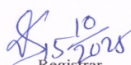


University of Calcutta



REQUEST FOR PROPOSAL

e-Tender no. R/375/25 dt. 15.10.25 dated for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.


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University of Calcutta
87/1 College Street
Kolkata-700073

E-Tender no.: R/375/25

Date: 15.10.25

NOTICE INVITING TENDER

University of Calcutta invites e-tenders comprising technical bid and Commercial bid from experienced and financially resourceful agencies working under Government organization / Govt. undertakings / Autonomous Bodies / Educational Institutions for **engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.** The selected bidder is required to adhere to the terms & conditions of this document and any deviations to the same shall not to be acceptable.

The bidder (also called the vendor or bidder in this document) appointed under the said document shall own the single point responsibility for fulfilling all obligations and providing all services required for successful implementation of the work for a **period of 3 (Three) years.**


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1. IMPORTANT DATES

Table - 1

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other documents (Online)	15.10.2025 ; 06:00 pm
2	Start of downloading documents (Online)	15.10.2025 ; 06:00 pm
3	Start of Bid submission (Online)	15.10.2025 ; 06:00 pm
4	Close of Bid Submission (Online)	06.11.2025 ; 01:00 pm
5	Date of opening of technical bid (Online)	08.11.2025 ; 01:00 pm
6	Date of uploading list of Technically Qualified Bidders (Online)	To be communicated later
7	Date of opening of Financial Bid (Online)	To be communicated later

2.SCOPE OF THE WORK

Table : 2

MESS COOK	1. The Mess Cooks so engaged shall be bound to prepare food/dishes, as per the food habits, taste and instruction of the Mess Committee of the concerned Hall / Hostels. 2. Such Cooks will have to compulsorily perform actual cooking work and will also be responsible for the smooth running of the entire cooking operation in the CU-run Halls / Hostels. 3. Both the Mess Cooks so engaged shall have to perform duty for 08(eight) hours per day with a break of half an hour. There are two shifts namely Morning Shift (6 A.M. to 2 P.M.) and Afternoon Shift (3.00 P.M. to 11.00 P.M.). The duty shift may also be fixed by the hostel Superintendent/ Assistant Superintendent as per their local requirement; but in no case such duty hours will extend beyond 8 hours. The duty shift may be changed as and when required by the Supdtt./Asstt. Supdtt. of the concerned hall.
MESS HELPER	1. Mess Helpers shall assist the Mess Cooks in all cooking related works. Mess Helpers shall have to serve food to the student – borders, wash cooking utensils & used food plates, & clean the dining tables after every use & also clean the kitchen & dining halls of the hostels on a regular basis. 2. Mess Helpers so engaged shall have to perform duty for 08(eight) hours per day with a break of half an hour. There are two shifts namely Morning Shift(6 A.M. to 2 P.M.) and Afternoon Shift (3.00 P.M. to 11.00 P.M.). The duty shift may also be fixed by the hostel Superintendent/ Assistant Superintendent as per their local requirement; but in no case such duty hours will extend beyond 8 hours. The duty shift may be changed as and when required by the Supdtt./Asstt. Supdtt. of the concerned hall. 3. The Mess Helper so engaged must have minimum experience in running

	the entire cooking operation of the Hostel in absence of Mess Cooks or in case of an emergent situation.
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The bidder will be required to comply with the scope of the work as mentioned in the above table: 2.

1. While performing the job, the Agency or its employees shall always act in a way so that no unreasonable embarrassment or inconveniences is caused.
 2. The Agency and its employees shall work as per the direction of controlling officer of the respective campuses of the University.
 3. Job specified should be done on every day. But if necessity arises any or all these job shall have to be performed on written or verbal instructions by the University authority.
- ***Bid Validity Days :- 180 days***
 - ***Contract period:- 3 years from the date of issuing work order.***

B.O.Q

<u>SL No.</u>	<u>Item Description</u>	<u>Qty.</u>
<u>01</u>	MESS COOK (Skilled) Both Male & Female	46 nos.
<u>02.</u>	MESS HELPER (Unskilled) Both Male & Female	69 nos.

N.B-1:

The demand of the employee as per BOQ may be increased @10 % of the total employee according to actual the demand of the University of Calcutta in consideration with the same terms and condition of the tender (if required).

