervisor, Cleaning Supervisor, Cooks, Canteen Attendant as prescribed in the order	₹500/- per day per Catering Supervisor ₹ 500/- per day per Cleaning Supervisor ₹400/- per day per Cooks ₹250/- per day per Canteen Attendant Respectively		
2	Reporting for duty under influence of Alcohol or any kind of intoxication for all Categories	Termination of the staff and replacement of the same.		
3	Smoking, Using Tobacco products inside Kitchen, Dining Hall, IIST Campus	Termination of the Staff and replacement of the same		
4	Intentionally Damaging equipment at Canteen	Expenditure at actuals of the damaged equipment to be collected from the concerned Staff		
5	Purposeful misuse of Raw materials given for Production	Actual cost of material to be collected from the concerned Staff.		
6	Performing duty without proper Uniform by the same staff( For all categories)	₹200/- for the first time and ₹50/- for every additional instances.		
7	Performing duty wearing unclean uniform and unhygienic practices	Will be treated as absent from work		
	<b>Events</b>	<b>1<sup>st</sup> Time</b>	<b>2<sup>nd</sup> Time</b>	<b>3<sup>rd</sup> Time</b>
		<b>By the Same Staff (All Categories)</b>		
8	Delayed reporting for duty beyond 10 minutes of the scheduled time.	₹150/-	₹300/-	Termination of the staff and replacement of the same

9	Misbehaviour with Co workers, Supervisors, Quarrelling , Abusing , Physically assaulting Co workers, Supervisors	Termination of the Staff and replacement of the same
10	Catering Supervisor, Cleaning Supervisor, Cooks, Canteen Attendant not reporting to the allotted duty	₹500/- per instance. Termination of the staff and replacement of the same if repeated 3 times by the same staff

## 28.0 Pre-Bid Meeting :

In order to address the queries/clarifications by the bidders in real time, a PRE-BID MEETING is scheduled to be held on 18.06. 2021 at 11.00 Hrs. at IIST, Valiamala, Thiruvananthapuram. **The interested vendors who wish to participate the bidding process should have mandatorily attend the meeting by registering their name and address in their Letter Head documents through our e-mail ID : [purchase@iist.ac.in](mailto:purchase@iist.ac.in) ON OR BEFORE 17.06.2021.**

- The Bid submitted by vendors who are not attended the pre-bid meeting shall be treated as INVALID.
- The persons who deputed for pre-bid meeting must have carry the valid photo ID proof for entry at our premises.
- No other mode of communication with reference to this tender shall be entertained.

Sd/-  
Deputy Registrar (Gr.I), Purchase  
For and on behalf of the Director, IIST

**SCOPE OF WORK :**

**1) Canteen Supervisor on Contract : 06 Nos. (CATEGORY - X)**

- Assigning duties to Cooks & Catering Attendant in all shifts
- Briefing of shift activities with Head regarding menu, service, preparation etc.
- Ensure proper personal hygiene of canteen staff and uniform in every shift
- Indent generation of regular service and special services shift-wise
- Delegation of duties to Cooks and per the booking and indent prepared
- Checking the quality and quantity of breakfast, lunch, tea & snacks, dinner and other dish prepared, corrective actions, if needed before service
- Supervision to ensuring timely production, proper portioning of the food prepared to each counter
- Supervising each and every counter services and check the food is served in the prescribed temperature
- Collecting feedback post services and report to Head, Canteen Services on all shifts
- Delegation of duty to Attendants for assisting preparation, kitchen cleaning, regular service, breakfast , meals, dinner, special services and any other duties.
- Purchase of vegetables, provisions, meat, egg, poultry , fish and any other items as per the actual in consultation with Head, Canteen Services.
- Stock verification of consumables on weekly basis.
- Reporting the maintenance of equipment or faults, if any, to CMD or AMC contractor with the approval of Head, Canteen services.
- Taking reports of meals reservation and their consolidation
- Maintaining milk and its stock and ordering.
- De-briefing to Head, Canteen Services at the end of shift by sharing the details of the respective activities
- Performing any other work assigned by Head, Canteen apart from above duties as per the situation demands

**2) Cooks on Contract : 04 Nos. (CATEGORY - V)**

- Collecting materials from daily store according to indent raised and required for preparation of each shift.
- Checking the quantity and quality of the raw materials received.
- Soaking and other misen place for production
- Ascertain materials and vegetables against the dishes to be prepared
- Cutting/trimming poultry and vegetables and marinate them as per requirement
- Preparation of breakfast, lunch, snacks, dinner, special dishes, etc. as per the instruction of Production Supervisor and Head, Canteen Services.
- Portioning of the prepared dishes at the instruction of Supervisor
- Curd preparation and curd setting with storage of same at Walk-in-Cooler
- Monitor the grinding of masalas, coconut and dosa/idly batter as per set standards

- Checking the stock of pickle, dosa/idly batter, curd and inform supervisor for raising indent
- Verifying the stock and issuing materials following FIFO method
- Garnishing and plating of prepared foods
- Organising and scheduling the work given by Supervisor and deploy manpower accordingly.
- Attempt new recipes and innovative ideas to provide better service
- Follow standard recipe, cooking methods with stipulated hygienic standards to attain standard portion from time to time.
- Reporting to production Supervisor regarding the delegated duties and its progress and timely accomplishment
- Vegetable-stock verification and updation to Production Supervisor of the same.
- Checking the buffer provision stock and ensuring zero wastage
- Performing any other work assigned by Head, Canteen apart from above duties as per the situation demands

**3) Junior Cooks on Contract : 11 Nos. (CATEGORY - IV)**

- Collecting materials from daily store according to indent raised and required for preparation of each shift.
- Checking the quantity and quality of the raw materials received.
- Soaking and other misen place for production
- Ascertain materials and vegetables against the dishes to be prepared
- Cutting/trimming poultry and vegetables and marinate them as per requirement
- Preparation of breakfast, lunch, snacks, dinner, special dishes, etc. as per the instruction of Production Supervisor and Head, Canteen Services.
- Portioning of the prepared dishes at the instruction of Supervisor
- Curd preparation and curd setting with storage of same at Walk-in-Cooler
- Monitor the grinding of masalas, coconut and dosa/idly batter as per set standards
- Checking the stock of pickle, dosa/idly batter, curd and inform supervisor for raising indent
- Verifying the stock and issuing materials following FIFO method
- Garnishing and plating of prepared foods
- Organising and scheduling the work given by Supervisor and deploy manpower accordingly.
- Attempt new recipes and innovative ideas to provide better service
- Follow standard recipe, cooking methods with stipulated hygienic standards to attain standard portion from time to time.
- Reporting to production Supervisor regarding the delegated duties and its progress and timely accomplishment
- Vegetable-stock verification and updation to Production Supervisor of the same.
- Checking the buffer provision stock and ensuring zero wastage
- Performing any other work assigned by Head, Canteen apart from above duties as per the situation demands

**4) Catering Cleaning Supervisor on CONTRACT : 4 Nos. (CATEGORY - V)**

- Assign duties to Catering Attendants/Cleaners as per the attendance shift-wise
- Shift briefing of activities with all staff present at the starting of shift and sharing of all details with Head, Canteen Services
- Supervision to ensure proper personal hygiene and uniform of staff
- Ensure cleaning of dining hall, kitchen, dining tables & stools as per daily cleaning schedule.
- Supervising the cleaning of toilets, staircase and its adjoining areas before commencement of meals service and after closure of meals service.
- Provide items required for plate washing, hand wash etc. At the starting of shift to the respective staff.
- Organise weekly pest control schedule and its resultant cleaning associated with this.
- Organise monthly sprinkle cleaning at kitchen area, dining hall, food counters and store areas and public areas near to the SAC Mess and Canteen Office.
- Plan and organise a detailed schedule of cleaning of crockeries, cutlerys and other vessels along with any other cleaning during vacation period.
- Organise special cleaning at kitchen, dining hall, store and office areas as and when required.
- Collecting feedback post services from the production and store supervision and report to Head, Canteen Service at the end of each shift.
- Delegation of duty to Attenders/Cleaners for assisting preparation, cleaning, regular service, breakfast meals, dinner, special services and any other duties.
- Stock verification of consumables weekly and monthly
- Performing any other work assigned by Head, Canteen apart from above duties as per the situation demands

**5) Cleaner on Contract : 43 Nos. (CATEGORY - II)**

- Assist Supervisors in milk receipt and washing of milk packets.
- Racking and storage of milk packets.
- Boiling milk for Tea, Special Tea, Coffee and curd preparation.
- Weighing rice for lunch, dinner preparation, washing rice before cooking, assisting cook for rice boiling.
- Portioning of cooked rice to different vessels according to the requirement of each counter.
- Assist Store Assistant in vegetable, grocery and other materials issue as per issue sheet.
- Collection of vegetables from Stores, Washing, Trimming, cutting as per menu.
- Dough mixing, kneading, rolling and sheet preparation for Chappathi preparation.
- Assisting cooks in snack preparation, lunch preparation and other menu preparations.
- Cleaning the plates and other vessels after cooking and service.
- Cleaning dining tables, cutleries, crockeries etc.
- Washing and Cleaning kitchen area.
- Performing any other work assigned by Catering Supervisor, Cooks, Cleaning Supervisor and Head, Canteen apart from above duties as per the situation demands

**6) Junior Cleaner on Contract :      27 Nos.      (CATEGORY - I)**

- Assist Supervisors in milk receipt and washing of milk packets.
- Racking and storage of milk packets.
- Boiling milk for Tea, Special Tea, Coffee and curd preparation.
- Weighing rice for lunch, dinner preparation, washing rice before cooking, assisting cook for rice boiling.
- Portioning of cooked rice to different vessels according to the requirement of each counter.
- Assist Store Assistant in vegetable, grocery and other materials issue as per issue sheet.
- Collection of vegetables from Stores, Washing, Trimming, cutting as per menu.
- Dough mixing, kneading, rolling and sheet preparation for Chappathi preparation.
- Assisting cooks in snack preparation, lunch preparation and other menu preparations.
- Cleaning the plates and other vessels after cooking and service.
- Cleaning dining tables, cutleries, crockeries etc.
- Washing and Cleaning kitchen area.
- Performing any other work assigned by Catering Supervisor, Cooks, Cleaning Supervisor and Head, Canteen apart from above duties as per the situation demands

**Note : All the positions mentioned above are tentative. There may be changes in the number of positions, which will be mentioned clearly in the Service Contract.**



**REQUIRED QUALIFICATIONS :**

<b>Sl. No.</b>	<b>Name of Position</b>	<b>Required Qualifications</b>
1.	<b>Canteen Supervisor on Contract</b>	<ul style="list-style-type: none"> <li>• Degree/3 year Diploma in Catering Technology or Hospitality Management</li> </ul> Desirable : <ul style="list-style-type: none"> <li>- Planning and Supervising production of bulk quantity cooking and service.</li> <li>- Ability to handle and address complaints, queries from students and other canteen users.</li> <li>- Good knowledge in planning of menus, raw materials required and efficient man management skills.</li> </ul>
2.	<b>Cook on Contract</b>	<ul style="list-style-type: none"> <li>• SSLC/10<sup>th</sup> pass</li> </ul> Desirable : <ul style="list-style-type: none"> <li>- Knowledge of cooking in large quantity at Educational Institution or Industrial Catering using automated systems.</li> <li>- Practical knowledge in cooking of South Indian, North Indian, Sweets &amp; Desserts, Snacks.</li> <li>- Knowledge in preparation of Continental, Chinese, Bakery etc.</li> </ul>
3.	<b>Junior Cook on Contract</b>	<ul style="list-style-type: none"> <li>• SSLC/10<sup>th</sup> pass</li> </ul> Desirable : <ul style="list-style-type: none"> <li>- Knowledge of cooking in large quantity at Educational Institution or Industrial Catering.</li> <li>- Practical knowledge in cooking of South Indian, North Indian, Sweets &amp; Desserts, Snacks.</li> <li>- Knowledge in preparation of Continental, Chinese, Bakery etc.</li> </ul>
4.	<b>Catering Cleaning Supervisor on Contract</b>	<ul style="list-style-type: none"> <li>• PLUS TWO/PRE-DEGREE/ITI</li> </ul> Desirable : <ul style="list-style-type: none"> <li>- Planning and supervising Stewarding activities of Kitchen, Dining Hall &amp; Canteen Office area.</li> <li>- Good knowledge of cleaning with chemicals, its usages and efficient man management skills.</li> </ul>
5.	<b>Cleaner on Contract</b>	<ul style="list-style-type: none"> <li>• 8<sup>th</sup> Standard or local people</li> </ul> Desirable : <ul style="list-style-type: none"> <li>- Basic knowledge in food service, willing to work as a team, idea/knowledge in hygiene &amp; cleanliness.</li> </ul>
6.	<b>Junior Cleaner on Contract</b>	<ul style="list-style-type: none"> <li>• 8<sup>th</sup> Standard or local people</li> </ul> Desirable : <p>Basic knowledge in food service, willing to work as a team, idea/knowledge in hygiene &amp; cleanliness.</p>

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Photo

**SERVICE PROVIDER'S DETAILS**

1.	Name of Service Provider/Tendering Company/Firm/Agency	
2.	Name of Proprietor/Director of the Company/Firm/Agency	
3.	Full Address of Registered Office	
4.	Telephone & Mobile No.	
	Fax No.	
	E-mail ID	

5.	Full Address of Operating/Branch Office at Trivandrum with telephone/mobile no. /fax number/e-mail id	
6.	Name and Mobile No. of the Contact Person representing the Service Provider	
7.	PAN No. *	
8.	GST Reg. No. *	
9.	E.P.F. Registration No. & Year*	
10.	E.S.I. Registration No. & Year *	
11.	Labour (Central) Registration number and validity*	
12.	MSME Registration No. & validity (if MSME firm)*	
11.	The Service Provider should have carried out similar work package/work for a period of minimum 03 years supplying man power of atleast <b>75 Nos.</b> at any given point of time for any of the Central/State Government Department/Offices/PSUs/reputed Institutions (Attach certificate issued by the Principal Employer) *.	
10.1	Give details of contract of similar nature handled by the tendering company/firm/agency during the last 03 years in the following format : *	

Sl. No.	Details of client along with Address, Tele. & Fax No./E-mail ID	Nature of service provided	No. of contract personnel provided	Amount of Contract (₹.in lakhs)	Duration of Contract	
					From	To
a.						
b.						
c.						
d.						

Note :

1. If any of the above columns kept unfilled and not supported by documentary proof, such tenders will be summarily rejected.
2. The authorized signatory whose photograph is affixed above will only be permitted to attend the tender opening (One person only).

### **DECLARATION**

I/We, hereby declare that the information furnished above are true and correct to the best of my/our knowledge and belief.

(Authorised Signatory with seal)

Full Name:

Place :

Address :

Date :

\* Copies of supporting documents should be attached.

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**TENDER DOCUMENT FOR CONCLUDING SERVICE PACKAGE**

**1. COMMERCIAL BID :**

- i) Tender Document No. :
- ii) Date of issue :
- iii) Due date/time :
- iv) Cost of Tender document  
(in case of tender document is downloaded  
From website) :
- v) Full postal address with PIN Code :

Note : The Annexures-C, D and E are part of Commercial Bid and hence the Tenderer should attach the same along with this Commercial Bid.

(Authorised Signatory with seal)

Full Name:

Place :

Address

Date :

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**TENDER DOCUMENT FOR CONCLUDING SERVICE PACKAGE**

**2. PRICE BID :**

- i) Tender Document No. :
- ii) Date of issue :
- iii) Name of the Tenderer :
- iv) Full postal address with PIN Code :

The Service Provider has to quote the price taking into consideration the wages payable to the workforce, and other statutory levies such as mandatory social security measures, etc. and element of Service Charge. The Service Receiver will recover Income Tax from the monthly bills of the Service Provider and applicable GST will be paid extra.

Sl. No.	Category	Wage per day to be given including EPF @ 25% and ESI @ 4% (Hourly)	Basic wage per hour	Over heads and profit element in % (percentage) included in the amount given in Col. No.3
(1)	(2)	(3)	(4)	(5)
1.	CATEGORY I	690/-	86.25	
2.	CATEGORY II	720/-	90.00	
3.	CATEGORY IV	750/-	93.75	
4.	CATEGORY V	785/-	98.125	
5	CATEGORY X	1,090/-	136.25	

(Authorised Signatory with seal)

Full Name:

Address :

Place :

Date :

**DECLARATION**

(On the letter head of Agency/Firm of the Service Provider)

1. I,  
.....  
.. son/daughter/wife of  
Shri.....,  
Proprietor/Director/Authorised signatory of the firm. I am competent to sign this  
declaration and execute this tender documents.
2. I have carefully read and understood all the terms and conditions of the tender for  
providing workforce to IIST and undertake to abide by them.
3. The information/documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I/We am/are well aware of the fact  
that furnishing of any false information/fabricated document would lead to rejection of  
our tender at any stage besides liabilities towards prosecution under appropriate law.
4. I agree to abide by all the statutory requirements as prevailing from time to time.
5. I also agree to engage contract staff/Supervisor to IIST, whose character and  
antecedents are verified through Police Clearance Certificate.
6. I/We hereby declare and confirm that I/We will not withdraw or alter the tender during the  
validity of the tender.

(Authorised Signatory with seal)

Full Name:

Place :

Address :

Date :

**DECLARATION**

(On the letter heads of Agency/Firm of the Service Provider)

I/WE, hereby declare that our establishment do not have any legal suit/criminal case either pending against me/us/proprietor or any of our Directors (in the case of Company) or being contemplated and have not been earlier convicted on the grounds of moral turpitude or for violation of laws in force.

**OR**

I/WE hereby declare that our establishment is having following legal suit/criminal cases pending against me/us/proprietor/Directors (in the case of Company) of which the details are furnished below :

<b>Sl. No.</b>	<b>Case no. and the details of the Hon'ble Court</b>	<b>Nature of the case</b>	<b>Name of the parties involved</b>

Note : Strike out whichever is not applicable.

(Authorised Signatory with seal)

Full Name:

Place :

Address “

Date :



**COMPLIANCE STATEMENT**

<b>Sl.No</b>	<b>Particulars</b>	<b>Yes/No</b>
1.	Whether a copy of Establishment Registration Certificate is enclosed	
2.	Whether a copy of PAN Card is enclosed	
3.	Whether a copy of last 3 years IT return filed by the establishment (Form-16) is enclosed	
4.	Whether a copy of GST Registration Certificate is enclosed	
5.	Whether a copy of E.P.F. Registration Letter/Certificate is enclosed	
6.	Whether a copy of E.S.I. Registration Letter/Certificate is enclosed	
7.	Whether copy of Financial Statement like Profit & Loss Account, Balance Sheet etc., in support of financial turnover of the establishment is enclosed	
8.	Whether copy of Statement of Bank A/C for the last financial year in the name of the Establishment is enclosed.	
9.	Whether the Service Provider has executed similar nature of Contract for supply of workforce in ISRO or any other Central/State Government Department/Offices/PSUs for the last 3 years (Proof should be enclosed)	
10.	Whether signed declaration is enclosed as per Annexure-D	
11.	Whether the details of suits/criminal cases etc. pending or contemplated against the Service Provider's establishment is enclosed as per Annexure-E	
12.	Whether pre-bid meeting attended or not	
13.	Whether mandatory site visit attended or not	

Note : Strike out whichever is not applicable.

(Authorised Signatory with seal)  
Full Name:

Date :  
Place :

**TWO-PART : TERMS AND CONDITIONS**

**Mode of Tender**

**This is a TWO PART Tender. Part-I contains the Techno-Commercial Part and Part-II contains the Price Part. The Tenderers/Service Providers shall submit their bids in TWO PARTS.**

- a) **Tender fee** :Tender fee of ₹560/- (**Rupees Five hundred and sixty only, including GST @ 12%**) shall be payable only in the form of Demand Draft in favour of **Deputy Registrar (Finance), IIST, Valiamala** payable at Trivandrum and the same shall be enclosed along with Part – I, Techno-Commercial Bid, without which your offer will not be considered.
- b) **Part-I (Techno-Commercial Part)** : The Tenderer/Service Provider shall fill up columns against each requirement very clearly and without any corrections. All the supporting documents against Compliance Statement (as per Annexure – E) shall be enclosed along with the Part-I. Non-submission of documentary proof will result in summary rejection of the said offer. The Part-I cover shall contain :
- **Annexure – A**
  - **Annexure – B1**
  - **Annexure – C**
  - **Annexure – D**
  - **Annexure – E (Along with all documentary documents)**
  - **Tender Fee (in the form of Demand Draft)**

The envelope containing the Techno-Commercial Part shall be superscribed as **Part-I (Techno-Commercial)** and our **Tender Ref. No. INA1 202100846301** and **Due Date : 24.06.2021 at 1400 hrs.** The said envelope shall be addressed to **The Deputy Registrar (Gr.I) Purchase, Indian Institute of Space Science and Technology, Valiamala PO, Thiruvananthapuram – 695 547.** The Techno-Commercial part will be opened in the presence of service providers or their representatives on 25.06.2021 at 1030 hrs at IIST.

- c) **Part-II (Price Part)** : The Tenderer/Service Provider shall fill-up the enclosed Part-II (Price Bid) thereon. This shall be mentioned both in words and in figures. The envelope containing the Price Bid shall be superscribed as **Part-II (Price Bid)** and our **Tender Ref. No. INA1 202100846301** and **Due Date : 24.06.2021 at 1400 hrs.** The said envelope shall be addressed to **The Deputy Registrar (Gr.I) Purchase, Indian Institute of Space Science and Technology, Valiamala PO, Thiruvananthapuram – 695 547.**

- d) Both the duly sealed and stamped Part-I and Part-II shall be put in another envelope and submitted to the Deputy Registrar (Gr.I) Purchase, Indian Institute of Space Science and Technology, Valiamala PO, Thiruvananthapuram – 695 547.
- e) It may be noted that LATE TENDERS/DELAYED TENDERS, FAX TENDERS AND E-MAIL TENDERS WILL NOT BE ACCEPTED.
- f) IIST IS NOT RESPONSIBLE FOR ANY POSTAL DELAYS. ADEQUATE CARE SHALL BE TAKEN BY THE BIDDERS TO SUBMIT THEIR OFFER AS INSTRUCTED WELL WITHIN THE DUE DATE AND TIME FOR RECEIPT OF TENDER.

**Sd/-**  
**Deputy Registrar (Grade-I), Purchase**  
**IIST**

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