

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY
WARANGAL – 506004, TELANGANA STATE**



TENDER DOCUMENT

**FOR
CATERING SERVICES
(INCLUDING KITCHEN & DINING HALL MAINTENANCE)**

**FOR
INSTITUTE FOOD COURTS (IFC-A, IFC-B & IFC-C)
&
PRIYADARSHINI MESS (Ladies Hostel)**

TENDER NOTIFICATION No. NITWH/CSKM/2018, Dated: 31/05/2018

(The tender document has 23 pages. The contents of the tender document are (1) Important dates (2) Important conditions of the tender (3) Schedule-A: General Terms & Conditions (4) Schedule-B: Scope of the Work & Menu and (5) Schedule-C: Basic Technical Details)

MAY 2018

OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY, WARANGAL 506004

TENDER NOTIFICATION No. NITWH/CSKM/2018

Dated:31.05.2018

NOTICE INVITING TENDER

Sealed tenders are invited under two bid system i.e. Technical bid and Financial bid from reputed catering agencies for providing Catering Services (including kitchen & Dining Hall maintenance) for Institute Food Courts (IFC-A, IFC-B, IFC-C) and Priyadarshini Mess (Ladies Hostel) at National Institute of Technology, Warangal. This Contract is for an initial period of one academic year, extendable by one more year subject to satisfactory performance (refer schedule – B)

The tender document can be downloaded from the website (www.nitw.ac.in). The bidder has to ensure that the tender should strictly comply with the requirements of the Tender Document. Any deviations shall render the Tender invalid. The tenderers have to submit the crossed demand draft for Rs. 1,500/- (one thousand and five hundred only) + 18% GST towards tender document fee, along with their bid, failing which their bid will be rejected.

Tender document duly filled in all respects in the original prescribed format duly superscribing with Tender Notification No., should reach the Office of the Chief Warden, NIT Hostels, NIT, Warangal – 506 004, **on or before 19th June 2018, 3.00 P.M.** Bidder should sign and stamp on all the pages of duly filled tender document before submission of the same

Chief Warden
NIT Hostels
NIT Warangal

IMPORTANT DATES

1	Issue of Tender form starts from	31th May, 2018
2	Last Date of Issue of Tender form	19th June 2018 (up to 1.00PM)
3	Last Date of Receipt of Tenders*	19th June 2018 (up to 3.00PM)
4	Date of Opening of Technical Bids	19th June 2018 at 4.00 PM
5	Date of Opening of Financial Bids	Will be intimated to successful bidders.
* The tender box is available at the entrance of the Main Building (Admin).		
Venue for Opening the Technical Bids Tender Hall, adjacent to Central Stores, NIT Warangal.		

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

TENDER NOTIFICATION No. NITWH/CSKM/2018

Dated: 31.05.2018.

**IMPORTANT CONDITIONS OF THE TENDERER
TO BE ABIDED BY THE BIDDER**

Sealed tenders in a two-bid system i.e. (i) Technical bid and (ii) Price bid are invited up to **19th June 2018 (up to 3.00PM)** for “providing Catering Services (including kitchen & Dining Hall maintenance) for Institute Food Courts (IFC-A, IFC-B, IFC-C) and Priyadarshini Mess (Ladies Hostel)” from reputed catering agencies for an initial period of one academic year, extendable by one more year subject to satisfactory performance.

Submission of Tender: The tender can be submitted on all working days. The due date for the submission of the tender is on or before **19th June 2018, 3.00PM**). In the event of this day being declared as a holiday, the tenders can be submitted up to the appointed time on the next working day.

Pre-requisite Criteria

- i) The bidders should have been registered with Income Tax and possess PAN/TAN, ESI, EPF, Labour license, during the last THREE years ending on 31-03-2018 and have valid GST registration.
- ii) The bidder should have successfully carried out catering services in any industry/organization/establishment/ Higher Education Institute / University, for not less than 500 persons/users on a normal working day in a single unit for a continuous period of **one year** during the last Five years. The time period of Five years shall be reckoned as on 31.05.2018. The bidders having experience only in the Cafeteria (snacks & beverage services) will not be considered.
- iii) The average annual turnover of the bidder during the latest three years ending on 31-03-2018 should be at least **Rs. 2Crore** (Rupees two crore only).
- iv) Number of workers deployed in the single largest contract in an Industrial/Institutional Mess should be a minimum of 50.

Two-bid system: The bids should be submitted in two-bid system with all required documents in separate sealed covers (i.e.) Technical bid and Financial bid.

- Envelope 1 - Signed documents of Tender Schedule A, Schedule B, Schedule C, and Annexure A. This envelope shall be sealed and superscribed as “**Technical Bid**”
- Envelope 2 - shall contain the Financial Bid indicating daily rate and rates for extra items in the format given in Annexure – B with detailed justification for the daily rate quoted. This envelope should be sealed and super scribed as “**Financial Bid**”
- The above two sealed envelopes along with a covering letter, Tender Fee Receipt/ Tender fee and EMD should be put into a bigger cover and sealed.
- This cover should be superscribed

“Tender for providing Catering Services (including kitchen & Dining Hall maintenance) for Institute Food Courts (IFC-A/IFC-B/ IFC-C/Priyadarshini Mess (Ladies Hostel)”

**O/oThe Chief Warden, NIT Warangal Hostels, Warangal – 506 004, Telangana State.
The tender document should not be submitted in box files. Tenders which are not as per the procedure mentioned above will be summarily rejected.**

- The demand drafts/ Banker pay orders, one for Rs. 1,500/- (Rupees one thousand and five hundred only) + 18% GST towards tender document fee and another for Rs.2,50,000/- towards Earnest Money Deposit (EMD) are to be drawn in favour of Chief Warden, NIT Hostels, NIT Warangal, payable at Warangal.
- DO NOT PUT any DD inside the technical bid cover or financial bid cover. Offers without EMD or with invalid EMD or **EMD kept inside the covers containing Technical/Financial bids will be summarily rejected** and unopened tenders will be returned to such bidders.
- **Last date of issue of tender form is 19th June 2018 up to 1.00PM.**

Earnest Money Deposit (EMD):- The bidder should submit an **EMD amount of Rs. 2,50,000/-** along with the tender by way of Demand draft or Banker's pay order drawn in favour of "The Chief Warden, NIT Hostels, NIT Warangal" and payable at Warangal. The tender without EMD shall be considered as INCOMPLETE and REJECTED. Photo/Fax copies of the demand draft/Banker pay orders shall not be accepted. The EMD of the unsuccessful bidders will be released after the finalization of the contract. No interest will be paid on EMD. The EMD shall stand forfeited in the event of withdrawal during the contract period or amendment of the bid/tender, or if the bidder impairs or derogates from the tender in any respect during the period of bid, or in case successful bidder fails to sign or accepts the contract within the stipulated period.

Contractor is required to deposit an amount of **Rs. 9,50,000/-** towards performance guarantee and security deposit at the time of award of contract within stipulated time if his / her offer is accepted. In case of premature termination of the contract by either side, the security deposit of the contractor shall be forfeited. The EMD of the firm, whose tender is accepted / approved, will be released only after the firm concerned deposits performance guarantee and security amount of Rs. 9,50,000 in the form of Demand Draft with the Chief Warden Office.

Authority to sign: - All the documents must be duly signed by the bidder. If an individual or a proprietor of a firm is a signatory, he/she should sign above the full type/written name and current address. In case of a partnership firm, all the partners of the firm or a partner holding power of Attorney for the firm (a certified copy of the power of Attorney should accompany the Documents) should sign in this case. In both cases, a certified copy of the partnership Deed and current address of all the partners of the firm should be furnished. In case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding power of Attorney for signing the Documents, accompanied by copies of the power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

The bidder should sign and stamp each page of the tender document as a token of having read and understood the terms & conditions contained therein and submit the same along with the bid. No photocopies of this tender document will be accepted.

Compliance/Confirmation: - Compliance or Confirmation report with reference to general terms & conditions and requirement for running the dining facility (Schedule-A), Scope of work and details of menus (Schedule-B) and the Basic Technical details (Schedule-C), should also be included in the Technical bid.

Daily Rate: Financial bid should indicate the price quoted as "**Daily Rate**" per student for the menu (see schedule-B for the details of menu) and must include all charges including taxes and service charges etc., as levied by Central and State Governments. However, the percentage of taxes and service charges must be clearly indicated. The tenderer must submit a detailed note of justification in respect of the quoted daily rate, by giving details of dining hall and kitchen expenses, wages and taxes, failing which the financial bid shall be treated as INCOMPLETE and shall not be considered. The authorities reserve the right to ask for a detailed cost analysis of their quoted price, failing which the bid will be rejected summarily and liable for confiscation of EMD.

Validity of offer: The validity of the offer shall be for 60 (sixty) days or till enter into a valid contract whichever is later.

Late offer: The offers received after the due date and time will not be considered and the same will be returned unopened to the bidder.

Opening of the tender: The offer/bids will be opened by a committee duly constituted for this purpose as per the details given in page 2 of tender document, in the presence of such bidders or their authorized representatives who choose to be present. The larger envelope (containing a covering letter, Tender Fee Receipt, EMD and two separate covers with technical/financial bids) will be opened first.

On verifying the Tender Fee Receipt and EMD, the technical bids will be opened. The committee will examine and evaluate the technical bids to decide the suitability for the said work. The bidders, whose Technical Bids are not found acceptable will be advised of the same and their sealed cover containing financial bid will not be opened and EMD will be returned to them.

Technical Bid Evaluation

Evaluation of the technical bids is based on a weighted criterion scoring system as given in Annexure –A. Inspection committee may carry out surprise visit to the establishments /mess/dining facilities run currently by the bidders.

1. Evaluation of the Technical Bids:

Before evaluation of the technical bid, bidders are expected to meet the Pre-requisite criteria. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting the eligibility criteria, are liable to be rejected summarily. If any document produced in support of the eligibility criteria turns out to be not genuine, the EMD/ Performance Guarantee and Security Deposit stands automatically forfeited, whether before award of work or otherwise.

The Technical bid should consist of all the details as specified in the Annexure - A along with commercial terms and conditions. All the bidders have to fill it depending upon their capabilities and conditions. The bidder should submit proofs for their claim by way of testimonials, records, photographs, etc. The Technical bids shall be given a Technical Score (TS) as per the ranking system by awarding score for each attribute. **There should be no cost indication in the Technical bid.**

The maximum score for technical evaluation is 100. Bidders obtaining more than or equal to 75 will be qualified for consideration of Financial bid.

The bidders, whose bids are short-listed will be intimated and they may attend the opening of financial bid.

2. Opening of Financial Bid and Evaluation: Financial Bids of only the technically qualified parties, i.e., securing the minimum score of 75 in technical evaluation will be opened.

The financial bids shall be evaluated for completeness and accuracy. The Daily Rate as stated in the Annexure-B shall be used for the purpose of evaluation of Financial bids.

The institute shall reserve the right of downward negotiation of the prices quoted by the lowest bidder. The lowest bidder will be allotted the food court/Priyadarshini mess as per his choice. Next higher bidders in the order of price quoted above the lowest bidder, who are willing to render the services at the rates agreed by the lowest bidder will be selected for award of the contract for the other three food courts /Priyadarshini mess.

Acceptance and Rejection: The institute reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the Tender without assigning any reason. Catering establishments, who served in NITW Hostel /Canteens and whose services were terminated are not eligible to participate in this tendering process.

Disputes and Jurisdiction: Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the city of Warangal in Telangana State.

Same contractor will not be awarded more than one food court. However, the decision of the Director will be the final.

Chief Warden
NIT Hostels
NIT Warangal

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

Date:
Place:

**SIGNATURE OF BIDDER
ALONG WITH OFFICIAL SEAL**

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY,
WARANGAL 506004**

SCHEDULE - A

**TERMS AND CONDITIONS FOR CATERING SERVICES (INCLUDING
KITCHEN & DINING HALL MAINTENANCE) FOR INSTITUTE FOOD
COURTS (A, B & C) AND PRIYADARSHINI (LADIES HOSTEL) MESS**

1. Institute Food courts and Priyadarshini Mess will run for 9 months with a lean period of 3 months (in two stages) in a year. The menu for the normal days is enclosed. **There shall be at least 8 SPECIAL MEALS sessions (FOUR vegetarian and FOUR non vegetarian) during the year for different festivals and ceremonies of the Institute with no extra cost. However it may include items like fruit juice or ice creams, two special curries in place of regular curries etc. in addition to usual items.** The menu for these special meals will be decided with mutual discussion of Mess warden, Mess Committee and the contractor.
2. Breakfast, Lunch and Dinner need to be served as per the menu agreed upon with the Hostel Management. The details of the menu are given in Schedule – B.
3. TENTATIVE MESS TIMINGS

Breakfast	: 07.00 AM – 09.00 AM
Lunch	: 11.30 AM – 02.00 PM
Dinner	: 07.00 PM – 09.00 PM
4. Basic menu is unlimited. Special items, vegetable fried items, chips, fruits etc. are limited.
5. Any special/non-vegetarian items are considered as “EXTRAS” and will not form part of the basic menu.
6. The Electricity consumed for the kitchen, store room, rest room and the wash area will be charged as per TSNPDCL rates. Running water in the kitchen will be metered. For drinking and cooking purposes, ISI certified Mineral water is to be used by the contractor.
7. The Bidder shall pay a license fee of Rs.10,000/- per month per mess for the premises and Rs.10,000/- towards hire charges for the kitchen equipments and vessels supplied by the Institute.
8. Contractor is required to deposit an amount of Rs, 9,50,000/- towards performance guarantee and security deposit at the time of award of contract within stipulated time if his / her offer is accepted. In case of premature termination of the contract by either side, the security deposit of the contractor shall be forfeited.
9. Dispute: - In case of any dispute between the Chief Warden and the Service Provider, the matter will be referred to an arbitration committee to be approved by the Director and the decision of the Committee will be binding on the contractor.
10. Statutory Requirement/obligation: All statutory rules, like Minimum Wages (Central) Act, ESI Act, PF Act, etc., as applicable for engagement of labor on daily wage basis are to be followed strictly as per Government norms. The contractor will have to obtain and submit food license from the FSSAI (Food Safety and Standards Authority of India).
11. In case of failure to comply with the above statutory Rules, Acts, the authorities shall have the right to impose the penalty or cancel the contract.

12. The contractor shall not assign, sublet or part with the possession of the premises and properties of the Institute therein or any part thereof under any circumstances.
13. The contractor shall not appoint any sub-contractor to carry out any obligation under this Contract.
14. The contractor shall vacate the leased premises with the all features, furniture etc., which are institute properties in good and tenable conditions at the termination of the contract.
15. The contractor shall not make or permit any construction or structural alteration of additional fitting inside the premises of the work place without prior written approval of the authorities.
16. The security deposit will be returned three months after the end of the contract period without interest if there are no pending issues against the contractor.
17. One month notice is required from the contractor for the termination of the contract service if such a condition arises during the contract period.
18. If the contractor and/or his team and also functioning of the mess is not up to the mark or, the quality of the food is below standard or unhealthy or unhygienic, then Chief Warden is empowered to terminate the contract with a short notice of one week. The Hostel Wardens Committee's opinion is final so far as the food quality / mess management is concerned.
19. In case of unsatisfactory performance / any dispute whatsoever / labour dispute emergency condition or any other reason as deemed fit by the Chief Warden, the contract can be cancelled at the sole discretion of the Director.
20. Hygiene and overall cleanliness in and around Kitchen has to be maintained. Raw materials, ingredients etc. used for food preparation are to be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Any type of COOKED FOOD shall not be stored / preserved / re-served after meals. Not following warden's suggestions / instructions in above matters shall be considered as violation of terms and conditions of contract and shall invite penalty for the same (upto 10% of monthly bill as decided by Mess Committee).
21. Waste disposal three times a day is the responsibility of the caterer. Necessary logistics should be arranged by the caterer to remove the waste (both food and non- food) generated by the mess to designated waste disposing areas outside NITW campus on a daily basis. **The contractor is liable to be penalized (upto 15% of daily bill as decided by Mess Committee) for clogging of drains in the mess kitchen/washing area due to draining out of waste food etc.**
22. Issues related to Hygiene in the mess
 - a. Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms.
 - b. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
 - c. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, and mess water coolers is also responsibility of the caterer. The highest possible standards are expected in this regard. Consumption of water for cleaning purposes should be minimum required.
 - d. All possible measures must be taken to ensure hygiene in the kitchen

and mess. These include the provision of ample Liquid soap for hand wash at basin, hand gloves for mess workers, head caps for mess workers and other measures as advised by the council.

- e. Cleaning of toilets in the Mess premises should be taken care of by the caterer.
 - f. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
 - g. The mess council would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.
23. Contractor shall be solely responsible in case of incident(s) of food poisoning etc. and shall bear the complete expenditure arising out of this for medical treatment of the boarders of the mess. In addition, penalty may be imposed on the contractor as decided by the Committee of Wardens / Chief Warden for such incident(s). Further, legal action may also be taken as per the provisions of law.
24. The Contractor shall use only branded raw materials of best quality for preparing the food. Brands of certain mess items are given below. A quality control Supervisor will check all materials brought to the mess as well as cooking practices. In the event of the quality of the food served being poor or not adhering to contractual conditions, the Hostel management will be free to impose monetary fine as deemed fit on the contractor. Such fines imposed will be adjusted against the payments due to the contractor. The Institute shall pay only the approved daily rate per student for the entire contract period.

MESS ITEM	BRAND
Salt	Tata, Annapurna, Nature fresh
Ketchup	Maggi, Kissan,
Oil (refined sunflower)	Sundrop, Goldrop, Priya, Vijaya, Naturelle, Freedom (use of Hydrogenated (vanaspati) oil is prohibited)
Atta	Ashirvad, Pillsbury, Annapurna
Flavoured fruit drinks	Rasna, Roohafza
Butter	Amul /Vijaya
Cornflakes	Kellogg's
Jam	Kisan /Trix
Tea	Brook bond, Lipton, Tata, 3 Roses, Gemini
Coffee	Nescafe/Bru/Sunrise
Rice	Vijaya or Sonamasuri (preferably from Mulkanoor Cooperative Society)
Bread	Ruchi/Modern/Spensers
Milk	Vijaya/Mulkanoor/Karimnagar Dairy
Pickles	Priya/Ruchi/Spensers/Ramya
Noodles	Maggi, Nestle, Nissan

The contractor may use any other approved brands only if permitted by the Mess Committee, in writing. In such case the contractor will submit two or three brands for each grocery item and the warden and Mess Committee will select the brands for cooking. The stock should be maintained for 15 days thereafter reorder level for 15 days.

25. **All inclusive daily rate (inclusive of fuel, cost of procurement of rice, wheat and all other provisions, vegetables, fruits, mineral water, unloading and loading, transportation, storage, labour, all statutory taxes, duties and levies etc. and fluctuations in the rates of the commodities) per student should be quoted in the tender. The Hostel Management will not pay any other charges for the catering services provided except the daily rate.**

26. **14.5 Kg capacity Gas cylinders for non-domestic use are provided by the institute. It is the sole responsibility of the contractor to get the refills from the Gas company to run the mess. Any fluctuations in the Gas price must be absorbed by the Contractor only.**
27. **When circumstances warrant, contractor should cater for large number of students/staff members at very short notice. Similarly, fluctuations in strength during vacation periods shall have to be accommodated.**
28. The contractor and his workers must behave politely with boarders of the Mess. The contractor and his team, under any circumstances should not involve in any altercations with the boarders of the mess. In case of such situations/ under emergency, the Contractor should intimate immediately to the concerned Warden/Deputy Chief Warden/Chief Warden.
29. Mess workers and cooks should be healthy and medically fit. They are required to have a regular check up with the institute Medical Officer. If any mess worker is found medically unfit, he may not be given permission to continue his duties and mess contractor has to replace him immediately without fail.
30. The Hostel / Institute administration reserves the right to depute persons to act as supervisors to check the overall maintenance of the premises and proper use of the materials.
31. Mess Contractor or his representative / manager is required to remain present in the mess when the food is being served in the mess.
32. Smoking / drinking liquor etc. is strictly prohibited in the Institute premises.
33. Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The contractor shall not serve any of such substance / drink in mess / hostel. Smoking, consuming gutka, tobacco etc. is also prohibited in mess premises.
34. Employment of child labour (below the age of 18 is totally prohibited. It is the responsibility of the Contractor to comply with all formalities of labour office including obtaining necessary labour license.
35. The employees of the contractor should wear uniform along with a name tag.
36. All expenses related to the functioning of the employees engaged by the Contractor shall be in the scope of the Contractor.
37. The Contractor is solely responsible for the payment of minimum wages for their employees as per of the Government of Telangana State norms and deductions towards P.F. and E.S.I. The record of duty hours and pay structure should be maintained as per rules for inspection by authorized government personnel and N.I.T and for meeting other statutory and non-statutory benefits/obligations. A copy of the all statutory levies paid by the contractor should be submitted to the Chief Warden every month.
38. **The contractor should submit the proof of payment of statutory/non-statutory benefits such as ESI/EPF etc. to the persons employed by him every month along with mess bill claims, otherwise bills will not be paid.**
39. **It is also mandatory on the part of the contractor to open Savings Bank Account in the State Bank of India, NIT Branch, Warangal in the names of all the persons employed**

by him and also monthly salary must be paid by way of credit into their individual accounts. These details have to be submitted along with mess bill claims.

- 40. Monthly payment to the contractor will be made by Chief Warden. NITW will ensure payment to the caterer of 80% of each month's bills within one week after the submission of actual mess bill including copies of all statements, taxes paid for the said period. The balance 20% of each month's bills shall be settled on finalization of penalties, if any along with the next month bill.**
41. Contractor shall provide light food to the sick student/s during his/their sickness period and no extra charge will be paid for the same.
42. All the workers engaged in the food courts (IFC-A, IFC-B & IFC-C)/ Priyadarshini Mess (Ladies Hostel) are to be solely employed by the contractor only. Contractor has to engage sufficient number of employees for cooking, serving and cleaning/housekeeping.
43. Hostel management will monitor and evaluate the performance of the caterer. Grading of the caterer is done by the students based on quality, quantity, hygiene etc. Continuous bad performance will result in termination of contract. Non-compliance with menu and serving of unhygienic food will result in instant monetary fine.
44. The expenditure for maintenance of the electric gadgets and gas at the mess have to borne by the caterer.
45. Contractor must make his own arrangements for house-keeping of the dining and kitchen area allotted and disposal of the kitchen and dining waste material. House-keeping of common areas shared by the caterers must be done by them on rotation basis.
46. Any contractor whose tenure was prematurely terminated/stopped/barred/blacklisted by any institute/organization in the past 5 years is not eligible to apply.

PENALTY

1. The performance will be evaluated monthly by taking the feedback from the students on the quality and quantity of the food served, cleanliness, hygiene, waste disposal, catering service, punctuality and caterer response for 30 points. Based on the points obtained in the performance evaluation, the following deductions (maximum of 20%) shall be made from the monthly bill payable to the caterer. If the points are between 26 and 30 no deductions from the monthly mess bill. If the points are 25 or less, the percentage of deduction from the monthly mess bill is $20 - (0.72 \times \text{Points})$. The final decision on the feedback evaluation points will be made by the Mess committee.
2. Failure to supply food in terms of quality, quantity and as per the menu indicated in Schedule-B will attract penalty. For not adhering to contractual conditions, the Chief Warden shall be free to impose monetary fine as deemed fit on the contractor. Fines imposed shall be adjusted against payment due to the contractor.
 - a) Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or of poor quality, then a fine of **Rs. 5,000/-** for each occasion will be imposed.
 - b) Items 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. 10,000/-** for each occasion will be imposed.
 - c) Kitchen should be kept clean. If it is not kept clean, a fine of **Rs. 5,000/-** for each occasion will be imposed.
 - d) For damages caused by the contractor to the kitchen equipments, vessels and other items supplied by the licenser, **twice** the cost of the equipment will be recovered.
 - e) Any complaint of insects cooked along with food found in any food item would invite a fine of **Rs. 20,000/-** on the contractor. The contractor should prepare an alternate item immediately when such an incident is reported, pending further enquiry.
 - f) Any complaint of soft objects like rope, soft plastic, cloth etc in food will attract a fine of **Rs 2,000/-** per complaint.
 - g) Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty on the contractor which can range between **Rs 5000/- to Rs10,000/-** depending on the size of the stone/ pebble per complaint.
 - h) 5 or more complaints of unclean utensils in a day would lead to a fine of **Rs. 2,000/-** on the contractor.
 - i) If mess committee agrees that certain item of a meal was not cooked properly then a fine of **Rs.10,000/-** would be imposed on the contractor.
 - j) Changes in approved menu (as per Table-2of schedule- B) of any meal without permission of warden/mess committee would result in a fine of **Rs.10,000/-** on the contractor.
 - k) Fine on any discrepancy (personal hygiene of workers, misbehaviour by workers etc.) will lead to fine of **Rs.5,000/-** on contractor for every instance.
 - l) It is the responsibility of the contractor to see that the drainage lines are properly cleaned to see that the premises is hygienic. If it is found that due to negligence any drain is choked or foul stinking smell is detected, a heavy penalty of **Rs. 30,000/-** will be levied at each instance of such occurrences.
 - m) Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and is decided by the Mess Committee with consent with the wardens. Severity of hygiene failure shall be assessed and decided by the Mess Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

The Dean (Students Welfare)/authority nominated by the Director, NITW in his capacity, Warden and Chief warden shall be the Competent Authority with regard to imposition of Penalty. The contractor may appeal to the Chief Warden for reduction/waiver of penalty. The decision of the Chief Warden shall be final.

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS NATIONAL
INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

Schedule – B: Scope of Work & Details of Menu

Scope of Work:

Table – 1

Sl No	Dining Facility	No of Students (Expected)	Available facilities
1	*Priyadarshini Mess (Ladies Hostel)	800 – 1200	Equipped with a Kitchen and a Dining Hall of seating capacity of 300 at a time.
2	Institute Food Court – A	600 – 1000	Equipped with a kitchen and a dining hall of seating capacity 300 at a time
3	Institute Food Court – B	600 – 1000	Equipped with a kitchen and a dining hall of seating capacity 300 at a time
4	Institute Food Court – C	600 – 1000	Equipped with a kitchen and a dining hall of seating capacity 240 at a time

*All the workers and Service persons in the Dining Hall of Priyadarshini Mess must be ladies.

This Contract is for one academic Year only i.e., academic year 2018-19. Normal duration of academic year shall be July, 2018 to April/May, 2019 or till the closure of the Institute for summer vacation.

The contract maybe extended for another academic year in case the performance of the contractor is satisfactory. The ‘satisfaction’ shall be a matter to be decided / recorded by a committee appointed by the Director, comprising of various stake holders including hostel management, student representatives, Deans and such others who may in the sole opinion of the Director be relevant. The contractor shall have no say in the matter of determination of ‘satisfaction’.

Same contractor will not be awarded more than ONE FOOD COURT. However, the decision of the Director will be the final.

The work of providing Catering Services (including Kitchen & Dining Hall maintenance) for Institute Food Courts (IFC-A, IFC-B & IFC-C) and Priyadarshini Mess (Ladies Hostel) shall have to be undertaken without causing any damage to the Institute properties. In case any damage is caused by the workers deployed by the Company/Contractor, the same shall be made good by the Company/Contractor.

Decision of the Director/Chief Warden will be final and binding on the contractor in case of any dispute arising out with respect to the terms and conditions of this contract.

The Institute reserves the right to reject any bid at any stage of tender evaluation without assigning any reason. Mere participation in the tender process by any tenderer will not confer any right, what so ever, on him/it.

The committee reserves the right regarding the allotment of messes to the successful bidders.

Once the contract is awarded, the contractor will automatically be within the purview of the Food and Adulteration Act and the items supplied in the institute food court (IFC-A, IFC-B & IFC-C), Priyadarshini Mess (Ladies Hostel) should strictly adhere to the stipulated regulations of the Food and Adulteration Act. Any deviation from this will be viewed seriously and is liable to attract legal penalties and punishments.

The tenderer must submit Financial bid for the menu given in Table - 2.

The daily rate quoted must include fuel cost, procurement of rice & provisions and vegetables of good quality, mineral water and other items. Further, the cost of these raw materials shall be inclusive of loading and unloading, transportation, storage at dining hall premises for which no additional cost is payable or reimbursable by the Hostel management.

The contractor should go through the Schedule-A and give a compliance report for the terms & conditions and the requirements. The Hostel management ensures monthly payment to the contractor.

The institute reserves the right to assign any one of the dining facility to the contractor based on availability/requirement. The contractor shall visit these facilities and ascertain the available infrastructure. Any additional requirements, as deemed necessary by the contractor shall be taken care of by the contractor.

The hostel office will provide necessary facilities such as crockery (serving plates, glasses, spoons etc.) and other items viz. working tables, racks, shelf, vegetable cutting machine, wet grinder, chapatti puffer, cooking burners, mixer grinder, cold storage etc. only. These facilities will be in the charge of the Contractor and he / she will be responsible for any damage other than usual wear and tear. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repair, subject to approval and instructions of the Chief Warden / Warden. Other utensils, Gas refills and their safety, which are required to run the mess, will have to be arranged by the contractor. The regular maintenance of the facilities provided is to be borne by the contractor.

The maintenance of safety, health and hygienic conditions in and around the mess /kitchen will be the responsibility of the bidder. Warden's suggestions / instructions regarding cleanliness have to be followed and the expenditure towards this is to be borne by the contractor.

The successful bidder has to maintain the premises including kitchen and surrounding areas of the institute food court (IFC-A, IFC-B and IFC-C), Priyadarshini Mess (Ladies Hostel) clean and hygienic.

Table-2 –MENU for IFC -A , IFC-B , IFC-C and Priyadarsini Mess (Ladies Hostel)

Days	Breakfast	Lunch	Dinner
Monday	Puri, Aloo Curry/Chole Curry	White Rice, Chapati, Veg. Curry* , Dry Sabji* , Dal* , Mango Pickle, Rasam, Curd, Chutney, Fryums	White Rice, Variety Rice, Pulka, Veg. Curry* , Dal* , Sambar, Pakoda, Butter Milk, Chutney, Banana(1), Salad
Tuesday	Tomato Upma & Poha (or) Pav Bhaji (Maximum of 4)	Veg. Biryani, White Rice Pulka, Veg. Curry* , Dry Sabji* , Dal* , Rasam, Raita, Sweet, Mirch Pickle, Salad	White Rice, Variety Rice, Chapati, Shahi Paneer, Dal* , Sambar, Butter Milk, Lemon Pickle, Papad, Salad
Wednesday	Maggi Noodles with vegetables, Tomato Sauce	White Rice, Variety Rice, Chapati, Veg. Curry* , Dry Sabji* , Sambar, Boondi Raita, Sweet, Mango pickle, Curd, Onion	White Rice, Pulka, Veg. Curry* , Dal* , Sambar, Alu/Mirchi Bhajji(1), Butter Milk, Chutney, Seasonal Fruit (preferably other than banana)
Thursday	Masala Dosa, Chutney	White Rice, Variety Rice, Pulka, Veg. Curry* , Dry Sabji* , Dal Tadka* , Rasam, Curd, Mango Pickle, Salad	White Rice, Chapati, Mutter Panner, Dry Sabji* , Sambar, Gongura Chutney/Pickle, Butter Milk, Onion, Banana (1)
Friday	Idli, Vada & Sambar	White Rice, Veg. Biryani, Puri/Bhatoora, Chole Curry, Mixed Veg. Curry* , Sambar, Raita, Fryums, Salad, Sweet, Chutney/Pickle	White Rice, Pulka, Veg. Curry* , Dry Sabji* , Sambar, Chutney/Pickle, Curd, Papad, Fruit Custard
Saturday	Onion Dosa/ Uttappam, Chutney	White Rice, Variety Rice, Pulka, Veg. Curry* , Dry Sabji* , Dal* , Raasam, Butter Milk, Mango Pickle, Fryums, Salad	White Rice, Chapati, Veg. Curry* , Dry Sabji* , Dal* , Curd, Sambar, Chutney, Sweet, Banana(1)
Sunday	Alu Paratha, Tomato Chutney & Curd (1 cup)	White Rice, Veg Pulav, Chapati, Paneer Butter Masala, Veg. Curry* , Rasam, Raita, Fryums, Fruit Salad, Pickle, Onion	White Rice, Pulka, Veg. Curry* , Dal* , Sambar, Pickle, Curd, Papad, Chutney, Sweet, Banana(1)

ALL DAYS: 1. Tea, Coffee, Milk will be served in the breakfast-(100 ml).

2. Bread (Max of 6 slices) with Butter (Max of 10gm) and Jam as Alternate Breakfast

3. Dry Sabjis (2 cups), Vegetable Curries(2 cups), Curd (2 cups), and sweet (one cup/one piece of 50 grams) are limited.

The following items shall be served at EXTRA COST:

1. Milk (Cup of 150 ml) to be served in the Night.
2. Corn Flakes (Cup of 50gms) to be served in the Breakfast
3. Boiled Egg/Omelette to be served in the Lunch and Dinner.
4. Fresh Fruit Juice (Cup of 150 ml) to be served in the Lunch/Dinner.

#The Mess Committee, in consultation with the contractor, will replace/ choose from the list of Variety Rice, Dals, Dry sabjis, Vegetable curries and sweets every month.

Variety Rice: Pudina Rice, Lemon Rice, Jeera Rice, Pulihora, Tamoto Rice.

Dals : Tomato dal (toor), Dal makhani, Palak dal (toor), Moong dal, Dal with leaf, Toor Dal with Vegetables, Cucumber dal (toor), Ridge Gourd dal, Dal tadka, Methi dal, Lasooni dal palak, Masoor dal, Chana dal

Dry Sabjis: Veg. manchuria, Aloo gobi fry (Semi Gravy), Dry soya bean, Raw banana, Beetroot chana, Cabbage manchuria, Cabbage capsicum, Aloo matar, Aloo capsicum, Aloo jeera, Dondakaya, Brinjal (long), Carrot beans, Bendi fry, Broad beans fry, Aloo fry, Cauliflower fry, Carrot fry, Dondakaya fry, Banana fry, Bitter Gourd fry, Brinjal fry

Veg. Curries: Aloo Capsicum Tomato Curry, Gobi masala, Aloo-Tomato curry, Dum Aloo, Mixed Veg., Dum Aloo Masala, Cauliflower, Bendi Masala, Brinjal Masala, Black Chana Masala, Rajma Masala, Mutter Cabbage, Aloo Mutter Curry, Meal Maker, Snake Gourd, Drumstick, Kadai Veg, Bottle Gourd (Lauki), Gongura, Capsicum, Veg-Kolhapuri, Potato-Brinjal, Soyabean Thin Curry, Malai Kofta Masala

Sweets: Carrot Halwa, Gulab Jamun, Rice Kheer, Semiya Kheer, Suji Halwa, Kalakand, Jalebi, Shahi Tukda, Milk Barfi, Coconut Barfi, Kaja, Laddu, Sheera, Boondirabdi, Rasmalai

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS NATIONAL
INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

**Schedule-C:
Technical Details**

1. Registration Fee (Rs. 1,500/-+ 18% GST) i) Draft/Pay Order No. _____ Date _____
ii. Name of the Bank _____
2. EMD (Rs. 2,50,000/-) i) Draft/Pay Order No. with Date _____
ii. Name of the Bank _____

3. Profile of the Agency a).

Name of the Agency b).	
Address of the Agency	
c). Mobile & Phone Number d).	
Fax number	
e). Email	
Name of the owner(s)/Partners (Attach Bio-data of all Partners) Name and	
Designation of Contact Person/ Representative of firm along with his/her Mobile no and email	

4. Experience of the agency for past 5 years ((List of Higher education Institutions/organizations) in providing Catering services. Particulars may be provided in the table given bellow.

Financial Year	Name of the Institute	Number of Students catered	Contact Person & Mobile no	Type of service provided	No of persons deployed
2017-18					
2016-17					
2015-16					
2014-15					
2013-14					

5. Statutory Registrations

Sl No	Items	Details	Copies enclosed (YES/NO)
1	Registration Number With Office of the Regional Labour Commissioner (Central/State)		
2	PF registration Number		
3	ESI registration number		
4	Service Tax Number		
5	IT PAN/TIN number		
6	GST Number		
7	LabourLicence number		
8	Professional Tax number		

4. Turnover for the last three years.

2017-18	2016-17	2015-16
Rs.	Rs.	Rs.

5. Bidders Solvency of current financial year (Capital Employed) rupees (in lakhs) (Solvency certificate for an amount not less than Rs.50.00 Lakhs should be enclosed as Appendix – X
6. Provide details of PF and ESI contributions for the past 3 years (Appendix – VIII.1)
7. Provide the details of IT returns filed for past 3 years. (Appendix VIII.2)
8. Whether Quality Certification obtained for any of the Food Courts/Dining facilities/Catering services provided, If Yes, enclose the proof (Appendix -XI)
9. Proposed plan to provide Catering Services at Institute Food Courts

SI No	Staff Category	Number of staff to be employed	
		IFC-A, IFC-B, IFC-C	Priyadarsini Mess
1	Highly Skilled* (Manager, Head Cook etc.)		
2	Skilled (Store Keeper, Cooks, Supervisor etc)		
3	Semi-Skilled (Asst Cooks, Kitchen staff like Chapthi/ Pulka/Dosa maker, etc)		
4	Unskilled (Kitchen /Dining Hall/ Utensil cleaners, Service persons(Suppliers), Ingredient cleaner/cutter, Housekeeping/sweeper etc)		

*Should be with degree / diploma / certificate holder in hotel management / catering technology from approved Institute.

10. Litigations, if any, connected with Catering Work : Yes/No (if Yes, Enclose the details)
11. Any other information, bidder wishes to provide in support of their credentials, details, if any.

DECLARATION BY THE CONTRACTOR

I/We have carefully read the terms and conditions of contract as contained in Tender Notification No. NITWH/CSKM/2018 Dated: 29.05.2018 and agree to abide by these terms. If, I/We fail to fulfill any of the terms and conditions of the contract, then Director/ Chief Warden has the right to cancel the contract without any further correspondence and NIT, Warangal, has no financial liability. I/We promise to pay the compensation or fine in case of such default.

Place: _____

(Signature of Bidder)

Date: _____

Name & Designation

Seal of the firm

Annexure - A

CRITERIA FOR RANKING OF TECHNICAL BIDS

(Maximum Score is 100)

The Bidder should write the score in the box provided depending upon their capabilities and conditions. The bidder should submit proofs for their claim by way of certificates, testimonials and records etc. No score will be awarded for the items without any proof or supporting documents.

Bidder shall ensure submission of complete information / documents at the first instance itself. NITW reserves the right to complete the evaluation based on the details furnished by the tenderers without seeking any subsequent additional information. Tenders not in compliance with tender conditions or with incomplete information / documents are liable for rejection.

PART – I (Technical Details – Maximum Score is 80)

S.No	Description of the item	Score
1	The present status of the Registration of the bidder (enclose a copy of the certificate as Appendix – I) Score is 8, If Registered under Companies Act; Score is 6, If Partnership firm Score is 4, If Proprietary concern; Score is 2, for others	
2	Total number of Higher Education Institutions/organizations where the bidder is presently providing catering services continuously during the last FIVE years for more than 500 boarders persons/day) (enclose copies of work order up to 2018 and ongoing work separately for those where there are more than 500 boarders in Appendix -II) Score is No. of Institutions/Organizations multiplied by 1.6 subject to a maximum score of 8	
3	Average annual turnover of the bidder during the latest three years ending on 31-03-2018 (with respect to all Industrial/Institutional). Authenticated copy of audited Statement of Accounts for the last three years should be enclosed as Appendix III.1, III.2 and III.3. Score is Total Turnover in Crores multiplied by 0.5 subject to a maximum score of 8	
4	Annual value of the single largest contract for running industrial / Institutional Canteen / Mess. Work order along with the certificate from the institute/industry specifying the annual value of the contract should be enclosed as Appendix IV. Score is Total Turnover in Crores multiplied by 0.8 subject to a maximum score of 8	
5	Total No.of employees in company's roll (to be substantiated with latest EPF and ESI returns & challans as Appendix - V) Score is Total No. of Workers multiplied by 0.05 subject to a maximum score of 8	
6	No. of workers deployed in the single largest contract in an Industrial/ Institutional Canteen / Mess. Acknowledgement from the bank for the last three months of contract for crediting the salaries of the workers should be enclosed as Appendix–VI Score is Total No. of workers multiplied by 0.05 in single largest contract subject to a maximum score of 8	
7	No. of Highly Skilled workers (with hotel management / catering technology Certificate /Diploma/ Degree) available in the rolls of the tenderer's organization for the last two years. Attested copies of the certificates of the skilled workers should be enclosed as Appendix - VII Score is Total No. of Skilled workers multiplied by 0.08 in single largest contract subject to a maximum score of 8	
8	If the Bidders registered with Income Tax, PAN/TAN, ESI, EPF, Labour License, GST during the last THREE years ending on 31-03-2018. Attested Copies of PAN/TAN, ESI and EPF registration, service tax, Professional Tax, Labour License Appendix-VIII.1 and income tax payments should be enclosed as Appendix-VIII.2) Score is no. of items multiplied by 1.6 subject to a maximum score of 8	

9	Number of years of registration with FOOD SAFETY LICENCE under FSS act 2006 or relaventtax , presently applicable for Food Safety and Standard Authority of India (Central/State). Enclose copies of certificates from FSSAI as appendix IX <i>Score is No. of years multiplied by 0.8 subject to a maximum score of 8</i>	
10	Bank Solvency Certificate of Nationalized Bank / Scheduled Bank of current financial year (Solvency certificate should be enclosed as Appendix – X) <i>Score is an Amount in Crores multiplied by 4 subject to a maximum score of 8</i>	
Total Score		

NOTE: Appendix I to XI should be attach along with this. Mark the Appendix number at top right corner.

PART – II (QUALITY ASSESSMENT – Normalized to the Score 20)

All the bidders have to obtain Quality Assessment Certificates from the Clients, in the following proforma, separately for each of the contracts. The number of Quality Assessment certificates must be same as the number specified in 2 of Part – I (technical details) of Annexure – A. Otherwise, the score for item 2 of Part -I will be taken as number of Quality Assurance certificates enclosed. Quality Assessment certificates should be substantiated with corresponding Experience Certificates issued by the respective clients certifying the period of contract, value of contract and value of work executed and completed satisfactorily. Maximum possible score for the Quality Assessment is 50, i.e. 5 marks each for the 10 factors. Arithmetic average of the total marks scored in all the contracts will be worked out and marks will be assigned in proportion to maximum marks. For example, if the average marks for a bidder is 40, score for Quality Assessment will be $(40 \times 20) / 50 = 16$ marks.

**FORMAT FOR QUALITY ASSESSMENT CERTIFICATE
FOR CATERING SERVICES
(TO BE TYPED ON THE LETTER HEAD OF INSTITUTE/ORGANIZATION)**

Please provide your honest assessment of the quality of the catering services provided by the
aforementioned agency based on the following criteria

Name of the firm: _____

Period of service availed from the contractor: _____ to _____

Average number of diners during the period of the contract: _____ Value of
the contract Rs. (in lakhs) _____

Please give numeric value 0 to 5 (5- Excellent, 4-Very good, 3-Good, 2-Average, 1-Poor, 0-Very
Poor) for each of the items given below

1. The contractor's response has been prompt and as required by the administration
2. All the managers were professionally trained having valid degree/diploma / certificate in
hotel management / catering technology from approved Institute
3. All the managers have been punctual and performed their duties with complete responsibility
4. There have been no removals or replacement of managers on the ground of indiscipline,
substance abuse, negligence, criminal record, driving mishap, etc.
5. Quality of food
6. Quantity of food
7. Any record of accidents.
8. Health and hygiene and proper cleanliness and any service disruption
9. Any collective feedback from client/students about noncompliance of service
10. Whether the staff is proficient in their respective work

Signature and Seal of the Assessor

Annexure - B

FORMAT FOR FINANCIAL BID (TO BE TYPED ON THE LETTERHEAD OF FIRM)

FINANCIAL BID

To
The Chief Warden,
NIT Hostels,
NIT Warangal – 506004

Sir,

Sub: Financial offer for catering services for IFC -A, IFC- B, IFC-Cand Priyadarsini Mess (LH Mess).

Ref: Your tender notification No NITWH/CSKM/2018, dated 29/05/2018.

With the above cited reference and subject, we submit herewith our financial bid.

Daily rate per student (for the Menu given in Table – 2 of Schedule-B of Tender document)	
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(Detailed note of justification in respect of the quoted daily rate, by giving details of materials and maintenance cost (for both dining hall and kitchen), wages of the workers and taxes etc must be enclosed, otherwise financial bid shall not be considered).

EXTRA ITEMS

Sl.No	Item	Quantity	Rate
1.	Chicken Masala	Per Plate (100 gms)	
2.	Chicken 65(Dry)	Per Plate (100 gms)	
3.	Fish Fry	Per Plate (100 gms)	
4.	Boiled Egg	1 No	
5.	Single Egg Omlet	1 No	
6.	Single Egg Masala	1 No	
7.	Egg Burgi	Per Plate (100 gms)	
8.	Corn Flakes	Cup of 50 gm	
9.	Night Milk	Cup of 150 ml	
10.	Fruit Juice	Cup of 150 ml	
11.	Evening Tea/Coffee/Milk	150 ml	

- NOTE:**
1. Rates quoted should be inclusive of all taxes/levies(service tax/ VAT/GST and any other statutory Central/State Govt. taxes) & Fluctuations in the rates of items and should be valid for **ONE** year from the date of tender.
 2. Bidders must quote for the menu given Table – 2 of Schedule-B.
 3. Financial bid should be kept in separate sealed cover.
 4. Director reserves the right to negotiate the cost of extra items before awarding the contract.

DECLARATION

- We hereby accept to cater to any minor modifications in the menu as requested by the students and approved by the Hostel Management committee after discussion during the period of the contract, without any additional cost.
- We hereby agree to abide by the decision of the Hostel management and terms and conditions mentioned in the schedules.
- We have enclosed the duly signed copy of all the schedules with the required appendixes.
- We hereby certify that the above rates are inclusive of service tax and any other statutory Central/State Govt. taxes and fluctuations in all items.

Sincerely

Authorized signatory of the bidders with seal.

CHECK LIST

Ensure that you have enclosed the following before submitting the Tender

1. Separate envelope consisting of Tender Document, Fee Receipt/DD and DD for EMD (as specified for each item separately).
2. Technical Bid Documents in a separate sealed envelope (as per Schedule C).
3. Financial Bid along with detailed justification in a separate sealed envelope.
4. Please study the important conditions of the Tender, Terms and Conditions (Schedule A) and Scope of Work and Details of Menu (Schedule B) and submit the Tender in accordance with those.