3.CONTRACT PERIOD

- a) The contract shall be **valid for 3 (Three) years**, but the University reserves the right to curtail or to extend the validity of contract on mutually agreed terms and conditions for such period as may be agreed to.
- b) **The University can terminate the contract with one-month notice in case of the services not found satisfactory. In such a case, the University will pay the bill on the basis of actual work rendered for the duration for which the services were executed.**
- c) **The Agency will be required to give three months' prior notice in writing of their intention to leave or discontinue their service.**

4. TERMINATION CLAUSE

- i) **University authorities reserve the right to terminate the contract without showing any reason in case of deterioration of services or any indiscipline behavior or non-professionalism. In case of termination of contract, one month prior notice will be issued by the University authority. If the agency wish to discontinue the contract agreement then he/she should submit application at least three (03) months prior before withdrawing of**

the contract agreement showing valid reason. In this case decision of the University authority will be full and final. The following behavior and activity will be considered as indiscipline behavior and non-professionalism of the agency:

- ii) Any agitation, postering, displaying banner and conglomeration of the employee under any Trade Union or without trade union will not be allowed in any campus of the University of Calcutta. If the situation be happened by the employee, the matter will be tread as in-disciplined behavior and breach of contract by the agency and necessary action will be taken as per University rules. In this regard, show-cause notice will be issued to the agency for compliance within 07 (Seven) days and failing to comply any suitable reply against any indiscipline behavior or non-payment of employees penalty clause may be imposed @ 10 % up on the bill value. But, if the same problem and non-payment of employees be happened next time then the contract agreement may be terminated and retention money will be forfeited and the agency may be blacklisted.

5.MONTHLY CHARGES

Monthly charges: Monthly charges of all the above-mentioned personnel as per scope of the work deployed for the services shall be governed by the Minimum Wages, Act, 1948, provisions of EPFO, ESIC and Bonus as per statutory rules.

The consolidated monthly charge consists of two part - i) Service charge of the agency and ii) Minimum wages charge and other statutory payment to the employee.

- (i) Service Charge will be determined on the basis of the quoted rate of the successful bidder as per QCBS tender method and would be remained fixed for the entire period of service contract. The bidder should consider the cost of over head expenditure, cost of dresses, I-card, shoes, torch etc all complete in the quoted rate of the service charge. The bidder must submit the analysis or breakup for the quoted service charge with a written declaration in his/her letter pad. For any absurd rate, clarification must be submitted, otherwise the tender will not be accepted. In this case the decision by the tender committee will be full and final.
- (ii) The minimum wages of the personnel to be engaged as per as per BOQ, will be fixed as per order of the Finance / Labour Department, Govt. of West Bengal from time to time and their entitlements to E.S.I., E.P.F. and Bonus as laid down under G.O. No. 3790-F(Y), dated 21.07.2014 of the Finance (Audit) Department, Govt. of West Bengal. It will be variable according to the variation of minimum wages stipulated by the Finance / Labour Department, Govt. of West Bengal from time to time.
- (iii) The intending bidder should not quote the rate of the minimum wages. He/She should only quote the service charge as per Sl.(i).
- (iv) The successful bidder to whom work order will be issued after completion of the tender process, need to follow all the statutory obligations as mentioned in Sl No. (ii) under Monthly charges.
- (v) The successful bidder need to pay the minimum wages, PF , ESI and Bonus to the engaged personnel as per BOQ within 7th day of every month and after making payment to the engaged personnel the bill for the same with all the

relevant documents (Such as payment receipt of PF, ESI, Salary, Bonus) and other statutory documents should be submitted within 10th day of every month to the office of the undersigned. No advance payment in this regard will be made by the University of Calcutta. All the payments against the actual bill will be paid in arrear basis.

- (vi) Failing to submit the relevant documents with the bill as mentioned in Sl. no. (v) above, the bill will not be processed for payment. In this respect, the bidder/vendor will be show caused as per rules of the University of Calcutta and necessary action will be taken as per tender clause.
- (vii) The vendor need to issue salary slip per month to the employee with detailed break up of payment. This is mandatory for continue service as per contract period.
- (viii) Pro-rata deduction of the bill will be processed as per rule in case of absent of employee.

The bidder will be required to comply with the scope of the work as mentioned above.

6.ELIGIBILITY CRITERIA

Technical Criteria

Bidders have to comply all the following eligibility and technical requirements and they have to submit the required supporting documents along with their bids. No deviations are acceptable. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

- a) The bidder must have been registered on or before March 31, 2015 in the similar line of business. *A copy of incorporation/ establishment certificate is to be submitted.*
- b) The bidder must have a full-fledged service office at Kolkata. *A copy of the address proof is to be submitted.*
- c) The Bidder should be neither blacklisted by any Government Dept., nor is any criminal case registered/ pending against the bidder or its owner/ partners anywhere in India. *A duly completed notarized certificate to this effect is to be submitted as per Annexure-II.*
- d) The average annual turnover of the previous three financial years (2022-23, 2023-24 & 2024-25) should be at least Rs. 10.00 Crore. *Duly completed Annexure-III along with copies of duly signed profit & loss accounts and audited balance sheets are to be submitted.*
- e) The bidder should have experience of successfully completed housekeeping contracts during the last five years in PSU/ Government Bodies/ Autonomous Bodies/ Multi National Company/ State University/ Board/ Academic Institutions as follows:-
 - three similar contracts valuing not less than Rs. 1.0 Crore per annum; OR
 - two similar contracts valuing not less than Rs. 1.5 Crore per annum; OR
 - One similar contract valuing not less than Rs. 3.0 Crore per annum.

Duly completed Annexure-IV along with copies of work orders and work completion certificates issued by the clients are to be submitted. The work completion certificate should mention the

details of work executed, the value of work done, the date of commencement and date of completion of the work.

- f) The bidder should have at least two number currently running and satisfactory performing contracts of similar work and among them, one must be in Kolkata or its adjacent areas (in Howrah and in North 24 Parganas and South 24 Parganas districts). *(Duly completed Annexure-V along with copies of work orders and performance certificates issued by the clients are to be attached.)*
- g) The bidder must participate as a single entity. No consortium or group of companies will be allowed. Any deviation from this will be considered as a breach of contract and ISI will have non-negotiable liberty to take necessary action against such activities.
- h) The bidder, if selected, shall be single point of contact with ISI and shall be solely responsible for the execution and delivery of the work.
- i) The bidder should have all relevant facilities and logistics available to execute the work.
- j) The supervisor should be Ex-Service man of Govt. of West Bengal or Govt. of India in similar nature of job.
- k) Any revelation at a later date regarding suppression of facts will be considered to be a breach of contract and the Institute will have full liberty to take appropriate action against the bidder concerned.

Technical Documents

Statutory Documents

Following documents are to be provided.

- a) Firm Incorporation/Establishment Certificate
- b) PAN details
- c) GSTIN (**The participant bidder or agency must submit a declaration mentioning that the GST payment has been up-to-date and there is no default of GST payment with duly signed supporting documents**)
- d) EPF Registration
- e) ESI Registration
- f) Labour License
- g) Address Proof of Bidder's Office in Kolkata.
- h) Fresh Solvency Certificate from scheduled or nationalized bank for at least Rs. 1.00Crore.

Non-Statutory Documents

- a) Duly completed Annexure-I (Self-declaration for acceptance of all terms & conditions of tender documents)
- b) A duly completed Annexure-II (notarized certificate stating neither blacklisted nor having any criminal case registered/ pending against the bidder)
- c) A duly completed Annexure-III (annual turnover details) along with supporting documents
- d) A duly completed Annexure-IV (experience details) along with supporting documents
- e) A duly completed Annexure-V (running contact details) along with supporting documents

N.B.: If there is any deficiency in the Statutory or Non-statutory documents, the tender may be summarily rejected. During evaluation, the committee may call bidders and seek clarification/information or additional documents or original hard copy of any of the documents already submitted. If these are not produced within the stipulated time frame, the bid may be liable for rejection.

Financial Bid Details

- a) Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information.
- b) **The consolidated monthly charges will be in two parts - i) Service charge and ii) Minimum Wages charge as per order of the Finance / Labour Department, Govt. of West Bengal from time to time and their entitlements to E.S.I., E.P.F. and other statutory payment such as bonus etc, as may be applicable, as laid down under G.O. No. 3790-F(Y), dated 21.07.2014 of the Finance(Audit) Department, Govt. of West Bengal.**
- c) **Bidder shall quote only the service charge on per head per month basis in the BOQ for overhead expenditure and the management fees which includes all the liabilities of the contractor such as cost of uniform, shoes, safety items, whenever requires and identity cards of personnel deployed etc. complete.**
- d) Conditional bids/offers will be summarily rejected.
- e) ***NIL or Negative service charge in BOQ shall be treated as unresponsive and shall be rejected.***
- f) **Vendor should quote only the service charge on per head per month basis in BOQ, mentioning of service charge any where else shall be liable for rejection.**
- g) **The bidder need not to quote the Minimum wages charge of the MESS COOK (Skilled) and MESS HELPER (Unskilled) as provided by order of the Finance / Labour Department, Govt. of West Bengal from time to time and their entitlements to E.S.I., E.P.F. and Other statutory payment, as may be applicable, as laid down under G.O. No. 3790-F(Y), dated 21.07.2014 of the Finance(Audit) Department, Govt. of West Bengal.**

Even though bidders may satisfy the above requirements, they may be disqualified if

- a) they have made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document;
- b) there is any record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- c) confidential inquiry reveals facts contrary to the information provided by the bidder;
- d) confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

7.SUBMISSION OF TENDER

Instruction to Bidder

- 1 Bids for the tender are to be submitted through online mode to the website **<https://wbtenders.gov.in>** in two folders at a time for each work, one is technical bid and other is Financial Bid, before the scheduled date and time using the Digital Signature Certificates.

- 2 Online bid submission (Bidder/Contractor) process is given in <https://wbtenders.gov.in> portal; please download the pdf file.
- 3 Possession of a valid DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorized certifying agencies.
- 4 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the Portal.
- 5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6 The Bidders are required to log in to the site through the secured log-in by entering their respective user ID/ password and the password of the DSC.
- 7 The portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for ready reference.

The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.

Online Bid Submission Procedure

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

- **Packet-1:** Duly Completed Scanned PDF of Registration Certificate Details.
- **Packet-2:** Duly Completed Scanned PDF of PAN Card.
- a) **Packet-3: Duly Completed Scanned PDF of GSTIN (The participant bidder or agency must submit a self-declaration mentioning that the GST payment has been up-to-date and there is no default of GST payment with duly signed supporting documents)**
- **Packet-4:** Duly Completed Scanned PDF of EPF Registration.
- **Packet-5:** Duly Completed Scanned PDF of ESI Registration.
- **Packet-6:** Duly Completed Scanned PDF of Labour License.
- **Packet-7:** Scanned PDF of Address Proof of Bidder's Office in Kolkata.
- **Packet-8:** Scanned PDF of Bank Solvency Certificate.
- **Packet-9:** Scanned PDF of this document (Modified NIT) (*duly signed and stamped on each page*).

Cover-2: The file should be saved in a PDF version and should comprise of the following items:

- **Packet-1:** Duly Completed Scanned PDF copy of Annexure-I.
- **Packet-2:** Duly Completed Scanned PDF copy of Annexure-II.
- **Packet-3:** Duly Completed Scanned PDF copy of Annexure-III with supporting documents.
- **Packet-4:** Duly Completed Scanned PDF copy of Annexure-IV with supporting documents.
- **Packet-5:** Duly Completed Scanned PDF copy of Annexure-V with supporting documents.
- **Packet-6:** Duly Completed Scanned PDF copy of Annexure-VI.
- **Packet-7:** Duly Completed Scanned PDF copy of Annexure-VII.

Cover-3: The BOQ should be downloaded from the website and should comprise of the following item:

Packet-1: Financial Bid in XLS version Filled with all relevant information.

8.EARNEST MONEY DEPOSIT

- a) The bidders need to submit EMD of Rs. 13,00,000/- through NEFT or RTGS or Bank Transfer at the given account as mentioned in the Portal along with their bids in favour of the University of Calcutta.
- b) Exemption of EMD will not be accepted in any case, failing which the tender will be rejected.**
- c) EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender.
- d) The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- e) No interest will be paid on the EMD (if any).

Action to be taken in the cases of suppression / distortion offacts

Submission of any false document by the bidders is strictly prohibited and, in such cases, the concerned bid(s) shall be rejected.

9.EVALUATION OF BID

The Bidder would be selected on the basis of Quality and Cost Based Selection (QCBS) i.e. on the basis of ranking and evaluation of Technical and Financial Bids by the concerned Tender Committee of the University and Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids.

The process of selection of the successful bidder would be determined as under:

Stage – 1: Verification of Technical Eligibility (as per clause 6.1)

Only those bidders who satisfy the required technical criteria would be considered eligible for Stage – 2.

Stage – 2: Technical Criteria Evaluation (as per clauses 6.2.1 & 6.2.2)

Following parameters carrying 100 marks will be used to evaluate the Bidder's technical credentials.

Sl. No.	Particular	Marks Breakup		Allocation of Marks		
				Min.	Max.	Actual
1.	Firm's existence as per tender clause 6.1(a)	5 to 7 Years	5	5	25	
		> 7 to 10 Years	10			
		>10 to 15Years	15			
		> 15 Years	25			
2.	Average annual turnover of the previous three years.	5 to 7 Crores	5	5	25	
		>7 to 10 Crores	10			
		>10Cr to 15Cr	15			
		>15Crores	25			
3.	Number of years' experience with credentials of similar nature of works (completion certificate will only be considered)	5 to 7 Years	5	5	25	
		> 7 to 10 Years	10			
		>10 to 15Years	15			
		> 15 Years	25			
4.	Operational Contracts as per tender clause 6.2	2 to 3 Contracts	5	5	25	
		4 to 5 Contracts	10			
		> 5 to 10Contracts	15			
		>10Contracts	25			
	Total Marks of Stage -2 Evaluation	Maximum Marks	100			
		Qualifying Marks	50			

Only those bidders who will score minimum 50 (out of maximum 100) in technical evaluation will be considered eligible for next stage.

