



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: 498

Dated: 04.07.2024

Sealed tenders are invited in two bid system (Technical & Financial) from Catering Service Providers for Hostel mess and Canteen/Cafeteria Service at IASST, Paschim Boragaon, Garchuk, Guwahati – 781035.

Duration of Service: Initially for 2 (two) years, extendable up to 3 (Three) years based on the satisfactory service of the caterer.

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 ₹3,000/- (Rupees Three Thousands only) drawn in favour of Director, IASST payable at Guwahati as bid fee. The tender will be **received up to 24-07-2024 (5:00 P.M.) and will be opened at 11:00 A.M. on 25-07-2024** in presence of tenderers or their authorized representatives.

Technical bid (Annexure I and II) and Financial bid (Annexures III, IV, V and VI) is to be submitted in separate sealed envelopes. Both the envelopes enclosed in a single big sealed envelope superscribed “Tender for IASST Canteen and Hostel Mess” addressed to the Registrar, must reach the Office **latest by 24-07.2024 by 5:00 p.m.**

Selection process:

The prospective bidders are encouraged to attend the **pre-bid meet to be held on 17.07.2024 at 3:00p.m. at IASST**. Contract shall be awarded to a single vendor. The technical bids will be opened individually and examined for shortlisting of vendors. A 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 financial 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 enter in a written agreement immediately with the institute before starting of their operation and deposit a Security deposit of Rs.50000/- (Rupees Fifty thousand only). The Security deposit of the selected vendor would be refunded after adjustment, if any, only at the end of the service period.

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. Mode of Tender: Open tender in two-bids, Technical and Financial Bids. The source of tender <https://eprocure.gov.in/epublish/app> (CPPP) and IASST website <https://iasst.gov.in>. Tender papers can be downloaded **up to 24.07.2024**.
3. The tender paper shall be submitted in sealed covers clearly superscripting '**Tender for IASST Canteen and Hostel Mess**'. A non-refundable tender fee of Rs.3000/- (Rupees three thousands) only may be paid by means of Demand Draft drawn in favour of Director, IASST payable at Guwahati along with the BID documents. The tenders will be opened on **25.07.2024 at 11:00 a.m.** If the said date is declared as holiday 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 without assigning any reason thereof.
7. Before submission of the tender documents, the Bidder (s) should assess the quantum of services involved after visiting the work premises. No further queries / clarifications regarding services to be rendered shall be entertained after the last date of submission of bid document.

HOSTEL MESS:

IASST Hostel cum Guest House has a capacity of 60 residents out of which regular student boarders are 50. The Hostel puts high emphasis on maintenance of Hygiene and Nutrition. The mess will serve Breakfast, Lunch 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. The menu will be changed from time to time as decided by the Hostel Authorities and Mess Committee with due consultation with the caterer. The institute will provide space for kitchen, water, electricity connection, dining hall, furniture and utensils while the contractor will provide all the staffs and will be responsible for the day to day maintenance of the kitchen and dining area (like cleanliness, waste disposal etc.). The **institute will also bear cost of one refilled commercial gas cylinder per day** and the amount will be reimbursed to the party on monthly basis. There will be different prices for providing food to the guest, meetings, seminars, workshops, conference etc. held in the institute from time to time. Food items should include millet items along with other food items proposed.

INSTITUTE CANTEEN:

The institute canteen shall cater to the requirements of 80-100 members of staff on working days. In the canteen, Tea/Coffee, breakfast, snacks and Lunch need to be served. The canteen has to start at 9:00 AM and shall remain open till 7:00 P.M on all working days.

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 and GST Registration certificate.

(v) The caterer must have a service site in Guwahati.

(vi) The caterer firms should have experience in hostel mess catering.

(vii) It is desirable to have 3 years of experience in catering service.

(viii) The caterer should have PF and ESI facilities as per terms and conditions for catering service providers / companies etc.

(ix) If the number of participating firms is more, than institute shall have the right to shortlist such firms as per criterion.

(x) The caterer has to provide items as per the brand prefixed in schedule –C.

(xi) The caterer should use the ingredients mentioned in the Advertisement.

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 15/07/2024. In the event of last day of tender submission being declared as a holiday, the tenderer can submit such document up to 2 p.m on the following working day.

Application fee:

The tender / application fee of ₹3,000.00 (non-refundable) should be deposited by individual applicant by means of Demand Draft drawn in favour of Director, IASST payable at Guwahati.

Security Deposit:

Successful bidder shall have to enter in a written agreement with the institute before starting of their operation and shall have to deposit a Security deposit of Rs.50000/- (Rupees Fifty thousand only) in the form of Demand Draft payable to "Director, IASST" at Guwahati. Security deposit would be refunded after adjustment of dues, if any, at the end of the service period. Security deposit of the successful bidder will be forfeited if the firm fails to execute the allotted work or for any misconduct/default.

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 typed 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 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.

Evaluation of Price Bid and Award of Contract:

- I. The price bid of all technically qualified bidders will be opened on the date and time declared by the Institute.
- II. The bidder shall be selected based on Govt. norms for awarding the contract.
- III. In case of same/equal price bid quoted by more than one bidder, the preference will be given to-
 - a) The bidder having the highest average annual turnover for the last three financial years, 2019-20, 2020-21 and 2021-2022 would be awarded the bid. For financial soundness, Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant must be submitted for last

three financial years. The Profit & Loss Account and Balance Sheet should be accompanied by supporting schedules.

- b) If more than one bidder satisfies (ii) and (iii), (a) above, the bidder having longer years of experience will be awarded the bid.
- c) If more than one bidder satisfies (ii) and (iii) (a) and (b) above, the bidder with more number of manpower engaged will be awarded the bid.

Period of contract:

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

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. The details of manpower engaged, their names, addresses and contact no. has to be submitted by the successful bidder.

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 the same.

SCHEDULE A: BASIC TECHNICAL DETAILS

1 Name of the Caterer / Catering Firm: _____

Complete Address _____

Phone No. _____

E-mail ID _____

2 Name of the Contact Person/Representative of firm and Designation _____

Phone No.: _____

Mobile No.: _____

3 Catering License No.: _____

Catering Registration No : _____

PAN: _____

ESI (if applicable): _____

EPF (if applicable): _____

GST No _____

4 Proof for payment of income tax (last financial years)

(copy of income tax return certificate to be enclosed for last 3 years)

5 Number of Food Courts/dining facilities run in educational Institutions

(Enclose list of work handled upto to year 2023 and ongoing work separately with all the relevant documents.

List to be included with name of the Institution, duration, number of persons catered, type of service provided)

6 Number of Food Courts/dining facilities run in non-academic establishments

(Enclose list of work handled up to year 2023 and ongoing work separately with all the relevant documents)

7 Whether Quality Certification obtained for any of the Food courts/Dinning facilities/Catering service provided

(if yes, copy to be enclosed)

8 Turnover per annum (in Lakhs) for last 3(three) years

Authenticated copy of audited Statement of Accounts for the last three years should be enclosed.

In case the work was executed for private firm / persons, TDS certificate should be submitted).

9 Number of Employees: Regular _____

Temporary _____

10 Litigations, if any, connected with Catering Work:

Yes/No

(if Yes, details to be furnished separately)

11 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.

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. The institute will bear cost of one refilled commercial gas cylinder per day and the amount be reimbursed to the party on monthly basis.
5. 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.
6. 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.
7. 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.
8. While the IASST 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.
9. 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.
10. 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.

11. 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.

12. 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.

13. 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

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

- a) Water for cooking, washing and cleaning.
- b) Drinking water through water filter-cum-purifiers.
- c) 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

3. There will be different items on daily basis for breakfast, lunch and dinner for the Hostel mess, office canteen and Guest house.

4. There should be non-veg items for the mess, canteen and guest house.

5. There will be separate menu for the hostel mess, office canteen and guest house.

Hostel Mess Timings:

Breakfast	- 08:30 - 09:00 (on working days) and
	- 08:30 - 10:15 (on holidays)
Lunch	- 13:00 - 13:30 and (upto 14:30 on holidays)
Dinner	- 20:30 - 21:00 and (up to 22:30 on holidays)

CANTEEN Timings:

Breakfast	- 9:30 to 10:30 (on working days)
Lunch	- 13:00 - 14:00 (on working days)
Evening snacks and Tea	- 16:15 - 16:45 (on working days)

However, the institute canteen has to start at 9:00 AM and remain open till 7:00 P.M with availability of tea, coffee and snacks on all working days.

6. Type of service: Self-service with a provision for separate arrangement for second serve of major items viz, Indian bread, rice etc.

7. Menu items are specified in annexure. 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.

8. 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 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. Special meal (such as boiled food) should be provided to the hostel boarder in case of illness.

15. 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 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.

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 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.

SCHEDULE C

Brands of consumables permissible in Hostel Mess and Canteen

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

Food item with FSSI mark and companies having good products should only be provided.

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

Date:
Place:

Signature of the Caterer
Official seal

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, (viii) Plain paratha + matar aloo

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 three days in a week and Paneer or Egg should be there in the dinner in remaining 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 14 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)

TIME AND DAY	8.30 – 9.30 A.M. SAT/SUN – 8.45 -10.00 A.M. BREAKFAST	1.00 – 2.00 P.M. LUNCH	8.30 – 10.00 P.M. DINNER
MONDAY	1) Tea (milk/red) 2) Plain paratha + matar aloo 3) Steamed rice + Aloo pitika	Rice, Tawa roti, Plain dal, Mix veg Non. veg – Chicken curry Veg – Veg Manchurian Salad + Pickle + Lemon	Rice, Tawa roti, Plain Dal, Aloo fry/ Seasonal sabji Green chutney Salad + Pickle + Lemon
TUESDAY	1) Tea (milk/red) 2) Puri (Atta) +Chana daal, Fruits 3) Steamed rice + Aloo pitika	Rice, Tawa roti, Plain dal, Beans fry Seasonal sabji Salad+ Pickle + Lemon	Khichdi, Rice, Tawa roti, Papad, mix veg sabji Salad + Pickle + Lemon
WEDNESDAY	1) Tea (milk/red) 2) Idly sambar 3) Steamed rice + Aloo pitika	Rice, Tawa roti, Plain Dal, chutney, Non. veg – Fish curry (Local style i.e., ootenga, jika, etc) Veg – Baby corn/ Salad + Pickle + Lemon	Rice, Tawa roti, Plain dal, seasonal sabji (Pumkin, green saak, gourd, etc) Salad + Pickle + Lemon
THURSDAY	1) Tea(milk/red) 2) Puri (Atta)+ Aloo matar 3) Steamed rice + Aloo pitika	Veg Pulao, Plain dal, Non. Veg- Egg curry Veg- Palak paneer Sweet –Rasogulla/Barfi/laddu Salad + Pickle + Lemon	Rice, Plain dal, Tawa roti, Seasonal sabji (Jika, potoI, cabbage, cauliflower) Salad + Pickle + Lemon
FRIDAY	1) Tea(milk/red) 2) Bread, jam, butter, Boiled egg, Banana 3) Steamed rice + Aloo pitika	Rice, Tawa roti, Plain Dal, chutney, Non-veg- Chicken curry Veg- mushroom/ baby corn Salad + Pickle + Lemon	Rice, Tawa roti, Plain dal, Soyabean curry (gravy) Salad/ boot+mogu+piyaj+badam type combo + Pickle + Lemon
SATURDAY	1) Tea(milk/red) 2) Chole bhature 3) Steamed rice + Aloo pitika	Rice, Tawa roti, Plain Dal, chutney, N. veg – Egg curry Veg – veg kofta Salad + Pickle + Lemon	Rice, Tawa roti, Plain dal, seasonal sabji Brinjal fry/Aloo fry/ seasonal vegetable fry Sweet –Payokh/Kheer Salad + Pickle + Lemon
SUNDAY	1) Tea(milk/red) 2) Dosa 3) Steamed rice + Aloo pitika	Rice, Tawa roti, Plain Dal, Kala chana (different cahnnna) curry Seasonal vegetables Salad + Pickle + Lemon	Rice, Tawa roti, Plain dal, Boiled egg, seasonal sabji dry fry Salad + Pickle + Lemon

DETAILS OF THE MENU FOR INSTITUTE STAFF CANTEEN

The following menu shall be served every day except, Saturday, Sunday, and govt. holidays to the staff canteen.

One of the following indicative items shall be served on a particular day. The schedule of the items for a week/month might be similar (not necessary) to the hostel mess.

The caterer must use an electric food serving station available in the canteen to keep food warm and maintain proper hygiene. It will be the responsibility of the caterer to maintain the food station in a functional state.

The caterer shall use the freeze and freezer to keep curd, milk, ice cream, milk, etc. available in the canteen/and can bring additional on their cost. Electricity will be provided by the Institute.

Breakfast (for approx. 50 people)		
<u>1</u>	Tea (milk/red) and/or coffee Any below items daily 1) Plain paratha/aallo paratha/gobhi paratha (depending on season), Chutney, curd 2) Puri and sabzi 3) Uttappam, sambhar, chutney 4) Bread, jam/butter, boiled egg and banana 5) Masala dosa, sambhar, chutney 6) Poha, jalebi 7) Idli Sambhar	
Lunch (for approx. 80 people)		
	The following items shall be served during lunch Seasonal Green salad (not limited to cucumber only)/lemon/ pickle Plain Rice Tawa roti Seasonal Vegetable Bhagi Dal Optional item (on an extra charge basis): The caterer must serve the following indicative items on an extra payment basis along with breakfast and lunch 1. Special Vegetable (any one item per day): Chicken or Fish or Paneer or Egg curry or Omlet	

	2. Milk, Egg, Tea, Coffee, Corn flakes, Plain curd, Sweet curd, Sweet, Ice cream Note: 1. A variety of vegetables shall be served depending on the season (no repetition should be done in the same week) 2. Anyone or mixed of rajma, moong, masoor, arahar, chana dals shall be used. Dal may be mixed with some vegetables or may be replaced by Sambar on specified days	
Evening Snacks (for approx. 50 people)		
	1. Tea (milk/red) and/or coffee Snacks: Samosa, Maggi, Veg chomein Bakery biscuit, Jilapi, Piyaji, kasuri, Veg role, Mix pakoda, Veg. cutlet, Veg. sandwich Sweet: Halowa (in ghee), Gaja, Rasogulla, Barfi, laddu or other sweet	

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	VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR
		(20 points)	(16 point)	(12 points)	(8 points)	(4 points)	(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.

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 below:

Table3: 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/ spoilt ingredients, e.g rotten vegetables, infected grains etc (Fine will also be imposed if these are used for preparation.)	

ANNEXURE III: FINANCIAL BID**RATES PROPOSED FOR THE ITEMS SERVED FOR GUEST HOUSE**

SL. No.	ITEMS	WEIGHT MEASURE	RATE OFFERED (Rs.)
Meal for Guests			
A.	Special Veg. Meal: Plain Rice (Basmati/Joha) + Special Paneer item + Veg Dry Fry + Yellow Dal + Mixed Vegetable + Papad + Pickle + Green Salad + Sweet or Card	N/A	
B.	Special non-veg meal: 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	N/A	
C.	Breakfast: 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	N/A	
D.	Evening Tea: Red Tea or Milk Tea + Veg Pakoda or Veg Cutlet or Bread Pakoda or Suji Halwa	N/A	

ANNEXURE – IV: FINANCIAL BID**RATES PROPOSED FOR THE ITEMS SERVED FOR OFFICE CANTEEN**

Sl. No.	ITEMS	WEIGHT MEASURE	RATE OFFERED (Rs.)
A.	Breakfast: (I) Tea (milk/red), plain paratha, and aallo matar ghuguni (II) Tea (milk/red), puri (atta), channa dal and fruits (III) Tea (milk/red), puri and aallo matar ghuguni (IV) Tea (milk/red), bread, jam/butter, boiled egg and banana (V) Tea (milk/red) and dosa	N/A	
B.	Lunch: (I) Red Tea or Milk Tea (II) Roti + Special Mixed Vegetable + Chana Dal + Veg Fry/Rajma/Egg (III) Rice +Dal +Special Mixed Vegetable + Veg Fry /Egg (IV) Non-Veg Items Chicken curry Fish Curry Egg Omelets	N/A	
C.	Evening Tea: (I) Red Tea or Milk Tea (II) Veg Pokoda/ Veg Cutlet/ Bread Pakoda/ Suji Halwa/ Chowmin	N/A	

ANNEXURE – V: FINANCIAL BID

RATES PROPOSED FOR THE ITEMS SERVED FOR HOSTEL MESS

Sl. No.	ITEMS	WEIGHT MEASURE	RATE OFFERED (Rs.)
	Basic Menu for Hostel Mess		
A.	Breakfast	N/A	
B.	Lunch	N/A	
C.	Evening Tea	N/A	
D.	Dinner	N/A	
	Lump sum rate per boarder per month	N/A	

ANNEXURE- VI: FINANCIAL BID**RATES PROPOSED OR COMMON SERVED ITEMS**

Sl. No.	BEVERGES		
1.	Hot Coffee	Per Cup (150M)	
2.	Cold Coffee	Per Cup (200ML)	
3.	Tea	Per Cup (150ML)	
4.	Lemon Tea	Per Cup (150ML)	
5.	Green Tea	Per Cup (150ML)	
6.	Fresh Lime (Sweet/Salted)	Per Glass (200ML)	
7.	Coconut Water	Per Glass (200ML)	
8.	Packed Juice & Mineral Water		As per MRP
	MACHINE BASED		
9.	Hot Coffee	Per Cup (150ML)	
10.	Cold Coffee	Per Cup (200ML)	
11.	Tea	Per Cup (150ML)	
	SNACKS		
12.	Masala Dosa with Sambhar	Per Plate	
13.	Plain Dosa with Sambhar	Per Plate	
14.	Vada with Sambhar	2 Pcs	
15.	Idli with Sambhar	2 Pcs	
16.	Mix Veg Uttapam with Sambhar	Per Plate	
17.	Upama	200 gm	
18.	Lemon Rice	250 gm	
19.	Sweet Corns	150 gm	
20.	Pop Corns	50 gm	
21.	Aaloo Chat	200 gm	
22.	Aaloo Tikki	2 pcs.	
23.	Fruit Chat	200 gm	
24.	Veg. Cutlet	2 pcs.	
25.	Veg. Sandwiches	4 pcs.	

26.	Grilled Sandwich	2 pcs.	
27.	Samosa	2 pcs	
28.	Mix Pakoda	200 gm	
29.	Veg Roll	Per pc.	
30.	Paneer Roll	Per pc.	
31.	Bread & Butter	2 slices	
32.	Veg Burger	Per Piece	
33.	Veg Momos	Full Plate (8 pcs)	
34.	Veg. Chowmein	Full Plate	
35.	Veg Chowmein	Half Plate	
36.	Fried rice	200 gm	
37.	Vegetable Manchurian	150 gm	
38.	Veg. Noodles and Manchurian	Per Plate	
39.	Fried rice and Manchurian	Per Plate	
40.	Spring Roll	Per pc	
41.	Veg patty	Per pc	
42.	Paneer Patty	Per pc	
43.	Paw Bhaji	Per Plate	
44.	Chholey Bhature	Per Plate	
45.	Chholey Kulche	Per Plate	
46.	Rajma Chawal	Per Plate	
47.	Kadhi Chawal	Per Plate	
48.	Stuffed Parantha (Paneer) with curd	2 Nos.	
49.	Stuffed Parantha (Aloo) with curd	2 Nos.	
50.	Stuffed Parantha (Onion) with curd	2 Nos.	
51.	Puri Aloo	Per Plate	
52.	North Indian Thali -Seasonal Vegetable -Dal/Chholey/Rajma -Raita -Roti/Parantha	-1 serving -1 serving -1 serving -2 Nos.	
53.	Ice Cream		
54.	Yoghurt/Curd		As per MRP

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