



**HOSTEL ADMINISTRATION COMMITTEE
NATIONAL INSTITUTE OF TECHNOLOGY
TIRUCHIRAPPALLI-620 015, TAMIL NADU**

Phone: 0431- 250 4136

Email: hac@nitt.edu

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e-Procurement Notice

Ref: NITT/Hostels/HAC/Tender 2019-20/001

Dated: 04.11.19

Online tenders are hereby invited in two cover system from INDIAN NATIONALS for **Providing Catering Services on Contract basis to 13 NITT Hostel Messes/Food Courts.**

Bidders can download complete set of bidding documents from e-procurement Platform <http://eprocure.gov.in/eprocure/app> from **13.11.2019 (06.00PM)** onwards. Bidders need to submit the bids online for the interested items by uploading all the required documents through <http://eprocure.gov.in/eprocure/app>.

Last Date/ Time for receipt of bids through e-procurement is: 04.12.2019 (03.00PM)
(Server time).

Late bids shall not be accepted.

For further details regarding Tender Notification & Specifications please visit

website: <https://eprocure.gov.in/eprocure/app> and
www.nitt.edu

CRITICAL DATE SHEET

Published Date	13.11.2019(06.00PM)
Bid Document Download Start Date	13.11.2019(06.00PM)
Clarification Start Date	13.11.2019(06.00PM)
Clarification End Date	20.11.2019(11.00AM)
Pre bid meeting Date Venue of Pre-bid Meeting	20.11.2019(11.00AM) Hostel Office, NITT
Bid Submission Start Date	21.11.2019(04.00PM)
Bid Submission End Date	04.12.2019(03.00PM)
Bid Opening Date(Technical)	05.12.2019(03.00PM)
Bid Opening Date(Price)	Will be announced after technical evaluation

Note : Bidder should submit the **EMD** as specified in the tender in the form of **Demand Draft and should be posted / couriered / given in person to the Tender Inviting Authority, within bid submission due date and time** as indicated in the tender. **Scanned copy of the Demand Draft(s) should be uploaded as part of the offer.**

Signature of the Bidder



**HOSTEL ADMINISTRATION COMMITTEE
NATIONAL INSTITUTE OF TECHNOLOGY
TIRUCHIRAPPALLI-620 015, TAMIL NADU**

Website: www.nitt.edu

Phone: 0431- 250 4136

Email: hac@nitt.edu

TENDER DOCUMENT

Tender Notification No: NITT/Hostels/HAC/Tender 2019-20/001 Date 04.11.2019

**NOTICE INVITING TENDER FROM INDIAN NATIONALS FOR
PROVIDING CATERING SERVICES ON CONTRACT BASIS TO
THE NITT HOSTEL MESSSES/FOOD COURTS**

Name of Work/ Service	Providing Catering Services on Contract basis to 13 NITT Hostel Messes/Food Courts.
Brief Scope of Work	Providing Breakfast, Lunch, Evening Snacks and Dinner for about 5,500 hostel students of NITTH, on fixed "Daily Rate per Student" for Mess and Average Total Rate/Score for Standard Meals & Extras for Food Courts.
Tender Document	The tender document can be downloaded from the NITT website www.nitt.edu from 13.11.2019 (5.00 PM)
EMD Amount (Refundable to unsuccessful Bidder)	INR 3,00,000/- (Rupees Three lakh only) for each Mess. If the bidder requesting EMD exemption, kindly attach copy of the valid NSIC / MSME (Certificate should be visible, if not visible the bidder will be disqualified).
Pre Bid Meeting Date & Time	20.11.2019 at 11.00 AM (Venue: Hostel Office, NIT, Tiruchirappalli-15)
Last date and time for submission of E-Tender	04.12.2019 up to 03.00 PM
Date and Time of Opening of Technical Bid	05.12.2019 at 03.00 PM (Venue: Stores and Purchase Section, National Institute of Technology, Tiruchirappalli- 620 015)
Date of Opening of Financial Bid	Will be announced after technical evaluation
Bid Validity	90 days from the date of Price bid opening.
Mode of Submission of E-Tender	E-Tender portal (CPP Portal) https://eprocure.gov.in/eprocure/app

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Application Format for Technical Bid and Price Bid are given at **Annexure - I** and **Annexure - II** Respectively

SECTION A: OVER VIEW

The National Institute of Technology, Tiruchirappalli (herein after referred to as NITT) is an Educational Institution of National Importance, functioning under the control of Ministry of Human Resource Development (MHRD), Government of India. At present, over 5500 students are pursuing engineering and allied education and they are accommodated in 28 Hostels situated within NITT campus.

The Management and Administration of the NITT Hostels is vested with **Hostel Administration Committee (herein after referred to as HAC/NITTH)** headed by the Chief Warden. **Chief Warden/HAC**, NITT invites tenders from professional, competent and experienced Catering Contractors for providing Outsourced Catering services to the Hostel Mess and Food Courts, on Contract basis.

Signature of the Bidder



Through this tender, it is proposed to engage **10 Mess and 03 Food Court Catering Contractors** for catering 300 to 700 hostel students each approximately for NITT Hostels.

SECTION B: SCOPE OF WORK

The essence of the contract is to prepare and serve food to about 5500 hostel students of NITT, on Outsourced turnkey contract basis at agreed fixed, “Daily Rate per Student” for Mess and Average Total Rate/Score for Standard Meals & Extras for Food Courts, for a period of one year. The scope of work includes following:

- a) Procurement of Gas and Connection, fresh groceries, raw materials, vegetables and other ingredients etc. for running the Mess/Food-courts by Catering Contractor’s own expenses and arrangements.
- b) Cooking and Serving the Breakfast, Lunch, Evening snacks and Dinner.
- c) Deployment, Supervision & Maintenance including health check-ups of required number of Personnel like Cooks, Servers, Cleaners, Store keeper, Supervisors etc. for running the Mess/Food-courts.
- d) Management of Stocks & Inventories.
- e) Cleaning including Mopping/Washing Kitchen, Dining halls, Wash basin and Auxiliary areas thrice a day.
- f) Cleaning of Plates/Utensils with dish washer thrice a day.
- g) Cleaning of Kitchen Drains etc. on Continuous basis.
- h) Cleaning of Dining Tables & Chairs after each meal.
- i) Maintenance of Equipments in the Mess including Kitchen, Dining hall etc. Proper use of equipment is the responsibility / liability of the Bidder.
- j) Proper Collection & Storage of food & vegetable Wastes till disposal to designated places like composite garbage etc including converted by the machine, as solid cake etc.
- k) Maintenance including safety & security of all items/staff deployed by Caterer in the Mess/Food-courts including kitchen & dining hall.
- l) Maintaining proper Hygiene and Pest control in the Mess/Food-courts.
- m) Maintenance of Records & Documents related to running of the mess and statutory compliances as per prevailing labour laws and other statutory compliances.
- n) Maintaining clean mess premises (Inside & Outside) and removal of kitchen wastes and garbage.
- o) Any other activities as may be considered necessary by the HAC/NITTH.

The contractor should be in a position to cater to the tastes of various Indian & Continental Foods (North, South & Regional Foods etc).

Successful bidder (i.e. Caterer) has to provide Breakfast, Lunch, Evening Snacks and Dinner “Daily Rate per Student” for Mess and Average Total Rate/Score for Standard Meals & Extras for Food Courts. Selected contractors shall provide catering service for a period of **one** year which may be extended for another two years on yearly basis, not exceeding three years subject to the satisfactory performance on the same terms & conditions and at the sole discretion of the NITTH/HAC.



B (a). PRE-BID MEETING: With a view to ascertain the views of prospective bidders on the tender, it has been decided by HAC/NITTH to conduct a Pre-Bid Meeting on **20.11.2019 at 11.00 AM**. (Venue: Hostel Office, NIT, Tiruchirappalli-15). Purpose is to clarify student's requirements and to answer prospective bidders on technical bid and other issues. If prospective bidder finds any discrepancies/ omissions in tender document or is doubt in their meaning, he should get clarified at Pre bid Meeting. No extension of time will be given for submission of tender on any account. Any modification of the bidding documents which may become necessary as a result of the Pre-bid meeting shall be made known to all the bidders by the Chief Warden through a notification of amendment in the NITT website/E-tender.

SECTION C: TECHNICAL BID EVALUATION CRITERIA

1. The bidder should have experience in having successfully run the catering services during the **last three years ending 31 October 2019 the diners strength should be more than 400 Nos.** (Proof to be attached).
2. During the last three years the bidder should have undertaken
 - a) Two similar completed/ongoing works (preferably one of them in a Hostel Mess of a renowned Govt. Educational Institution) in the past 3 years (including 2019) each with at least 400 dining strength, each costing not less than Rs.120 Lakhs

OR

- b) One similar completed/ongoing work (preferably in a Hostel Mess of a renowned Govt. Educational Institution) in the past 3 years (including 2019) with at least 600 dining strength, costing not less than Rs.150 lakhs.

Catering Service Work Orders should be attached in the given format (Annexure-VI)

Note: Similar nature of work means (A) Running of Hostel Messes successfully in renowned Government Educational Institutions such as IITs, NITs, IIMs, AIIMS, Central/State/Deemed Universities/ Renowned Private Educational Institutions/Universities or any Academic Institution functioning under Ministry of Human Resources Development **(B) Successful Running of Executive Canteen/Mess in large organizations incl. State/Central/ Private Sector.** Details of current and previous works to be provided in the given format (Refer **Annexure-1 (B)**).

3. **Average Annual Turnover:** The bidders average annual turnover (gross) in Catering Services during the last three financial years i.e. **2016-17, 2017-18 and 2018-19**, duly audited by Chartered Accountant, should not be less than **Rs.150 lakhs (Rupees One Hundred and Fifty lakhs only)**. Year in which no turnover is shown would also be considered for working out the average. Copy of the Audited financial statements should be attached.
4. **Performance Certification:** The bidders' performance for each work completed in the last three years and work in hand should be certified by the responsible official from the concerned organization. The certificate (s) as per **Annexure VI** should be enclosed with Technical bid. The institute officials would visit the past and present service places.
5. The Bidder should have a valid Central License under Food Safety & Standards (Licensing and Registration of Food Business) Regulations 2011 issued by Food Safety and Standards Authority of India.

Signature of the Bidder

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SECTION D: DETAILS OF APPROXIMATE NUMBER OF DINERS IN EACH MESS, TYPE OF KITCHEN AND DINING HALL

Mess Names & Hostels	Approximate No. of Students	Available Facilities/License Fee
1. Girls Mess- South Indian Menu (Opal I Floor)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.40, 000/-+GST Per month.
2. Girls Mess- North Indian Menu (Opal G Floor)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.40, 000/-+GST Per month.
3. Boys Mess- North Indian Menu (Mega Mess I FF)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.40, 000/-+GST Per month.
4. Boys Mess- South Indian Menu (Mega Mess I GF)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.40, 000/-+GST Per month.
5. I Year Boys Mess- North Indian Menu (Nilgiri/A)	300-600*	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 300 at a time) License fee: Rs.20, 000/-+GST Per month.
6. I Year Boys Mess- South Indian Menu (Tripti)	300-600*	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 300 at a time) License fee: Rs.40, 000/-+GST Per month.
7. Boys Mess- Andhra Menu (Swadh)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 300 at a time) License fee: Rs.40, 000/-+GST Per month.
8. Boys Mess- Kerala Menu (Nalan)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 300 at a time) License fee: Rs.40, 000/-+GST Per month.
9. Boys Mess- Veg Menu – (F Mess & Girls Hostel Mess)	100-300	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.20, 000/-+GST Per month.
10. Boys Mess – Mixed Indian Menu (MMIIF)	300-700	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.40, 000/-+GST Per month.
11. Boys Food Court II (a) (Himalaya/B)	100-300**	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 300 at a time) License fee: Rs.40, 000/-+GST Per month.
12. Boys Food Court-II (b) (Mega Mess II GF)	300-500**	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 350 at a time) License fee: Rs.40, 000/-+GST Per month.
13. Girls Food Court-I (Opal)	100-200**	Equipped with a Kitchen & a Dining Hall (Seating Capacity about 200 at a time) License fee: Rs.20, 000/-+GST Per month.

* Mess will be allotted based on number of diners registered in Serial No.5 & 6. Minimum will be allotted to Nilgiri (A) & Maximum will be allotted to Tripti.

** HAC will decide the number of diners for food courts on time to time basis as per the requirement.

Signature of the Bidder



Experienced/Trained chefs from the respective native are to be engaged to prepare respective variety of foods.

Dining Student strength at any Mess should be 300-700 (except for Veg & Girl Food Court). Online Mess Registration is compulsory. Student can opt for different messes ever month. If HAC/NITTH finds that strength is below 300 for any mess for 03 consecutive months, it shall have right to terminate the contract and handover it to the caterer having best feedback.

Available Equipments, Vessels, Furniture, Electrical Fittings, Fixtures, Water Pipes & Taps and Dining hall facilities (incl. table & chairs) provided by NITTH (Mess-wise). Apart from these equipment, the contractor has to bring equipment, if necessary, at his own cost. Provision of Utensils like plates, tumbler, spoon etc. to be necessarily the responsibility of the Bidder. Eversilver plates, tumblers, spoon, cups etc., only should be used.

**SECTION E: PROCEDURE FOR SUBMISSION OF E-TENDER
GENERAL INSTRUCTIONS TO THE BIDDERS**

Bidders must carefully follow the instructions and submit the bids.

1. Bidder may go through the tender published in the NITT website (www.nitt.edu) and download the required Tender documents with annexures. Tender Processing Cost of Rs.1,180/- (Rupees One thousand One hundred and eighty only incl. Taxes) is to be remitted as DD. (Original DD is to be sent to Tender Inviting Authority before the due date and the scanned copy to be uploaded in the CPP Portal along with the E-tender documents).
2. If there are any pre-bid queries, they may be raised online through the tender site, or through the contact details on or before **20.11.2019 (11.00 AM)**. Queries after the pre-bid meeting will not be entertained.
3. After downloading/getting the tender document with Annexure/Appendices, Bidder should go through them carefully, fill up in the Prescribed Formats and submit details & documents completely as asked for. Otherwise bid will be rejected. Bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and alteration of prescribed format will entail outright rejection of tender application. Conditional tenders, late tenders, tenders containing prima-facie absurd rates, tenders which are incomplete or otherwise considered defective, tenders not in accordance with the tender conditions and the tenders not in original ARE LIABLE TO BE REJECTED. Unwanted and irrelevant details need not be furnished.
4. Bidder shall not make any changes in the Applications of Technical and Price Bid.
5. It is construed that the bidder has read all the terms and conditions before submitting their offer. An undertaking as given in the Annexure 1 (D) to the effect of stating that the terms and conditions of the tender have been read and abided by the tenderer shall be furnished. Annexure – I (C) may be referred for the check list of documents to be uploaded.
6. Bidder should take into account the Corrigendum/Addendum published from time to time before submitting the bid.
7. All correspondence and documents relating to the tender shall be written in English. Each page of the Tender Documents must be stamped and signed by the authorized signatory of the bidder.

Signature of the Bidder



8. No paper/ page shall be detached from the tender document. No addition or alteration should be made in the tender document.
9. The bids should be submitted in legible handwriting/printing/typing without any ambiguity in Annexure - I and Annexure - II of the tender document. If any correction is necessary the same should be made after scoring out the old entry. All the corrections should be attested with full signature of the tenderer.
10. The tender should be submitted in CPP Portal. The original Demand Draft for the EMD to be sent to the Tender Inviting Authority before the due date. The scanned copy of the Demand Draft for the EMD to be uploaded in the CPP Portal. Non-submission / Non-receipt of original Demand Drafts to / by the Tender Inviting Authority, the respective bidder's E-Tender will be disqualified.
11. Bidders shall bear all costs incurred by them in bid preparation and submission. All activities in connection with the preparation of bid will be the sole responsibility of the bidder.
12. Bidder or his authorized representatives may personally visit messes/food courts and dining facilities available at NITTH premises at his/ their own cost upon prior intimation.
13. Submission of the bid will, therefore, be considered as meeting the requirements of having fully read and understood the tender document and the scope of work prescribed herein and expected from the caterer.
14. Food court should be operational for 18hrs a day (Morning 07:00hrs to Night 01:00hrs). Online registration for full month Food court is compulsory like that of Mess. Food Court dining students Bill will be settled as like other Mess bills with debit of allowed monthly budget for that month. Collection of Excess bill amount over that of the allowed monthly budget will be the responsibility/ liability of Caterer & Student/ Student council.
15. Contractor will be responsible and liable for implementation of all statutory provisions with regards to his/her works incl. Safety, Labour, Municipal regulations/laws etc. This also includes Payment of Minimum Wages, PF, ESI, Bonus etc. as applicable under the Labour Laws to their deployed.
16. For any queries regarding tendering process, Bidders are requested to contact Hostel Office by phone: 0431-2504136 or by e-mail (hac@nitt.edu)

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

1. Possession of valid Digital Signature Certificate (DSC) and enrollment / registration of the contractors / bidders on the e-Procurement/e-tender portal are prerequisite for e-tendering.
2. Bidder should register for the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment / registration, the bidders should provide only valid and true information including valid E-mail id. All the correspondence shall be made directly with the contractors/bidders through E-mail id as registered.
3. Bidder need to login to the site through their user ID / password chosen during enrollment / registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage)

Signature of the Bidder



issued by SIFY / TCS / nCode / eMudra or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken / SmartCard, should be registered.

5. The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
6. Contractor / Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
8. Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bid online.
9. Bidder may log in to the site through the secured login by the user id / password chosen during enrolment / registration and then by submitting the password of the e-Token / Smartcard to access DSC.
10. Bidder may select the tender in which he / she is interested in by using the search option and then move it to the 'my tenders' folder.
11. From my tender folder, he / she may select the tender to view all the details uploaded there.
12. It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and ordinarily it shall be in PDF /xls / rar / jpg / dwf formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip / rar and the same if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.
14. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under "My Space option" and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
15. Bidder should submit the EMD as specified in the tender. The original DDs should be posted / couriered / given in person to the Tender Inviting Authority, within bid submission due date and time as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
16. The bidder has to select the payment option as offline to pay the EMD as applicable and enter details of the instruments.
17. The details of the DD / any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bid shall not be acceptable or liable for rejection.
18. While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
19. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Very

Signature of the Bidder



act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.

20. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.

INSTRUCTIONS FOR PRICE BID

21. If the price bid format is provided in a spread sheet file like Price bid_XXXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/ **Price bid** template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
22. The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.
23. The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The bidders should follow such time during bid submission.