The marks of technical evaluation is normalized in the scale of 10 as under:

$$\text{Technical Bid Score} = \frac{\text{Marks in Technical Bid obtained by the Bidder} \times 10}{\text{Highest marks of Technical Bid obtained by any Bidder}}$$

For example, consider total marks obtained in technical evaluation by three bidders A, B & C are as follows:

Bidder	Total Marks of Technical Evaluation
A	80
B	55
C	90

Then the technical scores for the bidders would be as follows:

Bidder	Technical Score (TS)
A	8.89
B	6.11
C	10.00

Stage – 3: Financial Bid Evaluation

The financial bids of bidders who have scored minimum of 50% marks in each of the stage- 2 will be opened.

Note: Bidders quoting NIL or Negative Service Charges will be cancelled from the tendering process.

The financial bid (Service Charges) is mapped in the scale of 10 as under:

Financial Bid score=

$$\frac{\text{Lowest Service Charges Quoted by any Bidder} \times 10}{\text{Service Charges Quoted by the Bidder}}$$

For example, consider the three bidders A, B & C quoted the following rates for **Service Charges**

Bidder	Service Charges Quoted in Rs.
A	425
B	300
C	850

Then financial score of the bidders would be as follows:

Bidder	Financial Score (FS)
A	7.06
B	10.0
C	3.53

Stage-4: Combiner Score and Successful Bidder

The score of technical proposal would be given 70% weightage, and the financial proposal would be given 30 % weightage. The weighted combine score combining technical bid score (TS) and financial bid score (FS) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 70\% * TS + 30\% * FS.$$

For the given example, the normalized Combined Score would be as follows:

Bidder	Technical Score (TS)	Financial Score (FS)	Combined Score (0.7*TS + 0.3*FS)	Remarks
A	8.89	7.06	8.341	Winner (Successful bidder)
B	6.11	10.0	7.277	
C	10.00	3.53	8.059	

- The successful bidder will be the one who has the maximum combined score in Stage-5.
(For the example, Bidder A will be the successful bidder with Service Charges 4.25%)
- The purpose of the five-stage selection process spelt out above is to get the services which combine optimally the quality and price.

IMPORTANT: The portal recommended L_1 bidder may not be the winner of the tender.

10. PAYMENT TERMS

- a) No advance payment will be made in any case.
- b) **All deployed personnel should get the salary as per Minimum Wages charge by order of the Finance / Labour Department, Govt. of West Bengal from time to time and their entitlements to E.S.I., E.P.F. and Other statutory payment (such as Bonus as per Bonus Act. 1965 and as per subsequent amendments thereof), as the case may be applicable/ as laid down under G.O. No. 3790-F(Y), dated 21.07.2014 of the Finance(Audit) Department, Govt. of West Bengal by the successful bidder (The awardee of the Tender) by 7th day of each month for the preceding month as per applicable value and for the maximum days applicable. The salary should be made direct to the employee's bank saving account and no other mode of payment is acceptable. Salary slips are to be provided to all the employees on monthly basis (mandatory).**
- c) **The consolidated monthly charges which includes Service charge and Salary of the engaged personnel (as stated in the 'Monthly Charges' para of this document) along with the statutory applicable taxes of the Govt., if any, will be paid to the Agency from the University against the original invoices of the agency based on the actual personnel supplied by the Agency as per duty registrar duly verified by the Authority .**
- d) **The agency should submit the following documents along with the invoices or bills for payment within 10th of each month to the Office of the Registrar Department.**
 - individual pay slip,
 - approved attendance sheet as per duty registrar by the competent authority of the University.
 - Proof of salary payment,
 - Authorized statutory challans viz PF, ESI, GST for each employee.
 - Order of Minimum Wages as declared by Govt. of West Bengal (for every change).

Failing to produce the above-mentioned documents with the bills/invoice, the payment could not be processed.
- e) If as a result of post payment audit any overpayment is detected in respect of any work done by the Agency or alleged to have done by the Agency under the tender, it shall be recovered by the University from the Agency. Pro-rata deduction of payment will be considered in this regard.
- f) If any underpayment is discovered, the amount shall be duly paid to the Agency by the Institute.
- g) **The Agency should make payment to the workers by 7th day of each month and there should be no linkage between this payment and settlement of the Agency's bill from the Institute.**

11.TERMS AND CONDITIONS

1 . Awarding of Contract

University of Calcutta will award the contract to the successful bidder whose bid has been valued as per price and other criteria. University of Calcutta reserves the right not to accept the lowest price bid without assigning any reason whatsoever and the bidder will not challenge such decision in any forum whatsoever. University of Calcutta also reserves the right to split the order and / or drop any line item as per requirement.

2 . Amendment of Invitation

University of Calcutta reserves the right to add / modify/delete any portion of this document by issuance of a Corrigendum, at any time 1 day prior to the deadline for submission of proposals that would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

3 . Amendment of Proposals

In order to allow the prospective Bidders reasonable time to make amendment(s) in their proposals, the University of Calcutta may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on the University of Calcutta.

4 . Rejection of Bid

Any deviation will make the bid liable to rejection.

5 . Bid validity:180days

6 . Discrepancies and Adjustment thereof

In the case of discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder, shall be taken as correct. In the case of discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.

7 . Disputes and Arbitrations

In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said disputed difference shall be referred to the sole arbitration of University of Calcutta or any other person appointed by the University of Calcutta. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office by way of resignation or otherwise or refuses to do works or neglects his work or being unable to act as arbitrator for any reason whatsoever, the University of Calcutta shall appoint another person to act as the arbitrator in the place of the outgoing arbitrator and the person so appointed shall be entitled to proceed further with reference from the stage at which it was left by the predecessor. The bidder shall have no objection in any such appointment in that the arbitrator so appointed is an employee of the University of Calcutta. The adjudication of such arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re- enactment thereof or any rules made there under. The arbitration shall be held in Kolkata only.

8. Deployment time period

All the MESS COOK (Skilled) and MESS HELPER (Unskilled) must be deployed by the Agency within 15 days from the date of issuance of the Work Order by the Registrar.

9. *The persons so engaged as Mess Cooks and Mess Helpers cannot be deployed/deputed simultaneously in any of the C.U run Halls & Hostels as replacement or for second / double shifts.*

Total Nos. of MESS COOKS (skilled) required= 46 Nos. (Approx) Both Male & Female

Total Nos. of MESS HELPERS (unskilled) required= 69 Nos.(Approx) Both Male & Female

10. However, actual number of personnel for Mess Cooks & Mess Helpers may vary from time to time as per actual requirement.

In this regard decision of the University authority will be full and final, the other terms and condition will remain same

11. Payment & other Terms and conditions

The monthly bill in triplicate is to be raised by 10th of every month and submitted to the Office of the Registrar by the controlling officer of the University of the respective campuses or head of the department of the concerned department.

- a) One day in any period of seven days as may suit the local convenience shall be the day of weekly rest. A normal working day shall consist of eight and half hours of work including interval for half-an-hour forrest. For weekly holidays substitute cooking personnel must be considered.
- b) Pro-rata deduction will be made in case of absence of any manpower at any day. To arrive at daily rates, monthly rates will have to be divided by 26 and to be rounded off to the nearest rupee and to arrive at weekly rates, daily rates will have to be multiplied by 6. **Payment will not be deducted on university holidays.**
- c) The personnel to be deployed must be experienced and possess reading and writing ability. The name and full contact address with recognized identity of the engaged personnel are to be submitted to the University. The Agency will be required to take appropriate action with the police as required under laws. All statutory obligations are required to be made by the Agency.
- d) All the Labour Laws/ Enactments imposed by the Government from time to time must be complied by the Agency in respect of his or her personnel wherever applicable.
- e) The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970), EPF, ESI etc. with regard to the personnel engaged by him for works. It will be the responsibility of the Agency to provide details of manpower deployed by him, in the respective campuses and to the Labour Department.
- f) The Agency shall be liable and responsible to provide all the benefits viz. Professional Tax, Provident Fund, ESI, Other statutory payment, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by competent authority against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month.

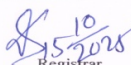
- g) The consolidated monthly charges which includes Service charge and Monthly Charges along with the statutory applicable taxes of the Govt., if any, will be paid to the Agency from the University against the submission of original invoice based on the actual personnel supplied by the Agency.
- h) The Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The University shall, in no way be responsible for settlement of such issues whatsoever.
- i) The University shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- j) All liabilities arising out of accident or death of the personnel(s), deployed by the Agency in the University campuses, while on duty shall be borne by the Agency.
- k) The antecedents of staff deployed shall be got verified by the Agency from local police authority and an undertaking in this regard to be submitted to the University.
- l) The Agency shall withdraw such employees who are not found suitable for any reasons immediately on receipt of such a request by the University Authority and a replacement of same category have to be made immediately within maximum period of 3 days.
- m) The Agency shall ensure that the personnel deployed are medically fit. The agency shall withdraw such employees who are not found medically suitable by the office immediately on receipt of such a request by the University.
- n) The age limit of the personnel to be engaged as per BOQ should not be more than 60 years.
- o) The personnel deputed to the University shall not ordinarily be changed by the agency without advance intimation to the University Authority, in any circumstances unless there is a specific request from the University Authority.
- p) The Agency has to provide the photo identity cards to the persons deployed by them for carrying out the work. These cards are to be constantly displayed & in case of loss of photo ID card a report is to be lodged with local police station in addition to intimation to the University by the respective worker.
- q) The Agency's personnel working in the libraries of the University should be very polite, cordial, positive and efficient while handling the assigned work. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
- r) The Agency will have to remove from the office any debarred person(s) or who is found incompetent or for his/her/their misconduct and the Agency shall forthwith replenish such requirements.
- s) The Agency shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the University authority.
- t) The Agency's personnel shall not divulge or disclose to any person any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.
- u) The Agency shall not deploy any sub-contractor or transfer the contract to any other person / Agency in any manner.
- v) The personnel deployed by the Agency shall not claim any benefit/ compensation/

absorption/ regularization of services from the University Authority.

- w) The personnel engaged by the Agency shall be the liability of the Agency and it shall be the duty of the Agency to pay their wages and other statutory benefits every month, in time.
- x) **Agitation or indiscipline attitude of the Agency's personnel in the campus and hostel will not be allowed in future. In this respect the agency will be liable and responsible only to maintain peace and safety, security of the campus and hostel. Failing which strong disciplinary action will be taken upon the agency and his or her tender agreement may be terminated. In this respect, the decision of the University Authority will be final.**
- y) **Rubbish & Garbage must be collected and disposed off to the nearest KMC VAT of all Campuses and Hostels.**

12. Termination of contract

University authorities reserve the right to terminate the contract without showing any reason in case of deterioration of services or any indiscipline behavior or non-professionalism. In case of termination of contract, one-month prior notice will be issued by the University authority. If the agency wish to discontinue the contract agreement then he/she should submit application at least three (03) months prior before withdrawing of the contract agreement showing valid reason. In this case decision of the University authority will be full and final.


Registrar
University of Calcutta
REGISTRAR
UNIVERSITY OF CALCUTTA
Page 2 of 8

ANNEXURE - I
UNDERTAKING

To
The Registrar
University of Calcutta
87/1, College Street, Kolkata-700073

Ref: - R/375/25
Date: 15.10.25

Sir,

I/we hereby submit our tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years along with other required documents.

1. I/we submit **EMD** through NEFT or RTGS or Bank Transfer.

Particular	Amount	Transaction No. & Date	Bank Name
EMD	Rs.13,00,000/-		

2. This is to certify that I/we before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/we shall provide the security and other personnel as per tender document. Full manpower will be engaged on daily basis for the Services sought under this contract as per given schedule or as per instructions issued by the University.
4. I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.
5. I/we agree that the payment will not be made for the work not carried out in any of the above areas.
6. I/we agree to pay minimum wages, other statutory payment, EPF, ESI, and other statutory payments on or before 7th day of every month to the employees engaged for the above mentioned work.
7. Substitute MESS COOK (Skilled) and MESS HELPER (Unskilled) will be made available as and when required. Extra manpower if any called during conference/ meetings etc. will be provided on 24 hours' notice.
8. Two sets of uniforms, identity card and one pair of shoes will be issued to all the MESS COOK (Skilled) and MESS HELPER (Unskilled) within 15 days of award of work and it will be replaced as and when required and all the expenditure will be borne by me/us.
9. I/we abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Other statutory payment, PF, ESI, uniform and other allowance thereof and any other charges applicable from time to time. I/we will time and shall be fully responsible for any violation.

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)
Name:
Designation:
Contact No.:

ANNEXURE – II
(To be provided on letter head of the Bidder)

Ref : - R/375/25

Date: 15.10.25

(Notice Inviting Tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.)

I hereby certify that our firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Place:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

ANNEXURE – III

ANNUAL TURNOVER DETAILS

Ref : - R/375/25

Date: 15.10.25

(Notice Inviting Tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.)

Bidder's Annual Turnover for last three Financial Years		
Sl. No.	Financial Year	Turnover in Rs.
1	2022-23	
2	2023-24	
3	2024-25	

Note: *Supporting documents (copies of duly signed profit & loss accounts and audited balance sheet) are to be attached along with the Annexure-IV.*

Date:

Place:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

ANNEXURE – IV

EXPERIENCE DETAILS

Ref : - R/375/25

Date: 15.10.25

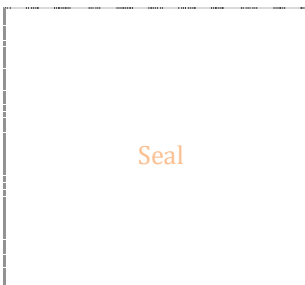
(Notice Inviting Tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.)

List of Completed Housekeeping Service Contracts					
Sl. No.	Name of the Client with contact details	Order No. & Date	Duration		Contract Value
			From	To	
1					
2					
3					
4					
5					

Note: Supporting documents (work order and work completion certificate issued by the clients) are to be attached along with the Annexure-III.

Date:

Place:



Authorized Signatory

Name:

Designation:

Contact No.:

Email:

ANNEXURE – V

RUNNING CONTRACT DETAILS

Ref : - R/375/25

Date: 15.10.25

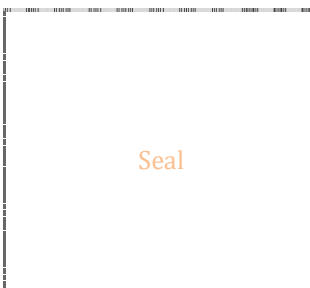
(Notice Inviting Tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.)

Sl. No.	Name of the Client with Contact Details	Order No. &	Contract Value
1			
2			
3			
4			

Note: Supporting documents (work order issued by the clients and performance certificate from clients) are to be attached along with the Annexure-V.

Date:

Place:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email:

ANNEXURE – VI

ELIGIBILITY AND TECHNICAL COMPLIANCE SHEET

Ref : - R/375/25

Date: 15.10.25

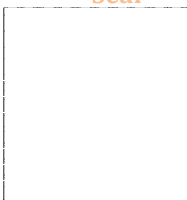
(Notice Inviting Tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.)

Sl. No.	Particulars	Compliance by the Bidder (Yes / No.)
1	Scope of Work as per tender document	
2	Tender Fee and EMD as per tender document	
3	Incorporation/Establishment Certificate as per tender document	
4	PAN Card as per tender document	
5	GST Registration Certificate as per tender document with self-declaration as per statutory documents.	
6	EPF Registration as per tender document	
7	ESI Registration as per tender document	
8	Labour License as per tender document	
9	Address Proof of Kolkata Office as per tender document	
10	Bank Solvency Certificate as per tender document	
11	Undertaking as per tender document [Annexure-I]	
12	Certificate as per tender document [Annexure-II]	
13	Annual Turnover details as per tender document [Annexure-III]	
14	Signed Profit & Loss Accounts and Audited Balance Sheets of previous three years as supporting documents of Annexure-III	
15	Experience details as per tender document [Annexure-IV]	
16	Work Orders and Work Completion Certificates as supporting documents of Annexure-IV	
17	Running Contract as per tender document [Annexure-V]	
18	Work Orders and Performance Certificates as supporting documents of Annexure-V	

Place:

Date:

Seal



Authorized Signatory

Name: Designation:

Contact No:

ANNEXURE – VII

COMPANY PROFILE

Ref : - R/375/25

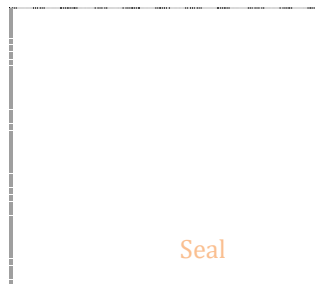
Date: 15.10.25

(Notice Inviting Tender for engagement of MESS COOK (Skilled) and MESS HELPER (Unskilled) for cooking & kitchen related works respectively in all the students' hostels under the University of Calcutta for a period of 3(three) years.)

Name of the Party		
Date of Incorporation/ Establishment		
PAN Number		
GST Identification Number		
EPF Registration		
ESI Registration		
Labour License		
Office Postal Address		
Local (Kolkata) Office Address		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Contact Details of the In-charge of Kolkata Office	Name	
	Designation	
	Email	
	Phone	

Date:

Place:



Authorized
Signatory

Name:

Designation:

Contact No.:

Email: