

For IASST web site



INSTITUTE OF ADVANCED STUDY IN SCIENCE AND TECHNOLOGY

(An Autonomous Institute under Department of Science and Technology, Govt. of India),
Paschim Boragaon, Garchuk, Guwahati-781035

NOTICE INVITING TENDER

Advt. No: 295

Dated: 15/03/2021

Sealed tenders are invited in two bid system (Technical & Commercial) from the catering service providers for Hostel mess and Canteen/ Cafeteria Service at IASST, Paschim Boragaon, Garchuk, Guwahati – 781035.

Earnest Money: Instead of earnest money deposit, Bid Security Declaration in the prescribed format should be submitted.

Duration of Service: Initially for 1(One) year

The tender document may be downloaded from the official web site of the institute. The tender document must accompany with a non-refundable DD of 1000/- only (Rs. One Thousand only) in favour of Director, IASST payable at Guwahati. The tender will be **received up to 09-04-2021 (5:00 P.M.) and will be opened at 11:00 A.M. on 12-04-2021** in presence of tenderers or their authorized representatives.

HOSTEL MESS

IASST Hostel cum Guest House has a capacity of 60 residents out of which regular student boarders are 52. The Hostel puts high emphasis on Hygiene and Nutrition. The mess will serve Breakfast, Lunch, Evening tea & snacks and Dinner to the residents on all the days. Besides these, an elaborate special dinner should be provided once in a month. An indicative menu is enclosed (Annexure-I). The menu will be changed from time to time as decided by the Hostel Authorities and Mess Committee. The institute will provide space for kitchen, water, electricity connection, dining hall, furniture and utensils while the contractor will provide all the staff and will be responsible for the day to day maintenance of the kitchen and dining area (like cleanliness, waste disposal etc.).

INSTITUTE CANTEEN

The institute canteen shall cater to the requirements of 80-100 members of staff on working days. In the canteen Tea/Coffee, snacks and Lunch is to be served. The canteen has to start at 9:00 AM and remain open till 8:30 P.M on all working days.

Two Bid System Tender

“Technical bid (Part ‘A’) and commercial bid (Part ‘B’) is to be submitted in separate sealed envelopes. Both the envelopes enclosed in a single big sealed envelope super scribed “Tender for IASST Canteen and Hostel Mess” addressed to the Registrar, must reach the Office **latest by 09-04-2021 by 5:00 p.m.** Contract shall be awarded to single vendor. The technical bids will be opened individually, and examined for short listing the vendors. The committee may visit the site of the existing canteen run by the vendor for quality check of the food items and may ask feedback from the previous / current institution / organization and prepare a report accordingly. The commercial bids of only those vendors shall be opened and compared who qualify technically and for whom the committee

provides a satisfactory report after onsite quality check of the food items and feedback. Short listed contractors may be intimated for a formal meeting with the institute authorities for further action / discussion.

Successful bidder shall have to pay a security deposit of Rs.30, 000.00 (Rupees thirty thousand only) and have to enter in a written agreement with the institute before starting of their operation.

NIT is also available at the IASST website: www.iasst.gov.in

Registrar
Institute of Advanced Study in Science and Technology
Paschim Boragaon Guwahati - 35

INSTRUCTIONS FOR FILLING THE TENDER

1. The instructions and specifications given herein in the tender document will be strictly binding on the tenderers and deviation, if any, will make the tender or tenders liable for rejection.
2. Tender paper can be downloaded from IASST web site. A non-refundable tender fee of Rs.1000/- (Rupees one thousand) only may be paid by Demand Draft drawn in favour of Director, IASST payable at Guwahati along with the BID documents on any working day in between 9:30 a.m. to 4:30 p.m. **up to 09-04-2021 (5:00 p.m.)**.
3. The tender paper shall be submitted in sealed covers clearly superscripting '**Tender for IASST Canteen and Hostel Mess**'. The tenders will be opened on **12-04-2021 at 11:00 a.m.** If the said date is declared as holiday at a later date the tender will be opened on the next working day at 11:00 a.m.
4. The tenderer shall fill up the offer form in addition to general terms and conditions, proforma of agreement and declaration and submit the same in sealed envelope duly signed putting their official seal in all pages.
5. Incomplete tender i.e. offer received without prescribed form, general terms and conditions, proforma of agreement and declaration duly signed with official seal on all pages will be rejected summarily.

Overwriting in offer form is not acceptable and tender will be summarily rejected.

6. The IASST does not bind itself to accept the lowest tender and reserves the right to accept or reject any or all the tenders or partially accept any of them without assigning any reason thereof.
7. Before submission of the tender documents, the Bidder (s) should assess the quantum of services involved after physical examination of the work premises. No further queries / clarifications regarding services to be rendered shall be entertained after the last date of submission of bid document.

INFORMATIONS (to be filled by the bidder)

1. Name of the Individual/Firm/Agency :
(full address with Tel.No.)
2. Registration No. of the Firm/ Agency :
- ESIC Registration No. (if applicable)
- PF Registration No. (if applicable)
(Attach a copy of the Registration Certificate / letter) :
3. Status of Agency :
4. Details of any Tie – ups if any :
(Please attach certificate)
5. Experience in catering service (if any) :
6. Name of clients wherein
Contract is currently undertaken :
(Attach documentary proof in support of claim made)
7. No. of persons being :
Catered in the above contracts.
8. PAN card No. :
(Please attach Certificate)
9. GST No. :
(Please attach Certificate)
10. The details of manpower engaged, their name, :
address, contact no. has to be submitted by
the successful bidder.
11. Other terms and conditions considered important :
by the contractor.

Date:

Place:

Signature of the Contractor or
His/her Authorized representative with seal

TENDER SCHEDULE

(To be read along with schedules A, B and C) Important Conditions of the Tender to abide by the Caterer

Eligibility to participate in the tender:

A caterer who is willing to participate in the tender should have experience of rendering catering services of providing breakfast, lunch, and dinner in reputed organizations. Newcomers in the field with a graduate degree/ PG diploma in Hotel Management or Business Management and having necessary documents, are also encouraged to apply.

The person who will participate in the tender process and selected as catering service provider, himself/herself has to manage the hostel mess and canteen, he/she or his representative has to stay in the IASST all throughout to take care of the overall management, food quality, punctuality, hygiene etc. No third person will be allowed to work as a service provider or a manager in between the IASST and the catering service provider.

6. Tenderers must submit the following documents along with the offer:

- (i) Copy of current valid trade license.
 - (ii) Copy of latest income tax return certificate.
 - (iii) Copy of documents in support of experience in providing catering services to Canteen and hostel mess maintenance (if any).
 - (iv) Copy of PAN card
 - (v) Copy of GST Registration Certificate
- Exemption if any will be under jurisdiction of IASST authority.

Submission of tender:

The tender document can be submitted on all working days **on or before 09-04-2021**. In the event of this day being declared as a holiday, the tenders can be submitted up to 2 p.m on the following working day.

Earnest Money Deposit (EMD):

Instead of earnest money deposit, Bid Security Declaration in the prescribed format should be submitted.

Authority to sign:

All pages of the NIT along with the enclosures must be duly signed by the caterer. If an individual or a proprietor of a firm is a signatory, he/she should sign above the full type – written name and current address. In case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney should accompany the Documents) should sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm should be furnished. In case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles Association duly attested by a Notary Public.

Acceptance and rejection:

IASST Guwahati reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. Catering establishments that served in IASST Hostel/Canteen earlier but whose services were terminated before completing the contract period are not eligible to participate in this tendering process. A tender which does not fulfill any of the conditions as per this NIT or with incomplete documents in any respect will be rejected summarily.

Final selection:

Final selection shall be based on a weighted criteria system to be derived from the submitted tender documents, and student's feedback in case of existing catering/canteen service providers.

Period of contract:

The contract will be assigned initially for a period of 1(One) year, effective from the date of issue of the order. Upon satisfactory performance, the contract may be extended for 2(two) more years on year to year basis.

Termination of contract:

The contract may be terminated by the caterer by issuing 2 (two) months clear notice. However, the authority reserves the right to terminate the contract without assigning any reason thereof with one-month prior notice. In case of breach of contract or part thereof from service provider end, the contract can be terminated without allowing minimum time period as stated above.

Agreement:

The successful firm shall sign an agreement with IASST Guwahati, which will be executed as per the provisions of the stamp act and shall be duly registered.

Inspection authority:

Authorized representatives of the IASST will carry out periodic inspection and surprise checks to ensure quality of food, hygiene, and cleanliness.

Canvassing:

Canvassing in any form, on behalf of caterer, may lead to rejection of tender documents.

Modifications:

Both the parties have the right to modify /delete any clause to the agreement, during the period of contract with mutual consent and on the greater interest of the Hostel mess and IASST canteen.

Cancelation of tender:

IASST Guwahati reserves the right to cancel the tender at anytime without assigning any reason.

Disputes and jurisdiction:

Legal disputes arising out of breach of contract from either side shall be settled within the jurisdiction of Gauhati High Court.

Acknowledgement:

It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to abide by them.

Date:

Place:

**Signature of Caterer
along with official seal and address**

SCHEDULE A: BASIC TECHNICAL DETAILS

- 1a **Name of the Caterer / Catering Firm:** _____
Complete Address _____
Phone No. _____ **E-mail ID** _____
- 1b **Name of the Contact Person/Representative of firm and Designation** _____
Phone No.: _____ **Mobile No.:** _____
- 2a **Catering License No.:** _____ **Catering Registration No :** _____
PAN: _____
ESI (if applicable): _____ **EPF (if applicable):** _____
(Enclose copies of above)
- 2b **Proof for payment of income tax (last financial years)**
(copy of income tax return certificate to be enclosed)
- 3 **Number of Food Courts/dining facilities run in Higher education Institutions**
(Enclose list of work handled upto to 2020 and ongoing work separately with all the relevant documents. List to be included with name of the Institution, duration, number of students catered, type of service provided)
- 4 **Number of Food Courts/dining facilities run in non – academic establishments**
(Enclose list of work handled up to 2020 and ongoing work separately with all the relevant documents. List to be enclosed)
- 5 **Whether Quality Certification obtained for any of the Food courts/Dinning facilities/Catering service provided**
(if yes, copy to be enclosed)
- 6 **Turnover per annum (in Lakhs) for last 2(two) years**
(For Firms having experience in the relevant field)
Authenticated copy of audited Statement of Accounts for the last two years should be enclosed. In case the work was executed for private firm / persons, TDS certificate should be submitted).
- 7 **Number of Employees: Regular** _____ **Temporary** _____
- 8 **Litigations, if any, connected with Catering Work:** _____ **Yes/No**
(if Yes, details to be furnished separately)
- 9 Any other information, Caterer wishes to provide in support of their credentials (Details, if any, to be furnished separately)

Note: Please use separate sheets if the space is not sufficient and indicate the column number. Authenticated certificates are to be produced in support of respective items.

Date:
Place:

Signature of Caterer
Official seal and address

SCHEDULE B: TERMS & CONDITIONS FOR CATERING**I. Mess Facilities and Maintenance**

1. Mess facilities consisting of kitchens and dining halls are provided by IASST Guwahati. The caterer has to arrange for catering food in dining halls. Prospective caterer(s) may inspect available facilities before submission of the tender document with prior appointment with the IASST authority.
2. The entire activity of the caterer shall be limited within a marked area (to be notified separately to the successful firms) of the assigned hostel(s) meant for dining, cooking, storing, cleaning and preparation areas.
3. Hostel and canteen are provided with separate block gas connection with attached (empty) cylinders. The gas connection and the cylinders are the property of IASST Guwahati. The cooking gas set – up will be given to the caterer for proper use, handling, and maintaining the safety.
4. Filling and refilling of these cylinders are the responsibility of the caterer at his own cost. As such, these cylinders can be refilled at the rates under NDE (Non Domestic Exempted) category. However, it is the responsibility of caterer to refill the cylinders as per the Govt norms and prices, which may change from time to time during the contract period, without any monetary effect to the contract.
5. The hostel is provided with some cooking and serving utensils to be used by the caterer. The caterer is responsible for the upkeep and maintenance of these items, and to return them in good condition at the end of the contract period. In case of any loss or damage, those items should be replaced by a newly purchased similar item, to the satisfaction of the issuing authority.
6. The hostel is also provided with certain kitchen equipment (Grinders, Bain Maries, Burners, Water purifiers, etc), furniture (storage racks, dining tables etc). The caterer is responsible for the upkeep and maintenance of these items, and to return them in good and tenable condition at the end of the contract period. Cost of repair due to mishandling and/or willful damage (except normal wear and tear) will be deducted from the security deposit.
7. While the IASST Guwahati takes care of repairs due to normal wear and tear of all fixtures and equipment it provides, the caterer should pay a minimum of 10% of the cost of repair as per the demand and on case to case basis.
8. Periodic cleaning of fixtures (including lights, fans and other kitchen equipments) shall be carried out by the caterer, maintaining the record which will be checked by the hostel management.
9. Caterer must make his own arrangements for house – keeping of the dining and kitchen area allotted to him. The kitchen, washing area and stores shall be maintained neat and clean at all time.
10. Waste disposal is the responsibility of the Caterer. Caterer under no circumstances shall dispose

plastic and food waste into the drainage. Non – compliance of proper waste disposal will invite penalty. The caterer will acquaint well with the waste disposal system of IASST.

11. The caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the Competent Authority.
12. Following shall be the responsibilities of the caterer regarding hygiene and cleanliness:
 - a) Cleaning and washing of plates, cutleries and utensils
 - b) Cleaning and maintenance of kitchen equipment
 - c) Keeping the mess premises and surroundings neat, clean and hygienic
 - d) Periodic fumigation as and when required

Date:

Signature of the Caterer

Place:

along with official seal and address

13. IASST Guwahati shall provide the following free of cost to the caterer:

1. Water for cooking, washing and cleaning.
2. Drinking water through water filter-cum-purifiers.
3. Electricity for the exclusive purpose of running the mess.

Every effort must be exercised by the caterer to minimize electricity and water usage.

II. CATERING

1. The caterer shall ensure a quality – catering is rendered in a courteous and prompt manner, and is in accordance with the laid down specification.
2. Breakfast, Lunch and Dinner have to be served as per the menu furnished in Annexure-I.
3. **Hostel Mess Timings:**

Breakfast - 08:00 - 09:00 (on working days) and

- 08:00 - 10:15 (on holidays)

Lunch - 13:00 - 14:00 and (upto 14:30 on holidays)

Dinner - 20:30 - 21:30 and (up to 22:30 on holidays)

CANTEEN Timings:

- Breakfast - 10:00 to 10:30 (on working days)
- Lunch - 13:00 - 13:30 (on working days)
- Evening Tea Break - 16:30 - 16:45 (on working days)

4. Type of service: Self-service with a provision for separate arrangement for second serve of major items viz, Indian bread, rice etc.
5. Menu items are specified in Annexure-I. The caterer, in consultation with Mess Management Committee, has to display detailed item wise menu of a particular month by 15th of the previous month on the hostel mess notice board.
6. Procurement of the following items as per the specifications of the Hostel Management Committee and IASST Guwahati is the responsibility of the caterer.
 - a) Branded provisions, butter, jam and milk
 - b) Best quality vegetable and fruits
 - c) Cooking gas

Further, caterer shall arrange for proper storage of the procured items within the space provided.

Caterer shall not use any coloring agents and/ or chemicals like Mono Sodium Glutamate (Ajinomoto) in any of the dishes, or store them in the mess premises.

7. The caterer shall use only branded raw materials and best quality resources for preparing food. The Caterer shall submit at least three brands for each item and the Hostel Management shall approve these brands if satisfied after inspection. Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved norms.
8. The items should be prepared after proper washing and cleaning of raw materials, wherever necessary. The cooked food, which is ready to be served, shall be transferred to serving utensils, and shall be kept warm and covered under hygienic condition using specific storing articles provided for the purpose. Serving cold items (except those expected to be served cold) and/or serving re-heated items are not permitted. Such acts may invite disciplinary action against the caterer.
9. It is the duty of the caterer to keep the dining area totally clean by mopping the area with proper cleaning agent after each meal. The dining tables and benches should also be properly cleaned after every meal.
10. The cooking and preparation areas should be washed after the completion of the activities every

day. The caterer shall ensure that there is no water logging within the premises where the dining, washing, cooking preparation areas are located and shall maintain general cleanliness and hygiene.

11. The caterer shall ensure that all safety precautions are properly taken during the process of cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instrument, fire-fighting equipment, etc. placed at the disposal of the hostel mess.
12. Special meal (such as boiled food) should be provided to the hostel boarder in case of illness.
13. Caterer's performance will be evaluated at any time during each month on a variety of factors including quality and quantity of food, cleanliness and hygiene, catering quality and punctuality. Non-compliance with any conditions laid out in this document can result in instant monetary fine/ termination of contract.

III. EMPLOYEES OF THE CATERER

1. In order to coordinate the activity for smooth discharge of the services, a manager may be appointed by the caterer, who will supervise the preparation of food, serving in the dining hall, and all aspects of hygiene, and in short all aspects of Catering.
2. Caterer shall appoint other staff, as per the requirement, for satisfactory and quality catering.
3. Employment of child labour defined as per relevant laws is strictly prohibited. The caterer shall maintain a register with name, age and address of all the employees working at a given time and inform the same to IASST Administration and they shall report any changes in the employees accordingly.
4. The catering service provider has to submit the details of employees appointed including photograph, home address, position held/duties, and qualification etc. before inducting any person in the canteen.
5. The persons appointed for any position in connection with the catering service, should have adequate working experience. Cook should have qualification of HSLC with six months Diploma/certificate in cookery from a recognized institution.
6. The caterer shall issue a photo identity card to each of the employee, as per the format prescribed by IASST Guwahati. A copy of the same shall be submitted to the Hostel/IASST Administration.
7. The staff posted on duty should always bear a clean appearance, complete in uniform and should carry a photo identity card issued by the Caterer. They should also wear necessary hand gloves and caps/ hair net in the kitchen and service areas.
8. The caterer shall be responsible for the proper conduct and behavior of the employees engaged.
9. Smoking, consumption/distribution of alcohol, use of pan and gutka by the employees is strictly prohibited in the IASST campus.
10. The caterers should ensure that all employees are free of communicable diseases. Medical certificates to this effect should be available for inspection by the authorities.

11. All expenses related to the functioning of the employees engaged by the caterer shall be borne by the caterer.
12. The caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Govt of Assam and Govt of India norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities. The catering service provider has to inform IASST administration in writing the salary paid to all of his/her employees working at IASST. He/she should abide by the labour law.
13. IASST Guwahati may provide dormitory accommodation to the registered staff members of the team. It is the responsibility of the caterer to maintain the premises of allotted accommodation neat and clean at all the times.
14. The activities of the employees of a caterer will be restricted to the designated areas viz. the mess in which they are working and the accommodation provided to them. They require prior permission of the competent authority to enter any other places of the campus.

Date:
Place:

Signature of the Caterer
along with official seal and address

IV. GENERAL TERMS AND CONDITIONS

1. The daily rate quoted per student against basic menu shall include all statutory dues as levied by Central and State Governments. The Hostel Management shall not pay any other charges for the catering service provided.
2. The rates stipulated in the contract will hold good for one year starting from the date of start of operation of the Hostel Mess.
3. The food cooked in the dining facility shall not be served in other places inside/outside the campus. Also, the food cooked outside the given facility shall not be served in the hostel mess. Raw materials stored in the Mess should be used exclusively for the students in the IASST Guwahati campus.
4. When circumstances warrant, the Caterer shall cater for additional number of students/staff members, as requested by the Hostel Management at short notice.
5. The Caterer shall not assign, sublet or part with the possession of the premises and properties of IASST Guwahati therein or any part thereof under any circumstances. Any deviation from this clause may invite immediate termination of the contract.
6. Serving of extra/ optional items is an obligation of the caterer without expecting any minimum number of subscriptions.
7. Every month, each student shall subscribe to the hostel of IASST Guwahati, as per the regulations of the Hostel Management Committee.
8. In case of any rightful dues (such as claim, penalty etc) the caterer should deposit the amount in due time, failing which stern action may be initiated leading to further penalties including termination of the contract, and recovery of the amount due from the security deposit.
9. Food quality, procedure of preparation and hygiene will be judged by a team of persons appointed by the IASST Administration. This team will include student representatives and IASST catering service personnel.
10. To check the quality of the items procured by catering service provider, student representatives will accompany the catering service provider during marketing as and when felt necessary.
11. In case of non-adherence to any of the terms and conditions, the contract may be cancelled and legal action may be taken against the catering service provider.
12. The Hostel Management Committee, IASST, Guwahati reserves the right to review and modify the terms and conditions periodically.
13. The Director, IASST reserves the right to enhance or relax any of the terms without assigning any reason.

14. The decision of IASST Guwahati will be final in awarding the contract.
15. All disputes or differences whatsoever between the firm and IASST Guwahati, related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purpose.

I/ We agree to the above terms and conditions of the catering.

Date:
Place:

Signature of the Caterer
along with official seal and address

SCHEDULE C**Brands of consumables permissible in Hostel Mess and Canteen**

ITEM	BRAND
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Satyam, Badshah, Everest, Catch, Sona
Ketchup	Kissan, Heinz, Maggi
Mustard/ Refine Oil	Engine, Dhara, Anupam Gold, Sundrop, Godrej, Saffola, Fortune
Pickle	Mother's or Pravin or Priya or Bedekar or Nilons's
Atta	Ashirvad, Pillsbury, Annapurna
Flavoured fruit drinks	Rasna
Papad	Lijjat, Bikaji
Butter	Amul, Britinia, Mother Diary
Bread	Modern, Kwalita, Wibs, Repose, Homa, Holsom
Jam	Kisan or Maggi
Ghee	Amul, Mother Diary, Britinia, Gits, Everyday
Shrikhand	Warana or Amul
Cow Milk	Mahananda, Amul, Mother Diary, Britania, Nandini, (without water)
Curd	Mother Diary, Puravi
Paneer	Amul
Tea	Brook bond, Lipton, Tata
Coffee	Nescafe
Biscuit	Britania, Sunfeast, Biskfarm

The contractor may use other brands only if permitted by the Mess Committee in writing.

Date:

Place:

**Signature of the Caterer
along with the official seal and address**

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DETAILS OF MENU FOR HOSTEL MESS

I. Basic Menu: The following mentioned breakfast, lunch and dinner shall be served everyday in unlimited quantity on a buffet spread.

Breakfast: One among the following indicative items shall be served on a particular day. The schedule of the items for a week/month shall be decided by the hostel management in consultation with the caterer.

- (i) Aaloo paratha, sauce, pickle (ii) idly, sambhar, chutney (iii) Masala dosa, sambhar, chutney
(iv) Poha, sauce (v) Chowmein, sauce (vi) Uttappam, sambhar, chutney (vii) puri sabji.

Lunch and dinner: All the following items shall be served in both lunch and dinner. A schedule of the items for a month shall be decided by the hostel management in consultation with the caterer.

- (a) Indian bread (plain tawa roti) (b) Plain Rice (c) Seasonal Vegetable* (d) Dal ** (e) Green Salad

* A variety of vegetables shall be served.

** Any one or mixed of rajma, moong, masoor, arahar, chana dals shall be used. As per the preference of students, Dal may be mixed with some vegetables or may be replaced by Sambar on specified days.

One of Chicken or Fish should be there in the Dinner for five days in a week and Paneer or Egg should be there in the dinner in remaining two days. Whenever non-veg items will be prepared for dinner some amount of Paneer should be prepared every day for those boarders who does not take non-veg items.

The Hostel Management ensures payment of 80% of each month's bills within the first 12 days of the following month to the caterer. The balance 20% of each month's bills shall be settled before 25th of the following month subject to (i) the performance evaluation of the caterer as per the Annexure – III, after an appropriate deduction as applicable and (ii) submission of a proof of statutory dues payment.

II. Optional Items: It is an obligation of the caterer to serve the following indicative items on extra payment basis along with breakfast, lunch and dinner. An exhaustive list of items, their prices and respective quantities, schedule and payment terms of these items shall be decided by the hostel management at hostel level in consultation with the caterer from time to time.

- (1) Milk (2) Egg (3) Tea (4) Coffee (5) Butter (6) Jam (7) Bread (8) Corn flakes (9) Curd (10) Special Vegetable (11) Paneer (12) Sweet (13) Non – Veg: chicken, fish, mutton etc.

Basic Menu for Hostel Mess IASST (subject to modification every month)

	Break Fast	Lunch	Evening Tea	Dinner
Monday	Tea (red+milk), (Bread+ butter+jam) Aloo Paratha /Tawa roti + Plain curd + banana	Plain rice + Tawa roti+ Dal fry + Vegetable (Dry) + Soyabeen with Aloo semi gravy + Green Salad + Papad+ Green Chatni	Tea (milk+ red) + egg chow with gravy	Plain rice + Tawa roti+ Mashoor dal (Plain) + vegetable dry+ Egg curry / Panner (with aloo + tomato)+ Salad +Green Chatni
Tuesday	Tea (red+milk), Dal tarka with Chola Bhatura/ (Bread+butter+jam)/Tawa roti+Egg boil	Zeera rice + Tawa roti+ Dal fry + Aloo bhujiya + Curd/Raita+ Green Salad with moog + Papad fry with masala + green Chatni	Masala tea Veg Cutlet (2 piece) Sweet Soup (Chicken/Corn)	Plain rice + Tawa roti+ Moog dal + vegetable dry+ Fish curry /Panner Masala + Green Salad + Green Chatni
Wednes day	Tea (red+milk), Laccha Paratha + Aloo gravy sabji (spice)/ (Bread+ butter+jam)/ Tawa roti	Plain rice + Tawa roti+ Chana dal + Vegetable (Dry) + egg (omlet) + Green Salad + Papad+ Green Chatni	Tea milk+ red) + Veg Roll	(Plain rice + Tawa roti+ Mixed dal (Moog+ Mushur) + vegetable dry+ Chicken dry fry / Panner Masala+ Salad with Moog + Green chatni
Thursda y	Tea (red+milk)+ Puri (small size) + Aloo+ green Motor Sabji (Bread+butter+jam)/ Tawa roti	Plain rice + Tawa roti+ Black dal + veg dry + Sweet Curd+ fry Papad + Green Salad + Papad+ green Chatni	Tea (milk+ red) + Veg Sandwich (3 piece, use Sandwich bread only)	Veg Palou+Panner (with Rajma/Motor gravy)+ Dal fry+ Brinjal fry + salad+green chatni+papad fry

Friday	Tea(red+milk)+Chira+ Banana +Milk (100 ml) /Tawa roti/ (Bread+butter+jam)	Plain rice + Tawa roti+ Moog dal + Aloo bengena Pitika +Mixed veg (gravy)+ Papad + Green Salad (moog) + Papad+ green Chatni	Tea (milk+ red) + Pab Bhaji	Plain rice + Tawa roti+ Plain dal (Moog+ Mashur) + vegetable dry+ Fish Tenga (Small fish like Bhangan etc.) / Panner Masala+ Salad + Green chatni
Saturday	Tea(red+milk)+ Plain Paratha + Chole/ Rajma /(Bread+butter+jam) /Tawa roti	Plain rice + Tawa roti+ Moog dal + Aloo Bhujiya + potol aloo semi gravy+ fry Papad + Toasted salad with moog + Papad+ green Chatni	Tea (milk+ red)/ Chow	Plain rice + Tawa roti+ Chana dal + Veg Dry +Aloo Egg Bhujiya+ / Panner + Salad + Green chatni+ papad
Sunday	Tea(red+milk)+ Idli/ Masala Dosa + Sambar+Chatni+Special item (like sweet,custard etc.) /Tawa roti	Plain rice + Tawa roti+ dal fry + Vegetable dry + Egg (Omlet)+ fry Papad + Green salad with moog + Papad fry + Orange/Apple	Tea (milk+ red)/ sandwich (3 piece)	Plain rice + Tawa roti+ Plain dal (Mushor) + Chicken semi gravy with aloo / Panner chilly+ Salad + Green chatni+Papad fry

I/agree to the above terms and conditions specified.

Date:
Place:

Signature of Caterer
along with official seal and address

RATES PROPOSED FOR THE ITEMS SERVED FOR HOSTEL MESS AND INSTITUTE CANTEEN

SL. NO.	ITEMS	WEIGHT MEASURE	RATE OFFERED (Rs.)
A.	Basic Menu for Hostel Mess		
	Breakfast	N/A	
	Lunch	N/A	
	Evening Tea	N/A	
	Dinner	N/A	
	Lump sum rate per boarder per month	N/A	
B.	Meal for Guests		
	Special Veg. Meal:	N/A	
	Plain Rice (Basmati/Joha) + Special Paneer item + Veg Dry Fry + Yellow Dal + Mixed Vegetable + Papad + Pickle + Green Salad + Sweet or Card		
	Special non-veg meal:	N/A	
	Plain Rice (Basmati/Joha) + Special Non Vegetarian Dish (Chicken or Fish) + Veg Dry Fry + Yellow Dal + Special Mixed Vegetable + Papad + Pickle + Green Salad + Sweet or Card		
	Breakfast:	N/A	
	Red Tea or Milk Tea or Coffee +		
	Bread, Butter, Jam, Banana, Boiled Egg +		
	Cornflakes with milk +		
	Aloo Paratha, Pickle, Sauce, or Tawa Roti with Sabji or Plain Paratha with Chana Dal or Chole		

Batura or Puri Sabji

Evening Tea:

N/A

Red Tea or Milk Tea + Veg Pakoda or Veg Cutlet
or Bread Pakoda or Suji Halwa

C. BEVERGES

2.	Hot Coffee	Per Cup (150M)	
3.	Cold Coffee	Per Cup (200ML)	
4.	Tea	Per Cup (150ML)	
5.	Lemon Tea	Per Cup (150ML)	
6.	Green Tea	Per Cup (150ML)	
7.	Fresh Lime (Sweet/Salted)	Per Glass (200ML)	
8.	Coconut Water	Per Glass (200ML)	
9.	Packed Juice & Mineral Water		As per MRP
MACHINE BASED			
10.	Hot Coffee	Per Cup(150ML)	
11.	Cold Coffee	Per Cup(200ML)	
12.	Tea	Per Cup(150ML)	

SNACKS

13.	Masala Dosa with Sambhar	Per Plate
14.	Plain Dosa with Sambhar	Per Plate
15.	Vada with Sambhar	2 Pcs
16.	Idli with Sambhar	2 Pcs
17.	Mix Veg Uttapam with Sambhar	Per Plate
18.	Upama	200 gm
19.	Lemon Rice	250 gm
20.	Sweet Corns	150 gm
21.	Pop Corns	50 gm
22.	Aaloo Chat	200 gm
23.	Aaloo Tikki	2 pcs.
24.	Fruit Chat	200 gm
25.	Veg. Cutlet	2 pcs.
26.	Veg. Sandwiches	4 pcs.
27.	Grilled Sandwich	2 pcs.
28.	Samosa	2 pcs.
29.	Mix Pakoda	200 gm
30.	Veg Roll	Per pc.
31.	Paneer Roll	Per pc.
32.	Bread & Butter	2 slices
33.	Veg Burger	Per Piece
34.	Veg Momos	Full Plate (8 pcs)
35.	Veg. Chowmein	Full Plate

36.	Veg Chowmein	Half Plate	
37.	Fried rice	200 gm	
38.	Vegetable Manchurian	150 gm	
39.	Veg. Noodles and Manchurian	Per Plate	
40.	Fried rice and Manchurian	Per Plate	
41.	Spring Roll	Per pc	
42.	Veg patty	Per pc	
43.	Paneer Patty	Per pc	
44.	Paw Bhaji	Per Plate	
45.	Chholey Bhature	Per Plate	
46.	Chholey Kulche	Per Plate	
47.	Rajma Chawal	Per Plate	
48.	Kadhi Chawal	Per Plate	
49.	Stuffed Parantha (Paneer) with curd	2 Nos.	
50.	Stuffed Parantha (Aloo) with curd	2 Nos.	
51.	Stuffed Parantha (Onion) with curd	2 Nos.	
52.	Puri Aloo	Per Plate	
53.	North Indian Thali		
	-Seasonal Vegetable	-1 serving	
	-Dal/Chholey/Rajma	-1 serving	
	-Raita	-1 serving	
	-Roti/Parantha	-2Nos.	
54.	Ice Cream		
55.	Yoghurt/Curd		As per MRP
56.	Flavoured Milk		As per MRP

- | | | |
|-----|---|------------|
| 57. | Confectionery Items (Biscuit, Chocolates, Wafers etc) | As per MRP |
| 58. | Milk | As per MRP |
| 59. | Curd | As per MRP |
| 60. | Any other items (s) vendor wishes to offer | |

FEEDBACK. INSPECTION AND PENALTIES

Hostel Management of hostel mess will collate the student feedback based on Table 1, and evaluate the performance of the catering every month.

Table 1: Model feedback form for evaluation

SL NO.	DESCRIPTION	EXCELLENT (20 points)	VERY GOOD (16 point)	GOOD (12 points)	AVERAGE (8 points)	POOR (4 points)	VERY POOR (0 points)
1.	Quality of the food (Double Weightage)*						
2.	Quantity of food						
3.	Cleanliness hygiene and waste disposal						
4.	Catering and Punctuality						
	TOTAL						

*Obtained points will be multiplied by two.

Based on the points obtained in the performance evaluation, deductions shall be made from the monthly bill payable to the caterer, as per Table 2 below.

Table 2: Feedback points and percentage deductions from the payment

SL. NO.	POINTS	PERCENTAGE DEDUCTIONS
1.	81-100	Nil
2.	61-80	Warning
3.	41-60	1
4.	21-40	3
5.	20 and Below	5

The final decision on the feedback evaluation points will be carried out by the Hostel Management.

The caterer is expected to get overall “good” and at least “average” in each category in all months. “Very poor” in any month and “poor” twice in a row will attract additional penalty and/or termination of contract.

Date:
Place:

Signature of Caterer
along with official seal and address

In addition to the above monthly performance assessment, the following checks may be carried out by the hostel management on a regular basis and impose further penalties, as applicable.

1. Delay in preparation, Non - availability or short supply of any declared item of the menu of any meal, lack of hygiene, poor service, misbehavior of staff, low quality of raw material, or any other lapse.

2. To get broad picture of penalties, in this regard, refer to Table 3

Table3: A few of the standard penalty terms

SL.NO.	BASIS	FINE
1.	Presence of unwanted items in food: Harmful items (e.g. blade, glass, metal wires, nails etc) Other items (e.g. cockroaches, cigarettes etc)	Half the price of the day per head multiplied by number of students in the hostel
2.	Use of stale/ spoiled ingredients, e.g rotten vegetables, infected grains etc (Fine will also be imposed if these are used for preparation.)	

I/We agree to the above terms and conditions specified.

Date:
Place:

Signature of Caterer
along with official seal and address

BID SECURITY DECLARATION
(As per Rule 170 of GFR,2017)

I, Mr./Mrs.

On behalf M/s.....

Certified that if my firm withdraw or modify the bid during the period of validity than I/we will be suspended for one year.

Sign of the Caterer