

Visvesvaraya National Institute of Technology, Nagpur – 440011

No. VNIT/Dean(SW)/Catering Services/ 2018-19

Date: 10th May 2018

Tender for Catering Services to Hostels at VNIT, Nagpur

Last Date and Time of Submission of Tenders: 01/06/2018 at 3.00 p.m.
Date & Time of opening of Tenders: 01/06/2018 at 4.00 p.m.

Notice for Inviting Tenders

Subject: Catering services to hostels at VNIT, Nagpur

Tenders in Two Bids forms covering firms profile, experience, terms and conditions etc. are invited from reputed Firms/Agencies for providing catering services to Hostels at VNIT, Nagpur. ISO certification is mandatory. Last date of submission of complete tender document is 1st June, 2018 upto 03.00 pm.

Tender form can be downloaded from Institute Website and the completed form should be sent / submitted to “The Hostel Section, Ground Floor, Old Library Building, VNIT, Nagpur – 440010.”

Professional Evaluation Bid will be opened on 1st June, 2018 at 04.00 pm in Hostel Section.

Overview:

The hostels at Visvesvaraya National Institute of Technology Nagpur provide residential accommodations to its students. There are 06 (Six) Boys' Hostels and 03 (Three) Girls Hostels at present. The mess of hostel is managed by a student committee called Mess Operation Committee (MOC) of hostel under the overall control of Dean (SW) of the hostel. The mess runs round the year except during summer vacation (normally 70 days during May – July) and winter vacation (normally 15 days during December-January). To have a general idea about the strength of the hostels, the details are as mentioned below.

Sr. No.	Mess in Hostel (for) / Mega Mess	No. of Students (Expected*)
1	New Mega Mess – (for Boys) HB – 2	1050
2	HB – 5 Hostel Mess (for Boys)	400
3	Old Mega Mess (For Boys)	950
4	New Mega Mess (for Girls)	650
5	HB – 10 Hostel Mess (for Girls)	200

Actual No of students may vary.

Scope of the Work:

- a) Cooking and serving meals (Breakfast, Lunch, Evening tea/Snacks/Tiffin and Dinner).
- b) Management and control of stocks and inventories for running the mess.
- c) Cleaning of utensils, kitchen and serving items.
- d) Cleaning of cooking, dining and auxiliary areas.
- e) Security of the equipment, utensils and other items in the kitchen and dining areas.
- f) Maintenance of the equipment in the kitchen and dining areas.
- g) Maintenance of books, ledgers, other records and documents related to running of the mess.
- h) Maintenance of records of food bill of individual boarder and displaying at the end of the month.
- i) Deployment of required manpower for supervision of the above mentioned services.
- j) Any other activities as may be considered by the institute on merit.

Key Deliverables / Operative Terms and Conditions:

- The catering services in hostels shall be operated by the awarded firm(s) from the date as decided by the Office of the Dean (SW) (tentatively 22nd July, 2018), failing which the EMD money will be forfeited and the work shall be awarded to next eligible bidder.
- The caterer shall engage and provide requisite number of well trained cooks and services personnel to run the mess and serve meal to the students 04 (four) times a day, viz. Breakfast, Lunch, Evening snacks and Dinner. In case of Girls' hostel catering, preferably lady cooks and service personnel shall be engaged.
- Meals should be supplied at all the times for all the boarders of that hostel without fail.
- The caterer should be financially sound to run the mess.
- The caterer should be familiar with the modern kitchen equipment.
- The caterer having degree / diploma in hotel management or nutrition is preferable.
- The mess shall not be closed without prior permission of the institute.
- The caterer shall serve only specified foods as per the contract document [and/or sometimes as approved by the hostel authorities for special cases with the approval from Dean (SW)]. Rate for special cases will be decided with the consent of both the parties i.e. VNIT, Nagpur & caterer.
- The caterer must display the menu / list of food items to be served in the mess in consultation with respective Warden and Mess Management Committee.
- The caterer has to provide uniform to his employees during the service hours. He has to ensure that his staffs are always dressed in clean and tidy uniforms while on duty. The caterer should also issue Photo Identity Card to its staff.
- The caterer's employees should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. In such case the caterer should give them leave and arrange treatment as deemed fit and should make alternative arrangement at his own cost. Whatever circumstance it may be, the caterer must ensure that the facility is not hampered, and serving standard is maintained.
- The caterer shall be solely responsible to provide safe and hygienic food to the students at all times. A committee appointed by the institute will monitor the same including hygiene from time to time. Persons authorized by the Institute must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. Further punitive action, as deemed fit shall be taken against the caterer, including cancellation of contract.
- The premises of the mess shall not be used for any other purpose. The Institute reserves the right to use the Dining Hall and other places during the tenure of contract.
- The caterer shall maintain neat & cleanliness of the mess premises dining area etc. at all times. No trash is to be thrown inside or outside the mess premises.
- The kitchen facilities provided by VNIT for HB 2 and New GH mess will be charged with the rate of Rs. 1.25 Lac and Rs. 0.80 Lac per month respectively.

TENDER DOCUMENT FOR PROVIDING CATERING SERVICES FOR HOSTELS AT VNIT

Tender Processing Fee: Rs. 1,000=00

The contents of the tender document are as follows:

1. SCHEDULE-A : IMPORTANT DATES
2. SCHEDULE-B1 : OFFERED RATES OF MESS CONTRACT
2. SCHEDULE-B2 : OFFERED RATES OF MESS CONTRACT
3. SCHEDULE-C : GENERAL TERMS AND CONDITIONS
4. SCHEDULE-D : SAMPLE MESS MENU
4. SCHEDULE-D1 : SAMPLE MESS MENU
4. SCHEDULE-D2 : SAMPLE MESS MENU
5. SCHEDULE-E : PREQUALIFICATION AND PROFESSIONAL EVALUATION

SCHEDULE - A

IMPORTANT DATES

1. STARTING DATE OF DOWNLOADING OF TENDER - 10th May, 2018
2. LAST DATE OF RECEIPT OF TENDER - 1st June, 2018 upto 3.00 pm
3. DATE OF OPENING OF TENDER - 1st June, 2018 at 4.00 pm

NOTE:

1. **Last date of submission of tender is 1st June, 2018 upto 3.00 pm in Hostel Section, VNIT, Nagpur.**
2. Tender form duly filled in all respect and super-scribed, should reach **on or before 01 June, 2018 (upto 3.00 pm) to the
Hostel Section,
VNIT, Nagpur-440010**
3. Contractor should sign and stamp all the pages of duly filled tender document before submission of the same.
4. Tender Processing Fee of Rs. 1,000/- & Earnest Money Deposit (EMD) of Rs. 25,000/- is to be deposited in the form of separate Demand Draft / Bankers Cheque (of any nationalized bank) drawn in favour of "The Director, VNIT, Nagpur" along with the Professional evaluation bid of the tender form.
5. a) Professional evaluation bid along with tender Processing Fee & EMD should be placed in Envelop marked as "1" clearly super scribing "**Professional Evaluation Bid**".
b) **Price bid of Mess (Schedule B1/ B2) should be placed in another envelop marked as "2" clearly super-scribing an envelope as "PRICE BID". Tender of the bidder who keeps their price bid(s) in Envelop "1" will be rejected.**
c) Both the envelopes "1" and "2" should be put together inside a sealed ENVELOPE at the time of submission.
6. Conditional Tenders shall be out-rightly rejected.
7. **Professional evaluation bid will only be opened on 1st June, 2018 at 4.00 pm in Hostel Section, Ground Floor, Old Library Building, VNIT, Nagpur - 440010.**
8. Price Bids of only Professionally qualified bidders will be opened after evaluating the Professional Bid of all the Bidders. (Date and time will be informed accordingly)
9. There is no need to submit separate bid for individual mess. Bidders are instructed to follow the instructions given at point no. 5 above.

Director

SCHEDULE – B - 1**PRICE BID - OFFERED RATES OF CATERING SERVICES / MESS CONTRACT**

(To be sealed separately in Envelope "2")

PRICE BID

SR. NO.	ITEM	Mess	RATE (Rs.) Per student per day	Number of Mess Counted as
1	As per sample Mess Menu given in schedule D - 1	Old Mega Mess (boys)	950	1
2		New Mega Mess for HB 2(boys)	1050	1
3		PG Hostel HB 5 (boys)	350-380	1
4		HB 10 (Girls)	200	1
5		New Mega Mess for Girls (GHN)*	650	1
	Total :	Per day / Per student		

Actual No of students may vary.

Note: Rates quoted should be **EXCLUSIVE of all taxes / levis etc. payable to the Government** and should be valid for 12 months from the date of tender. All the Taxes (as applicable) should be mentioned separately.

I hereby agree to provide and serve the items mentioned in **Schedule-D1** as per the rates quoted by me / negotiated as per the terms and conditions mentioned in **Schedule-C**.

Name, Signature & Stamp of the Bidder / Contractor

Date :

Place :

Email :

Address with phone nos. :

SCHEDULE – B - 2
PRICE BID - OFFERED RATES OF CATERING SERVICES / MESS CONTRACT
 (To be sealed separately in Envelope "2")

PRICE BID

SR. NO.	ITEM	Mess	RATE (Rs.) Per student per day	Number of Mess Counted as
1	As per sample Mess Menu given in schedule D - 2	One Mess	The total no. of students depends on the preference / choice of the students (if students are not in sufficient no., then this the mess may not start)	1
2				
3				
4				
5				
	Total :	Per day / Per student		

Note: Rates quoted should be **EXCLUSIVE** of all taxes / levies etc. payable to the Government and should be valid for 12 months from the date of tender. All the Taxes (as applicable) should be mentioned separately.

I hereby agree to provide and serve the items mentioned in **Schedule-D2** as per the rates quoted by me / negotiated as per the terms and conditions mentioned in **Schedule-C**.

Name, Signature & Stamp of the Bidder / Contractor

Date :

Place :

Email :

Address with phone nos. :

SCHEDULE - C
TERMS & CONDITIONS OF MESS CONTRACT

Mess contractor will be finalized based on his/her experience, contracts executed earlier, contracts in hand, capacity to prepare regional food, managerial abilities and other relevant factors as considered appropriate by the mess tender committee. If required a team of wardens may also check the quality of food served by the contractor at the place of his/her current contract of mess services. Mess Contractor (herein after referred as contractor) is required to note that health, safety and satisfaction of the authorized hostel inmates (students of VNIT) is the prime concern of the hostel authority. On behalf of the hostel students, hostel section is laying down the following terms and conditions which shall be binding to the contractor.

1. This Contract is for ONE SEMESTER of Academic Year 2018-19. Normal duration of one semester shall be July, 2018 to November, 2018 for UG Messes and July 2018 to December 2018 for PG Messes. The contract can be extendable for second session depending on the performance.

2. **Mega Mess Old and New for boys and one Mega Mess for girls**

The necessary facilities such as crockery (serving plates, glasses, spoons utensils for cooks etc (at list one set for each student to be brought by the contractor). If available, it will be provided by the Hostel Section in the existing condition. All the other facilities which are required / necessary are to be arranged by the Contractor. These facilities will be in the charge of the Contractor and he / she will be responsible for any damage or loss. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repairs, subject to the approval and instructions of the Warden / Associate Dean (Hostel Affairs) / Dean (SW). In addition, the Institute reserves the right to recover the cost as decided by the Institute authorities. Other utensils, services, commercial LPG etc. which are required to run the mess will have to be arranged by the contractor. The Contactor can visit the site of work with the permission from Asst. Registrar (Hostel) during working hours.

The kitchen facilities provided by VNIT for HB 2 and New GH mess will be charged with the rate of Rs. 1.25 Lac and Rs. 0.80 Lac per month respectively.

3. **Mess for Boys PG Hostel HB 5 & for Girls HB 10**

The hostel section will provide necessary facilities such as crockery (serving plates, glasses, spoons etc.). Other items viz. wet grinder, chapatti puffer, cooking burners, mixer grinder etc. are available with VNIT. If required, it will be provided by the Hostel Section in the existing condition on as is where is basis. All the other facilities which are required / necessary are to be arranged by the Contractor. These facilities will be in the charge of the contractor and he / she will be responsible for any damage or loss. In case of any loss or damage, the contractor will have to replace the lost items / carry out necessary repairs, subject to the approval and instructions of the Warden / Associate Dean (Hostel Affairs) / Dean (SW). In addition, the Institute reserves the right to recover the cost as decided by the Institute authorities. Other utensils, services, commercial LPG etc. which are required to run the mess will have to be arranged by the contractor. The Contactor can visit the site of work with the permission from Asst. Registrar (Hostel) during working hours.

4. **Scope of work :**

- a) Cooking and serving meals (Breakfast, Lunch, Evening tea Snacks/ Tiffin and Dinner).
- b) Managing and controlling of stock and inventories for running the mess.
- c) Cleaning of Serving and Kitchen Utensils.
- d) Cleaning of Cooking, Dining and Auxiliary Areas including electrical appliance / gadgets
- e) Proper disposal of Garbage / Leftover food.
- f) Security of the Equipment, Utensils and other items in the kitchen and dining areas.
- g) Repair & Maintenance of the equipments in the Kitchen and dining areas.

- h) Maintenance of Books of Accounts, attendance record of mess workers and other records for compliance of statutory requirement.
- i) Display of food bill in respect of each boarder at the end of each month.
- j) Deployment of required man power and their statutory compliance as per Govt. rules viz. PF, ESIC, Gratuity and labour welfare provisions etc.
- k) Pest control (once in two months) and its certification of hygienic condition of complete mess & kitchen.
- l) Any other activities as may be considered by the Institute on merits.

5. The contractor will run the mess for number of students shown in table below:

Sr. No.	Mess in Hostel (for) / Mega Mess	No. of Students (Expected*)	Type of Kitchen
1	Mega Mess New – for boys (joining of student of HB - 2/4)	1050	Separate Vegetarian and Non-vegetarian Kitchen on Ground Floor of Triple storied (G+2) building. Serving to be done on Ground floor in Two separate halls.
2	Mega Mess Old- for Boys Joining of students of Hostel Block 8 , 9 & 3	950	Separate Vegetarian and Non-vegetarian Kitchen. Serving to be done on Ground floor and First Floor.
3	Hostel Block 5 (for PG Boys) & UG Girls of HB 10 (Girls)	360 (PG) + 188 (UG)	Separate Vegetarian and Non-vegetarian Kitchen. Cooking & Serving is to be done in HB 5 & HB 10.
4	Mega Mess (Girls Hostel,)	650 (UG / PG)	Separate Vegetarian and Non-vegetarian Kitchen on Ground Floor of Triple storied (G+2) building. Serving to be done on Ground floor.

* Actual number of students may vary.

6. Mess workers and cook should be healthy and medically fit. **They are required to have a regular medical checkup.** If any mess worker is found medically unfit, he / she may not be given permission to continue his / her duties and mess contractor has to replace him / her immediately without fail. Regular Special attention is to be given towards cutting of nails of all the workers.
7. Age of workers must be between 18 to 55 years. For the mess of Boys Hostels (i.e. Mega Mess New, Mega Mess Old & HB 5 i.e. PG Hostel) majority of the workers should be male and for Girls Hostel Mess (i.e. New Mega Mess Girls hostel and HB 10) majority of the workers should be female.
8. Contractor is required to provide uniform to the mess workers / staff. In addition to uniform, all mess workers shall be provided with Identity card which they shall display at all times when on duty. Contractor is also required to pay his workers / staff as per minimum wages and should pay their EPF and ESIC component.
9. The contractor and his workers **must behave politely** with the hostel inmates. The contractor shall enquire about the character of worker to be employed and ensure that there is no criminal case is pending or contemplated against that person. Then only, after satisfaction, contractor shall depute/ deploy the person in hostel mess. The workers employed by contractor should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. Starting of each semester Medical examination from Institute Medical Officer shall be done.
10. The contractor is required to maintain the details of all his employees / mess workers. This information along with their photographs with Aadhar Card shall be submitted to the Hostel Section.

The antecedent of all the employees should be checked by the contractor through police verification and all information shall be provided to the Hostel Section. Attendance record of the workers engaged in the mess should be maintained on daily basis and a copy of the same is to be submitted along with the bill.

11. The contractor shall not employ any mess worker whose track record is not good. He should not have any involvement in any crime / offence / police case.
12. One month notice is required on either side for the termination of the contract services if such condition arises during the contract period.
13. If the mess management is not up to the mark or the quality of the food is below standard or unhealthy or unhygienic, the Associate Dean (HA) / Dean (SW) / Director is empowered to terminate the contract with a short notice of Three Days. The Hostel Wardens Committee's opinion shall be final as far as the matters related to food quality / mess management is concerned.
14. The Contractor shall be solely responsible to provide safe and hygienic food to the students at all times. Wardens / Mess Operation Committee will monitor hygiene condition time to time. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. The Contractor shall also provide light food to the sick student(s) during his/her sickness period and no extra charge will be recovered for the same.
15. Food / any other item should not be served inside the room of hostel inmates except in exceptional cases or ill health on directives of Warden only.
16. Hygiene, overall cleanliness of surrounding, kitchen, Dining area and the food, raw materials, ingredients etc. should be of good quality. Clean, Hot & Fresh, Nutritious, Hygienic and Edible food has to be served in the mess. Any type of COOKED FOOD shall not be stored / preserved / re-served after meals. The remaining cooked food after lunch / dinner shall be completely discarded & disposed off in safe and hygienic manner. The Wardens instructions should be followed in above matters. Not following Warden's suggestions / instructions shall be considered as violation of the terms and conditions of contract and shall invite penalty for the same as decided by Mess Operation Committee / Wardens Council / Hostel Section.
17. The maintenance of safety, health and hygienic conditions in and around the mess / kitchen will be the responsibility of the contractor. **This includes pest control (once in two months) and its certification of hygienic condition of complete mess & kitchen.** Use of blowers / exhaust fans / air coolers and other gadgets installed in the mess & kitchen is compulsory for the entire period of mess operation. Warden's suggestions / instructions regarding cleanliness and other issues have to be followed and the expenditure towards this is to be borne by the contractor.
18. Raw material/ commodities for preparation of food should be of good quality. Cooking medium should be branded oil / ghee & other items like butter, Jam, sauce etc. should also be standard branded make **(as per the list in Annexure – I). Approval should be taken from the Warden and Mess Committee for the items which are not listed in Annexure –I before procuring or changing the items.** Substandard materials & other oil / ghee must not be used for cooking.
19. Sample menu is attached with this document (Schedule D1 & D2). Hostel Warden and Students' Hostel Management committee can change the menu in consultation with the contractor. Menu can be changed by Hostel Committee to suit the availability of seasonal vegetables in the market. The contractor must display Menu in the mess. Any change in the menu (Already displayed) should also be brought to the notice of the students.

20. The meals should be served during the following timings:

Break fast	--	07:15 a.m. to 09:15 a.m.
Lunch	--	12:00 noon to 02:00 p.m.
Evening Refreshments	--	05.00 p.m. to 06.00 p.m.
Dinner	--	07.30 p.m. to 09: 30 p.m.

If required, the timings may be changed in consultation with the Students Mess Committee & Warden as and when such circumstances arise.

21. Food inspection (both raw and cooked food) will be / can be done on regular basis by the Warden / committee / any Institute Authority / team having expert appointed by the Institute authority.
22. When a student is required to leave the hostel for genuine reason (Academic purpose only), **Mess off** will be given to individual students for N-2 days under special circumstances. 'N' shall be the period of actual continuous absence from hostel and should be certified by the concerned Head of the Department and **intimated to the Hostel Warden two days in advance**. Mess off would also be given if a student is not keeping well and admitted to hospital or going for academic / sports / cultural activity deputed by the Institute and **he submits the application through the Professor Incharge to the Hostel Warden well in advance before leaving or any other reason deemed fit by the Warden**. The mess off shall be informed to the contractor two day in advance except in emergency / medical cases.
23. Contractor shall have to provide light food to the sick student/s during his sickness period and no extra charge will be paid for the same.
24. The Contractor is responsible for correctly identifying the students with their room numbers. If required, agency may engage its staff for the same at the entrance of the dining hall. **The attendance monitoring shall be the responsibility of the Contractor.**
25. Number of days / **Mess bill** for each student **should be notified** through the Warden **on 3rd day of the successive month**. Any dispute arises with the food bill of individual student may be addressed and corrected within 5th day of the same month. The final mess bill will be displayed by the respective Warden on the same day (i.e. 5th day of that month) for payments.
26. Monthly payment to the contractor will be made by the Director in one installment after the submission of actual mess bill along with the self attested copies of payment made towards service tax, EPF & ESIC, GST etc. (of previous month) of their workers and staff. All relevant papers in respect of statutory compliances (copies of Challan and Tax) must be submitted along with monthly Mess bill.
27. The institute will not take any responsibility for any tax liability arising directly / indirectly from this contract. Such liability has to be borne by the contractor solely. The Institute reserves its right to release the payment only after it is satisfied that contractor has fulfilled all such liabilities and obligations.
28. Contractor has to collect the guest charges directly from the students / guests.
29. Contractor whose offer is accepted, is required to deposit an amount of Rs. 10,00,000/- (Rs. Ten Lakhs only) for Mega Mess / Rs. 5,00,000/- (Rs. Five Lakhs only) for other Messes towards security deposit at the time of acceptance of tender/signing of agreement of contract. In case of premature termination of the contract by either side, the security deposit may be forfeited by the Institute. The Security Deposit should be submitted in the form of Bankers Cheque in favour of "The Director, V.N.I.T., Nagpur" from a nationalized / scheduled Bank and for a minimum period of One Year. In normal course this Security Deposit shall be returned to the Contractor only after the completion of contract period without interest.

30. The assets and articles provided by the Institute shall be the property of the Institute and the contractor shall be merely the custodian of such assets and articles. On expiry/termination of the contract, all such property shall properly be handed over to the Institute in good & working condition. The institute would claim financial compensation for the depreciation and damages as applicable from contractor.
31. It is the responsibility of the contractor to maintain the Kitchen Equipments provided by Institute in working condition. In case of any malfunctioning the equipment has to be got repaired by Contractor immediately from reputed company Dealer/ Service Centre. The institute would claim financial compensation for the depreciation and damages as applicable from contractor.
32. The mess utensils i.e. plates, bowls, spoons etc are to be cleaned with hot water using detergent powder/soap after every meal. All the materials required for cleaning shall be arranged by the contractor at his / her own expenses. Liquid hand wash for students should also be provided by the contractor.
33. Theft / accident, fire and other safety hazards any type of loss/damage of assets due to any such incident shall be the sole responsibility of the Contractor. The Institute shall in no way be liable for any such incident occurring during or in connection with the services.
34. The Contractor shall make payment of remuneration/ salary to its employee / mess workers. Contractor shall also be responsible for the statutory obligations of such personnel and shall indemnify the Institute in the matter. It is the duty of the Contractor to explain these terms to its employees / mess workers.
35. Contractor shall not appoint sub-contractor to carry-out any obligation under this contract.
36. **Liquidated damages (for Three Mega Messes)**
- Liquidated damages @ 40,000/- will be recovered for delay in providing food for every half an hour.
 - Liquidated damages @ 2,00,000/- per incidence will be recovered for not providing food for one time (Breakfast / Lunch / Dinner / Evening Refreshment).
 - Liquidated damages @ 2,00,000/- per incidence will be recovered for not maintaining hygienic condition / providing substandard or adulterated food.
 - Liquidated damages @ 80,000/- will be recovered for not procuring / using specified quality / quantity of food grain oil / ghee / milk etc.
37. **Liquidated damages (for Mess of HB 5 PG Hostel & HB 10 Girls Hostel)**
- Liquidated damages @ 20,000/- will be recovered for delay in providing food for every half an hour.
 - Liquidated damages @ 1,00,000/- per incidence will be recovered for not providing food for one time (Breakfast / Lunch / Dinner / Evening Refreshment).
 - Liquidated damages @ 1,00,000/- per incidence will be recovered for not maintaining hygienic condition / providing substandard or adulterated food.
 - Liquidated damages @ 40,000/- will be recovered for not procuring / using specified quality / quantity of food grains oil / ghee / milk etc.

38. At present this mess contract period is only for one semester of academic session 2018-19 (first session i.e. July –November / December) only. If hostel inmates and hostel authorities are satisfied with the performance of the contractor, the contract period may be extended without inviting the tender for the period of one or more semesters (but not beyond 2 years).
39. Mess Contractor or his representative manager / supervisor is required to remain present in the mess when the food is cooked & served in the mess. It is the responsibility of the manager / supervisor to oversee all mess operations and especially ensure that no lapses arise on day to day basis.
40. Manager / Supervisor should be a degree / diploma / certificate holder in hotel management / catering technology from approved Institute. He / she should be available in the mess for the complete day. Non availability of such person will invite penalty of Rs. 25000/- or 5% of the bill amount, whichever is higher per incident.
41. The payment / calculation of mess bill would be on actual days of operation of the mess and actual number of students registered.
42. All the items to be served in the mess including curd shall be prepared preferably in the mess only.
43. Liability / responsibility in case of any accident causing injury or illness/ death of mess worker(s) or any of his staff shall be of the contractor. The Hostel Section / Institute authority shall not be responsible by any means in such cases.
44. Contractor shall be solely responsible in case of incidence/s of food poisoning etc. and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, penalty may be imposed on the contractor as decided by the Committee of Wardens / Associate Dean (HA) / Dean (SW) / Director for such incidence.
45. Storage / consumption of any alcoholic drink / liquor / banned drugs is strictly prohibited. The contractor shall not serve any of such substances / drinks in mess / hostel. Smoking, consuming gutkha, tobacco etc. is also strictly prohibited in Institute premises. Contractor should also ascertain that his staff / workers are prohibited from storage / consumption of any alcoholic drink / liquor / banned drugs of any kind and ensure that they are not found in intoxicated condition any time either on campus or outside.
46. The contractor has to follow all labour laws / government laws in regard of engaging the mess workers. The contractor shall be solely responsible for any dispute / violation of labour laws / government laws.
47. Institute will not take any responsibility for any tax liability arising directly / indirectly from this contract. Such liability has to be borne by the contractor. The Institute reserves its right to release the payment only after it is justified that contractor has fulfilled all liability and obligation.
48. The contractor shall be fully responsible for appropriate behavior of the mess workers inside the VNIT campus. The contractor has to ascertain that his staff/workers obey all security norms and general norms of VNIT. If it is found that any worker has misbehaved with any of the hostel inmates / hostel staff, the contractor has to take action against that worker as suggested by the Warden under intimation to the Associate Dean (HA) / Dean (SW).
49. Following deductions will be made from the contractor's mess bill:
- (i) Electricity & Water charges as per actual.
 - (ii) Income Tax (TDS) shall be deducted at the specified rates as per the rules from time to time.
 - (iii) Liquidated damages and fine if any

50. Decision of the Associate Dean (HA) / Dean (SW) / Director will be final and binding on the contractor in case of any dispute arising out with respect to the terms and conditions of this contract.
51. Contractor shall enter into an agreement for execution of this contract as per prevalent rules and regulations of Government of India and shall bear full cost for the same.
52. The Institute reserves the right to reject any / all tenders without assigning any reasons thereof.
53. Rates finalized after opening the price bid will be valid for one year. In case of extension of the agreement for the next academic year / session, variation in the quoted price may be considered (based on the price index / price escalation), if approved by the Hostel Mess Committee and Mess Operation Committee.
54. **The minimum base rates for mess services per student per day shall be decided by the competent authority headed by the Director of the institute and shall be kept confidential till the time of opening of price bid. A Variation of (-) 5% would be allowed in quoted rate by the bidder. i.e. bidders quoting rates, less than the rate (base rate - 5% of base rate) will be rejected [for e.g. if base rate is Rs. 40/-, then bidders quoting Rs. 38/- (Rs. 40 - 2 = 38) and above would be considered for evaluation and bidders quoting below Rs. 38/- would be rejected].**

Bidders / contractor will be selected on the basis of rate quoted by him in Schedule B1 & B2 for mess menu given in schedule D1 & D2.

55. If required / needed, more than 1 (one) hostel mess may be allotted to a single contractor at the discretion of Hostel Management Committee / Institute. However, more than two hostel messes shall not be allotted to a single contractor. Contractor who is allocated Mega Mess will not be eligible for allocation of second mess.
56. Quality of food served in the mess should be maintained throughout the year
57. **Institution mess rate will be fixed as per rate quoted by the L-1, which will be common for all messes. Comparative statement will be prepared. First L1 will be called and asked for selection and allotment of mess work. Then L2, L3..... will be called for selection and allotment of the remaining messes.**
58. If required (on the request from the students) the contractor may be requested to run the Night Canteen in the mess on direct payment basis for selected items viz. tea / coffee / somasa / poha / maggy / fruits or any other items. Rates of the items provided in the night canteen will be finalized by the Mess Operation Committee in consultation with the contractor(s) before start of night canteen. Operation hours for night canteen would be 11.p.m. to 3.00 a.m. Contractor has to ensure that the work of night canteen shall not affect the regular mess operations in terms of delay in serving breakfast, quality of food. He has to employ separate staff / work force for night canteen.
59. Turn-over certificate issued by the competent authority where the bidder has provided / providing services has to be submitted along with the Professional Evaluation Bid. (in the enclosed format).
60. Documents in support of Registration details, Turnover, should be supported with self attested relevant documents complete in all respect. **Any Incomplete documents submitted will not be taken into consideration of evaluation.**

SCHEDULE-D 1**Structure of Mess Menu (2018-19)**

	Breakfast	Lunch	Snacks	Dinner
Sunday	Breakfast + Tea + Milk+Banana	Roti + Curd + Rice + Dal + Veg (Paneer + Moong Pakoda) / Non-Veg (Chicken) + Salad with lemon + Ice Cream + Pickle	Snacks + Tea	Roti + Masala Khichadi + Vegetable + Kadhi + Salad
Monday		Roti + Masala Butter Milk + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle
Tuesday		Roti + Curd + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle
Wednesday		Roti + Pineapple/Boondi Raita + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Veg (Paneer) / Non-veg (Egg curry) + Salad with lemon+ Pickle
Thursday		Roti + Curd + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle
Friday		Roti + Masala Butter Milk + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle + Sweet
Saturday		Roti + Curd + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle

SCHEDULE-D 2

Structure of simple Mess Menu (2018-19)

	Breakfast	Lunch	Snacks	Dinner
Sunday	Breakfast + Tea + Milk+Banana	Roti + Curd + Rice + Dal + Veg (Paneer + Moong Pakoda) + Salad with lemon + Ice Cream + Pickle	Snacks + Tea	Roti + Masala Khichadi + Vegetable + Kadhi + Salad
Monday		Roti + Masala Butter Milk + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle
Tuesday		Roti + Curd + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle
Wednesday		Roti + Pineapple/Boondi Raita + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Veg (Paneer) + Salad with lemon+ Pickle
Thursday		Roti + Curd + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle
Friday		Roti + Masala Butter Milk + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle + Sweet
Saturday		Roti + Curd + Rice + Dal + Vegetable + Salad with lemon + Pickle		Roti + Rice + Dal + Vegetable + Salad + Pickle

Here,

- Breakfast means any breakfast items from 'breakfast section'.
- Roti means any roti from the 'roti' section.
- Curd or Masala Butter milk or Pineapple/Boondi Raita to be provided 150 ml.
- Rice means any rice from the 'rice' section.
- Dal means any dal from the 'dal' section.
- Vegetable means any vegetable from 'Vegetable' section.
- Paneer means any paneer curry from 'Paneer' section.(75gms)
- Chicken means any chicken curry from 'Chicken' section.(150gms)
- Egg means any egg curry from 'Egg' Section.
- Pickle means mango pickle from reputed brand.
- Snacks means any snacks from 'snacks' section.(Limited)
- Sweet means any sweet from 'sweet' section.

BREAKFAST

- Poha + Chana + Sev + Onion + Lemon
- Idli + Sambhar + Coconut groundnut chutney
- Mix Veg. cutlet / omlet + Bread + Butter + Jam
- Masala Dosa + Sambhar + Coconut ground nut Chutney
- Misal Pav + Onion + Namkeen
- Spung Dosa(mixture of dals)/Uttapam (either) + Coconut groundnut chutney + Sambhar
- Methi Paratha + Curd + Pickle + Tomato Onion Curry
- Vada + Sambhar + Coconut groundnut chutney
- Thallpit+ curd+ pickle
- Palak paratha+ curd+ pickle
- Moong masala +pav/paratha
- Egg Bhurji (of 1 egg) / (Chana Masala+Curd)+Paratha
- Palak Paratha+ Curd + Pickle

Omlet and egg bhurji should be made of 1 egg only

Milk should 150 ml (full cream milk) from reputed brand

Curd 100ml (in breakfast) / 150 ml (in lunch) wherever it is mentioned

Banana medium size

All remaining items are unlimited.

ROTI (unlimited)

- Plain and Ghee Roti
- Aloo Paratha
- Jeera Paratha

Roti is needed to be given in lunch and dinner (it can be selected from above list) it is unlimited in quantity.

RICE By rotation (one variety once in a week only)

- Jeera Rice
- Veg. Pulav
- Masala Bhaat
- Masala Rice
- Gola rice
- Lemon rice
- Fried rice

Rice is needed to be given in lunch and dinner (it can be selected from above list) it is unlimited in quantity and it should be served not more than once a week.

DAL (By rotation)

- Plain Dal (Tur)
- Dal Fry (Tur)
- Daltadka (Tur)
- Palak Dal (Tur)
- Kadhi Pakoda
- Mixdal (Tur & Chana)
- Dal Makhni
- Sprout (Matki or Moong)

Dal is needed to be given in lunch and dinner (it can be selected from above) list it is unlimited in quantity.

VEGETABLE (By Rotation)

- Bhindi Masala
- Loki Kofta
- Cauliflower + Aloo + Tomato + Green Peas
- Aloo Mutter
- Mix vegetable
- Soya bean
- Chauli
- Small Bengan Masala
- Patvadi
- Aloo Dum
- Jeera Aloo
- Simla Mirch Besan
- Mix Sprouts
- Spring onion+ moong dal
- Barbatti
- French beans
- Drumstick masala
- Methi mutter malai
- Rajma
- Chole

Vegetable is needed to be given in lunch and dinner (it can be selected from above list) it is unlimited in quantity.

Potato quantity should be not more than 30% by volume of the total vegetable quantity

- **SALAD** (Minimum 2 items, from the list below except for Koshimbir & Mix Sprouts)
- Cucumber
- Carrot
- Beet Root
- Onion
- Koshimbir
- Radish
- Mix Sprouts

Salad is needed to be given in lunch and dinner (it can be selected from above list) it is unlimited in quantity.

CURD To be prepared in mess itself

150ml of curd is to be given at the time of lunch

100ml of curd is to be given in breakfast or snacks (where ever mentioned).

BUTTER MILK

200 ml of butter milk + jeera powder+ coriander

RAITA (150ml) Only on Sunday either:

- Boondi raita
- Pineapple raita

1) CHICKEN (limited 150 gms), once a week by rotation

- Chicken fry
- Chicken curry

2) EGG CURRY (2 eggs), once a week by

- Egg masala + curry
- Fried Egg + curry

3) PANEER (75gms) + Moong pakoda (75gms) (limited)

- Paneer kadhai
- Mutter paneer
- Palak paneer
- Paneer bhurji

EVENING REFRESHMENT (limited)

- Fruit Chat 150gm+ Bhune Chana (50gm)+Gud
- Wada Pav+ Imly Chutney (2no.)
- Pav Bhaji (2 Pav)
- Popcorn +Mung Falli+Gud+ Veg Soup
- Samosa+ Curd (2 No., 50gm Per Piece)
- Dabeli (2 No., Equivalent To Size Of Pav)
- Chivda+ Haldirams Shev+Veg Soup
- Bhel (150gm)
- Upma+ Coconut Chutney

Sometimes evening tea can be replaced by nimbu pani, jaljeera, lassi

4) Fruit Chat :-

5 Fruits 20% By volume: (Banana+ papaya/Muskmelon+ any 3 seasonal fruits) (150gm)

5) SWEET

To be prepared in mess itself, by rotation Twice a week:

- Gulab jamun (2pc each 40gms)
- Moong dal ka halwa (75 gms)
- Boondi Pak (75 gms)
- Gajar halwa (75 gms)
- Jalebi (75gms,5 pieces)
- Ice cream of selected brand twice a week (90ml) only one flavour

SCHEDULE – E
Prequalification and professional evaluation details
(To be sealed in separate envelope No. "1")

Sr. No.	Item	Details
Part – I General Details		
1.	Name & Address of the Firm	
2.	Tender Submitted for (Please tick) :	
3.	Type of Organization/ Enterprise (Proprietor Partnership / P. Ltd / Ltd)	
4.	Name & Address of the Proprietor / Partner / Authorized Person	
5.	Contact Phone Numbers with E-mail	

6.	Registration Details	Registration Number	Photo Copy (Yes / No)
a.	Firms/ Society Registration		
b.	Gumasta License		
c.	Income Tax PAN		
d.	Labour License Number		
e.	EPF Registration Number		
f.	ESIC Registration Number		
g.	VAT/ GST Number		
h.	Service Tax Number		
i.	Professional Tax Number		
j.	Food License Number		

7.	EMD Details	DD No. Amount : Bank :
----	-------------	------------------------------

Note: All the details must be filled in & signed by the contractor; otherwise the tender will be rejected.

(Signature of the Bidder contractor)

Name: _____

Date: _____ Place:

Seal

PART : II : Professional Details

	Type of Experience	Mess
1.	Please state type of food supply carried out in last three years including current contracts with details regarding daily persons served per day etc. (Attach order copies / certificates from the clients of such work) <i>Use extra sheet if required.</i>	
2.	Total turnover in last three years including current works (April, 2015 onwards) Please attach attested copies of performance certificate, Balance sheet & IT Returns and Form 26AS (of last 3 financial year).	2015-16 : 2016-17 : 2017-18 :
3.	Staff Available (numbers)	Manager : Cook : Helpers :
4.	Give details of termination of any of the previous contracts (if any)	
5.	Give references where you are currently providing such services	

Note: All the details must be filled in & duly signed by the contractor; otherwise the tender will be rejected.
(All above claims must be supported with self attested relevant documents complete in all respect. Incomplete documents submitted will not be taken into consideration of evaluation).

BIDDERS WILL BE TECHNICALLY QUALIFIED BASED ON THE FOLLOWING CRITERIA

- 1) Part I and II of Schedule-E are to be filled with relevant details.
- 2) ISO certification is necessary.
- 3) Contractor should have executed / be executing works of **Hostel Mess** services in Govt. or Semi Govt. or Govt. undertaking / Higher Educational Institutions / Industry or Corporate for last three years.

Minimum Turn over required is as follows :

for Mega Mess	Rs. 20.00 lakhs per month
for Mess of HB 5 & HB 10	Rs. 6.00 lakhs per month

- 4) Satisfactory visit report by Hostel Committee to contractor's site, if felt necessary.
- 5) Satisfactory feedback received from reference quoted above & other sites on which contractor has worked, if felt necessary.

(Signature of the Bidder / Contractor)

Name: _____

Date: _____ Place: _____

Seal

Annexure – I**Permissible Brands of various items**

Item	Brand
Salt (iodized)	Tata, Annapurna, Nirma, Ashirwad
Ketchup / Sauce	Maggi, Kissan, NOGA, Del Monte
Oil (ground nut)	Dhara / Swad / Rajmoti / Deepak / Shubh (use of Hydrogenated (vanaspati) oil is strictly prohibited)
Atta	Ashirvad, Pillsbury, Annapurna, Shaktibhog
Rice	Sona masuri, HMT, Sriram, Chinnor
Flavoured fruit drinks	Rasna, Roohafza, Frooti, Slice, Gowardhan
Milk	Full Cream milk of Dinshawas, Gowardhan, Gokul, Amul, Haldiram, Aary, Mahananda
Butter	Amul, Britannia, Dinshaws, Del Monte, Gowardhan
Jam	Kisan or Maggi
Tea	Brook bond, Lipton, Tata, Taj
Coffee	Nescafe, Bru
Ice-Cream	Amul, Dinshaw, Quality Walls, Mother Dairy
Ghee	Amul, Dinshaw, Anik

Note: Approval should be taken from the Warden and Mess Committee for the items which are not listed above before procuring or changing the items.

Annexure – II

Documents to be enclosed with the Professional Evaluation Bid

Sl. No.	Details	Page No.
1	EMD : DD No. Date: T. Fee : DD No. Date:	Not Applicable
2	Firms/ Society Registration	
3	Gumasta License	
4	Income Tax PAN	
5	Labour License Number	
6	EPF Registration Number	
7	ESIC Registration Number	
8	VAT/ GST Number	
9	Service Tax Number	
10	Professional Tax Number	
11	Food License Number	
12	Annual turnover from hostel mess (for 2015-16, 2016-17, 2017-18) (Annexure - II)	
13	FORM-26AS (for 2015-16, 2016-17, 2017-18) issued by Department of Income Tax	

Documents in support of Registration details, Turnover, should be supported with self attested relevant documents complete in all respect. **ANY INCOMPLETE DOCUMENT(S) SUBMITTED WILL NOT BE TAKEN INTO CONSIDERATION OF EVALUATION.**

Turnover from **hostel mess only** will be considered for professionally qualifying the vendor. (preferably supported by the certificate in the format given in Annexure III).

Annexure – III**Format for Turn over certificate (to be issued on Institute letter head)**

Date:

Name of Work :-

Name of the Contractor :- M/s.

Contract Period :- Academic year 2015-16 / 2016-17/ 2017-18
(From _____ to _____)

No. of Students Served :- _____ (Approx)

No. of worker engaged :- _____ (Approx)

Average monthly Turn over :- _____ lakhs / month

Executed total value of contract :- Rs. _____/-

(Signature)

Important note: this document is to be supported along with the contract award letter and complete agreement by the bidder.

VENDORS WILL BE PROFESSIONAL QUALIFIED ON THE FOLLOWING CRITERIA

- Part I and II of Schedule-E are to be filled with relevant details.
- Contractor should have executed / be executing works of **Hostel Mess** services in Govt. or Semi Govt. or Govt. undertaking / Higher Educational Institutions / Industry or Corporate for last three years.
- Minimum Turn over required is as follows :

for Mega Mess	Rs. 20.00 lakhs per month
for Mess of HB 5 & HB 10	Rs. 6.00 lakhs per month

- Satisfactory visit report by Hostel Committee to contractor's site, if felt necessary.
- Satisfactory feedback received from reference quoted above & other sites on which contractor has worked, if felt necessary.

Bidders / contractor will be selected on the basis of

- Rate quoted by him in Schedule B1 / B2 for mess menu given in schedule D1 / D2.
- Experience of the Contractor for Mess services in Educational Institution.
- Feedback of students / Institute where he is having present contract.
- Past experience of the contractor if he has served in VNIT.
- Allotment of mess to the Bidder / Contractor will be finalized by the Hostel Committee / Committee constituted for the finalization of the mess tender.