



**ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY
AWANTIPORA, KASHMIR**

NO: - IUST/EST/TEND/SHOP/24/1013

DATED: - 02-12-2024

E-Tender Notice

For and on behalf of the Vice Chancellor, Islamic University of Science and Technology, Awantipora, J&K, e-Tenders are invited from reputed Companies/Vendors/Agencies for running the Salon under the following terms and conditions:

Sr. No	Name of Work	Minimum Reserve Bid Per Month	Cost of Tender Document	Period of Contract	EMD Amount	Remarks
1	2	3	4	5	6	7
1	Outsourcing of Salon At IUST Campus Multiuse Facility Centre First Floor.	Rs. 8000/-	Rs.2000/- (Non-refundable) To be deposited in University Account no: CD-0693010100000001 before the last date of submission of tender and scanned copy of receipt to be uploaded in the technical bid.	24 Months w.e.f. the date of allotment	Rs. 20000/- In shape of CDR/FDR to be Deposited in favor of the Finance Officer, Islamic University of Science and Technology (IUST), Awantipora	Further extendable for a period of one year with 5% increase on all the components and on the same T&C subject to the goodwill/satisfactory work and conduct of the contractor which is to be certified by the Concerned committee.

Tender Details

1. Availability of Tender Documents:

- Download from JKtenders.gov.in or www.iust.ac.in.
- Bid Submission Start Date: 02-12-2024
- Bid Submission End Date: 12-12-2024 up to 6:00 Pm
- Opening Date (Technical Bid) :13-12-2024 at 10:00 AM

2. Bidding Process:

- The complete bidding process will be online.

Sd/-

Chairperson

Canteen Committee

Islamic University of Science and Technology

Awantipora, J&K



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Instructions to Bidders Regarding the e-Tendering Process

1. Interested bidders can download the NIT/bidding document from JKtenders.gov.in or www.iust.ac.in.
 2. To participate, bidders must obtain a Digital Signature Certificate (DSC) as per the Information Technology Act, 2000, which will be required for digitally signing the bid.
 3. Bids must be submitted online in electronic format with a valid DSC. Physical proposals will not be accepted.
 4. Bids will be opened online according to the time schedule mentioned in the NIT.
 5. Before submission, bidders must ensure that scanned copies of all necessary documents have been attached with their bid.
 6. The University will not be responsible for any delay in the online submission of bids, regardless of the reason.
 7. All required information must be filled in and submitted online.
 8. Bidders must prepare scanned copies of the cost of documents and EMD as specified.
 - Scanned Copies of the original instruments i.e., cost of documents and EMD must be uploaded in the technical bid.
 9. Original copies of the cost of documents and EMD will be sought from the successful bidder and the same must match the scanned copies submitted by the bidder online. Non-compliance will result in bid rejection.
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Submission of Tenders must be submitted under a two-cover system:

A. Cover 1 – Technical Cover The technical cover must

include:

1. Scanned copy of tender fees in the form of a Demand Draft.
2. EMD in CDR/FDR pledged to the Chairperson, Canteen Committee, IUST, Awantipora, J&K.
3. Undertaking/Letter of Acceptance of NIT terms and conditions.
4. An affidavit on ₹100/- stamp paper, duly attested by a 1st Class Magistrate, declaring:
 - Documents attached are genuine and untampered.
 - The firm has not been blacklisted by any Government/Private institution.
 - Responsibility for discrepancies at any stage.
 - No order was canceled in the past three years due to poor performance.
5. Scanned copies of the following:
 - Certificate of Registration with the Labour Department.
 - PAN Card of the bidder/agency/organization.
 - Valid FSSAI License issued by the Commissioner of Food Safety.
 - GST Certificate and the latest GST returns.
 - PAN-based Income Tax Returns (ITR) for the last three financial years. (2021-2022 to 2023-2024)
 - Certificate of experience from relevant authorities, including NOC for payment of dues such as electricity and water bills.
 - NOC from the Estates Officer, IUST (for previous contractors).
 - Bidder profile, undertakings, and details of Shops as per annexures 1, 2, 3, 4, and 5.
6. All bidders are hereby advised to submit their acknowledgement for the Annexure-IV. Failure to include any item or change in any item may result in the disqualification of the bid.

Note: Failure to provide any document will result in outright rejection of the tender.



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A. Cover 2 – Financial Bid

All bidders are hereby advised to submit their price offers per month. Bidders are advised not to make any change in BOQ (Bill of Quantities) contents. In no case they should attempt to create similar BOQ. The BOQ downloaded should be used for filling the Percentage rates and it should be saved with the same name as it contains.

General Conditions

1. Incomplete or conditional tenders will not be entertained.
2. The committee reserves the right to accept or reject any tender without assigning reasons.
3. The contract will be awarded for two years, extendable by one year based on performance.
4. Approved rates will increase by 5% annually.
5. Negligence in service may lead to penalties or termination of the contract.

For further details, please refer to the tender document or contact the Chairperson, Canteen Committee, IUST at estates@islamicuniversity.edu.in

Sd/- Chairperson
Canteen Committee
Islamic University of Science and Technology

Terms and Conditions



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1. Examination of Terms

- The approved contractor/bidder must carefully examine all terms and conditions outlined in this document.
- For any doubts or clarifications, the contractor should consult the Deputy Registrar (Estates) before submitting the tender.

2. Acceptance of Tenders

- Incomplete or conditional tenders will not be accepted.
- The Canteen committee reserves the right to accept or reject any tender/quotation without assigning any reasons, in the best interest of the university.

3. Rate Finalization

- Once the contract is allocated to the successful bidder, no changes in rates will be permitted.

4. Duration of Contract

- The contract shall remain valid for two years from the date of issue.
- It may be extended for an additional year based on satisfactory performance, provided payment for the extended period (as decided by the Canteen Committee) is deposited within one week of approval.

5. Allotment and Payment

- The contract will be awarded to the bidder who qualifies and offers the highest bid.
- The successful bidder must pay three months' rent in advance within 10 days of allotment. This amount will be adjusted as the rent for the final three months of the agreement.
- Failure to make payment within the stipulated time will result in cancellation of the allotment, with the opportunity passed to the next highest bidder.

6. Rate Enhancement

- Approved rates shall be subject to a 5% annual increase.



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7. Contractor Negligence

- Any form of negligence on the part of the contractor will result in immediate cancellation of the contract, forfeiture of performance security, and further penalties as necessary.

8. Penalties

- A penalty of ₹20,000/- will be imposed for incidents such as misbehavior, overcharging, or serving unhygienic food.
- A penalty of ₹1000 per day will be levied for non-supply of Shop eatables or sudden stoppage of services, with repeated violations leading to contract termination.

9. Upkeep of Premises

- The contractor shall be solely responsible for maintaining the allotted premises, including furniture, electrical fittings, and equipment like air conditioners.
- Proper hygiene of the kitchen, tiles, and serving trolleys must be ensured at all times.

10. Handover and Takeover

- Proper handing over and taking over of inventory must be conducted at the beginning and conclusion of the contract period.

11. Electricity Charges

- The contractor shall bear all electricity charges and must install electric meters.
- Charges must be deposited in the University account based on bill raised for actual consumption.

12. Subletting

- Subletting the allotted space/premises, wholly or partially, to another party is strictly prohibited.

13. Signatory Authority



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- All correspondence, letters, and documents must be signed by the same individual who signed the original tender.
- Any change must be supported by an affidavit duly attested by a 1st Class Judicial Magistrate.

14. Liability for Loss or Theft

- The University shall not be held responsible for theft or loss of property within the premises during the contract period.
- The contractor will be liable for compensating any property damage or loss.

15. Staff Uniform

- All cooks and bearers must wear a uniform comprising a white shirt, black pants, and a black cap.

16. Hygiene Standards

- Staff must wear appropriate uniforms and polythene gloves while serving food.
- Food items must be freshly prepared, hygienic, and served under the supervision of the contractor or manager.

17. Inspection and Penalties

- The University administration may conduct inspections of the kitchen and food items.
- A penalty of ₹10000 will be imposed for unhygienic practices during inspections.

18. Prohibition of Plastic

- The use of plastic for serving food in the shops is strictly prohibited.

19. Child Labor

- Employing child labor is strictly prohibited, and the contractor must adhere to all relevant labor laws.

20. Pest Control



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- Pest control must be conducted quarterly by a qualified professional company.

21. Force Majeure

- In events beyond the control of the University or contractor that affect contract performance, either party may apply for arbitration.
- Arbitration shall follow the J&K Arbitration and Conciliation Act, with proceedings held in Awantipora.

22. Jurisdiction

- Legal matters related to this tender will fall under the jurisdiction of the District Pulwama Courts.

23. Pricing and Sales

- The contractor must sell eatables at approved rates.
- Rate changes require prior permission from the Canteen Committee.
- Overcharging or serving unhygienic food may result in penalties of ₹20,000 per incident, contract termination, or blacklisting.

24. Display of Rates

- Approved rates for all items must be prominently displayed.

25. Complaint Box

- A complaint box must be installed outside the shop for customer grievances, monitored by the University's Canteen Committee.

26. Air Conditioners

- If required, air conditioners must be installed at the contractor's cost with committee approval. These may be removed by the contractor after the completion of the contract.

27. Furniture

- The successful bidders may arrange the furniture for the running of the rented spaces and shall be lifted back after the successful completion



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of the Contract.

28. CCTV Installation

- The contractor must install CCTV cameras with recording facilities in and around the allotted area.
- Recorded footage must be provided to University authorities upon request.

29. General Financial Rules

- All terms and conditions will comply with the General Financial Rules 2017.

30. Acceptance of Terms

- By signing this agreement, the contractor agrees to abide by all terms and conditions.
- All pages of the document must be signed as proof of acceptance without overwriting or cutting.

31. Accommodation

- The University will not be responsible for providing any residential accommodation to the personnel deployed by the Allottee.

32. Certificates

- The Service provider shall be under obligation to obtain the following certificates from each staff during the period of the Contract:
 - Medical fitness certificate from the authorized Medical Officer.
 - Character certificates from their respective Police Stations.
 - Certificate specifying the age of the worker as not less than 18 years

Acknowledgment

Signature of Contractor with Seal Name: _____ Address: _____

Date: _____

SERVICES AND FACILITIES REQUIRED FOR LEASING OF SALON



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1. The shops shall remain open for all days in a week during the time as decided by the University. Any closure must be done with the approval of the Competent Authority of the University and proper prior notification among the residents of the campus.
2. The Allottee shall arrange his/her own furniture, partitions, installations, shelves, etc. inside the Shop.
3. Articles required/sold shall be of the best available quality, reliable and economical. The approved articles/ items in the shops shall be of good quality, in case anything sub-standard is found by the Competent Authority or any other officer authorized by him on his behalf. The same shall be seized in entirety or partly and destroyed thereof.
4. The Allottee shall keep a Suggestion/Complaint Book which shall be made available on counters to the Customers and authorized Officer(s) of the University shall have the right to see all these Suggestions/Complaint Books as and when required.
5. All standard services provided in the salon like hair cutting, hair styling, trimming, shaving, massage, Hair Coloring, facial treatments, beauty services, Regular and Formal Styling, etc. should be made available in the salon for customers.
6. The service charges for providing various services must be approved by the University Administration before implementation. The Vendor/Service Provider shall prominently display the rates of services at the shop appropriately.
7. The timing of the Shop would be from 09:00 am to 08:00 pm the timing may vary as per the requirement of the university. Any change in the timing will require the permission of the university administration.
8. Standard companies/ Reputed branded products only will be used in the salon which have no adverse effect/ reaction on the skin.
9. The Vendor/Service Provider must comply with the Sanitation and hygiene practices as per the industry norms.
10. Shaving blades used should be discarded. Instead, new blades should be used for each customer.
11. Old/ stale/ expired items should not be kept in the shop. Care should be taken to avoid injury to customers via sharp objects/blades/trimmers during hair cutting etc. Disinfectants like Dettol/ Salon etc. and first aid measures should be available in the salon.
12. To avoid contamination, tools & equipment should always be sanitized and disinfected after each use. Before disinfecting tools, they should be sanitized regularly. Every tool and equipment should be cleaned and disinfected. Plus, the salon needs to be sanitized periodically.
13. At all times, the staff of the salon must wear disposable gloves, aprons, and closed-toed shoes (and PPE, if required). They must dispose of gloves and get their aprons sterilized with each customer. The Vendor/Service Provider should only use clean, disinfected, tools and implements on customers.
14. The charges for providing different salon services shall be fixed at a nominal rate and



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should not be above the standard market price. The final rate will be fixed based on mutual consent between the University and the successful Vendor/Service Provider. The price list should be displayed in the salon.

15. The Vendor/Service Provider shall not charge rates exceeding the ones approved by the University. The rates once decided should be strictly adhered to and cannot be changed under any circumstances without prior approval of the University. There is a provision of a periodical review of rates of salon services with the mutual consent of both parties.



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ANNEXURE-1

SCOPE OF WORK FOR SALON:

- **Hair Services:** Haircuts for men and blow-drying. Hair coloring and highlights.
 - **Nail Services:** Manicures and pedicures.
 - **Skin Care Services:** Facials and skincare treatments Waxing services
 - **Massage Therapy:** Relaxing massages: Head and shoulder massages
 - **Beauty Products:** Offer a selection of quality beauty and hair care products for purchase.
 - **Appointment System:** Implement an efficient appointment system for smooth customer experience.
 - **Hygiene and Cleanliness:** Prioritize hygiene standards to create a clean and inviting environment.
 - **Student Discounts:** Consider offering special discounts for university students.
 - **Comfortable Waiting Area:** Provide a comfortable waiting area with magazines and a soothing ambiance.
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ANNEXURE-2

BIDDER PROFILE

(To be typed on the official letterhead of the firm/Bidder)

- 1) Name of the firm: _____
- 2) Registration No. of Labour Department: _____ (Please
enclose a copy of the Registration Certificate)
- 3) FSSAI Certificate No: _____
(Please enclose a copy of the Certificate)
- 4) Name of the Proprietor: _____
- 5) Date of Establishment of Firm: _____
- 6) PAN: _____
- 7) Address: _____
- 8) Contact No: _____
- 9) Fax: _____
- 10) Website (if any): _____
- 11) Mobile No of contact person (s): _____
- 12) E-mail address: _____
- 13) Income tax Return of last 3 years attached photocopy
2021-2022: _____
2022-2023: _____
2023-2024: _____
- 14) Average Turnover of the Firm during the last three years. The Turnover certificate must
have the UDIN No. of the CA.
2021-2022: _____
2022-2023: _____
2023-2024: _____
- 15) Details of CDR of ₹ 20000 only (Twenty Thousand only) as EMD/Security
deposit (refundable) pledged to the Finance Officer, Islamic University of Science and
Technology.



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Demand Draft Details:
For Rs:
Any Other Information

Demand Draft No:
Drawn on:

Date:

Declaration

This is to certify that I/ We before signing this tender have read fully understood all terms and conditions contained herein and undertake myself/ ourselves to abide by them.

**Signature of the Bidder with seal Name and
address of the Bidder**



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ANNEXURE-3

(To be typed on the official letterhead of the firm/Bidder)

Chairperson

Canteen Committee

Islamic University of Science & Technology Awantipora, J&K

Subject: - Undertaking/letter of acceptance.

Sir,

- 1) I/we do agree for all clauses, terms and conditions of the tender documents.
- 2) I/ we agree to abide the contract for a period of two years to provide the services from the date of award of the contract which may be extended by the committee till the new rate contract is finalized.
- 3) I/we declare that no legal/financial irregularities involving the Proprietor/ Partner of the applicant (s) / firm are pending.
- 4) I/ we declare that our financial position is sound and we are competent to execute the contract.
- 5) I/we undertake that we will not stop the supply of eatables in the allotted shops for whatsoever reasons.

**Signature of the Bidder with seal
Name and address of the Bidder**



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ANNEXURE-4

(To be typed on the official letterhead of the firm/Bidder)

Chairperson

Canteen Committee

Islamic University of Science & Technology Awantipora, J&K

Sub: Tender for shop Services in IUST, Awantipora

Sir,

- 1) I/We hereby agree to abide by all terms and conditions laid down in tender document.
- 2) This is to certify that/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 abide by the provisions of the Contract Labour Act and other statutory provisions and any other charges applicable from time to time.
- 4) I/We will pay the wages to the personnel deployed as per laws in force as amended by the Government from time to time and shall be fully responsible for any violation.
- 5) I/We shall be personally responsible for the maintenance of hygiene and quality of eatables to be served through the shop.

(Signature of the Bidder with seal)

Name and address of the Bidder