



श्री माता वैष्णो देवी विश्वविद्यालय
Shri Mata Vaishno Devi University
Kakryal (Katra)–182320

TENDER DOCUMENT FOR

Providing of Catering Services for 10th Convocation at Shri Mata Vaishno Devi University Kakryal, Katra (J&K)

Online bids through open tender under two bid system are invited on behalf of SMVDU, Kakryal for providing Catering Services for 10th Convocation at SMVDU Campus at Kakryal on **15th of Feb, 2025**. The details of the tender and mode of submission of bids are appended in the succeeding pages from **Annexure 'A' to 'B'**.

Tender document can be viewed and downloaded from SMVDU website www.smvdu.ac.in and J&K e-tender portal <http://jktenders.gov.in>. The bids are to be submitted online at <http://jktenders.gov.in> upto the stipulated last date and time of submission of bids mentioned in the table below. **Sale of hard copy of the tender document is not applicable.**

SECTION 1

a) The brief details of the tender are as under

| S.No. | Description | NIT Details |
|-------|---------------------------------|---|
| 1. | University Name | Shri Mata Vaishno Devi University |
| 2. | Name of Department | Administration |
| 3. | Tender No. | SMVDU/Adm/2025/27 dated 03-02-2025 |
| 4. | Tender Subject | Providing Catering Services for 10 th Convocation. |
| 5. | Tender Type | Open e-Tender system |
| 6. | Earnest Money Deposit | 30,000/- (Rupees Thirty Thousand only) |
| 7. | EMD / Bid security payable to | University Account Details for deposition of the EMD:- Bank Name: The Jammu and Kashmir Bank Ltd. Account Title:- SMVDU Retention Money A/c AccountNo:- 0477040520000029 IFSC Code:- JAKA0SMVDUN Branch:- SMVDU EMD can also be submitted in the shape of FDR/TDR/CDR duly pledged to Registrar, SMVD University. |
| 8. | Tender fee (non – refundable) | University Account Details for online deposition of the Tender Fee: Rs. 600/- Bank Name: The Jammu and Kashmir Bank Ltd. Account Title:- Registrar, SMVDU Account No:- 0477040100000023 IFSC Code:- JAKA0SMVDUN Branch:- SMVDU |
| 9. | Availability of tender document | Tender document can be viewed and downloaded from SMVDU website www.smvdu.ac.in and JKUT e-tendering portal http://jktenders.gov.in |
| 10. | Validity of bids | 30 days from the last date of submission |
| 11. | Tender Inviting authority | Registrar SMVDU, Kakryal, Katra, Distt. Reasi – 182320, email id- registrar@smvdu.ac.in |
| 12. | Contact Details | 01991-285524 Extn. 2109, 2115, 2790, 2116 Fax no. 01991-285732 |

b) The critical dates of the tender are as under

| S. No. | Particulars | Date & Time |
|---------------|--|--------------------------------|
| 1. | Publish date and time | 03.02.2025 1600 hrs |
| 2. | Document Download Start Date & Time | 03.02.2025 1700 hrs onwards |
| 3. | Online Bid Submission Start Date & Time | 03.02.2025 1700 hrs onwards |
| 4. | Document Download End Date & Time | 7.02.2025 1100 hrs |
| 5. | Online Bid Submission End Date | 07.02.2025 1100 hrs |
| 6. | <u>Bid Opening Date & Time</u> (i) Technical bid | 9.02.2025 1100 hrs |
| | (ii) Financial bid | 10.02.2025 1200 hrs |

**Sd/-
Registrar
SMVD University,
Kakryal, Katra**

Instructions to bidders regarding e-tendering process

1. Bidders are advised to download bid submission manual from the “Downloads” option as well as from “Bidders Manual Kit” on website www.jktenders.gov.in to acquaint bid submission process.
2. To participate in bidding process, bidders must get ‘Digital Signature Certificate (DSC)’ as per Information Technology Act-2000, as amended from time to time. Bidders can get digital certificate from any approved vendor.
3. The bidders must submit their bids online in electronic format with digital Signature. **No technical/financial bid will be accepted in physical form.**
4. Bids will be opened online as per time schedule mentioned in the table of critical dates.
5. Bidders must ensure to upload scanned copy of all necessary documents mentioned in e-NIT.
6. Note: - Scan all the documents on 100 dpi with black and white option.
7. Proof of Tender fee and EMD Fee is to be uploaded online along with other documents.
8. Bidders are advised to use “My Documents” area in their users on e-tendering portal to store important documents.
9. SMVDU will not be responsible for delay in online submission due to any reasons.
10. Conditional bidding shall not be entertained.
11. Bidders may contact the Registrar, SMVDU at registrar@smvdu.ac.in for any guidance or query.
12. Bidders are advised not to make any changes in BOQ (Bill of Quantities) contents. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate inclusive of all taxes and it should be saved with the same name as it contains.
13. The rates shall be quoted by the bidder entirely in Indian Rupees.
14. Any corrigendum or subsequent information/ clarification shall be updated on the e-tender portal / university website only. Bidders should keep track of the same.

Sd/-
Registrar
SMVD University,
Kakryal, Katra

Section 2

Terms & Conditions of the Tender

1. The Bidder should be a registered and licensed Caterer, Firm and Agency having sound professional expertise for providing Catering Services in Institutes of repute.
2. Before submission of Tender document, the Bidders, in their own interest, are advised to visit site to assess site and its surrounding and satisfy themselves in respect of the site conditions as SMVDU shall bear no responsibility for lack of acquaintance of the site and other conditions or any information relating thereto, on their part. The consequences of the lack of knowledge, as aforesaid, on the part of the Bidders shall be at their own risk & responsibility.
3. The Bidders must have a minimum of five (05) years of experience in running Catering Services in Institutions of repute and should be a profit-making firm / caterer/ Agency. The Cumulative turnover of the consecutive three (03) years (FY 2021-22, 2022-23 & 2023-24) must not be less than Rs.50.00 Lakhs.
4. Certificate regarding Bidder Company not being bankrupt/insolvent from statutory CA / CS of Bidder Company should be uploaded along with other documents.
5. SMVDU reserves the right to terminate the allotment of convocation catering services without assigning any reasons thereof.
6. The award process may be postponed / cancelled Suo-moto without assigning any reason or giving any notice to the Bidders. The University reserves the right to consider the tenders of only short-listed firms.
7. The issuing of tender document shall not constitute that the Bidders is automatically qualified.
8. If even after the award of allotment, information / facts submitted by the Bidders is found misleading / incorrect / false etc., SMVDU reserves the right to scrap the contract forthwith.
9. The mode of submission of the Tender in two bid format shall be as under:
 - (i) Online Bid Submission – Technical and Financial bids complete in all respects, as per annexed Performa, must be uploaded at the aforesaid portal, as per stipulated dates and times mentioned in the table.
 - (ii) Financial bids of only those bidders shall be considered, whose technical bids are complete in all respects and qualify the technical criteria as per tender document.
10. The online tenders shall be opened by a committee constituted for this purpose as per date and time mentioned in the table above, in the presence of Bidders or their authorized representatives, who wish to be present, at the time of opening of the tenders.
11. In case of any incomplete document / information uploaded by the Bidders, the tender may be rejected without assigning any reason thereof.

12. Tender document is neither transferable nor cost of the document is refundable under any circumstances.
13. Conditional tenders are liable to be out rightly rejected.
14. An Earnest Money amounting to Rs. 30,000/- (Rupees Thirty Thousand only) is to be deposited in designated University bank account or EMD can also be submitted in the shape of FDR/TDR/CDR duly pledged to Registrar, SMVD University by or before the last date and time of submission of bids, without which the tender submitted by the firm(s) shall be rejected. EMD of the unsuccessful Bidders shall be refunded immediately after finalization of tender whereas the EMD of the successful Bidders will be treated as Security Deposit. However, the EMD of successful Bidders who, after award of the allotment, fails to provide the services within the time limit (provided for starting the requisite services) shall be forfeited. The proof of the transaction in respect of EMD payment is also to be uploaded online along with bids.
15. The University reserves the right to shortlist the Bidders as per the requirement of the University and to allot catering services for convocation to the Bidders, it deems eligible and qualified based on the responses received, and the decision of the University in this regard shall be final.
16. The University shall permit the Catering firm to use the University premises for providing Catering Services for Convocation.
17. The catering services by the Caterer during the convocation will cover the following:

1. **Buffet Lunch for Guests, Degree Awardees and their parents/spouses, Faculty and Staff, families of faculty, student volunteers & Outsourced staff, in the Central Courtyard (02 No. enclosures, having 03 buffet tables each for 1200 pax) and two Buffets in Green Room 1 & 2 with proper seating arrangements for dignitaries, senior faculty & staff on duty (100 pax) and one enclosure opposite Matrika Auditorium near parking lot [for outsourced staff & security personnel, 01 enclosure with 03 buffet tables, for 500 pax] - (Total 1800 pax) which will include the following:**

MENU

- i. Fresh Green Salad
- ii. Pineapple Raita
- iii. Smoked Mix Vegetables/Aloo Govi
- iv. Rajmash
- v. Paneer Butter Masala
- vi. Breads: Assorted (Butter Naan, Missi Roti, Lacha Parantha)
- vii. Rice: Zeera rice
- viii. Sweet: Gulab Jamun / Gajar Halwa
- ix. Water Kiosk (with water camper & paper cups)
- x. Besides the above the caterer shall provide Water Kiosks' (with water camper & paper cups) at 5-6 different locations in the Campus.

18. The caterer shall also provide tenting, transportation and labour including erection of cloth shamiana in central courtyard /parking area/ Green Room of the University, divided into two separate enclosures (one for faculty and Staff, one for degree awardees/parents/student volunteers for total of 1300 pax) with each enclosure having 03 buffet tables, 08 round tables with chairs & 75 chairs each: and one enclosure opposite Matrika Auditorium near parking lot for outsources staff & security personnel, (01 enclosure with 03 buffet tables, for 500 Pax) with proper buffet layout, seating arrangements (06 round tables with chairs & 50 chairs in the enclosure). Total of 1800 Pax.
19. The caterer shall also provide one waterproof shamiana in the back of the matrika Auditorium for erection of Kitchen for the Shrine Board. No extra charges for the above shall be paid to the caterer.
20. The caterer shall also provide one waterproof shamiana in front of Matrika Auditorium (in the lawn towards parking side) for erection of cloak room on the day of Convocation. No extra charges for providing tenting, transportation and labour for the above shall be paid to the caterer.
21. In case of bad weather suitable alternative arrangement shall be suggested by the University authorities.
22. The caterer will plan for hygienic storage and cooking of food and service in the designated areas. He will ensure that the space provided for catering services including kitchen will be kept clean and tidy.
23. The Caterer shall not sublet the contract / premises / venue allotted by the University or enter into contract with any other party to provide the catering services at the said premises / venue implicitly/explicitly failing which the allotment shall be cancelled and the decision of the University in this regard shall be final and binding on the Caterer.
24. It shall be the responsibility of the Caterer to maintain the quality of the food and its preparation including its timely service.
25. The Caterer will comply with all such instructions that may be issued to him by the University through any of its functionaries.
26. The Caterer shall make arrangements for all kitchen equipments /utensils, material, eatables etc. as may be required for effective operation of the catering services during the convocation.
27. In case of any default or deficiencies of services provided by the caterer, the alternate arrangement will be made by the University at the risk & cost of the Caterer.
28. The University shall be authorized to inspect the premises, quality of edibles, sanitation and other arrangements. In case of any unsatisfactory condition or any defect or deficiency in the service, caterer shall be penalized as decided by the University authorities.
29. The Caterer shall utilize cooking gas cylinders of commercial category and shall also abide by all governmental instructions in this behalf.
30. The Caterer shall not cause any loss or damage to the property of the University and shall be responsible to compensate the University for any such loss or damage. However, he shall be personally responsible for his machinery, equipments and other belongings.
31. The Caterer shall engage well behaved experienced staff and the Caterer shall be responsible for their work, behavior and conduct. If at any time, the work / behavior of any such employed staff of the Caterer is found to be unsatisfactory, the Caterers shall be liable to remove such a person immediately when ordered to do so by the University authorities.

32. The Caterer shall take all precautions that all persons engaged by him to do any work for catering services are courteous, civil, sober, honest and free from any virulent or contagious disease(s).
33. The Caterer shall ensure that all the workers wear proper uniforms including Head Caps, Hand Gloves and identity cards during the catering service in the University.
34. The Caterer shall not do any act or omission which may be prejudicial to the interests of the University.
35. The Caterer shall not construct, raise or modify any structure, temporary or permanent in or around the space provided for catering, without the prior written permission of the University.
36. The Caterer shall be responsible for insurance coverage in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury / disablement / death at work place.
37. The liability/responsibility in case of any accident-causing injury/ death to catering worker or any of his staff shall be of the Caterer.
38. The workers of the Caterer shall be of good character and of sound health and should be above 18 years. Responsibility of antecedents of his workers shall lie with the Caterer.
39. The Caterer shall advice its work force etc. to strictly refrain from smoking or using any kind of tobacco products or pan chewing, consumption of alcohol or non-veg. food and playing of cards within or around the premises of the SMVD University.
40. The Caterer will be responsible for ensuring the cleanliness of the place after the completion of the event and shall make adequate arrangements for disposal of all bio-degradable and non-biodegradable garbage generated after the completion of the event.

**Sd/-
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Shri Mata Vaishno Devi University

Kakryal (Katra)-182320

Technical Bid

The Bidder shall furnish the following information with documentary evidence wherever required. This data shall be submitted without fail in the technical bid only and not otherwise.

Name of the registered and licensed Caterer, Firm, Agency: M/s _____

Amount of EMD (with transaction number and date): online payment details

| S. No. | Particulars | Page No |
|--------|--|---------|
| 1. | Certificate of Incorporation/ Establishment as registered and licensed Caterer, Firm, Agency from concerned Competent Authority as applicable | |
| 2. | Minimum five years Professional experience of the concerned registered and licensed Caterer, Firm, Agency for providing Catering Services in Institutes of repute duly supported with documentary proof of work order/ agreement deed, Supply order. | |
| 3. | Copies of FSSAI license issued by the Competent Authority to the entities as enumerated at S. No. 1 above | |
| 4. | Copies of Registration for GST | |
| 5. | Income tax return for the last three years along with a copy of PAN card of the catering Agency. (Financial Year . 2021-22, 2022-23 & 2023-24) | |
| 6. | Cumulative turnover for the consecutive three (03) years. 2021-22, 2022-23 & 2023-24 supported by duly authenticated certificate issued by a Chartered Accountant. | |
| 7. | Certificate regarding bidder company not being bankrupt/ insolvent from statutory CA/ CS of bidder company should be uploaded along with other documents. | |
| 8. | Complete Address reflecting Contact Details and email Id of the bidder company. | |

*(Copies of documentary proof must be furnished in support of all the above).

Additional pages, if needed, may be used.

For & on behalf of M/s _____

(Authorized Signatory)

Name _____

Note: Kindly attach relevant documents only