EVIDENCE FOR ONLINE BID SUBMISSION

24. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
25. All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by anyone.
26. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
27. The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.
28. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
29. For any queries regarding e-Tendering process, the bidders may contact at address as provided in the tender document. Parallely for any further queries, the bidders are advised to contact over phone: **1-800-233-7315, 0120-4001005** or send an E-mail to cppp-nic@nic.in.

SECTION F: EARNEST MONEY DEPOSIT AND SECURITY DEPOSIT

Signature of the Bidder

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1. As detailed below, bidders should furnish Demand Draft towards EMD amount:
 - **INR 3,00,000/-** (Rupees three lakh only) should be remitted towards EMD.
 2. The EMD amount will be refunded to the unsuccessful bidders, after issuing work order to the successful bidder.
 3. In respect of successful bidder, EMD amount may be adjusted for the **Security Deposit** which will be of **INR Rs.15,00,000/-** (Rupees Fifteen lakh only).
- 4 Without EMD, Technical Bid will be rejected.**

SECTION G: TECHNICAL BID AND PRICE BID

TECHNICAL BID:

- a. **The Technical bid** should be furnished in the Application stipulated in the Annexure-I series of this tender document.
- b. Technical bid consists of details on application, eligibility, list of documents to be provided and method of Technical evaluation.
- c. The bidder needs to agree with all the terms and conditions of the tender document unconditionally without any alterations.
- d. The bidder should submit an undertaking in the prescribed format Annexure I (D) in proof of having accepted all the terms and conditions of the tender document.
- e. **Technical bid should contain all the required enclosures which should be serially numbered and indexed. Any overwriting in the bid made by the bidder shall be signed by the person signing the bid.**
- f. The bidders are permitted to attach separate sheets wherever necessary along with the application of technical bid.
- g. There shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or the price bid is enclosed in the envelope super scribed, "Technical Bid", the bid document will be **SUMMARILY REJECTED** in the first instance itself.
- h. **The Technical bid will be opened on 05.12.2019 at 03.00 PM**
- i. At the time of opening of Technical bid, the name of those who have submitted their offers along with the details of EMD will be shared.
- j. Mere submission of information does not entitle the bidders to meet the eligibility criteria. HAC/NITTH reserves the right to verify and vet, any or all the information submitted by the bidder.
- k. Making misleading or false representation in the bid document will lead to disqualification of the bidder resulting in forfeiture of EMD amount.
- l. HAC/NITTH reserves the right to shortlist the acceptable technical bids.
- m. Covers of the Price Bid of the Contractor who have qualified in the Technical Bid evaluation will only be opened and processed further.
- n. NITTH reserves the right to shortlist/reject any or all tenders without assigning any reason at any stages of process.

Signature of the Bidder



- o. Contractors will be shortlisted based on their experience, credentials, business turnover, financial strength and stability, contracts executed during the last three years, contracts in hand, capacity to prepare food, managerial abilities, Feedback references, support facilities to execute the order, compliance to statutory regulations, reliability and other relevant factors as considered appropriate by the HAC/NITTH.
- p. HAC/NITTH representative (s) may visit the sites of the bidder to inspect their works to receive on the spot information, regarding quality of services provided etc.,
- q. Besides scrutinizing the documents submitted along with technical bid, if found necessary, bidders will be interviewed by the Committee to assess the eligibility, capability and suitability of the bidder.
- r. The bidders whose technical bid are not found acceptable will be informed of same and their price bid will not be opened.
- s. HAC/NITTH reserve the rights to change, modify, add or alter the bidding process including inclusion of additional evaluation criteria for short listing of bidders at later stages.
- t. The decision of the HAC/NITTH is final in awarding the contract. HAC/ NITTH reserves the right to negotiate or refloat the tender, if L1 price is not acceptable, inter-alia other reasons.
- u. Canvassing in any form shall make the tender liable for rejection. If a bidder deliberately gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, HAC/NITTH reserves the right to reject such tender at any stage.
- v. HAC/NITTH reserves the right to cancel the contract, if a bidder or bidders obtains the contract as a result of cartel formation of tendering or by forged methods at any stage.
- w. No NITTH/NITT employee and/or their dependents are eligible to submit their offer against this tender. Should the bidder or a contractor has dependent/relative or in the case of partnership firm, any of its partners or dependents of partners employed in NITTH/NITT, the bidder should submit an undertaking **Annexure I (E)** mentioning the fact at the time of submission of the tender, failing which, tender may be disqualified or if such fact subsequently comes to light, the contract may be cancelled.

PRICE BID:

- a. **Price bid** should be quoted in the prescribed format (**Annexure – II**) of the tender document (“Daily Rate per Student” will alone be considered for selection of Mess caterer and Average Total Rate/Score for Standard Meals & Extras will alone be considered for selection of Food court) duly signed, stamped and uploaded in the CPP portal as PDF. The Overall total value (cumulative total as in Annexure-II) to be typed in the provided **Price bid_XXXXX.xls** and uploaded in the CPP portal.
- b. The bidder should quote the price inclusive of all taxes. Rates quoted shall not be revised on account of any increase in price of commodities, taxes etc. No escalation of price whatsoever would be allowed during the pendency of the contract.
- c. Price bid must indicate the rate clearly (i.e. Daily Rate per Student” for Mess and Average Total Rate/Score for Standard Meals & Extras for Food Courts), for the menu indicated in **Annexure III** of the tender document.
- d. Those caterers who are quoting for a Regional Vegetarian Menu (South, North etc) and Continental must also quote for all Indian Vegetarian Menu and same applies to Non-Vegetarian Menu and should accept to change to General/South/North Indian Menu as and when required by HAC.



- e. The Unit rate should be quoted in figures as well as words for all the items in the price bid. Wherever there is a difference in the two, the rates in words will be taken as final.
- f. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of price bid.
- g. NITTH is providing few available Kitchen Equipment at present. Once they are condemned or damaged, those equipment's may not be replaced by NITTH/HAC. Bidder has to take own responsibility to run the catering services.
- h. The rates for extra items mentioned in Annexure II (b) will be negotiated with the selected Bidder and finalized. Rates for the extra item will not be considered for selection in case of Messes only.
- i. Covers of the Price Bid of Bidders who are technically qualified and agreed to maintain the stipulated quality and all other terms & conditions will only be opened for further evaluation. HAC/NITTH reserves right not to consider L1 (lowest rate quoted), if in its assessment that the lowest rate is unreasonably low compared to prices of the food items for the stipulated menu in the market.
- j. Bidders whose technical bids are not found acceptable and their sealed cover containing price bid will not be opened and EMD amount will be returned to them.
- k. Technically qualified bids alone are eligible for opening of price bid. Date of opening of price bids will be decided after technical bids have been opened and evaluated by the Committee.
- l. Caterers will be finalized based on their experience, credentials, business turnover, financial strength and stability, contracts executed during the last three years, contracts in hand, capacity to prepare food, managerial abilities, Feedback references, support facilities to execute the order, compliance to statutory regulations, profile/qualification/experience of the cooks/ manpower, culinary capacity, client profile along with performance certification by their clients, rate quoted, reliability and other relevant factors as considered appropriate by the HAC/NITTH. Well Qualified/Experienced/Talented Cooks should not be changed without written permission of NITTH/HAC.
- m. Besides, scrutinizing the documents submitted along with the technical bid, if found necessary, bidders will be interviewed by the Committee to assess their eligibility, capability and suitability.
- n. If found necessary, HAC/ NITTH or its authorized representative may visit sites of the bidder to Inspect the Present Contracts to receive on the spot information regarding quality of services provided etc.
- o. The base rate (Minimum Threshold rate) is fixed as **Rs.110/-** (Rupees one hundred and ten only-inclusive of all taxes) for the catering menu given in Annexure III.
- p. Price bid Evaluation shall be based normally on L 1 (Lowest Rate) basis for the entire scope of work considering the total cost of services. However, Committee does not pledge itself to accept the lowest bid. However in case of tie with L1 rate, bidders having highest average annual turnover last 3 years will be considered. Even in case of the tie on the turnover among the bidders having good tract of their service in many respective regions and organizations during last three years will be considered.
- q. With a view to arrive at uniform daily rate for all messes, it will be the prerogative of HAC/NITTH to make negotiation and to work out splitting/redistributing of Mess Contracts amongst successful

Signature of the Bidder



bidders based on **Minimum Threshold Rate (Rs.110/- incl. 5% GST)/Parallel Rate Contract** basis. The decision of the HAC/NITTH will be final and binding in awarding the contract (s). The above Minimum Threshold Messing Rate for the calendar years 2019-20 has been fixed taking into consideration (a) Inflation (b) Revision in GST, Duties & Levies (c) increase in various items in the menu (d) all other factors considered necessary which is final & conclusive.

- r. Existing Catering Contractors, engaged for rendering catering service in the Hostel Messes of NITTH, will be assessed based on the current Feedback/Performance report from the respective Messes. Like that of new entrants (i.e. new bidders), existing catering contractors of NITTH should also furnish EMD and Comply with all Terms & Conditions, Specifications of this tender document. With a view to ensure Neutrality & Impartiality in the Tendering process, HAC/ NITTH will not issue Performance certificate in respect of any existing contractors. However, they are permitted to include their turnover with NITTH under their Total Turnover.
- s. HAC/ NITTH reserves the right to change, modify, add or alter the bidding process including inclusion of additional evaluation criteria for short listing of bidders at later stages.
- t. Chief Warden, HAC/NITTH shall reject the Rate quoted by any of bidder for Mess if the same is below Minimum Threshold Rate of Rs.110/-. Presently, Messing Rate per day per student is fixed at Rs.105/- for boys and girls for the existing caterers.
- u. The decision of the HAC is final in awarding the contract. HAC reserves the right to negotiate or refloat the tender opened if L1 price is not the lowest acceptable price to HAC / NITTH inter-alia, other reasons.
- v. HAC reserves the right to Reject any or all the Tenders, wholly or partly or close the tender at any stage prior to award of contract without assigning any reason whatsoever and without any obligation or liability whatsoever.
- w. In the event of bid being accepted, quotations will be Converted into a Contract, which will be governed by the Terms & Conditions of the Contract Agreement apart from tender document.
- x. Canvassing in any form shall make the tender liable for Rejection. If a bidder deliberately gives Wrong information in his tender or creates conditions favorable for the acceptance of his tender, the HAC reserves the right to Reject such tender at any stage.
- y. HAC/ NITTH reserves the right to Cancel the Contract, if a bidder or bidders obtains the contract as a result of Cartel Formation of tendering or by forged methods at any stage.
- z. No NITTH employee and/ or their dependents are eligible to submit their offer against this tender. Should the bidder or a contractor has dependent / relative or in the case of partnership firm, any of its partners or dependents of partners employed in NITTH, HAC inviting the tenders should be informed of this fact at the time of submission of the tender failing which tender may be disqualified or if such fact subsequently come to light, the contract may be cancelled.

SECTION H: TERMS AND CONDITIONS



1.	Rate to be quoted by the bidder against this tender shall be inclusive of cost of all raw materials like rice, groceries, vegetables & all other ingredients of good quality, loading, unloading, transportations & storage of raw materials, fuel cost, electricity & water charges, Cleaning & Conversion cost, labour costs incl. salaries & allowances etc. payable to workers employed by Caterer and statutory Taxes, duties & levies incl. GST. In nutshell, the rate quoted by the bidder shall be all inclusive, lump sum & Fixed Rate. Aavin Milk will be supplied by the HAC and the Corresponding amount will be adjusted against their Bill Payment.
2.	Bidders should Quote Rate for All the Menu listed in Annexure II b and III in the format [Annexure II (a)] which alone will be considered for selection.
3.	Caterers shall provide catering services as per the Menu prescribed (Annexure III/Iib). Mess' Basic Daily Menu (Breakfast, Lunch, Evening Snacks, Tea/Coffee and Dinner) to be served by the Caterer is given at Annexure III . HAC/NITTH reserves its right to modify the menu at its discretion in consultation with the caterers to suit the availability of seasonal vegetables and their market supply.
4.	Mess building with all the Kitchen Equipments will be handed over to the Caterer. The equipment should be used with utmost care.
5.	Caterers needs to have necessary Facilities such as Gas connection for oven and other Gadgets for carrying out preparation of food for students and serving in the dining room of the Hostel. Bidder shall use cooking gas (LPG) at their cost for cooking in the kitchen. Caterers will be solely responsible for the arrangements of gas connection and refills out of his own resources including its safe custody and usage.
6.	Caterers shall also furnish a certificate in every Mess Bill to the effect that amount claimed is inclusive of GST and dispute, if any arises on that score, will be settled amicably between the Caterer and GST authorities concerned without involving HAC/ NITTH as party to the dispute.
7.	NITTH/HAC shall provide basic Facilities such as furniture, cooking equipment, water cooler in dining room. A stock register of item will be maintained. These facilities will be under the control of the Caterer and he/she will be responsible for any damages.
8.	Caterers should make their own arrangement for all Utensils like plates, spoons, cups, jugs, tumblers etc.
9.	NITTH/HAC shall provide Electricity to the Caterers for exclusive purpose of running the Mess/Food Courts-dining facilities, lighting inside & outside of the kitchen for running Grinder, Freezer, Refrigerator etc. at prevalent tariff applicable for NITTH. Electricity will not be allowed to be used for cooking purpose. A separate energy meter will be installed. However, electricity consumption for garbage composter will be borne by the Institute.
10.	Water required for cooking, washing and incidental purposes will be supplied on Cost basis by NITTH/HAC to the Caterers. Water meter will be fixed by the Institute. Water areas are to be maintained clean.
11.	The Bidder shall ensure that his staff are regularly trained for Fire & Safety drills like operating fire extinguishers etc. which shall be supplied by the Institute and that proper & adequate precautions, safeguards & preventive measures against fire are taken.
12.	The Caterer shall pay the License fee plus applicable GST (as indicated against Each Mess/Food Court) under Section D to NITT EMD. However Water & Electricity charges should be paid by the successful bidders at actuals. The Caterer has to pay the License fee, EB & Water charges directly to NITT Estate Maintenance Department (EMD).
13.	Utmost attention has to be given to provide wholesome Quality dishes, render good acceptable Services, maintaining Punctuality in services without any Complaint from diners, which is equally important.

Signature of the Bidder



14.	Tentative Mess Timings: Breakfast : 07.00 – 09.30hrs Lunch : 12.00 – 14.30hrs Evening Snacks with tea : 16.30 – 18.00hrs Dinner : 19.00 – 21.45hrs
15.	Basic Mess Menu is Unlimited and Special items like sweet, ice cream, fruits etc. are Limited. Special vegetarian/non-vegetarian items are considered as extras and will not form part of basic menu.
16.	The food, Raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible. No Cooked Food shall be Stored / Preserved after meals.
17.	Vegetables used should be fresh and of good quality. Good quality, well cleaned, De-stoned Rice should be used. Standard brand Toor/Urad Dal/Pulses/Grams/Spices are only to be used for cooking. The caterer should procure the required provisions from Standard Shops. Milk should be of Aavin brand. Rice should be cooked properly. Chapatti should be baked properly and it should be soft. For preparation of Curry (i.e., Sabji) each day, Vegetables must be changed. Potatoes mixed with vegetables should not exceed 20%. Fruit served should be of good quality.
18.	Caterers shall use only Branded Raw materials and best quality for preparing the food. Procurement of first quality branded groceries, vegetables etc. will be the responsibility of the caterer. Selected branded items are attached in Annexure IV . Brands of other items will be decided by the NITTH. Members of the Hostel Mess Committee will Check all Materials brought to the mess as well as Cooking Practices. A Register shall be maintained in this regard. In the event of the quality of the food served being poor or not adhering to contractual conditions, the NITTH/HAC will be free to impose Penalty as deemed.
19.	Caterer shall provide Light food such as Milk, Bread, Rice Gruel/Kanji, fruit juice etc. in lieu of meals to the Sick Hostellers/student/s during his/her their sickness period and no extra charge will be paid for the same.
20.	Caterer or his Mess Manager is required to be present in the mess when food is Served. Weekly Menu should be displayed on the notice board.
21.	The Caterer shall maintain a Suggestion book for recording Suggestions for improvement. Such suggestions have the approval of the NITTH/HAC, should be forthwith acted upon. Suggestion book should be kept open for inspection by the Hostel Committee.
22.	Keeping the Kitchen, Dining halls and Mess premises Neat, Clean & Hygienic are the responsibilities of the caterers. Strict adherence of hygiene of messes and its surrounding is essential. Caterers should not dump Vegetable/Raw material/Other Wastes into the drainage Disposal of wastes getting clogged in drainage lines have to be cleared by caterer. Hostel Committee's suggestions / actions regarding cleanliness have to be followed and the expenditure will be borne by the caterer. Any violation on the part of caterer is liable for appropriate Penal provisions. Daily cleaning report should be submitted to NITTH/HAC.
23.	Mess utensils are to be cleaned using detergent powder/soap with warm water after every meal and again soaked in the hot water tub/tank.
24.	Caterer shall be solely responsible for cases of incidence of Food Poisoning and shall bear the complete Expenditures arising out of this for medical treatment of the hostel inmates. In addition, Penalty may be imposed on the caterer as decided by the NITTH/HAC for such incidences. Since the services include food & eatables, provisions of Prevention of Food Adulteration Act, 1954 are binding on the caterer. There will at least one Meeting per month of mess committee and the caterer to sort out the issues.
25.	There will be strict Check on Quality of Food. The items of food served will be checked by the Mess Committee constituted by the NITTH/HAC. Such quality audit may be a test audit or random audit. Mess Committee Meeting will be held once in fortnight. The caterer should attend

Signature of the Bidder



	the meeting to sort out the issue. If the quality of the food is below the standard, Fine will be levied as detailed in the Penalty clause.
26.	Billing and Payment: Caterers shall submit Mess bill in the form of Tax Invoice containing details of GST Registration number of the Caterer and NITT (33AAATN5491Q1ZZ) along with HSN/SAC code every month on or before 07 th of subsequent month. After deducting the amounts towards TDS etc., (after ensuring the prompt payments of license fee, EB & Water charges NITT EMD by the caterer) 75% bill amount will be paid within fifteen days from date of receipt of monthly mess bill. 25% bill amount will be disbursed based on the Performance Review and Penalties, if any , by Student diners, Mess Committee of NITTH/HAC. Model Feedback form to be collected from diners for performance review & evaluation is given in Annexure VI . Monthly Review of the hostel student Committee to be submitted along with bill. Hostel Committee will not provide any advance for any reason whatsoever. In the event of delay of payment due to any query, objection or dispute with regard to any bill or a part thereof, the caterer shall not be entitled to any interest. The certificate for wages paid to the mess workers must be obtained from the official concerned & produced with mess bill along with Proof for Remittance of Salary, PF, ESI etc to each Workers every month.
27.	In the case of delay / default in payment of contribution under Pay, ESI, EPF etc. by the Caterers, said contribution, penal interest and / or damages as may be levied by the ESI or PF Authorities on NITTH the same along with a Penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction regarding payment of Wages, ESI & EPF by the Caterers.
28.	While calculating Monthly Bill amount, in respect of student diners who stay away for more than two days on official assignment of Institute as per hostel rules, (N - 2) formula shall be applied for Mess Reduction, where N is number of days absent by student diner.
29.	NITTH/HAC reserves the right to carry out Post Payment Audit & Technical Examination of the Work & Final bill including all supporting vouchers, abstracts etc. and enforce recovery of any sum becoming due as a result thereof. However no such recovery shall be enforced after three years of passing the final bill.
30.	NITTH/HAC will have full powers to impose Penalty to Caterers for not fulfilling any requirements.
31.	PENALTY: Failure to supply food in terms of quality, quantity, rate, menu etc. will attract Penalty. For not adhering to contractual conditions and for any deviations from normal, NITTH/HAC shall be free to impose penalty as deemed fit on the caterer. Penalty imposed shall be adjusted against payment due to the caterer. a. If vegetables kept for use is found to be of poor quality or rotten/ stale/ spoilt/ infected, then a penalty of Rs.2, 000/- for each occasion will be imposed. b. If poor quality of rice is used for preparation of meals, idly and dosa a penalty of Rs. 3,000/- for each occasion will be imposed. c. Oil once used should not be reused. If reuse of oil is found, penalty of Rs.2000/- for each occasion would be levied. d. Items like taste enhancers like Aji-no-moto, baking soda, coloring items etc. are banned and they should not be used. If they are found in the kitchen premises, penalty of Rs.2000/- for each occasion will be imposed. e. Presence of unwanted items in food such as blade, glass, metal wires, nails, cloths, cockroaches, cigarettes, rope, soft plastic etc. will attract a penalty of Rs.5, 000/- for each occasion. f. Insects found in any of the prepared food will invite a penalty of Rs.2, 500/- for each occasion will be imposed for each occasion.

Signature of the Bidder



	<p>g. Kitchen, stores, dining hall and washing area should be kept clean. If not, then a penalty of Rs.2000/- for each occasion will be imposed.</p> <p>h. If there is any deviation in the approved Menu without prior permission from mess committee, a penalty of Rs.2000/- for each occasion will be imposed.</p> <p>i. If mess Caterer or his representative manager is not present in the mess when the food is served, a penalty of Rs.2000/- for each occasion will be imposed.</p> <p>j. If food for any meal, gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast then a fine of Rs.2,000/- would be imposed for each occasion on the caterer. The timing for that meal will be extended equivalent to delay time.</p> <p>k. Unavailability of the suggestion book/ complaint register on the counter and/or discouraging the complaint would impose a fine of Rs.1, 000/- for each occasion.</p> <p>l. Unclean utensils in a day would attract a fine Rs. 2,000/- for each occasion.</p> <p>m. If Mess Committee agrees that certain food was not properly cooked, then a fine of Rs.2, 000 will be imposed for each occasion.</p> <p>n. Discrepancy on Hygiene of workers, dining hall etc. will call a fine of Rs.2, 000/- for each occasion.</p> <p>o. If Caterer found to have used unbranded/ bad/ duplicate quality of any mess commodities, a fine of Rs.2, 000/- will be imposed for each occasion.</p> <p>p. Non-compliance of Safety norms will invite a fine of Rs.2500/- each occasion.</p> <p>q. Misbehavior of Caterer's Mess workers would result in a fine of Rs.1, 000/- for each occasion.</p> <p>r. If the left-over food and other wastes are not fed to garbage composite or not disposed from the premises within the same day then a penalty of Rs. 2, 000/ will be imposed for each occasion.</p> <p>s. Excess billing incl. double claims etc. will attract Penalty equal to that amount.</p> <p>t. For any penalty provisions stated above (i) First violation of the rule implies fine as per the above rules and (ii) Second and subsequent violations of the same rule within 30 days of the previous fine will attract triple the initial amount of fine on the caterer.</p> <p>u. Refer Annexure-V for Feedback Form to be used by the Student Dinners for Reviewing Performance of the caterer.</p> <p>v. If the Food Quality is not up to the mark and/or Insufficient quantity on inspection, 20 to 50% amount of that day will be deducted. On three such occurrences, the contract is liable to be terminated. If a written complaint is received (a minimum of 10 students) on shortage of food for three days in a month, an amount equivalent to 100 students daily rate shall be deducted from the payment.</p> <p>w. Continuous bad performance (for any two months in a semester) will result in termination of the contract.</p> <p>x. Mess Committee/Squad constituted by the HAC is authorized to visit the Mess/Food Court, Stores & Kitchen and inspect Quality of materials any time. Mess squad is also authorized to recommend Penalties as above to HAC for Implementation on the caterer.</p> <p>y. HAC/ NITTH or their authorized Mess Committee, shall be the Competent Authority with regard to imposition of Penalty. Caterer may appeal to the HAC for reduction/waiver of penalty. The decision of the HAC shall be final and binding.</p>
32.	<p>Plastics: Use and throwaway plastics such as plastic sheets used for food wrapping, spreading on dining table etc., plastic plates, plastic coated tea cups and plastic tumbler, water pouches and packets, plastic straw, plastic carry and garbage bags, and plastic flags/banners irrespective of thickness are banned inside the NIT Trichy campus. Carry bags made from compostable plastics bearing a label "compostable" and conforming to the Indian Standard: IS or ISO 17088:2008 titled as Specifications</p>



	for “Compostable Plastics” only can be used. Use of Paper bags/plates/cups etc., is encouraged.																								
33.	The owners are expected to visit the mess & kitchen every month and meet the HAC or the warden in charge of the mess.																								
34.	The Caterer is required to provide a special Dinner in every month to the students.																								
35.	The Caterers must produce the stock register in mess competent authority.																								
36.	The Caterer is required to maintain the Details of all his employees / Mess Workers. This information along with their photographs shall be submitted to the Office in the format that may be prescribed. Criminal antecedents must be verified and Non conviction certificate of the mess workers to be maintained and submission for verification.																								
37.	The Caterer shall be responsible for the Proper Conduct & Behavior of the Mess Workers engaged by him. Caterer along with his workers has to behave politely with hostellers. If it is found that any worker has misbehaved with any of the hostel inmates, Caterer has to take action as suggested by the NITTH/HAC.																								
38.	The caterer shall not employ any mess Worker whose Track Record is not good. He should not be involved in any crime / offence / police case.																								
39.	<p>Break-up of qualified Manpower Required at each Mess/Food Courts of NITTH:</p> <table border="1"><thead><tr><th>SNo.</th><th>Designation</th><th>Total Manpower per day</th></tr></thead><tbody><tr><td>1</td><td>Mess Manager</td><td>01</td></tr><tr><td>2</td><td>Supervisors</td><td>03</td></tr><tr><td>3</td><td>Cooks</td><td>04</td></tr><tr><td>4</td><td>Asst Cooks</td><td>05</td></tr><tr><td>5</td><td>Servers</td><td>15</td></tr><tr><td>6</td><td>Cleaners</td><td>12</td></tr><tr><td>7</td><td>Other Staff- Helpers/Security etc</td><td>As Required</td></tr></tbody></table> <p>Staff strength in each category of Mess workers viz. Mess Manager, Supervisors, Cooks, Asst. Cooks, Servers, Helpers, Cleaners etc. deployed by the caterer should be optimum and finalized in consultation with NITTH/HAC; HAC reserves right to order additional staff if services are found inadequate. For additional strength of students in any dining hall, minimum staff has to be increased proportionately. Mobile phone numbers of Manager & Supervisors should be displayed in dining hall. Copy of said list also should also be furnished to the Licensor.</p> <p>Experienced Manager with fluency in English should be appointed. Qualified/ Experienced/Talented Cooks employed should have expertise in preparing Multi-Cuisine Food like North, South-Tamilnadu, Kerala, Karnataka& Andhra & Continental Food-Veg & Non-Veg items for appropriate Messes/Food Courts. North Indian Mess should have North Indian Cook and so for Others. At least 01 Cook should be qualified with a certificate from Catering Institute/Govt. organization. Caterer shall maintain Register containing the details of staff deployed with Name, designation, qualification, experience etc. and the register shall be open to the scrutiny of the authorized officials of NITTH/HAC.</p>	SNo.	Designation	Total Manpower per day	1	Mess Manager	01	2	Supervisors	03	3	Cooks	04	4	Asst Cooks	05	5	Servers	15	6	Cleaners	12	7	Other Staff- Helpers/Security etc	As Required
SNo.	Designation	Total Manpower per day																							
1	Mess Manager	01																							
2	Supervisors	03																							
3	Cooks	04																							
4	Asst Cooks	05																							
5	Servers	15																							
6	Cleaners	12																							
7	Other Staff- Helpers/Security etc	As Required																							
40.	Employment of child labour (below the age of 18) is totally prohibited. The contractor shall provide a list of workers to be deployed with age proof.																								
41.	The employees of the caterer should wear uniform along with, cap, gloves etc.																								

Signature of the Bidder



42.	The employees Cannot Reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility. Necessary Permission in writing should be obtained by the caterer for Overnight Stay of their employees in the Mess. In Girls Mess, no male workers should be employed. It shall be clearly understood that the personnel to be deployed by the Bidder are their own workers and they have no binding whatever with NITTH. Bidders shall indemnify the NITTH/HAC from all liabilities arising out of deployment of personnel and other related issues thereto.
43.	All Expenses relating to the employment of the mess Workers engaged by the Caterer shall be within the scope of the Caterer. Caterers shall have full control over his employees including right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. Caterers shall be solely responsible for any claim arising out of employment or termination of employment of his workers and for statutory payments. The Caterer is solely responsible for the payment of minimum wages for their mess workers as per Government norms and deductions towards PF, ESI etc. Caterer should produce record of duty hours and pay structure as per rules, for inspection by authorized Govt. Personnel & NITTH/HAC and for meeting other statutory & non-statutory benefits/obligations. The caterer shall comply with the provisions of the Factories Act, Contract Labour (regulation and abolition) Act, Workmen Compensation Act, Employees PF Act, Minimum Wages Act, Payment of Wages Act, Payment of Bonus Act and the Rules framed there under or any other Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. Caterers when required by NITTH/HAC shall produce registers & records for verification & compliance of directives issued by NITTH/Statutory provisions. Thus, the caterer has to follow all labour laws/government laws and all statutory obligations in regard of employing mess workers. The caterer shall be solely responsible for any dispute / violation of labour laws.
44.	Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The caterer should not serve any of such substance / drink in mess / hostel. Smoking, consuming tobacco etc. are also prohibited in hostel/mess premises.
45.	Caterers should execute an Agreement in the non-judicial stamp, incorporating the various terms and conditions. The Caterer shall deposit 15,00,000 (Rupees Fifteen lakh only) in total as interest free Security Deposit which shall be refunded after the expiry of the agreement and after adjusting applicable deductions, if any.
46.	On expiry of the agreement, all the equipment/articles/facilities provided to the caterer shall be returned in good condition subject to the allowable wear and tear and no excuses of any nature whatsoever will be entertained for any loss or any damage to the equipment /articles/facilities. In case of any loss or damage, Caterer will have to replace the lost items/carry out necessary repairs, subject to approval & instructions of HAC.
47.	During Vacation time, NITTH/HAC will inform the caterer well in advance about the need for providing services.
48.	Notwithstanding anything contained in the terms and conditions, HAC/NITTH shall be at liberty to terminate the contract by giving 30 days clear notice without assigning any reason whatsoever. However, Caterer may terminate his/her contract by giving 60 days clear notice. In this case caterer will be debarred for participating in further mess tender process of NITT Hostels for 03 years.
49.	It will be the sole responsibility of the bidder alone, to execute the entire contract on his own. Caterers should not assign or sublet the contract.
50.	After the award of the contract, the caterer shall be on trial for 03 months , subject to fortnightly review of performance; Continuance of the contract for the remaining period shall be subject to satisfactory performance during the trial period.
51.	In the case of Special Event organized in the Hostel for which food is arranged from another Caterer/Restaurant, the students will get a discount corresponding to the food charges for that meal. However, a maxm of 05 such events can take place within a span of 01 year.

Signature of the Bidder



52.	In case, Caterer fails to operate the contract or comply with any of the contractual obligations, NITTH/HAC reserves the right to get the same done by another agency, at the Caterer's Risk & Costs apart from recovery of a penalty.
53.	Caterers shall be responsible for providing at their own expense, all precautions/gadgets etc. to prevent loss or damage from any and all risks and to minimize the amount of such loss or damage and for the necessary steps to be taken for said purpose.
54.	In case NITTH/HAC be held liable for any loss, damage or compensation to third parties arising by Caterer, such loss, damage or compensation shall be paid by the Caterer to HAC/ NITTH together with Costs incurred by HAC on any legal proceedings pertaining thereto.
55.	All necessary Personal Safety Equipments as considered adequate should be made available by the Caterer for use by personnel employed on the site and maintained in a condition suitable for immediate use. Caterer shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on Fire Safety norms and proper operation of Electrical gadgets/instruments & Firefighting equipment etc. placed at the disposal of the hostel mess. The caterer shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability/ responsibility in case of any Fire Accident or any other accident causing injury/death to mess workers /inmates or any of their staff shall be that of the caterer. The NITTH/HAC shall not be responsible for such cases by any means. It is the responsibility of the caterer to maintain all Kitchen& Other Equipments supplied by the Institute in proper working conditions at all times. If there are damages, Caterer has to make good, Losses incurred by the institute or alternatively replace the damaged equipment with same brand and specification. Institute will not supply any equipment additionally or by way of replacement.
56.	Disposal of waste material shall be done by the caterer in accordance with the prevalent rules & regulations and use the Garbage Composter regularly and store the output from the garbage composter. Food & Vegetable waste should not be dumped in the open area.
57.	The contractor will not be permitted to Franchise the hostel mess for any other Commercial activity outside the scope of student hostels. Mess premises should not be used for any other purpose, other than Catering services for Hostel students.
58.	Mess/Food Court Workers & Cooks should be Healthy and medically fit. Caterer should ensure that all his workers are free from communicable diseases. If any mess worker is found medically unfit, he/she may not be given permission to continue his/her duties and the caterer has to replace him/her immediately without fail. Medical fitness certificate obtained prior to six months from the workers must be kept open for inspection at any time.
59.	NITTH/HAC will Not be Liable for any Medical attention, Injury/ Loss of life of mess or any other Workers engaged by the contractor in the preparation, transportation of food items to dining halls and Other services as per the contract. A suitable Insurance coverage for all Caterers Staff shall be arranged by the Contractor at his/her cost towards compensation of any loss to their workmen as per legal provisions.
60.	In the event of the disputes, differences, claims and questions arising between the parties hereto arising out of this agreement, all such dispute claims shall be referred to Sole Arbitrator appointed by the NITTH/HAC. All legal disputes shall be subject to the jurisdiction of Courts at Tiruchirappalli.
61.	Food Courts/Messes Caterers, if they are asked to vacate during some dispute, they should vacate the NITT Hostel Premises and Legal procedure will be executed separately for this agreement should be made.



62.	<p>It is proposed to award the contract to 13 Caterers. Apart from that, a waiting list of few caterers will also be announced. HAC has authority to increase/decrease the number of messes & food court based on the student strength & requirement.</p> <p>In the event of unsatisfactory performance by the successful bidders, the contract with them will be terminated and the same will be awarded to the caterers in the waiting list, without going for fresh tender, on the acceptance for the L1.</p> <p>Further the caterers in the waiting list may be asked for taking contract (at the rate at which other caterers are performing the contract) for any additional Food Court/ Mess if needed.</p> <p>Out of 10 messes and 3 food courts, HAC has the authority to increase the number of messes/food courts considering the number of registrations and student intake for each mess/food court.</p>
63.	<p>As the catering service involves student health, relaxation of prior experience and turnover for the startups is not applicable with reference to clause 3 of O.M No.F.20/2/2014-PPD (Pt.)</p>
64.	<p>Caterers who are selected for providing catering services will have to execute the Contract Agreement consisting all terms & conditions of contract as per format at Annexure - VII.</p>
65.	<p>Further, Caterers has to sign the Integrity Pact as given in the format at Annexure – VIII.</p>

I/We agree to the above terms and conditions given in pages 1 to 22.

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder

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ANNEXURE - I

APPLICATION FOR PRE-BID QUALIFICATION AND TECHNICAL BID

Important Note: (1) Bidders are cautioned that the tabular statement given below is the application format for Technical bid. Hence there should NOT be any indication either in this tabular statement or in the enclosures to this tabular statement regarding Financial Bid/Rate per Day per student/Cost/Price or any other commercial consideration under this contract.

(2) All information called for in this Application format should be furnished against the relevant columns in the format. If the information is furnished in a separate sheet is enclosed with the technical bid, this fact should be mentioned against relevant column (s). If any particulars/ query are not applicable in case of the applicant bidder, it should be stated as "Not Applicable".

ANNEXURE – I (A): Pre-Bid Qualification:

S. No.	Description	Information
1.	Do you Unconditionally Agree with all Terms and Conditions stipulated in the Tender Document?	Yes / No
2.	Have you furnished Documentary Evidence/ proof in support of compliance with the technical bid evaluation criteria stipulated in Section C of the tender document	Yes / No
3.	Details of Tender Processing Cost Remittance	Amount: INR: DD/Ref. No: Date : Name of Bank :
4.	Details of EMD remittance	Amount: INR: DD/Ref. No: Date : Name of Bank :
5.	Have you undertook any Catering Contract Work in the Educational Institutions? If yes No. of Years served	Yes / No
6.	Name and Address of the Applicant/ bidder with Telephone/ Fax/ Mobile and Mail ID	

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder



ANNEXURE – I (B)

Technical-Bid Qualification and TECHNICAL BID

(To be submitted in a separate sealed envelope but to be kept inside a larger size outer envelope)

1.	Name and Address of the Applicant/ bidder with Telephone/ Fax/ Mobile and Mail ID	
2.	Year of Establishment / Incorporation	
3.	(a) Registration/ Incorporation Particulars (Please attach attested copies of documents of registration/ incorporation of your firm/ Company as required under business law)	
	(b) Details of License under Central food, Safety and Standard License as per FSS-LR Act 2011.	
4.	Legal Status of the Bidder (in case of Partnership Firm, authenticated copy of Partnership Deed, in case of Private or Public Limited Company authenticated copy of Memorandum & Articles of Association and in case of Proprietary Concern, Proprietary Firm Registration Certificate should be enclosed as documentary proof)	
5.	Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor/ Partners/ Directors/ Managing Director/ Chairman & Managing Director (please use separate sheet if found necessary)	
6.	Name, Designation & Phone number of persons authorized to sign the documents on behalf of Proprietary Concern/Partnership Firm/Private or Public Limited company (Please attach Power of Attorney/ authorization for signing the document). In case of Proprietary concern, bidder may submit attested copy of PAN card/ Election	

Signature of the Bidder

Page 24 of 71



	Commission Card/Passport of Proprietor and authorized signatory, in case of proprietor is not signing the tender document)		
7.	Name and Designation of the Contact Person/Representative/Manager of the Agency/Firm/Company with mobile number & email ID		
8.	Annual Turnover during the last three years. From catering business alone (copy of the Annual Accounts duly certified by the Chartered Accountant to be enclosed)	Year	Annual Turnover of the Bidder from Catering Business (Rupees in Lakhs)
		2016-17	
		2017-18	
		2018-19	
9.	Average Turnover in last three years from Catering Business	INR _____ in lakhs	
10.	Is your firm/ company carrying out any other trade/business in addition to Catering Services? Furnish particulars of other trade/ business carried out.		
11.	Total experience (years/ months) Hostel Mess/Food Courts in Central Educational Institutions/Industrial-Organizational Executive Canteens/ Restaurants of Govt. Organisations.		
12.	Have your firm/ company ever changed its name any time? If yes, provide the previous name and reasons there for?		
13.	Whether the company/firm ever required to suspend catering services for a period of more than six months continuously? If yes, state the reasons. Whether the agency was Blacklisted by any Client. Suppression of the fact will lead to Rejection of the bid. After execution of contract, if it is noticed that agency was blacklisted, contract will be Cancelled.		
14.	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.		
15.	Income Tax Permanent Account Number (Copy of PAN Card to be enclosed)		

Signature of the Bidder



16	Income Tax Assessment Completion Certificates/Assessment Orders for the financial years 2016-17, 2017-18 and 2018-19 (In the event of assessment of the years indicated having not been completed, certificate of the latest assessment completed may be enclosed and the reasons for non-completion of the assessment for the required years may be indicated)	
17	Have you registered under Employees State Insurance Corporation Act (ESI) Act? If so, enclose copy of the registration certificate. Also provide copy of latest remittance & returns for 2018-19 for same.	
18	Have you registered under Employees Provident Fund (EPF) and Miscellaneous Provisions Act? If so, enclose copy of the registration certificate. Also provide copy of latest remittance & returns for 2018-19 for same.	
19	Copy of Service Tax/GST Returns (Annual Returns) to be provided for the last three years i.e., 2016-17, 2017-18 and 2018-19 along with assessment orders (In the event of assessment of the years indicated having not been completed, certificate of the latest assessment completed may be enclosed and reasons for non-completion of assessment for the required years may be indicated).	
20	Copy of GST Registration certificate to be enclosed	
21	Details of Bank Mandate Name of the Bank Name of the Branch Account No. Type of Account IFSC Code No. (copy of cancelled cheque be enclosed)	
22	Brief details of Litigations, if any, connected with Catering Works, Current or during the last three years, opposite party and the disputed amount.	
23	Specify whether there are any issues/ disputes against your agency/firm/ company before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities etc.	
24	Give details of Termination of previous contract, if any	

Signature of the Bidder



25	Give Information, if any, regarding the proceeding for Bankruptcy, Insolvency or winding up in which bidder is/was involved																																																	
26	Bidders Solvency (Original certificate for an amount of Rs.33 lakhs from the banker to be enclosed)																																																	
27	Number of Manager, Cooks, Servers, Helpers, Cleaners, Other Staff etc. proposed to be deployed by the bidder for the proposed Catering Strength at NITT Hostel Mess/Food Courts.																																																	
28	<p>Details of Ongoing Contracts: The following should be enclosed: (a) Work Orders and Contract/ Agreement copies (b) TDS Certificates (Form 16A) issued by the Client comprising Gross Bill values for the works done by the Caterer (c) Attach separate sheet for each job/work (d) Attach Annexure VI wherein General format is prescribed.</p> <table border="1"> <thead> <tr> <th rowspan="2">S No.</th> <th rowspan="2">Name & Address of Client Organization with name, address, mobile number & Email ID of the Officer to whom reference may be made.</th> <th rowspan="2">Nature or Type of Works undertaken (viz. Hostel Mess, Industrial or Institutional Canteen)</th> <th rowspan="2">Work Order Value INR</th> <th rowspan="2">Number of Diners</th> <th colspan="2">Period of Contract</th> </tr> <tr> <th>From</th> <th>To</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>						S No.	Name & Address of Client Organization with name, address, mobile number & Email ID of the Officer to whom reference may be made.	Nature or Type of Works undertaken (viz. Hostel Mess, Industrial or Institutional Canteen)	Work Order Value INR	Number of Diners	Period of Contract		From	To																																			
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					From	To																																												
29	<p>Details of Completed Contracts during the last three Years: Order Copy, Contract/Agreement copy should be enclosed. If required, please attach extra sheets. Enclose Performance Certificate (Annexure VI) or Certificate of Satisfactory Completion from Client organizations for three years 2016-17, 2017-18 and 2018-19</p> <table border="1"> <thead> <tr> <th rowspan="2">S No.</th> <th rowspan="2">Name & Address of Client Organization with name, address, mobile number and E- Mail ID of the Officer to whom reference may be made.</th> <th rowspan="2">Nature or Type of Works undertaken (viz. Hostel Mess, Industrial or Institutional Canteen)</th> <th rowspan="2">Work Order Value INR</th> <th rowspan="2">Number of Diners</th> <th colspan="2">Period of Contract</th> </tr> <tr> <th>From</th> <th>To</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>						S No.	Name & Address of Client Organization with name, address, mobile number and E- Mail ID of the Officer to whom reference may be made.	Nature or Type of Works undertaken (viz. Hostel Mess, Industrial or Institutional Canteen)	Work Order Value INR	Number of Diners	Period of Contract		From	To																																			
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					From	To																																												

Signature of the Bidder



30	Any other information, document which may help HAC in assessing your capabilities may be enclosed. Bidder may add any further information that he considers relevant for the evaluation of their bid. The bidder may attach catalogue and other annexures that would help in providing quality food and services.		
31	Details of a) Valid license issued by FSSAI (Proof to be attached) b) Quality Food Certifications, if any, obtained viz. ISO 9001-2000, IIMTCP etc. (Proof to be attached)		
32	Details of Awards, if any received or Reviews in the Media, if any		
33	In the event of Selection and Award of the Contract, please indicate your Order of Preference to the following:		
	Menu Type	Whether Quote is made for (Yes/No)	Order of Preference (say 1,2,3,4 etc)
	1. Girls Mess- South Indian Menu (Opal I Floor)		
	2. Girls Mess- North Indian Menu (Opal G Floor)		
	3. Boys Mess- North Indian Menu (Mega Mess I FF)		
	4. Boys Mess- South Indian Menu (Mega Mess I GF)		
	5. I Year Boys Mess- North Indian Menu (Nilgiri/A)		
	6. I Year Boys Mess- South Indian Menu (Tripti)		
	7. Boys Mess- Andhra Menu (Swadh)		
	8. Boys Mess- Kerala Menu (Nalan)		
	9. Boys Mess- Veg Menu – (F Mess & Girls Hostel Mess)		
	10. Boys Mess – Mixed Indian Menu (MMIIF)		
	11. Boys Food Court II (a) (Himalaya/B)		
	12. Boys Food Court-II (b) (Mega Mess II GF)		
	13. Girls Food Court-I (Opal)		

Signature of the Bidder



Note:

1. All Documents enclosed to the Technical Bid should be arranged and submitted in the same serial order as they appear on the Technical Bid.
2. All Pages of Tender documents must be serially numbered, duly signed and stamped by the bidder. Soft copy of the documents to be uploaded and hard copy to be sent by post. If an Individual or a Proprietor of a firm is a signatory, he/ she should Sign Above the full type written Name & current Address. In case of Partnership firm, all Partners of the firm or a partner holding Power of attorney for the firm (certified copy of power of attorney should accompany documents) should sign and in both cases, certified copy of the Partnership Deed and current address of all Partners of the firm should be furnished. In case of Limited company or a corporation, documents shall be signed by a duly Authorized person holding Power of attorney for signing the documents, accompanied by Copies of the letter of Power of attorney and Memorandum & Articles of Association duly attested by a Notary Public.

Declaration:

- I/ We hereby Certify that the Information furnished in this tender document is Complete and Correct to the best of my knowledge.
- I/ We understand that furnishing of False Information could result in Disqualifying for award of the contract.
- I/ We also Authorize the NITTH/HAC or its authorized representative to approach individuals, employers, firms and corporation to Visit the works completed by us in the past or are in progress at present, to Verify the competence and general reputation.
- I/ We do hereby offer to perform and Execute the catering Contract in conformity with terms and conditions of the contract.
- I /We agree that the Acceptance of any tender shall be at the sole and absolute discretion of the NITTH/HAC, Tiruchirappalli and they do not bind themselves to accept the lowest tender or any tender and may reject any or all tenders received.

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder



ANNEXURE – I (C)
CHECKLIST OF DOCUMENTS TO BE ENCLOSED & IMPORTANT DATES
(For the use of the Bidders only)

S. No.	To be Checked before submitting the Bid	Remarks (Yes / No)
1	Whether Registration Fee Payment Proof attached.	
2	Whether copies of the remittance towards Tender Processing Cost & EMD have been submitted and Xerox copies of the same have been uploaded.	
3	Whether Documents supporting Eligibility conditions stipulated in Section C of Tender document (i.e. proof for experience in similar nature of work, annual turnover, performance certification and financial solvency have been enclosed with Technical bid).	
4	Whether the Application for Technical Bid is submitted in the Application prescribed in Annexure - I of the Tender document.	
5	Whether duly filled in Technical Bid Application (i.e. Annexure I to the tenderdocument) is kept on top of the Technical Bid and whether the following documents have been enclosed with the Technical Bid: i. Registration/ Incorporation details of the bidding Firm/Agency/ Company ii. Documents in support of Legal Status of the Bidder iii. Bio data/Profile of the Proprietor/ Partners/ Directors iv. Authorization/Power of attorney for signing the tender document v. Audited Annual Accounts, Income Tax Return & Assessment orders for the three years i.e. 2016-17, 2017-18 and 2018-19 vi. PAN/VAT/ESI/EPF details/GST documents. vii. Details of Completed Contracts in the prescribed format during the last three years along with proof viii. Details of Ongoing Contracts in the prescribed format along with proof. ix. All other information/details/Supporting documents /proof desired in Tender document.	



6	Whether Technical Bid and all the required Enclosures to the Technical Bid are serially numbered and over writing/ erasures, if any, in the technical bid duly been initialed/ endorsed and signed?	
7	Whether an Index or Table of Content of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?	
8	Whether Application for Technical Bid (i.e. Annexure I to the Tender document) along with required enclosures are enclosed as per the instructions given in Section E of the tender document?	
9	Whether the Price Bid is submitted in the Application Prescribed in the Annexure II (a) & (b) of the Tender document.	
10	Whether the Price Bid has been submitted under the Letter Head of the bidding firm/ company/ agency?	
11	Important dates	
	Tender Notification date	04.11.2019
	Pre bid conference date and time	20.11.2019 - 11.00 AM
	Last date for submission of e-tender	04.12.2019 – 03.00 PM
	Date of opening of Technical Bid.	05.12.2019 – 03.00 PM
	Date of Price Bid Opening	Will be intimated later



ANNEXURE – I (D)

Undertaking

- a. I hereby certify that I have read the tender document completely and here by agree to abide by the terms and conditions laid down in the tender document.
- b. I certify that I am Citizen of India.
- c. I hereby certify that I am not defaulter of the CIBIL and hereby agree to produce CIBIL Score certificate if NITTH/HAC requires.
- d. I hereby certify that I am not willful defaulter of any nationalized banker/private or any other private/Govt. Institution.
- e. I hereby agree to produce NOC from the IT dept. and certify that there is no Govt. dues pending with me.
- f. I declare that if I,
 - a) Withdraw or modify the bids during the validity of the contract or
 - b) Fail to sign the contract on award of the contract or
 - c) Fail to submit the performance security within the stipulated period

I shall not be permitted to participate in the tenders floated by Hostel Administration Committee, NITTH for a minimum period of 2 (two) years.

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder



ANNEXURE – I (E)

**NEAR RELATIVE CERTIFICATE
(To be given by ALL Directors/Bidders)**

I _____ S/o Sri _____ r/o _____

hereby certify that none of my relative (s) as defined in the tender document is / are employed in NITTH/ NITT as per details given in tender document. In case at any stage, it is found that the information given by me is false /incorrect, NITTH/HAC shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

Date:

Signature:

Name in block letters of the Signatory.....

In the capacity of

Place:

Signature of the Bidder with Name & Seal

Date:

Name

Designation

Seal

NOTE:

- In case of Company/Institution/Body Corporate, a list of all Board of Directors may be submitted along with the bid.
- In case of Company/ Institution/ Body corporate, “Near Relative Certificate” are required by all Directors of Company/Institution/Body Corporate excluding Government of India /Financial Institution Nominees and Independent non-official part time Directors appointed by Government of India or the Governor of State.
- In case of Proprietorship Firm, the Certificate will be given by Proprietor.
- For Partnership Firm, certificate will be given by all the Partners.

Signature of the Bidder



ANNEXURE – II

Annexure-II (a)

PRICE BID

To be uploaded in the below given format

The Chief Warden,
Hostel Administration
Committee, National
Institute of Technology,
Tiruchirappalli-15.

Sir, In response to the Tender Notification No: NITTH/Hostels/HAC/Tender 2019-20/001 dated 04.11.2019 we are submitting the price bid as below:

RATES OFFERED BY THE BIDDER FOR NITT HOSTEL MESS & FOOD COURTS (BOYS & GIRLS)

SNo	ITEM	Unit	RATE IN FIGURES (incl. all Taxes etc)* INR	RATE IN WORDS
1.	Girls Mess- South Indian Menu (Opal I Floor)	Rate Per Student Per Day		
2.	Girls Mess- North Indian Menu (Opal G Floor)	Do		
3.	Boys Mess- North Indian Menu (Mega Mess I FF)	Do		
4.	Boys Mess- South Indian Menu (Mega Mess I GF)	Do		
5.	I Year Boys Mess- North Indian Menu (Nilgiri/A)	Do		
6.	I Year Boys Mess- South Indian Menu (Tripti)	Do		
7.	Boys Mess- Andhra Menu (Swadh)	Do		
8.	Boys Mess- Kerala Menu (Nalan)	Do		
9.	Boys Mess- Veg Menu – (F Mess & Girls Hostel Mess)	Do		
10.	Boys Mess – Mixed Menu (MMIIF)	Do		
11.	Boys Food Court II (a) (Himalaya/B)	Average of Total Score (Refer Annx-II b)		
12.	Boys Food Court-II (b) (Mega Mess II GF)	Do		
13.	Girls Food Court-I (Opal)	Do		

Signature of the Bidder

**Rate for Extras:**

The below eggs, dal fry & aloo fry extras are to be provided everyday to students in all messes.

Sl.No.	EGG ITEM	Qty	Rate
1	Boiled Egg	01 no	
2	Half Boil	01 no	
3	Cheese Omlette	01 no	
4	Full Boil	01 no	
5	Egg Fried Rice	350 gm	
6	Scrambled egg	01 no	
7	Scrambed boiled egg	01 no	
8	Egg Roast	02 nos	

Sl.No.	ITEM	QTY	Rate
1	Dal Fry	50 gm	
2	Aloo Fry	50 gm	

These extras are to be provided additional to above extras.

Vegetarian Extras			
S No	Particular Items	Qty	Rate
1	Baby Corn Masala	150 gm	
2	Chilli Baby Corn	150 gm	
3	Panner 65	150 gm	
4	Mushroom Masala	150 gm	
5	Kadai Paneer	150 gm	
6	Palak Paneer	150 gm	
7	Chilli Mushroom	150 gm	
8	Aloo 65	150 gm	
9	French Fries	150 gm	
10	Boiled Banana	01 no	
11	Malai Kofta	150 gm	
12	Veg Fried Rice	300 gm	
13	Veg Biryani	300 gm	
14	Paneer Biryani	300 gm	
15	Mushroom Fried Rice	300 gm	
16	Gobi 65	150 gm	
17	Dum Aloo	150 gm	
18	Lady Finger Fry (Bhindi fry)	200 gm	
19	Paneer Pasanda	150 gm	
20	Kaju Masala	150 gm	
21	Chowmein	300gm	
22	MoMos (4pcs Large size)	(4pcs Large size)	
23	Vegetable Sandwich	01 no	

Signature of the Bidder



24	Aloo/Muli/Onion Paratta	01 no	
25	Paneer Paratta	01 no	
26	Paratta	01 no	
27	Roti/Chappati	01 no	
28	Masala Dosa with Sambar/Chutney	01 no	
29	Idli with Sambar/Chutney	04 nos	
30	Medu or Masala/Vadai (02no)/Cutlet/Bread Aloo Pakoda/Samosa	02 nos	
31	Steam cooked Rice	250g	
Non -Vegetarian Extras			
1	Single Omelet– Chicken, Duck	1 no	
2	Egg Masala – Chicken, Duck	2 nos	
3	Hyderabadi Chicken	150 gm	
4	Gongura Chicken	150 gm	
5	Chicken 65	150 gm	
6	Chicken Masala	150 gm	
7	Chettinadu Chicken	150 gm	
8	Ginger Chicken	150 gm	
9	Pepper Chicken	150 gm	
10	Chicken Fry	1 no	
11	Chilli Chicken	150 gm	
12	Boneless Chicken	150 gm	
13	Garlic Chicken	150 gm	
14	Chicken Biryani-300 gm Basmati rice+150gm Chicken	As given	
15	Prawn Masala	150 gm	
16	Mutton Biryani	300 gm Basmati	
17	Mutton Kheema	150 gm	
18	Gongura Mutton Masala	150 gm	
19	Mughlai Chicken	150 gm	
20	Mutton Stew	150 gm	
21	Chicken Sandwich	01 no	
22	Fish Fry	2 nos	
23	Garlic Prawns	150 gm	
24	Egg Biryani	300 gm + 1	
25	Chicken Fried Rice	300 gm rice + 100 gm	
26	Barbeque	¼ (200 gm)	
27	Tandoori	¼ (200 gm)	
28	Alfaam	¼ (200 gm)	
29	Momos	(4pcs Large	
30	Chowmein – Chicken	300gm	

Signature of the Bidder



Sweets			
1	Gulab Jamun	50 gm / 2 Nos	
2	Rasagulla	50 gm / 2 Nos	
3	Basanthi	75 ml	
4	Rasmalai	75 ml	
5	Carrot Halwa	100gm	
6	Jilebi	100gm	

Note: Rate Quoted by Bidders for Mess and Food Courts shall be Inclusive of All Taxes, Duties, Levies etc of State/Central Government/Local Bodies. **Food Court Rate will be as in Annx- II (b).**

The Bidders are requested to quote the rates for extras items as per Annx-II. However the lowest rate against each items quoted by successful bidders will be fixed for those items by NITTH/HAC uniformly for all Messes.

NITTH/HAC will not be responsible for any changes in Tax rates etc during the Contract period. Bidder quoting for one Vegetarian Menu should also quote for all Vegetarian Menu. Bidder quoting one Non- Vegetarian Menu should also quote for all Non-Vegetarian Menu.

I/we hereby agree to provide Catering services as per terms & conditions of the Contract as would be decided by the HAC/NITTH and the rate shall be valid for their entire contract period.

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder



ANNEXURE – II (b)

RATE FOR STANDARD MEALS AND EXTRAS FOR FOOD COURTS

(This rate quoted for extras it will be considered for Food Court Only)

S. No	Item	Quantity	Rate (INR)
<u>STANDARD MEALS</u>			
1	South Indian Veg: Idli (4No) + Medhu Vadai (2 Nos) with chutney, sambar + Rice + Sambar +Rasam + Kadai Veg (150g) + Sprouts (1 plate) + Sambar Rice (1 plate) + Curd Rice (100 g) + Butter Milk (250ml) + Ice Cream (Amul 200g)	One set	
2	South Indian Non-Veg: Ghee Dosai (2 Nos.) + Medhu Vadai (2 Nos) with chutney, sambar + Rice + Sambar +Rasam +Chettinadu Chicken (150g) + Sprouts (1 plate) + Sambar Rice (1 plate) + Curd Rice (100 g) + Butter Milk (250ml) + Ice Cream (Amul 200g)	One set	
3	North Indian Veg: Aloo Paratha (2 pcs) with curd, chutney+ vanilla milkshake (250 ml) + Rice (1 plate) +Daal Makhani (100g)+ Aloo Baingan Masala(150 g) + Veg Puff (2 no) + Coffee (100 ml) + Chapatti (3 Nos) + Paneer Butter Masala (150g)+Coke (250ml)	One set	
4	North Indian Non-Veg: Aloo Paratha (2 pcs) with curd, chutney + vanilla milkshake (250 ml) + Rice (1 plate) + Makhani (100g) + Egg Masala (2 egg) + Grape Juice (250ml) + Samosa(2 no) + Cold Coffe (200 ml) + Chapatti (3 Nos)+ Chilli Chicken(150g) + Coke (250ml)	One set	
5	Pure Veg North Indian-Jains/Jat/Punjabi/ NW-Vaishno/North-Vaishno (HKB): Aloo Paratha (2 pcs) with curd, chutney+ vanilla milkshake (250 ml) + Rice (1 plate)+Daal Makhani (100g)+ Aloo Baingan Masala(150 g) + Veg Puff (2 no) + Coffee (100 ml) + Chapatti (3 Nos) + Paneer Butter Masala (150g)+Coke (250ml)	One set	
6	Chinese Veg: Veg Noodles (1 plate) + Veg Fried Rice (200g)+ Veg Cheese Sandwich (2pcs) +Mango Milkshake (250g) + French Fries (150g) + Coke (250ml)	One set	
7	Chinese Non-Veg : Chicken Noodles (1 plate) + Egg Fried Rice (200g) + Chicken Cheese Sandwich (2pcs) +Mango Milkshake (250g) + French Fries (150g) + Coke (250ml)	One set	
8	Continental Veg : Sweet Corn Soup (200ml) + Veg Spring Roll (2 pcs) + Butter Paratha + Kadai Paneer (150g) + Mushroom Biryani (200 g Rice + 100 g Mushroom) + Ice Cream (200g) + Fruit Juice (200 ml) + Carrot Halwa (150g)	One set	
9	Continental Non-Veg : Chicken Clear Soup (200ml) + Veg Spring Roll (2 pcs) + Butter Paratha + Mutton Masala (150g) + Chicken Biryani (200 g Rice + 100 g Chicken) + Ice Cream (200g) + Fruit Juice (200 ml) + Carrot Halwa (150g)	One set	
	Total Rate/Score for Standard Meals (1 to 9)		

Signature of the Bidder



Vegetarian Extras			
1	Baby Corn Masala	150 gm	
2	Chilli Baby Corn	150 gm	
3	Panner 65	150 gm	
4	Mushroom Masala	150 gm	
5	Kadai Paneer	150 gm	
6	Palak Paneer	150 gm	
7	Chilli Mushroom	150 gm	
8	Aloo 65	150 gm	
9	French Fries	150 gm	
10	Boiled Banana	01 no	
11	Malai Kofta	150 gm	
12	Veg Fried Rice	300 gm	
13	Veg Biryani	300 gm	
14	Paneer Biryani	300 gm	
15	Mushroom Fried Rice	300 gm	
16	Gobi 65	150 gm	
17	Dum Aloo	150 gm	
18	Lady Finger Fry (Bhindi fry)	200 gm	
19	Paneer Pasanda	150 gm	
20	Kaju Masala	150 gm	
21	Chowmein	300gm	
22	MoMos (4pcs Large size)	(4pcs Large size)	
23	Vegetable Sandwich	01 no	
24	Aloo/Muli/Onion Paratta	01 no	
25	Paneer Paratta	01 no	
26	Paratta	01 no	
27	Roti/Chappati	01 no	
28	Masala Dosa with Sambar/Chutney	01 no	
29	Idli with Sambar/Chutney	04 nos	
30	Medu or Masala/Vadai (02no)/Cutlet/Bread Aloo Pakoda/Samosa	02 nos	
31	Steam cooked Rice	250g	
Non -Vegetarian Extras			
1	Single Omelet– Chicken, Duck	1 no	
2	Egg Masala – Chicken, Duck	2 nos	
3	Boiled Egg– Chicken, Duck	1 no	
4	Scrambled Egg– Chicken, Duck	2 nos	
5	Cheese Omelet– Chicken	2 nos	
6	Egg Roast- Chicken, Duck	2 nos	
7	Hyderabadi Chicken	150 gm	
8	Gongura Chicken	150 gm	
9	Chicken 65	150 gm	
10	Chicken Masala	150 gm	
11	Chettinadu Chicken	150 gm	
12	Ginger Chicken	150 gm	
13	Pepper Chicken	150 gm	
14	Chicken Fry	1 no	
15	Chilli Chicken	150 gm	
16	Boneless Chicken	150 gm	

Signature of the Bidder



17	Garlic Chicken	150 gm	
18	Chicken Biryani-300 gm Basmati rice+150gm Chicken	As given	
19	Prawn Masala	150 gm	
20	Mutton Biryani	300 gm Basmati	
21	Mutton Kheema	150 gm	
22	Gongura Mutton Masala	150 gm	
23	Mughlai Chicken	150 gm	
24	Mutton Stew	150 gm	
25	Chicken Sandwich	01 no	
26	Fish Fry	2 nos	
27	Garlic Prawns	150 gm	
28	Egg Biryani	300 gm + 1	
29	Egg Fried Rice	350 gm	
30	Chicken Fried Rice	300 gm rice + 100 gm	
31	Barbeque	¼ (200 gm)	
32	Tandoori	¼ (200 gm)	
33	Alfaam	¼ (200 gm)	
34	Momos	(4pcs Large size)	
35	Chowmein – Chicken	300gm	
Sweets			
1	Gulab Jamun	50 gm/2 nos	
2	Rasagulla	50 gm / 2nos	
3	Basanthi	75 ml	
4	Rasmalai	75 ml	
5	Carrot Halwa	100gm	
6	Jilebi	100gm	
Total Rate/Score of Vegetarian Extras & Non Vegetarian Extras and Sweets			
Average Rate (X) *			

*** Rate & Selection of Food Court will be on the basis of “X” - Average of Total Rates as below: “X” INR= Average of (Total Rate/Score for Standard Meals) + (Total Rate/Score for Vegetarian Extras & Non-Vegetarian Extras and Sweets).**

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder



ANNEXURE – III: MENU LIST

A: INDICATIVE SOUTH INDIAN MENU: (Opal I F, Mega Mess I GF, Tripti Mess)

BREAKFAST	2 breakfast dishes+ chutney/curry+pod+White bread+Wheat Bread+Butter+ Jam+ Milk+ Tea+Coffee+Boiled Egg(1)/omelete+Sprouts+Cornflakes+ Raagi Kambu khool+ Banana	STRUCTURE OF BREAKFAST
	White bread,Wheat Bread,Toasted Bread,Butter, Jam, Milk, Tea, Coffee, Boiled Egg(1),Sprouts,Cornflakes, Raagi/Kambu khool	Everyday in Breakfast
	Breakfast dish: Idli, Vada, vadacurry,Dosa,Paneer Dosa, Masala Dosa, Onion Dosa, Rawa Dosa, Pooori, Kitchadi, Pongal, Aloo Paratta,Poha, lemon sevai,Aapam/paniyaram	Any 2 items per day
	chutney/curry: Malli/Pudhina/chutney, coconut chutney, ginger chutney, tomato chutney, Curd, Pooori Masala,Sambar,onion chutney,chenna masala, tomato thokku	based on the breakfast dish
	Podi: Idly Podi,coconut Podi, Garlic Podi	based on the breakfast dish
LUNCH	White Rice+ Chappati/Pulka+Curry+Egg Dish(any 2 days)+Fry+Sambar+Rasam+ Curd(unlimited)+Juice+appadam/fryums/salad(cucumber+ carrot+betroot)+pickle+onion+lemon	STRUCTURE OF MEAL
	White Rice, Chappati/Pulka, Sambar,Rasam, Curd(unlimited),appadam/fryums,podi,Banana,salad	Everyday in Lunch
	Sambar: Mango/murunga/avaraika/carrot+beans, brinjal+potato, lady's finger/raddish/pumpkin sambar Chappathi Gravy: Paneer butter masala/Veg kuruma/Rajma/Chenna masala/ mushroom curry/ meal maker curry	Any one at time per day (base ingridient is same, variety might vary)
	Curry: pumpkin moore kulambu/thalicha kolambu/vatha kulambu/Pulli kulambu(with vegetables), Kozhi kulambu	Any one at time per day (base ingridient is same, variety might vary)
	Non Veg: Egg dish (boiled egg tamato curry, egg burji, omelet, egg podi), Chicken 65	Any 2 days in a week
	Poriyal: potato, beetroot, lady's finger, cabbage, carrot+beans, bitter guard, leafy vegetable(greens 2days/week), bottle guard, senai kezhangu, cauliflower(fry/65),brinjal, karna kezhangu,Avarai	Any one at time per day (base ingridient is same, variety might vary)
	Chicken briyani(1 day per week not on sunday) Juice: lemon juice, water melon,pineapple, grape, mosami, musk melon	Any 1 item per day
	pickle: Avaka, Cut mango, lemon, mixed veg	any 1 or more items per day(based on the lunch menu)
	Podi: parupu podi	Any 1 item per day



SNACKS	Snacks+milk+tea+coffee+Juice/cold coffee	STRUCTURE OF SNACKS
	Mirchi Bajji, Aloo bajji, parupu vadai, Samosa, onion pakoda, sweet corn	Any one item
	Sweet pongal, sundal, Puffs, Pav bujji, Maggi, Sandwich, Kesari, pasta (red sauce with cheese), chocolate milkshake, strawberry milkshake, mango milkshake (when fruit is seasonal)	2 days a week+Sunday
DINNER	special items mentioned below+WhiteRice+Chappati/Pulka+ Rasam+ Curd(unlimited)(any 4 days a week)+Butter Milk+Flavoured Milk/fruit juices(any 3 days in a week)+ salad+pickle+podu+Fresh cut fruits+sweet(any 2 days in a week)+icecream(any 2 days in a week)	STRUCTURE OF DINNER
	WhiteRice,Chappati/Pulka, Rasam, Curd(unlimited),Butter Milk,Flavoured Milk, salad,pickle,podu,Fresh cut fruits	Everyday in dinner
	Chappati Gravy: Paneer butter masala/Veg kuruma/Rajma/Chenna masala/ mushroom curry/ meal maker curry	Any 1 item one day in a week
	Chicken dish Parotta+chicken butter masala/ pepper chicken masala	Any 1 day in a week
	Dosa dish: Butter/Ghee dhosa,Paneer Dosa, Masala Dosa, Onion Dosa, Rawa Dosa, Egg Dosa	Any 2 items twice a week
	Aapam/paniyaram	Any 1 day in a week
	Paneer prata + veg curry	Any 1 day in a week
	Idly, Iddiyapam+ paya+coconut milk, Veg Pulav+ onion raitha, Sambar rice, Noodles	Any 2 items twice in a week
	Icecream(standard flavours) scoops only	Any 2 days a week
	Flavoured Milk/fruit juices: Hot badam milk, rose milk, lassi, grape juice, apple juice, pista milk	Any 3 days a week
	Sweet semiya payasam, gulab jamun, kesari, khaja, Jalebi, mysurpa	Any 2 days a week
	Fruits Orange, Mosami, pineapple,watermelon, banana,papaya	Any 1 everyday



B: INDICATIVE KERALA MENU: (Nalan Mess)

BREAKFAST		STRUCTURE OF BREAKFAST
	White bread,Wheat Bread,salted Butter, Jam, Milk, Tea, Coffee, Boiled Egg, Sprouts	Everyday in Breakfast
	Breakfast dish: ,Cornflakes, puttu, idiyappam, puri, appam, dosa, Puttu and kadala curry, Kappa and fish curry/chamanthi	Any 2 items per day
	chutney/curry: Malli/Pudhina/chutney, coconut chutney, ginger chutney, tomato chutney,Sambar,onion chutney	based on the breakfast dish
		based on the breakfast dish
LUNCH	White Rice+ Kerala rice, Chappati/Pulka+Curry+Egg Dish(any 2 days)+Fry+Sambar+Rasam+ Curd(unlimited)+Juice+ Kerala appadam/fryums/salad(cucumber+ carrot+betroot)+pickle+onion+lemon+	STRUCTURE OF MEAL
	Kerala rice, pappadam, parippu, fish curry, WhiteRice, Chappati/Pulka, Rasam, sambar,,Curd(unlimited), salad,pickle, Fresh cut fruits,	Everyday in Lunch
	Sambar: Mango/murunga/avaraika/carrot+beans, brinjal+potato, lady's finger/raddish/pumpkin sambar Chappathi Gravy: Paneer butter masala/Veg kuruma/Chenna masala/ mushroom curry/ meal maker curry	Any one at time per day (base ingredient is same, variety might vary)
	Curry: pumpkin moore kulambu/thalicha kolambu/vatha kulambu/Pulli kulambu(with vegetables),	Any one at time per day (base ingredient is same, variety might vary)
		Any 2 days in a week
	Poriyal: potato, lady's finger, cabbage, carrot+beans, bitter guard, leafy vegetable(greens 2days/week), cauliflower fry, thoran-spinach, carrot, beet root, aviyaal, cucumber kichadi, beetroot kichadi, pumpkin curry	Any one at time per day (base ingredient is same, variety might vary)
	Chicken briyani(1 day per week not on sunday) Juice: lemon juice, water melon,pineapple, grape, mosami, musk melon	Any 1 item per day
	pickle: Avaka, Cut mango, lemon, mixed veg	any 1 or more items per day(based on the lunch menu)
		Any 1 item per day
	SNACKS	Snacks+milk+tea+coffee+Juice/cold coffee



	uzhunnu vada, ethakka appam, samosa, neyyappam, ulli vada, Pazham pori ,Uzhunu vada,Vellapom, Pathiri	Any one item
DINNER	special items mentioned below+WhiteRice+Chappati/Pulka+ Rasam+ Curd(unlimited)(any 4 days a week)+Butter Milk+Flavoured Milk/fruit juices(any 3 days in a week)+ salad+pickle+podu+Fresh cut fruits+sweet(any 2 days in a week)+icecream(any 2 days in a week)	STRUCTURE OF DINNER
	WhiteRice,Chappati/Pulka, Rasam, Curd(unlimited),Butter Milk,Flavoured Milk, salad,pickle,podi,Fresh cut fruits	Everyday in dinner
	Chappati Gravy: Paneer butter masala/Veg kuruma/Rajma/Chenna masala/ mushroom curry/ meal maker curry	Any 1 item one day in a week
	chicken fried rice, ghee rice, porotta, mutton curry or chicken crry or chicken fry, boiled egg, appam, egg fried rice, Chicken dry fry , Kappa and fish curry/chamanthi	Any 1 day in a week
	Icecream(standard flavours) scoops only	Any 2 days a week
	Flavoured Milk/fruit juices: Hot badam milk, rose milk, lassi, grape juice, apple juice, pista milk	Any 3 days a week
Sweet semiya payasam, gulab jamun, mysurpa	Any 2 days a week	
Fruits Orange, Mosami, pineapple,watermelon, banana,papaya	Any 1 everyday	



C: INDICATIVE ANDHRA MENU: (Swadh)

BREAKFAST	2 breakfast dishes+ chutney/curry+pod+White bread+Wheat Bread+Butter+ Jam+ Milk+ Tea+Coffee+Boiled Egg(1)+Sprouts+Cornflakes+ Raagi Jawa/Jonna ganji	STRUCTURE OF BREAKFAST
	White bread,Wheat Bread,Butter, Jam, Milk, Tea, Coffee, Boiled Egg(1),Sprouts,Cornflakes, Raagi Jawa/Jonna ganji	Everyday in Breakfast
	Breakfast dish: Idli, Vada, Onion Punugulu, Masala Dosa, Onion Dosa, Rawa Dosa, Poori, Upma, Pulihora, Mysore Bajji, Onion Pesarattu, Upma pesarattu, Aloo paratha,pongal, chola batori	Any 2 items per day
	chutney/curry: Palli chutney, coconut chutney, ginger chutney, tomato chutney, pachimirapakay tomato chutney, Sweet Curd, Onion Potato Curry, Tomato Pappu,Sambar,senaga pappu chutney,onion chutney,chenna masala	based on the breakfast dish
	Podi: karvepaku podi, nalla karam podi, senaga pappu podi	Any 2 days in a week
LUNCH	White Rice+ Chappati/Pulka+ Pappu+Curry+Egg Dish(any 2 days)+Fry+Sambar+Rasam+ Curd(unlimited)+Juice+appadam/fryums+salad+pickle+pod+Ghee(any 2 days)+Banana	STRUCTURE OF MEAL
	White Rice, Chappati/Pulka, Sambar,Rasam, Curd(unlimited),appadam/fryums,podi,Banana,salad	Everyday in Lunch
	Pappu : mudda pappu, tomato pappu, beerakaya pappu, dosakaya pappu,chinta chiguru pappu, mamidikaya pappu, leafy vegetable pappu	Any one at time per day (base ingridient is same, variety might vary)
	Curry: dondakaya, bendakaya, cabagge, beerakaya, vankaya, kakarakaya, Drumsticks, Mixed veg curry, chikkudikaya,potlakaya, Cauliflower	Any one at time per day (base ingridient is same, variety might vary)
	Egg dish (boiled egg tamato curry, egg burji, omelet, egg podi)	Any 2 days in a week
	Fry: potato, bendakaya, chikkudukaya, dondakaya, gobi, beetroot,carrot, Raw Banana	Any one at time per day (base ingridient is same, variety might vary)
	Juice: lemon juice, water melon, mosambi	Any 1 item per day
	pickle: Avakay,nimmakay,allam, gongura,usirikay, tomato,dosakay	any 1 or more items per day(based on the lunch menu)
	Podi: karvepaku podi, nalla karam podi, senaga pappu podi	Any 1 item per day



SNACKS	Snacks+milk+tea+coffee	STRUCTURE OF SNACKS
	Mirchi Bajji, Aloo bajji, Samosa, punugulu, onion pakoda, sweet corn	Any one item
	Karam pusa, gavvalu etc. allied items	2 days a week+Sunday
DINNER	special items mentioned below+WhiteRice+Chappati/Pulka+ Rasam+ Curd(unlimited)+Butter Milk+Flavoured Milk(any 4 days in a week)+ salad+pickle+podri+Fresh cut fruits+sweet(any 2 days in a week)+icecream(any 2 days in a week)	STRUCTURE OF DINNER
	WhiteRice,Chappati/Pulka, Rasam, Curd(unlimited),Butter Milk,Flavoured Milk, salad,pickle,podri,Fresh cut fruits	Everyday in dinner
	Hyderabadi dum Chicken Biryani, Chicken salan/veg biryani, paneer salan, Onion Raitha, Sweet(Rasmalai or Gulab Jamun)	Any one day in a week
	Chicken dish(Andhra chicken masala, pepper chicken fry)/veg dish(paneer(dish variety may vary),gobi)	Any 2 days in a week
	Egg dish (boiled egg tamato curry, egg burji, omelet, egg podri)/gobi or manchuria, curry	Any one day in a week
	pappu+pickle+fry+podri Pappu : mudda pappu, tomato pappu, beerakaya pappu, dosakaya pappu,chinta chiguru pappu, mamidikaya pappu, leafy vegetable pappu Fry: potato, bendakaya, chikkudukaya, dondakaya, gobi, beetroot,carrot, Raw Banana pickle: Avakay,nimmakay,allam, gongura,usirikay, tomato,dosakay Podri: karvepaku podri, nalla karam podri, senaga pappu podri	Any one day in a week
	Icecream(standard flavours) scoops only	Any 2 days a week
	Sweet samiya payasam, gulab jamun, kesari, khaja,	Any 2 days a week



D: INDICATIVE VEG MENU: (F Mess & Girls Hostel Mess)

BREAKFAST	2 breakfast dishes+ chutney/+White bread+Wheat Bread+Butter+ Jam(mixed fruit jam/pineapple jam/mango jam alternated every other day)+ Milk+ Tea+Coffee+Sprouts (not boiled, soaked and sprouted overnight, sprouts to be served -Green Lentil Sprouts/Wheat Sprouts/black gram sprouts)+Cornflakes+ Raagi Jawa/Jonna ganji + onions+tomatoes+green chillies+ Sweet (Rava Kesari, Semiya Kesari, Sweet Pongal) (alternate days)	STRUCTURE OF BREAKFAST
	White bread,Wheat Bread,Butter, Jam, Milk, Tea, Coffee,Sprouts,Cornflakes, Raagi Jawa/Jonna ganji	Everyday in Breakfast
	Breakfast dish: Onion Dosa, Rawa Dosa, Masala Dosa, Poori-aloo, Poha-Jalebi (should be served hot), Vegetable Upma(must contain carrots,beans,onions,tomato,green peas, capsicum), Stuffed Paratha (aloo, gobhi, matar, paneer) , Ghee Pongal with roasted cashews, Chhola Bhature, Idly, Veg Kitchadi	Any 2 items per day,
	chutney/curry: tomato chutney (cooked) , Dhaniya chutney(garlic, green chilly, salt, dhaniya, tomato), onion chutney, mint chutney, coconut chutney	based on the breakfast dish
LUNCH	White Rice+ Veg Pulav/Fried Rice(thrice a week), Chappati/Pulka+ Dal+Curry+Dry sabzi+Rasam+ Curd(unlimited)+Juice(should be alternated everyday and must not contain any extra water or sugar)+papad/fryums(alterations between fried and roasted forms evryday)+salad(cucumber,tomato,carrot,onions and lemon)+pickle+Banana	STRUCTURE OF MEAL
	White Rice, Chappati/Pulka, Rasam, Curd(unlimited), Papad/fryums/chips,podi,Banana,salad(cucumber,tomato,carrot,onions,lemon all compulsory), buttermilk (containing ginger, chilly, salt, roasted cumin powder, cilantro/dhaniya), Sambhar (Radish and Rasam) +Sweet (Served on Alternate days)	All items, Everyday in Lunch
	Thick Dal : Chana dal, moong dal, arhar dal, masoor dal, mixed dal, dal makhani(should be made in punjabi style), chana dal with palak, mor-kulambu,Vatha-kulambu	Any one item per day
	Sabzi (with gravy) cauliflower-potato, aloo-matar, palak paneer, matar paneer, rajma, chhole, paneer butter masala, aloo palak, corn palak, Kootu (Pumpkin, Chow Chow), Spinach (Keerai)	Any one item per day (paneer items should be atleast twice a week)
	Sabzi (dry): potato, bhindi, pointed gourd, aloo-gobhi, mixed veg, cabbage, Raw Banana, Beetroot, Colocasia(Chepa Kelangu)	Any one at time per day
	Juice: lemon juice, water melon, mosambi, sathukudi, musk melon, pineapple	Any 1 item per day



	<p>pickle: mango, mixed, carrot, lemon, chilly, tomato</p>	any 1 or more items per day(based on the lunch menu)
	Snacks+milk+tea+coffee	
SNACKS	<p>Samosa (boiled potato cooked with onions, cumin, turmeric, salt, chilly, fried peanuts; filled in pastry dough and fried), Mirchi pakoda-pyaaz pakoda, pav-bhaji, cutlet(unlimited), pasta (red sauce with cheese), maggi/ chinese noodles, aloo tikki chaat, Bread Bajji, white/wheat bread-butter-jam/biscuit(daily),vada, Sundal</p>	STRUCTURE OF SNACKS
	<p>Cold coffee, ice tea,chocolate milkshake, strawberry milkshake, Butterscotch milkshake, mango milkshake (when fruit is seasonal)</p>	Any one item per day
	<p>special items mentioned below+WhiteRice+Chappati/Pulka+ Dal+ Curd(unlimited)+Butter Milk+Badam Milk (4 days+Sunday)+ salad+pickle+Fresh cut fruits+sweet(3 days in a week+Sunday)+icecream(any 2 days in a week - should be served in scoops and not in plastic cups)</p>	Any one item per day
DINNER		STRUCTURE OF DINNER
	<p>WhiteRice,Chappati/Pulka, Curd(unlimited),Butter Milk, Badam Milk, salad,pickle,Fresh cut fruits,dosa,idli</p>	Any 2 days in a week
	<p>Masala Pulav with kadhi/boondi raita(all in maharastrian style), paneer butter masala, Sweet(Rasmalai or Gulab Jamun), phulka/ chappathi, dry mixed veg sabzi, fried potatoes</p>	Any one day in a week
	<p>Gravy: cauliflower-potato, teasel gourd, aloo-matar, palak paneer, matar paneer, rajma, chhole, paneer butter masala, aloo palak, corn palak, soyabean badi and aloo Dal : Chana dal, moong dal, arhar dal, masoor dal, mixed dal, dal makhani, chana dal with palak Dry Sabzi: potato, bhindi, teasel-gourd, pointed gourd, aloo-gobhi, mixed veg, cabbage, Raw Banana pickle: mango, mixed, carrot, lemon, chilly, tomato Fruits Butter Milk,curd rice(daily) Podi,sambar,chutney(onion,mint,tomatoe and coconut)</p>	Everyday, one item from each category. (Categories are gravy, dry sabzi, dal, pickle)
	<p>Icecream(standard flavours) scoops only,badam milk, rose milk</p>	Any 2 days a week
	<p>Sweet Kaju Katli, Gulab Jamun, Rasmalai, Rasgulla,halwa, ladu,jangerry</p>	Any 2 days a week



E: INDICATIVE NORTH INDIAN MENU: (Opal G Floor, Mega Mess I FF, Nilgiri Mess)

BREAKFAST	2 breakfast dishes+ chutney/+White bread+Wheat Bread+Butter+ Jam(mixed fruit jam/pineapple jam/mango jam alternated every other day)+ Milk+ Tea+Coffee+Boiled Egg(1)+Sprouts (not boiled, soaked and sprouted overnight, sprouts to be served -Green Lentil Sprouts/Wheat Sprouts/black gram sprouts)+Cornflakes+ Raagi Jawa/Jonna ganji + onions+tomatoes+green chillies	STRUCTURE OF BREAKFAST
	White bread,Wheat Bread,Butter, Jam, Milk, Tea, Coffee, Boiled Egg(1),Sprouts,Cornflakes, Raagi Jawa/Jonna ganji	Everyday in Breakfast
	Breakfast dish: Onion Dosa, Rawa Dosa, Poori-aloo, Poha-Jalebi (should be served hot), Vegetable Upma(must contain carrots,beans,onions,tomato,green peas, capsicum), Stuffed Paratha (aloo, gobhi, matar, paneer) , gobhi parantha, Chhola Bhature	Any 2 items per day,
	chutney/curry: tomato chutney (cooked) , Dhaniya chutney(garlic, green chilly, salt, dhaniya, tomato), onion chutney, mint chutney	based on the breakfast dish
LUNCH	White Rice+ Chappati/Pulka+ Dal+Curry+Egg Dish(any 2 days)+Dry sabzi+Rasam+ Curd(unlimited)+Juice(should be alternated everyday and must not contain any extra water or sugar)+papad/fryums(alterations between fried and roasted forms evryday)+salad(cucumber,tomato,carrot,onions and lemon)+pickle+Banana	STRUCTURE OF MEAL
	White Rice, Chappati/Pulka, Rasam, Curd(unlimited), Papad/fryums/chips,podi,Banana,salad(cucumber,tomato,carrot,onions,lemon all compulsory), buttermilk (containing ginger, chilly, salt, roasted cumin powder, cilantro/dhaniya)	All items, Everyday in Lunch
	Thick Dal : Chana dal, moong dal, arhar dal, masoor dal, mixed dal, dal makhani(should be made in punjabi style), chana dal with palak	Any one item per day
	Sabzi (with gravy) cauliflower-potato, teasel gourd, aloo-matar, palak paneer, matar paneer, rajma, chhole, paneer butter masala, aloo palak, corn palak, soyabean badi and aloo	Any one item per day (paneer items should be atleast twice a week)
	Egg dish (boiled egg tamato curry, egg burji, omelet, egg podi)	Any 2 days in a week
	Sabzi (dry): potato, bhindi, teasel-gourd, pointed gourd, aloo-gobhi, mixed veg, cabbage, Raw Banana, shimla-mirch	Any one at time per day
	Juice: lemon juice, water melon, mosambi, sathukudi, musk melon, pineapple	Any 1 item per day
	pickle: mango, mixed, carrot, lemon, chilly, tomato	any 1 or more items per day(based on the lunch menu)



SNACKS	Snacks+milk+tea+coffee	STRUCTURE OF SNACKS
	Samosa (boiled potato cooked with onions, cumin, turmeric, salt, chilly, fried peanuts; filled in pastry dough and fried), Mirchi pakoda-pyaaz pakoda, pav-bhaji, cutlet(unlimited), pasta (red sauce with cheese), maggi, chinese noodles, aloo tikki chaat, white/wheat bread-butter-jam/biscuit(daily)	Any one item per day
	Cold coffee, chocolate milkshake, strawberry milkshake, mango milkshake (when fruit is seasonal)	Any one item per day
DINNER	special items mentioned below+WhiteRice+Chappati/Pulka+ Dal+ Curd(unlimited)+Butter Milk+Badam Milk (4 days+Sunday)+ salad+pickle+Fresh cut fruits+sweet(3 days in a week+Sunday)+icecream(any 2 days in a week - should be served in scoops and not in plastic cups)	STRUCTURE OF DINNER
	WhiteRice,Chappati/Pulka, Curd(unlimited),Butter Milk, Badam Milk, salad,pickle,Fresh cut fruits	Everyday in dinner
	Hyderabadi dum Chicken Biryani, veg biryani, paneer butter masala, Sweet(Rasmalai or Gulab Jamun), phulka/ chappathi, dry mixed veg sabzi, cucumber-carrot-onions-cilantro-chilly raita, fried potatoes	Sunday
	Chicken dish(butter chicken, Kadhai chicken, chicken tikka masala)/veg dish(paneer(dish variety may vary),gobi)	Any 2 days in a week
	Egg dish (boiled egg tamato-onion-garlic-ginger curry, egg burji, omelet, egg podi)/gobi or manchuria, curry	Any one day in a week
	Gravy: cauliflower-potato, teasel gourd, aloo-matar, palak paneer, matar paneer, rajma, chhole, paneer butter masala, aloo palak, corn palak, soyabean badi and aloo Dal : Chana dal, moong dal, arhar dal, masoor dal, mixed dal, dal makhani, chana dal with palak Dry Sabzi: potato, bhindi, teasel-gourd, pointed gourd, aloo-gobhi, mixed veg, cabbage, Raw Banana pickle: mango, mixed, carrot, lemon, chilly, tomato Fruits	Everyday, one item from each category. (Categories are gravy, dry sabzi, dal, pickle)
	Icecream(standard flavours) scoops only	Any 2 days a week
	Sweet Kaju Katli, Gulab Jamun, Rasmalai, Rasgulla	Any 2 days a week



F: INDICATIVE MIXED INDIAN MENU: (Mega Mess II FF Mess)

BREAKFAST	2 breakfast dishes+ chutney/+White bread+Wheat Bread+Butter+ Jam(mixed fruit jam/pineapple jam/mango jam alternated every other day)+ Milk+ Tea+Coffee+(not boiled, soaked and sprouted overnight) sprouts/boiled eggs to be served +Cornflakes+ Raagi Jawa/Jonna ganji + onions+tomatoes+green chillies+ Sweet (Rava Kesari, Semiya Kesari, Sweet Pongal) (alternate days)	STRUCTURE OF BREAKFAST
	White bread,Wheat Bread,Butter, Jam, Milk, Tea, Coffee,Sprouts,Cornflakes, Raagi Jawa/Jonna ganji	Everyday in Breakfast
	Breakfast dish: Onion Dosa, Rawa Dosa, Masala Dosa, Poori-aloo, Poha-Jalebi (should be served hot), Vegetable Upma(must contain carrots,beans,onions,tomato,green peas, capsicum), Stuffed Paratha (aloo, gobhi, matar, paneer) , Ghee Pongal with roasted cashews, Chhola Bhature, Idly, Veg Kitchadi, bread omelet, puttu, idyappam,puttu and kadala curry, chamanthi	Any 2 items per day,
	chutney/curry: tomato chutney (cooked) , Dhaniya chutney(garlic, green chilly, salt, dhaniya, tomato), onion chutney, mint chutney, coconut chutney	based on the breakfast dish
LUNCH	White Rice+ Veg Pulav/Fried Rice(thrice a week), Chappati/Pulka+ Dal+Curry+Dry sabzi+Rasam+ Curd(unlimited)+Juice(should be alternated everyday and must not contain any extra water or sugar)+papad/fryums(alterations between fried and roasted forms evryday)+salad(cucumber,tomato,carrot,onions and lemon)+pickle+Banana	STRUCTURE OF MEAL
	White Rice, Kerala Rice, Chappati/Pulka, Rasam, Curd(unlimited), Papad/fryums/chips,podi,Banana,salad(cucumber,tomato,carrot,onions,lemon all compulsory), buttermilk (containing ginger, chilly, salt, roasted cumin powder, cilantro/dhaniya), Sambhar (Radish and Rasam) +Sweet (Served on Alternate days)	All items, Everyday in Lunch
	Dal/Kozhambu : Chana dal, moong dal, arhar dal, dal makhani(should be made in punjabi style), chana dal with palak, mor-kulambu,Vatha-kulambu, sambar, kara kulambu, vegetabe kurma, thalicha kuambu	Any one item per day
	Sabzi (with gravy) cauliflower-potato, aloo-matar, palak paneer, matar paneer, rajma, chhole, paneer butter masala, aloo palak, corn palak, Kootu (Pumpkin, Chow Chow),Egg masala, Chettinad chicken masala (plain), Spinach (Keerai), parippu, fish curry	Any one item per day (paneer items should be atleast twice a week)
	Chicken biriyani,Hyderabad biriyani	Once in a week
	Poriyal Carrot, Beetroot, potato, lady's finger, raw banana, brinjal, cabbage, lettuce, avaraikai,	Any one at time per day
	Omelet	Any 3 times per week



	Juice: lemon juice, water melon, mosambi, sathukudi, musk melon, pineapple	Any 1 item per day
	pickle: mango, mixed, carrot, lemon, chilly, tomato	any 1 or more items per day(based on the lunch menu)
	Snacks+milk+tea+coffee	
SNACKS	Samosa (boiled potato cooked with onions, cumin, turmeric, salt, chilly, fried peanuts; filled in pastry dough and fried), Mirchi pakoda-pyaaz pakoda, pav-bhaji, cutlet(unlimited), pasta (red sauce with cheese)/maggi, Bread Bajji, biscuit(daily),vada, Sundal, Potato baji, Vazhaka baji, bonda, punugulu,cheese sandwich	STRUCTURE OF SNACKS
	Cold coffee, ice tea,chocolate milkshake, strawberry milkshake, Butterscotch milkshake, mango milkshake (when fruit is seasonal)	Any one item per day
	special items mentioned below+WhiteRice+Chappati/Pulka+ Dal+ Curd(unlimited)+Butter Milk+Badam Milk (4 days+Sunday)+ salad+pickle+Fresh cut fruits+sweet(3 days in a week+Sunday)+icecream(any 2 days in a week - should be served in scoops and not in plastic cups)	Any one item per day
DINNER		STRUCTURE OF DINNER
	WhiteRice,Chappati/Pulka, Curd(unlimited),Butter Milk, Badam Milk, salad,pickle,Fresh cut fruits,dosa,idli	Any 2 days in a week
	Masala Pulav with kadhi/boondi raita(all in maharastrian style), paneer butter masala, Sweet(Rasmalai or Gulab Jamun), phulka/ chappathi, dry mixed veg sabzi, fried potatoes,	Any one day in a week
	Gravy: cauliflower-potato, rajma, paneer butter masala, Kappa and fish curry, Butter Chicken, Kadai Chicken, Green peas curry, channa masala, vegetabe kurma Dal : mixed dal, dal makhani, chana dal Tiffin items: Dosai, paniyaram, Idiyapam, Uthapam, paratha, poori, idli, mushroom pulao, egg fried rice pickle: mango, mixed, carrot, lemon, chilly, tomato Fruits Butter Milk,curd rice(daily) Podi,sambar,chutney(onion,mint,tomatoe and coconut)	Everyday, one item from each category. (Categories are gravy, dry sabzi, dal, pickle)
	Icecream(standard flavours) scoops only,badam milk, rose milk	Any 2 days a week
	Sweet Kaju Katli, Gulab Jamun, Rasmalai, Rasgulla,halwa, ladu,jangerry	Any 2 days a week



ANNEXURE -IV: Select Branded Food Items to be used

Name of the ingredient	Brands Permitted to be used for Cooking
1. RICE	Par boiled rice – Tamil Nadu Ponni Kerala - Palakkadan Matta Double Horse or Pavizham
2. ATTA/ WHEAT	Aashirvad/ Pillsbury/ Annapurna
3. MAIDA	Rockfort/ Naga
4. SALT	Tata / Anna Purna/ Nature Fresh/ Kristal for all purposes
5. BUTTER	Amul/ Aavin
6. JAM	Kissan Jam
7. OIL	Sundrop, Nature Fresh, Godrej, Saffola, Gold winner, Mr. Gold, Rice bran oil, Kera Fed Coconut Oil
8. ICE CREAM	Arun/Amul/ Kwality walls (in different flavours) (only scoops)
9. MILK	Aavin milk alone should be used for all purposes (higher fat content)
10. TEA	Brook Bond, Lipton, Tata, Chakra Gold
11. COFFEE	Nescafe/ Bru/ Green label
12. KETCHUP	Maggi/ Kissan
13. GHEE	Aavin
14. PICKLE	Mothers /Ruchi/ Sakthi/ Aachi/Eastern
15. BREAD	Any Standard Brand
16. CHIPS	Potato
17. DAL	Tata/ Udayam
18. PAPAD	Large size
19. CHICKEN	Suguna, Vendrop, Godrej (any good quality of chicken)
20. CURD	Aavin Milk (3% Fat undiluted milk)
21. MASALA	Aachi/ Shakthi/ Tata/ ITC
22. Sauce	Kissan, Heinz

(This annexure should be attached with Technical Bid with signature and seal of the bidder)

Signature of the Bidder



ANNEXURE –V:

Model Feedback Form to be collected from Student Diners for Performance Evaluation of Caterers

a) As per Section H Serial Number 26, monthly bill amount will be disbursed based on monthly Performance Review by Students based on following besides Penalties by HAC/Mess Squad.

S. No.	Questionnaire	Score (Each Criteria shall have a Maximum of 05 Marks)
1.	Quality of Raw Materials, Vegetables etc.	
2.	Quality& Quantity (I of Food Served)	
3.	Cleanliness and Hygiene	
4.	Catering Service	
5.	Punctuality	
Total		
Average Score for S. No 1 to 5		

Scale: 5-Very Good; 4-Good; 3-Average; 2-Bad; 1-Very Bad. **Maximum Marks** (for all above): **25 Average Feedback Score =Total Score by Feedback giving Students/No of Students**

Based on the Average Score obtained in Students Feedback as above, following deductions shall be done in the 25% of the monthly bill amount to be settled to the Caterers.

S. No.	Average Score	Deductions from the 25% of the monthly bill amount
1.	20 – 25 (80-100% Satisfaction)	Nil
2.	15 – 19 (60-76% Satisfaction)	20 %
3.	10 – 14 (71.4-56% Satisfaction)	40%
4.	Below 10	60%

- The Score calculation is based on the weighted Average of Mess Committee Score (20%) and assessment of 20 randomly chosen diners of the respective mess (80%)
- These two scoring process are carried independently preferably between 25th and 30th of the respective month or as may be decided by the Licensor.
- Final score and the deduction based on the final score will be recommended as per the existing procedure by 3rd of the subsequent month.

I / We agree to the above terms and conditions.

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Seal

Signature of the Bidder



ANNEXURE VI

General Format for Performance certification to be obtained from Clients in respect of Ongoing Contracts:

Name of the client Organization:

Address:

Name and Designation of the Official furnishing this certification:

Contact Number and Mail ID of the official furnishing this certification:

Period of the Contract and Number of dinners:

Daily Rate (Per Diner Per day rate):

Is the menu provided Vegetarian or Non-Vegetarian:

Please tick numerical – five marks being the maximum score

S No	Description	1	2	3	4	5	Remarks/ Justification
1.	Is the service of the catering contractor prompt/ punctual and as required by the Administration?						
2.	Are the kitchen workers skillful and well-mannered to the students/ diners?						
3.	Is Compliance to Statutory obligations such as PF, ESI remittance by catering contract, prompt?						
4.	Was there any removal(s) form work of kitchen / mess staff on the ground of indiscipline, negligence, criminal charges, mishap etc.,						
5.	Quality of food served						
6.	Quantity of food served						
7.	Any record of accidents/ mishap						
8.	Health, hygiene and proper cleanliness and any service disruption						
9.	Any complaints from students / dinners regarding poor service						
10.	Whether the staff / Manager is proficient in their respective work						
	Total Marks scored by the caterer						

Do you recommend this Caterer to our Institution: Yes/ No

Signature:

Name:

Designation:

Seal of the organization:

Signature of the Bidder



ANNEXURE - VII

CONTRACT AGREEMENT

THIS DEED OF AGREEMENT is made on the day of _____ between the Chief Warden, Hostel Administration Committee, National Institute of Technology-Trichy Hostels, Tiruchirapalli – 620 015, hereinafter referred to as the “**LICENSOR**” which expression shall wherever the context so admits or permits, mean and include its executors, administrators, successors-in-interest and assigns, as ONE PART and (name & address), aged about _____ years hereinafter referred to as the “**CATERER**”, which expression shall wherever the context so admits or permits, mean and include their heirs, executors, administrators, legal representative and assigns, as OTHER PART.

Whereas the Licensor acts as a facilitator to provide various facilities to the students (300–700) dining in “NITTH Messes” with various Indian/Continental Menu (North/South Indian/Veg/Non Veg/ Andhra/ Kerala Menu etc) And, Whereas the Licensor invited tender on _____ for outsourcing of catering facilities, at the messes, whereas the Caterer had submitted their tenders on _____. The Tender evaluation committee of the Licensor had finalized tender and held discussions with the Caterer subsequently. Whereas the Licensor scrutinized their quotation and negotiated on various terms and conditions and appointed the Caterer to provide catering services for a period of one year from _____ to _____ extendable to second & third year based on the performance. The terms and conditions mentioned hereinafter, it is hereby confirmed as having been agreed to between the respective parties as under:

1. The Caterer shall prepare the food at Mess and serve in the Students Dining Halls of NITTH Messes.
2. The scope of services to be provided by the Caterer shall be as under;
 - a) Procurement of Gas and Connection, fresh groceries, raw materials, vegetables and other ingredients etc. for running the Mess/Food-courts by Catering Contractor’s own expenses and arrangements.
 - b) Cooking and Serving the Breakfast, Lunch, Evening snacks and Dinner.
 - c) Deployment, Supervision & Maintenance including health check-ups of required number of Personnel like Cooks, Servers, Cleaners, Store keeper, Supervisors etc. for running the Mess/Food-courts.
 - d) Management of Stocks & Inventories.
 - e) Cleaning including Mopping/Washing Kitchen, Dining halls, Wash basin and Auxiliary areas thrice a day.
 - f) Cleaning of Plates/Utensils with dish washer thrice a day.
 - g) Cleaning of Kitchen Drains etc. on Continuous basis.
 - h) Cleaning of Dining Tables & Chairs after each meal.
 - i) Maintenance of Equipments in the Mess including Kitchen, Dining hall etc. Proper use of equipment is the responsibility / liability of the Bidder.
 - j) Proper Collection & Storage of food & vegetable Wastes till disposal to designated places like composite garbage etc including converted by the machine, as solid cake etc.



- k) Maintenance including safety & security of all items/staff deployed by Caterer in the Mess/Food-courts including kitchen & dining hall.
 - l) Maintaining proper Hygiene and Pest control in the Mess/Food-courts.
 - m) Maintenance of Records & Documents related to running of the mess and statutory compliances as per prevailing labour laws and other statutory compliances.
 - n) Maintaining clean mess premises (Inside & Outside) and removal of kitchen wastes and garbage.
 - o) Any other activities as may be considered necessary by the HAC/NITTH.
 - p) Special Vegetarian/Non vegetarian Items are to be made available as Mess Extras at rates mentioned in **Annx– II. (Refer tender document)**.
 - q) All other services as mentioned in Section B of the tender.
3. That the Licensor shall provide to Messes, **Kitchen Equipments, Vessels & Furniture/Electrical fittings**, water Pipes & Taps etc. No such Items will be supplied to Food Courts. Where the Caterer is in need of additional things over & above said Annexure of this agreement, the Caterer shall buy them at his cost. It is the responsibility of the Caterer to keep said things supplied by the Licensor in good condition throughout the currency of the agreement by carrying out the repairs & maintenance, if required, at the risk and costs of the Caterer. Things supplied by the Licensor shall have to be returned in good condition, subject to the allowable wear & tear, to the Licensor at the time of closure/termination of this agreement. Any shortage or damage/breakage or loss/ theft to said things, shall have to be set right/replenished by the Caterer.
 4. The caterer shall be required to furnish an interest free Security Deposit of INR **15,00,000 (Rupees Fifteen lakh only)** as detailed in **Section F** of the Tender document. Caterer failing to honour any of their commitments under the agreement or in respect of any amount due from Caterer to the Institute-appropriate amount will be deducted from the security deposit. The guarantee amount shall be payable without demand to the Institute and without any condition whatsoever. **Said security deposit** which shall be refunded after the expiry of agreement or termination of contract and after adjusting applicable deductions, if any.
 5. That the Caterer shall give utmost attention to provide wholesome quality dishes and render Good/acceptable services, besides maintaining punctuality and hygiene in services, which is of paramount importance. Caterer shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaint from diners.
 6. That the Caterer shall provide **catering services as per the Menu and at the Timings as in Section-H or advised by the Licensor** from time to time which is at the sole discretion of the Licensor.
 - a. That the Caterer shall prepare food items in a hygienic atmosphere. Qualified & trained staff shall be available to supervise cooking, serving, dish washing and general housekeeping. The Licensor reserves the right of inspection relating to quality and service at any given point of time who shall also be sole judge about the dining services. The Licensor also reserves the right to **appoint a Committee/Squad** comprising of Students, Officers, Faculty, Wardens & Staff. Wardens and Faculty to inspect the quality of materials used for cooking, quality of food prepared and served, the cleanliness of mess and its surroundings. In the event of the quality of food served being poor or not adhering to contractual conditions, the committee shall be free to



impose penalty as deemed fit on the Caterer and as per penalty clause detailed in **Penalty Section H (31)**. Such penalty shall be adjusted against the 75% payments due to the Caterer. Licensor reserves the right to send the food samples to the Govt. approved food testing laboratories for conducting Microbiological tests.

- b. That the Mess Caterer shall provide catering services as per the basic daily menu (Breakfast, Lunch, evening snacks, tea/coffee and Dinner) to be served by the caterer as per **Annexure-III (Refer Tender document)**. For Food Court, Menu will be as per **Annx-IIIb**. The Licensor reserves the right to modify the menu and revise the same at its discretion in consultation with the Caterer to suit the availability of seasonal vegetables and their market supply. That the Licensor reserves the right to **direct the caterer to switch over from one menu** to other menu or one catering premises to other catering premises without assigning any reason during currency of the contract.
 - c. That the Caterer shall be responsible for the arrangements of **gas refills at his costs/liability**.
7. The Licensor shall provide electricity and water which should be used judiciously. In case of unavoidable disruption in water supplies such as pipe line breakage and problems related to pumping of water in pumping station etc., the Caterer has to make his/her own arrangements at his/her cost for availability of water. That the Caterer shall pay a nominal license fee of Rs._____ + GST per month per mess for the premises. Electricity charges for kitchen, store room, rest room, dining area and the wash area shall be paid by the Caterer as per meter readings at TNEB commercial tariff. Water charges shall be paid as per water meter readings.
 8. The Caterer shall engage sufficient number of competent & experienced Employees (i.e. Mess Managers knowing English/Hindi, Supervisors, Cooks knowing multi-cuisine, Servers, Cleaners, Helpers etc.) for running the Dining Hall services. Manager and Mess supervisor must be available in the mess running time. Expenses on account of payment of Salary/ Wages/ Food/ Uniform / Personal Protective Equipment and other benefits including statutory payments like PF, ESI / Group Insurance coverage, Holiday wages, Gratuity, Bonus, etc., to the employees engaged by the Caterer shall be borne by the Caterer himself and not by HAC. The Caterer shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time.
 9. The Caterer shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments. It is agreed that there is no employer-employee relationship between the Licensor and the Caterers' employees in anyway, whatsoever and the Caterer has to carry out their business as an independent Caterer. M/s _____ shall be an independent entity and not employee of the Licensor. The employees employed by M/s _____ shall are solely responsible for the acts of commission or omission of its employees.
 10. It is the Caterers' sole responsibility to comply with various statutory and non- statutory obligations such as Labour License (under Contract Labour Regulation and Abolition Act, 1970 and Prohibition of Child Labour Act 1996) and shall produce the same for verification and record within a fortnight from the date of signing this contract failing which the contract is liable to be terminated. The other statutory obligations arising from Prevention of Food Adulteration Act, Public Health Act, Payment



of Minimum Wages Act, Workman Compensation Act, Employees Provident Fund Act, Employees State Insurance Corporation Act, Services Tax Act, Payment of Bonus Act, Tamil Nadu Industrial Establishment, (National Festival Holidays) Act 1958 and the Rules framed thereunder or any other Laws and Rules as may be applicable from time to time etc., have to be fully complied with and furnish proof for such compliance to the Licensor every month or at such intervals as may be called upon by the Licensor. The compliance with the stated statutory obligations falls within the scope of the Caterer. The meeting of all statutory and non-statutory benefits/obligations shall be the scope of the Caterer and the Licensor is indemnified from any action being brought against the Licensor for non-compliance by the Caterer. The caterer should submit Mess employees PF and other statutory payment copies along with next month mess bill.

11. Staff strength in each category of Mess workers viz. Mess Manager, Supervisors, Cooks, Asst. Cooks, Servers, Helpers, Cleaners etc. deployed by the caterer should be optimum and finalized in consultation with NITTH/HAC (Section-H); HAC reserves right to order additional staff if services are found inadequate. For additional strength of students in any dining hall, minimum staff has to be increased proportionately. Mobile phone numbers of Manager & Supervisors should be displayed in dining hall. Copy of said list also should also be furnished to the Licensor.
 - a. The employees of the **Caterer cannot reside in the place of work** except to the extent necessary for their duty in respect of the functioning of the dining facility. Necessary permission in writing should be obtained by the Caterer for overnight stay of its employees in the mess.
12. That the caterer shall issue uniforms for all the staff employed by him and shall provide an identification badge embossing name of such staff. The cost of providing uniforms dress and laundry charges for the same shall be within the responsibility and scope of work of the Caterer.
 - a. The Caterer shall employ such personnel who are **medically fit** and above the age of 18 only. The licensor has the right to direct the Caterer to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically found to be unfit. The Caterer should ensure that the employees are free from communicable diseases. **Medical certificates** to this effect should be available for inspection by the authorities. If any mess workers are 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. Medically unfit workers shall not be engaged by the caterer. The Licensor will not be liable for any medical attention, injury / loss of life of the persons engaged by the Caterer in the preparation, transportation of the food items. The Caterer shall be responsible for providing at his own expense for all precautions to prevent such loss or damage. A suitable insurance coverage for the staff of caterer shall be arranged by the Caterer at their cost towards compensation of any loss to their workmen as per legal provisions.
 - b. The Caterer is required to maintain **details of all his/her employees**. The name of the employee/mess worker, age, designation, nature of work performed and their photographs shall be submitted to the Licensor in the prescribed format. In Girls Mess (Opal), **no male workers** should be employed for serving purpose. The caterer shall not employ any mess worker whose track record is not good. He should not have involved in any crime / offence / **police case**/previous history of misbehaving with the diners. Storage/consumption of any alcoholic drink/liquor by the worker is strictly prohibited. Smoking/consuming tobacco etc., are also prohibited in hostel/mess premises.



- c. The Caterer shall be responsible for the **proper conduct and behavior of the employees** engaged. The Caterer along with his/her workers has to behave politely with the diners. If it is found that any worker has misbehaved with any of the diners/hostel staff, he/she has to take remedial action as suggested by the licensor. The Caterer shall not employ any mess worker whose track record is not good. He should not have involved in any crime / offence / police case / previous history of misbehaving with the diners.
- d. The Caterer's employees shall maintain good discipline and relationship within the Licensor's campus. In the event of any complaint or commission of an act of misconduct by the employees of the Caterer, the Caterer shall take prompt action, including removing the said employee from the dining facility. The Caterer shall deal with all disputes relating to their employees without involving the Licensor. Any act by the Caterer or its employees bringing disrepute to the Licensor shall warrant for automatic cancellation of the contract. The decision of the Licensor in this regard is final and binding on the Caterer.
- e. That any employee deployed by the Caterer in the premises becomes liable for **suspension or dismissal** by the Licensor due to his actions, disobedience or misconduct, the caterer shall accept the decision of the Licensor as final and shall abide by such decision. In such an event, the Licensor shall not in any way be liable for any claim made by the concerned employee of the caterer for wages or damages and the caterer shall keep the Licensor's authorities indemnified.
- f. Liability / responsibility in case of any accident causing injury / death to mess worker/s or any of his staff shall solely belong to the Caterer. The Licensor shall not be responsible by any means in such cases. The Caterer shall be responsible for providing, at his own expense, for all precautions to prevent loss or damage from any and all risks and to minimize the amount of any such loss or damage and for the necessary steps to be taken for the said purpose.
13. That the Caterer shall be responsible **for housekeeping, cleanliness and hygienic maintenance** of the dining hall, including serving with gloves, washing and cleaning of kitchen area on daily basis. The Caterer is also responsible for proper disposal of all waste without bringing any environmental hazards. The Caterer is responsible for maintaining the cleanliness of the surrounding of the fencing area around the mess. The mess utensils are to be cleaned with warm water, detergent powder/soap of approved quality after every meal otherwise penalty clause will apply.
14. That the Caterer shall be responsible in case of **incidences of food poisoning** and shall bear the complete expenditure arise out of any medical treatment of the hostel inmates. In addition, penalty may be imposed on the caterer as decided by the HAC / NITT for such incidences. Since the services include food and eatable, the provisions of Prevention of Food Adulteration Act, 1954 are binding on the Caterer.
15. During vacation, messes will remain closed. However, if there are students staying back, the Caterer shall provide service to students staying in the hostel. During vacation time if the students strength fall below a certain number, the rate at which the catering services to be provided to the students will be decided jointly. The Licensor will give prior information on the actual strength during vacation.



A vacation mess shall be provided by the Caterer. However, the right to award the contract for the vacation mess lies with the Licensor who shall decide the Caterer for the vacation period.

16. During regular working days if any students is absent for more than 2 days in a billing cycle either on official assignment or under medical grounds he will be eligible for reduction @ “N-2” where “N” is the number of days the students is absent.
17. The Caterer shall provide food as per the recommendations of the medical officer to the Sick Students during his / her sickness period and no extra charge will be paid for the same. Subject to the prescription of the medical officer sick students shall be provided with kanji/bread/milk as per requirement.
18. The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, Hygienic and edible. **No cooked food shall be stored / preserved after meals.** All perishable items like milk, bread, vegetables, chicken etc. have to be procured on daily basis. Not following Licensor’s suggestions/instruction in such matters shall be considered as violation of terms and conditions of agreement and shall invite penalty for the same. The Caterer shall use only branded and best quality raw materials for preparing the food. List of Brands or products given by the Licensor in **Annexure IV (Refer tender document)** have to be strictly followed. Vegetables used should be fresh and of good quality. Rice of good quality, well cleaned, de-stoned should be used. Standard brand Toor/ Urad Daal / Pulses/ Grams/ Spices are only to be used for cooking. The caterer should procure the required provisions from standard shops. **Milk should be of Aavin brand.** Rice should be cooked properly. Chapatti should be baked properly and it should be soft. For preparation of curry (i.e., Sabji) each day, the vegetables must be changed. Potatoes mixed with vegetables should not exceed 20%. Fruit served should be of good quality.
19. The Caterer or the manager representing on his behalf is required to remain present in the mess when the food is served.
20. The committee consisting of students, faculty, Officers & staff will check all materials brought to the mess, cooking, serving, Cleaning & waste disposals. In the event of the quality of food served being poor or not adhering to contractual conditions, the Licensor will be free to impose penalty as deemed fit on the Caterer and as per penalty clause.
 - a. The daily rate for the Common Menu from _____ to _____ will be INR__ inclusive of all taxes for the Messes. For Food Courts, Rate shall be that of actual dined items by Diners. The rate finalized and agreed upon by the caterer shall remain unchanged for the agreement period. Monthly payment to the caterer will be made by the HAC after submission of actual mess bill with statements, taxes paid for the said period, proof towards payment of all statutory obligations like Wages, ESI and EPF etc to the employees through the Bank. That the caterer shall be paid with an **all-inclusive daily rate of Rs. _____ INR (Rupees _____) per day per student in respect of all Mess Diners and Maximum Monthly Payable amount** for Food Courts Diners (**Annexure II a& b**). The rate at which the caterer is paid is for the basic menu & extra items are as given in **Annexure III (A to F of Tender document)**. The daily rate includes fuel cost, procurement cost of rice/ provisions/ vegetables/ milk and all other ingredients of good quality. Further the rate shall be



inclusive of loading and unloading, transportation, storage at dining hall premises, all statutory duties, levies, and taxes including Service Tax/GST for which no additional cost is payable or reimbursable by the Licensor. The Caterer shall also furnish a certificate in every Mess bill to the effect of stating that amount claimed is inclusive of GST, levies etc and dispute, if any arises on that score, will be settled amicably between the Caterer and the GST/Authorities concerned without involving the Licensor as a party to the dispute. During the currency of the contract if there are any revision in any of the statutory levies then it is the responsibility of the Caterer to adhere to the new regulations without approaching the Licensor for revision of rates. Further, rates for basic menu & extra items for Mess and Food Courts shall remain firm for this contract period of One year. No escalation of price whatsoever would be allowed during the pendency of the contract. The guests and visitors shall be charged at mutually agreed rate.

- a. Caterers shall submit Mess bill in the form of Tax Invoice containing details of GST Registration number of the Caterer and NITT (33AAATN5491Q1ZZ) along with HSN/SAC code every month on or before 07th of subsequent month. After deducting the amounts towards TDS etc., (after ensuring the prompt payments of license fee, EB & Water charges NITT EMD by the caterer) 75% bill amount will be paid within fifteen days from date of receipt of monthly mess bill. The remaining 25% of the monthly bill amount will be paid based on the evaluation (**Annexure V**) by the student dinners and Hostel Administration Committee. The Hostel Administration will not provide any advance for any reason whatsoever. In the event of delay of payment due to any query, objection or dispute with regard to any bill or a part thereof, the caterer shall not be entitled to any interest.
- b. The Caterer shall submit the mess **bill every month on or before 5th** of subsequent month. Upon the submission of the said bill, 75% of the net amount i.e., after deducting the amount towards rent, electricity, water charges and TDS etc., will be paid within fifteen days from the date of receipt of the mess bill. The remaining 25% of the monthly bill amount will be paid based on the evaluation (**Annexure V**) by the student dinners and Hostel Administration Committee. The Hostel Administration will not provide any advance for any reason whatsoever. In the event of delay of payment due to any query, objection or dispute with regard to any bill or a part thereof, the caterer shall not be entitled to any interest.
- c. The Licensor reserves the right to carry out **Post-Payment Audit of final bills** including all supporting vouchers, abstracts etc. and enforce recovery of any sum becoming due as a result thereof. However, no such recovery shall be enforced after three years of passing of the final bill.
- d. It is the prerogative of the Licensor to **allow students to change mess at month end for subsequent month the beginning of every month** based on student's option which may be exercised either by online or manual procedure. Initially 300-700 students are proposed to be allotted to every caterer. Minimum strength of 300 and maximum of 700 will be maintained by each caterer and maximum strength can be increased if caterers performance is found to be satisfactory as assessed by students feedback. Thus switch over of students from one caterer to another caterer of their choice, every month is to be implemented. If any caterer is left with the minimum strength 300 students consecutively for three months (200No only for Pure Vegetarian Mess/Girls Food Court), their contract will be terminated automatically and his strength will be re-allotted to the another caterer who performs satisfactorily.



21. **PENALTY CLAUSE:**

Failure to supply food in terms of quality, quantity and as per the menu indicated in **Annexure IIb & III** will attract penalty. For not adhering to contractual term & conditions, the HAC/NITTH shall be free to impose penalty as deemed fit on the caterer. Penalty imposed shall be adjusted against payment due to the caterer. **PENALTIES are specified in Section-H (31).**

22. It will be the sole responsibility of the Caterer alone to execute the entire contract on his own. The Caterer shall not assign / transfer the contract to any other person or persons and shall not sublet/ assign any of the services to the other parties.

23. **No amendment of any portion of this agreement** shall be valid or binding upon the parties thereto unless the same is approved in writing by the authorized representative of each of the parties.

24. The Licensor reserves the right to review and modify the terms and conditions based on necessity with the consent of the Caterer.

25. **Period of the Contract:** The selected contractors shall provide catering service for a period of one year as per terms & conditions in **Section-H**. The contract may be extended for second and third year not exceeding three years subject to the satisfactory performance, on the existing or mutually agreed terms & conditions.

26. **Termination of Contract:** Notwithstanding anything contained in the terms and conditions, the HAC/ NITTH shall be at liberty to **terminate the contract** by giving 30 days clear notice ending with the expiry of that month of contract without assigning any reason whatsoever. However, the caterer may terminate his/her contract by giving 60 days clear notice ending with the expiry of the month of contract. In this case he/she will be debarred for participating in further mess tender process of NITT Hostels for 3 years. Subsequent to his/her termination notice 50% of the one month rent will be charged / deducted from the caterer and penalty of Minimum of Rs.20,000/- and maximum of Rs.1 lakh (including the cost of re-tendering) will be levied from his/her security deposit.

That if the caterer fails to operate the contract or comply with any of the contractual obligations, HAC/ NITTH reserve the right to get the same done by another agency at the caterer's cost and risk apart from recovery of a penalty.

27. **Damage, loss and injury to Students/ Property:** The Caterer shall at his own expense reinstate and make good to the satisfaction of the Licensor for any injury, loss or damage occurred to any property of the Institution, Students, Staff/ Employees/ Workers of the Institution, the injury loss or damage arising out of or in any way in connection with the execution or purported execution under the contract.

28. The Caterer shall at his own expense reinstate and make good to the satisfaction of the Licensor for any injury, **loss or damage occurred to any property of the Institution, Students, Staff/ Employees/ Workers of the Institution**, the injury loss or damage arising out of or in any way



in connection with the execution or purported execution under the contract.

29. In case the Licensor be held liable for any loss, damage or compensation to third parties arising by the Caterer, such loss, damage or compensation shall be paid by the Caterer to the Licensor together with the costs incurred by the Licensor on any legal proceedings pertaining thereto otherwise, NITTH/HAC will be entitled to recover such damage/loss out of the outstanding bills or from the Performance Security Deposit of the agency.
30. The Contractors shall **maintain all registers and records** in the proper manner and as required by the regulations of the various authorities concerned and indemnify the Licensor from the consequences due to any inaccurate or faulty documentation on the part of the Caterer.
31. The contractor shall maintain **a suggestion book** for recording of suggestions for improvement by the student. Such suggestions as have the approval of the committee should be forthwith acted upon. The suggestion book should be kept open for inspection of the Committee members, students, wardens etc.
 - a. All Necessary personal safety equipments as considered adequate shall be made available by the caterer for use by personnel employed on the site and maintained in a condition suitable for immediate use. The caterer shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on **fire safety norms** and proper operation of electrical gadgets/ instruments and fire-fighting equipment etc. placed at the disposal of the hostel mess. The caterer shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurred. Liability/responsibility in case of any fire accident or any other accident causing injury/death to mess workers / inmates or any of his staff shall be of the caterer. The HAC or NITTH shall not be responsible in any means in such cases.
 - b. The Caterer shall not undertake **any alteration/addition in the premises** under any circumstances. The Caterer must take prior permission from the Licensor before making any modifications to the facilities existing on the date of handing over in the dining halls and kitchen or any place at the Licensor's campus.
 - c. That it is agreed between the parties that no interest whatsoever in premises has been assigned by the HAC/NITTH to the contractor and the **possession of the premises will always that of the HAC/NITTH**, even when the premises are in use or occupation of the caterer.
 - d. HAC/NITTH reserves the right to review, modify, alter, add and delete any of the terms and conditions of the contract.
32. **Force Majeure Clause:** In the event of *force majeure*, either party to the agreement will be absolved of its responsibilities under this agreement subject to the condition that prevalence of such force majeure condition shall be brought to the notice of the other party within 24 hours of occurrence. Where the force majeure eventuality continues to prevail for a period of more than one week from the date of occurrence, the parties will consult each other and come to a decision about the continuation of the agreement.
33. **Jurisdiction:** In the event of the disputes, differences, claims and question arising between the parties hereto arising of this contract or anyway relating to any terms, conditions or provisions herein



mentioned or validity, interpretation, thereof or otherwise in relation hereto, all such dispute claims or question shall be referred to SOLE ARBITRATOR appointed by the Licensor. Such arbitration shall be held in accordance with the provision of Arbitration and Conciliation Act 1996, or re-enactment thereof for the time being in force and arbitration proceedings shall be held at Tiruchirappalli. All legal disputes shall be subject to the jurisdiction of courts at Tiruchirappalli.

34. **Signing of contract:** Each contract document shall be signed by the Caterer with his usual signature. Contracts by a company shall be signed with name of the Company by a person authorized in this behalf and a power of attorney or other satisfactory proof showing that persons signing the contract documents on behalf of the company is duly authorized to do so, shall accompany the contract.

Apart from the above, all the terms and conditions detailed in the tender and the tender shall be deemed to the part of this contract agreement.

SIGNATURE OF LICENSOR

Seal:

Date:

SIGNATURE OF CATERER

Seal:

Date:

Witness with Signature & Address

1.

2.

Witness with Signature & Address

1.

2.

ANNEXURE FORMING PART OF THE AGREEMENT/CONTRACT:
TENDER, INTEGRITY PACT & AGREEMENT



ANNEXURE - VIII

Integrity Pact

To:
The Chief Warden,
Hostel Administration Committee (HAC),
National Institute of Technology- Tiruchirappalli Hostels (NITTH),
Thanjavur Main Road,
Trichy – 620 015.

Sub: Submission of Bid for the Work of “Catering Services” at NITTH.

Dear Sir,

I/We acknowledge that HAC/NITTH, Tiruchirappalli is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that Notice Inviting Tender (HAC/NITTH) is an invitation to offer made on the condition that I/We will sign the enclosed Integrity Agreement, which is an integral part of tender documents, failing which, I/We will stand disqualified from the tendering process.

I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the HAC/NITTH. I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by HAC/NITTH, Tiruchirappalli. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, HAC/NITTH Tiruchirappalli shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender /bid in accordance with terms and conditions of the tender/bid.

Yours faithfully,

(Duly authorized signatory of the Bidder)

To be signed by the Bidder and Same signatory competent/authorized to sign the relevant Contract on behalf of HAC/National Institute of Technology Hostels, Trichy.



INTEGRITY AGREEMENT

This Integrity Agreement is made at Trichy on this _____ day of _____ 2020.

BETWEEN

HAC/National Institute of Technology Hostels, Trichy represented through the Chief Warden (hereinafter referred as the 'Principal/Owner' which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

_____ (Name and Address of the Individual/firm/company-details of duly authorized signatory) through _____ (hereinafter referred to as the "Bidder/Contractor" which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (No. _____) (hereinafter referred to as "Tender/Bid") and intends to award, contract for _____ (Name of work) hereinafter referred to as the "Contract".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder (s) and Contractor (s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "**Integrity Pact**" or "**Pact**"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the Parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner:

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender or the execution of the Contract, demand, take a promise for or accept, for self or this person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal/Owner will, during the Tender process, treat all Bidder (s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder (s) same information and will not provide to any Bidder (s) confidential/additional information through which the Bidder (s) could obtain an advantage in relation to the Tender Process or the Contract execution.



- c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder (s)/Contractor (s)

- 1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards and report to the Government/Institute all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2) The Bidder (s)/Contractor (s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution.
 - a) The Bidder (s)/Contractor (s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the tender process or during the execution of the Contract.
 - b) The Bidder (s)/Contractor (s) will not enter with other Bidder (s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - b) The Bidder (s)/Contractor (s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contract(s) will not use improperly (for the purpose of competition or personal gain), or pass on to others any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - c) The Bidder (s)/Contractor (s) of foreign origin shall disclose names and address of agents/representatives in India, if any. Similarly, Bidder (s)/Contractor (s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participate in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with



the first manufacturer in a subsequent/parallel tender for the same item.

- d) The Bidder (s)/Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3) The Bidder (s)/Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 4) The Bidder (s)/Contractor (s) will not, directly or through any other person or firm indulge in fraudulent practice **means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Institute interests.**
- 5) The Bidder (s)/Contractor (s) will not, directly or through any other person or firm use Corrective Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder (s)/Contractor (s) and the Bidder/Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

- 1) If the Bidder (s)/Contractor (s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder (s)/Contractor (s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/ Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. **Such exclusion may be forever or for a limited period as decided by the Principal/Owner.**
- 2) **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Principal/Owner has disqualified the Bidder (s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3 (1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.



- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of Indian Penal Code (IPC)/Prevention of Corruption Act, or if the Principal/Owner has substantive suspicion in its regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

- 1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
- 2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the Principal/Owner.
- 3) If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors:

- 1) The Bidder (s)/Contractor (s) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation (s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/sub-bidders.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
- 3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the Bidder along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6: Duration of the Pact:

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Bidder 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above unless it is discharged/determined by the Competent Authority, HAC/NITTH Trichy.

Article 7: Previous Transgression:

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Institute i.e. Tiruchirappalli of the Principal/Owner, who has floated the Tender.



- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) Should one or several provisions of this pact turns out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement/Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/Pact or interpretation thereof shall not be subject to arbitration.

Article 8: LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will also subsists and has precedence besides Tender/Contract documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

..... (For and on behalf of Principal/Owner)
 (For and on behalf of Bidder/Contractor)

WITNESSES:

- 1.(Signature, Name and Address)
- 2.(Signature, Name and Address)

Place:
 Dated: