

BID DOCUMENT
Open Competitive Bid (OCB)
(E-Procurement)

**Providing Catering Services including
Maintenance of Kitchen and Dining
Halls for the Messes
Of
RGUKT, ONGOLE - AP**

Proprietary & Confidential



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES-AP
IIIT- Ongole,**

**Camp Office at IIIT R K Valley, Idupulapaya, Vempalli
(M), YSR Kadapa Dist., A.P-516330**

Phone No: 08588-283622

Proprietary & Confidential

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News paper advertisement



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
RGUKT – ONGOLE**

**Campus office at IIIT RK Valley, Idupulapaya,
Y.S.R. Kadapa District, Andhra Pradesh-516330**

**Ref. No: RGUKT/ONG/E-Proc/Catering/Mess/T02/2019, dt:30-09-2019
E-Procurement – Tender Notice**

Online Tenders are invited from reputed registered agencies/contractors for Catering Services including Maintenance of Kitchen and Dining Halls for the messes of RGUKT- Ongole, AP.

Interested bidders can download and submit the bids online from 30.09.2019 to 17.10.2019 up to 05:00PM through <https://tender.apecurement.gov.in> (AP Portal). For further details please visit our website: www.rguktong.ac.in or <https://tender.apecurement.gov.in>

Date: 30.09.2019

**Sd/-
Administrative Officer(i/c)**

TIME SCHEDULE OF TENDER RELATED EVENTS
**(PROVIDING CATERING SERVICES INCLUDING MAINTENANCE OF KITCHEN
AND DINING HALLS)**

Name of the Work	Catering Services and Maintenance of Kitchen and Dining Halls in RGUKT Ongole, RGUKT-AP
Bid calling date	30.09.2019
Tender processing fee (Non refundable)	Rs.50,000/- (Rupees Fifty thousand only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, RGUKT, Ongole ", payable at SBI, idupulapaya)
Bid Documents Downloading Start date	30.09.2019 at 5:30 P.M
Pre Bid Meeting at RGUKT ONGOLE	05.10.2019 at 11:00 A.M
Bid Document Downloading End Date	17.10.2019 till 05.00 PM
Last date for uploading of online documents	17.10.2019 till 05.30 PM
Last date for submission of the Hard copies	18.10.2019 at 04:00 PM
Pre-qualification/Technical Bid opening date/time	19.10.2019 at 10:00 A.M
Price Bid opening date/time	21.10.2019 at 11:00 A.M
Address to which hard copies of tenders to be sent	Administrative Officer (i/c), RGUKT Ongole, AP, Located at Campus office at IIIT RK Valley, Idupulapaya, Y.S.R. Kadapa District, Andhra Pradesh-516330
Contact person	Administrative Officer (i/c), RGUKT Ongole, RGUKT-AP.

Note: The dates stipulated above are firm and under no circumstances they will be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: contact@vupadhi.com, Phone: 08645-246370/71/72/73/74.

Sd/-
Administrative Officer (I/c)
RGUKT -Ongole

CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on ao.ongole@rgukt.in, procurement@rguktn.ac.in on or before 03.10.2019. Queries received via any mode other than e-mail id mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

- ii. The addendum/corrigendum if any shall be published on RGUKT – Ongole website i.e. www.rguktong.ac.in as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments made by RGUKT-Ongole Campus.

SECTION - I

INVITATION FOR BIDS

Ref No.: RGUKT/ONG/E-Proc/Catering/Mess/T02/2019 Date: 30.9.2019

Subject: To identify 4 successful bidders for providing Catering Services and Maintenance of Kitchen and Dining Halls for the existing Four (04) Messes at RGUKT Ongole (3 at RK Valley and 1 at Ongole), RGUKT-AP.

Rajiv Gandhi University of Knowledge Technologies (RGUKT-AP), RGUKT - Ongole, is a fully residential Institute having around 4000 students on rolls. RGUKT Ongole invites sealed tenders comprising Pre-qualification, technical bid and price bid from the eligible bidders for providing of Catering Services. Presently Institute has 4 nos messes including kitchen facility and each mess capacity is around 1000 students in its premises located in Camp office at IIIT RK Valley, Idupulapaya, Y.S.R. Kadapa District, Andhra Pradesh-516330 and Ongole, Prakasam District. It is specified that each successful bidder will be awarded only one mess of 1000 students' capacity.

Sir/Madam,

- 1) Bids are invited on the e-procurement platform from the Registered Suppliers/contractors/Service Providers for providing catering Services at IIIT Ongole, RGUKT- Andhra Pradesh. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform of **Government of Andhra Pradesh, i.e. <http://tender.apecurement.gov.in>**.
- 2) In-order to participate in the tender, bidders has to register on the e-Procurement market place <https://tender.apecurement.gov.in> . On registration with the e-Procurement market place, bidders will be provided with a user id and password by the system, through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in this tender document.
- 3) The participating bidder/s will have to pay non-refundable tender processing fee of Rs.50,000/- in the form of Demand Draft drawn from any Nationalized Bank, in favor of "The Director, RGUKT - Ongole" payable at SBI, Idupulapaya branch, Vempally, YSR District.
- 4) The bidder/s shall furnish, as part of the bid, the Bid security (EMD) for the amounts specified in the Section-II of Tender Document. All the participating bidders who submit the bids have to pay an amount Rs. 10,000/- and GST as levied by Govt. of India as transaction fee through online in favor of MD, APTS. The amount payable to APTS is non refundable.

- 5) **After uploading the documents, the copies of the uploaded documents of technical bid along with original Demand Drafts in respect of Tender Processing fee and Bid Security (EMD) should be submitted offline to Administrative Officer (i/c), RGUKT Ongole by 04.00PM of 18.10.2019.**

No physical submission of the financial bid will be accepted. RGUKT Ongole will consider only the bids submitted through on-line over the copies of the paper based bids.

- 6) RGUKT Ongole will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT Ongole was found poor and also against whom there have been adverse reports of Poor Service, as defined in the other parts of the Bidding document.

The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.

*For any clarification and further details on the above tender please contact Telephone No: **08588-283622** or e-mail: ao.ongole@rgukt.in*

Sd/-
Administrative Officer (i/c)

SECTION-II
STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

S. No	Item	Description
1.	Name of the work	Providing Catering Services and Maintenance of Kitchen and Dining Halls at RGUKT Ongole for existing 4 nos messes. Each mess capacity is having around 1000 students in its premises located at camp office, RK Valley, idupulapaya, YSR District and Ongole, Prakasam District. It is specified that each successful bidder will be awarded only one mess of 1000 students' capacity.
2.	EMD	Rs.10,00,000/- (Rupees Ten Lakhs only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, RGUKT Ongole,", payable at SBI, Idupulapaya, vempally Mandal, YSR District or by way of Irrevocable Bank Guarantee from any Nationalized Bank (No interest will be payable). DD/BG from other than Nationalized Banks will not be accepted)
3.	Bid Validity Period	180 days from the date of opening of commercial bid

4.	EMD Validity Period	90 days for DD and 180 days for Bank Guarantee
5.	Contract Agreement Period	The contract period will be initially for one year, extendable on satisfactory performance with mutual consent on the same terms and conditions on Quarterly /half yearly basis subjected to a period of another One year.
6.	Variation in quantities	±20%
7.	Period for furnishing performance Security	Within 7 days from date of receipt of Letter of Intent.
8.	Performance security value	10 % of annual contract value (No interest will be payable)
9.	Performance security validity period	60 days beyond contract period
10.	Period for signing the order of acceptance	Within 7 days from date of receipt of notification of award
11.	Payment of bill	Fortnight (15 days) payment will be released on the daily attendance particulars certified by the concerned authorities and along with performance index.
12.	Transaction Fee	All the participating bidders who submit the bids have to pay an amount of Rs. 10,000/- and GST as per Govt. of India on transaction fee through online in favor of MD, APTS. The amount payable to APTS is non refundable. Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favor of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.
13.	Transaction Fee Payable to	The Managing Director, A. P. Technology Services Ltd., Hyderabad. Important Notice to Contractors, Suppliers and Department users (i) In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No.13 dated. 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-Procurement platform, which provides a

		facility to participating suppliers/contractors to pay the transaction fee online using their credit cards.
14.	Procedure for Bid Submission	<ul style="list-style-type: none"> • Bids shall be submitted online on http://tender.apecurement.gov.in platform. • The participating bidders in the tender should register themselves free of cost one-procurement platform in the website http://tender.apecurement.gov.in • Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. • The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the marketplace. • The bidders should scan and upload the respective documents in Pre-Qualification/Technical bid documentation including EMD. The bidders shall sign on all the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity. • The hardcopies of all the uploaded Technical documents should be Self attested with seal.
15.	Other conditions	<ol style="list-style-type: none"> 1. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation. 2. After uploading the documents, the copies of the uploaded technical bid documents along with original Demand Drafts/BG in respect of EMD, Bid Security and Tender processing fees (DD) have to be submitted to the "The Administrative Officer, RGUKT Ongole, Camp office, RK Valley, Idupulapaya, vempally Mandal, YSR district, A.P.-56330",

		<p>by 04:00 P.M on 18-10-2019</p> <p>3. RGUKT Ongole will not hold any risk and responsibility regarding non-visibility of the scanned and uploaded documents.</p> <p>4. The RGUKT Ongole shall not hold any responsibility on account of postal delay.</p> <p>5. Failure to furnish any of the uploaded documents, certificates will be entitled in rejection of the bid. Similarly, if any of the certificates, documents, etc., furnished by the Bidders are found to be false/fabricated/bogus, the bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security will be forfeited</p> <p>6. The rates should be quoted through online only</p> <p>7. The financial bids of the Service Providers, who qualified the technical bid, shall be opened only.</p> <p>8. The bidders who are successfully awarded the contract of Mess shall not be eligible/entitled for participation in the RGUKT Ongole campus Food Court/Shops tendering process.</p>
16.	Termination of contract	<p>In the event of any breach and / or failure on the part of the Agency/Contractor to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. RGUKT Ongole also reserves the right to cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by RGUKT Ongole in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the RGUKT Ongole will give 15 days' notice before the said cancellation/suspension. In addition if the contract is cancelled, the security deposit will be en-cashed and forfeited.</p>
17.	Placing work order	<p>1. RGUKT Ongole will place work order on identified successful Service Provider for providing Catering services and maintenance of Dining and Kitchen</p>

		<p>halls to around 1000 students.</p> <p>2. It is specified that each successful bidder will be awarded only one mess of 1000 students' capacity. The decision of the RGUKT Ongole is final in this regard.</p> <p>3. Institute also reserves the right to reject only or all the tenders or accepts them in part or rejects the lowest tender without assigning any reason thereof. Institute authorities reserve the right to relax or tighten the conditions/norms given in the tender documents.</p>
18.	Kitchen Equipments /Utensils	<ul style="list-style-type: none"> • The caterer is responsible for the maintenance of the kitchen equipment for that mess for the entire duration of the catering contract. • Kitchen equipment & utensils with the institute will be provided on rental basis. • The successful bidder has to sign a contract with RGUKT Ongole for the equipment or utensils taken on rental basis as per the terms and conditions. • The successful bidder who undertakes the catering contract for a particular mess has to bring their necessary equipment & utensils other than the available equipment with the institute to cook & serve the food

TENDER SCHEDULE

1. PREAMBLE:

Bids are invited by the Administrative Officer (I/c) RGUKT Ongole through online tenders from the registered / licensed reputed and experienced agency for providing catering services at RGUKT Ongole (for 4 Messes) for a period of one year initially and extendable on satisfactory performance with mutual consent on the same terms and conditions on Quarterly/half yearly basis subjected to a period of One year.

2. SCOPE OF WORK:

Providing catering services including maintenance of kitchen & dining halls for existing 4 nos messes and each mess is having approximate capacity of around 1000 students of RGUKT Ongole located at Camp office, RK Valley, Idupulapaya, Vempally Mandal, YSR District of Andhra Pradesh State. It is specified that each successful bidder will be awarded only one mess of 1000 students' capacity.

Rajiv Gandhi University of Knowledge Technologies provides residential accommodation with boarding and lodging for the students. The Caterer should prepare the food items and serve breakfast, lunch, evening snacks and dinner for students at RGUKT Ongole. High quality of hygiene, sanitation and safety must be maintained at kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily

THE CATERER SHOULD ENSURE THE FOLLOWING IN THE KITCHEN AND DINING HALLS:

- i. The caterer shall carry out regular cleaning and maintenance of dining halls, Kitchen, Kitchen equipment and Utensils. LPG connection is provided in the kitchen, but actual cost of the gas consumed will be borne by the caterer.
- ii. Cost of procuring and utilizing cleaning material for dining halls, Kitchen, Kitchen equipment and Utensils, is the responsibility of the caterer.
- iii. Electricity consumed in the kitchen and dining halls will be chargeable as per tariff of Andhra Pradesh Trans Co., or APSPDCL which is being supplied to the RGUKT Ongole.
- iv. Water consumed in Kitchen & Dining will be charged as per the rates of the municipalities.

3. PERIOD of CONTRACT:

The contract period will be initially for one year, extendable on satisfactory performance with mutual consent on the same terms and conditions on Quarterly/ half yearly basis subjected to a period of one year.

4. RATE, TAXES AND DUTIES

The Service Providers should quote rate per day per head excluding the GST@5% or prevailing norms for providing catering services in educational Institutions.

5. EARNEST MONEY DEPOSIT:

4.1 The tender should be accompanied by Earnest Money Deposit (EMD) of value Rs.10,00,000/- by way of crossed Demand Draft drawn from any Nationalized Bank in favor of "The Director, RGUKT Ongole" payable at Idupulapaya. Tenders received without EMD will be summarily rejected.

Forfeiture of the EMD will be made in the following events:

4.1.1 Withdrawal of bid during the bid validity period.

4.1.2 In case of successful bidder, if the bidder fails to sign the contract in time or fails to submit performance guarantee.

6. SECURITY DEPOSIT:

6.1.The successful bidder has to deposit 10% of the total Annual contract value as security deposit in the form of Bank Guarantee/DD from any nationalized bank.

6.2.The Security Deposit / Bank Guarantee of successful tenderer will be retained for the period of contract in force and will be returned after expiry of the contract period, after deducting the outstanding liabilities if any.

6.3.The Security Deposit / Bank Guarantee shall not carry any interest.

7. ELIGIBILITY CRITERIA:

7.1 This bid is open to all firms within India who are eligible to do business under relevant Indian laws in force at the time of bidding.

7.2 The bidder should be in a catering business (excluding beverage and snacks services) for a minimum period of three years as on bid calling date to various organizations/institutions. (Copy of Experience certificate to be enclosed).

7.3 Bidder should furnish proof of having provided such services as required in the tender in the last three financial years i.e. 2016-17, 2017-18, 2018-19 to the amount of at least Rs. 2,00,00,000/- (in words Two crore rupees) per financial year duly audited by the CA on the subject material (As per Annexure). A Certificate of the Bidders turnover in Rupees must be enclosed and be duly certified by firm of Chartered Accountants.

7.4 The bidder should have served continuously at least 1000 people/students on a normal working day in a single unit out of the last two financial years in any of the last three financial years in any entity/organization/educational Institution. (Work orders and relevant satisfactory certificates need to be uploaded /submitted. Both documents mandatory).

- 7.5 Bidder should be registered under GST Act with the relevant State Commercial Tax Authorities. He should furnish along with the bid document, the relevant GST Registration Document and PAN/TIN Card copies.
- 7.6 Latest GST Clearance Certificate (up to June 2019)
- 7.7 The firm must have valid FSSAI/ food license certificate.
- 7.8 An undertaking (self-certificate) that the agency/company hasn't been blacklisted by a Central / State Government institution and there has been no litigation history with any government department on account of similar services and the same should be uploaded/submitted as per the proforma in tender document.
- 7.9 Copies of Income Tax Return filed for any two financial years out of the last three financial years. (2016-17, 2017-18, and 2018-19)
- 7.10 Proof for minimum 60 workers/staff on the EPF and ESIC rolls of the Service Provider's organization doing job in all of its Industrial/ Institutional Mess/Mess (Latest Three months TRRN for EPF and ECR for ESIC, needs to be uploaded/submitted as proof for number of workers/staff on roll)
- 7.11 The Service provider should have a valid EPF registration (In case of not having EPF registration in Andhra Pradesh, shall obtain the same after award of contract).
- 7.12 Valid registration with ESIC under relevant Act (In case of not having EPF registration in Andhra Pradesh, shall obtain the same after award of contract)
- 7.13 The Bidder should have valid labor license for 60 members.
- 7.14 An undertaking (self-certificate) that the firm is not having any suit/criminal case pending against its proprietor or any of its employees or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible.
- 7.15 Copies of original documents defining the constitution or legal statutes, place of registration, and principal place of business of the bidding firm/entity, written power of attorney of the signatory of the Bid to commit the Bidder.
- 7.16 Experience in serving South Indian Cuisine at least for two years is mandatory. (Menu copy pertaining to previous work orders duly certified by the competent authority)
- 7.17 List of Present Clientele with contact address & telephone numbers.

The certificates furnished by the bidder along with technical bid should be self attested with seal. The bidders must submit all relevant documentary evidence to demonstrate their eligibility for considering their bid. **The tenders received without the above documents will be rejected.**

8. EVALUATION PROCEDURE:

8.1 Technical Bid

8.1.1 The Technical bid will be opened by the Administrative Officer, RGUKT Ongole or his authorized representative

8.1.2 The tenders will be evaluated so as to ascertain the capability of the bidders to provide the catering services and also to assess whether the bidder satisfies the eligibility criteria as detailed in Clause: 7 above.

8.1.3 The rejection of the bidder on technical grounds will be based on the failure to meet eligibility requirements.

8.1.4 Price Bid of only those bidders, who have fulfilled the eligibility criteria specified in Clause '7' of the tender schedule, will be considered.

8.2 Price Bid

8.2.1 The Service Providers shall not mention their rate of any items or total quoted price anywhere in the Technical Bid (Part I) part of the Tender. If Service Provider specifies rate of any items or total quoted price in the Technical Bid (Part I) part of the tender, then his/her offer shall be rejected summarily.

8.2.2 From among the bidders shortlisted after evaluation of technical bid, based on the price quoted, in an ascending order bidders will be ranked L1, L2, L3,.....

8.2.3 The bidder who has quoted least price (L 1) shall be allotted one mess among the six existing messes.

8.2.4 For allocation of remaining messes, an authorized committee shall negotiate price with the bidders in a sequential order i.e., L2, L3,

8.2.5 The above said Bidders who are willing and accepted the negotiated price (L1 price) for providing the catering services on the same terms and conditions mentioned in the tender document shall be awarded the remaining messes.

8.3 Tie Resolution: If there is a tie in the price bid of two or more Service Providers, then the priority will be given to the Service Provider based on the evaluation matrix as mentioned in the Annexure. In case of occurrence of tie even after the evaluation as per Annexure, lottery system shall be followed for award of the contract.

8.4 Any claims or disputes raised by the unsuccessful bidders in respect of selection process and non-allotment of award will have no legal validity and will not be enforceable against the RGUKT Ongole. No further correspondence will be entertained regarding the disqualification.

8.5 The Director, RGUKT Ongole reserves the right to accept or reject any / or all the tenders without assigning any reasons whatsoever.

8.6 The Director, RGUKT Ongole also reserves the right to cancel the selection process for award of the contract at any time. The decision of the Director, RGUKT Ongole is final and binding.

9. INSTRUCTIONS TO BIDDERS

9.1 Tenders with over writings, alterations etc., will not be admitted unless they are attested by the bidder. Where there is a discrepancy between the amount (Rupees) in figures and words, the price, which is least of the two, will prevail.

9.2 Bid should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.

9.3 Bidders are expected to examine all the terms and conditions mentioned in the tender schedule and prepare their proposals accordingly. Failure to provide all requisite information will be at the bidders' own risk and may result in the rejection of the tender.

9.4 All assertions made in connection with the tender are to be supported/ substantiated by relevant documents. The Administrative Officer, RGUKT-Ongole reserves the right to verify the credentials of the bidder as per the eligibility criteria.

9.5 The Administrative Officer, RGUKT- Ongole will notify the bidder whose tender has been accepted.

9.6 The successful bidder shall execute an agreement with RGUKT Ongole on Non-judicial stamp paper worth Rs.100/- agreeing to all the conditions of the contract within one week upon intimation of acceptance of Tender. The successful bidder has to submit security deposit after taking Letter of Intent but before signing contract agreement. Failure on enter into an agreement within the stipulated time will result in forfeiture of the EMD.

9.7 Only one mess will be given to one bidder. However, under no circumstances, more than one mess shall be awarded to one vendor.

9.8 The Administrative Officer reserves the right to issue instructions / modifications at any point of time before award of contract.

10. PENALTY CONDITIONS : MESS FEEDBACK MODEL AND ASSESSMENT FORM

Payment is based on the performance of the Service Provider as per the below assessment criterion.

- i. Students' feedback (online) : 50% weightage
- ii. Mess Committee feedback (Offline): 50% weightage

Each question in the feedback forms consists of five options as below:

01	Timeliness of the service.				
	<i>A. Excellent</i>	<i>B. Good</i>	<i>C. Satisfactory</i>	<i>D. Below Satisfactory</i>	<i>E. Poor</i>
	(100%)	(80%)	(60%)	(40%)	(20%)

(i) The Students' feedback form (Online)

Sl. No	Type of Service	Individual Points	Points
1.	Timeliness Service	1	1
2.	Neatness /Cleanliness of the surroundings (Including Table, Dining hall, plates and dustbins)	2	2
3.	Quality of food to all dining members		3
	i. Status of boiled Rice/ Status of Banana/ Status of Boiled Egg	1	
	ii. Taste of Curries/ Fried	1	
	iii. Snacks, Tea, Coffee and Breakfast	1	
4.	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher	1	1
5.	Courtesy of services from Service Provider employees towards students	1	1
6.	Wearing of Uniforms + Hand Gloves + Head Masks etc. by the mess staff	1	1
7.	Cooking & Serving of food as per Menu.	1	1

(ii). Mess committee's feedback form. (Offline)

Sl. No	Type of Service	Individual points	Points
1.	KITCHEN		
	i. Vegetables cutting in Hygienic Conditions	1	4

	ii.	Vessels/ Pans cleanness	1	
	iii.	Wearing uniform while cooking food	1	
	iii.	Cleanness inside preserving area	1	
	STORE HYGIENIC			
2.	i.	As per Brands, Fresh Vegetables	0.5	2
	ii.	Items storage	0.5	
	iii.	Condition of ingredients	0.5	
	iv.	Neatness of Store	0.5	
	NEATNESS OF MESS			
3.	i.	Providing hot water for cleaning of plates	0.5	2
	ii.	Neatness of tables at dining time	0.5	
	iii.	Proper dumping of food waste	0.5	
	iv.	Mess hall & surroundings cleaning	0.5	
4.	Cooking & Serving of food as per MENU			2

Each form is evaluated for 10 credit points. The score is scaled down to the respective weight-age as mentioned earlier.

Total Credit Points = 50% from Students + 50% from Mess committee

For example, if a service provider obtains 8 points from online student feedback, 6 points from off line mess committee feedback and 8 from off line, the total credit points are calculated as below.

$$\begin{aligned} \text{Total Credit Points} &= (50\% \text{ of } 8) + (50\% \text{ of } 6) \\ &= 4.0 + 3 = 7.00 \end{aligned}$$

If the total credit points are less than 6, fine will be imposed for caterer based on the below criterion.

- a) If Total credit points are above 5.0 and up to 6.0 the fine will be 5% in total bill amount
- b) If Total credit points are above 4.0 and up to 5.0 the fine will be 10% in total bill amount
- c) If Total credit points are above 3.0 and up to 4.0 the fine will be 15% in total bill amount
- d) If Total credit points are below or equal to 3.0 thrice in the contract period, the contract will be cancelled along with 20% fine each time.

11. GENERAL TERMS & CONDITIONS

11.1 The Service Provider will cover all the jobs specified in the "Scope of Work".

- 11.2 The word 'Services' wherever used, means the services indicated in the Scope of Work.
- 11.3 The Service Provider should ensure their strict supervision round the clock and also ensure to coordinate with the Officer deputed by RGUKT Ongole at the respective place.
- 11.4 The Service Provider shall have adequate communication facilities to communicate with RGUKT Ongole officials and materials to be used shall be as listed out in the Scope of Work.
- 11.5 The Service Provider shall properly deploy their personnel for various kinds of work enumerated in Scope of Work.
- 11.6 The Service Provider shall furnish information related to deployment of personnel to the representative of RGUKT Ongole as and when called for.
- 11.7 The service provider shall provide at his own cost proper uniforms (to be approved by RGUKT Ongole) for their personnel.
- 11.8 Vendor/ Service Provider will abide by the RGUKT Ongole payment terms & Conditions mentioned.
- 11.9 The personnel so deployed will be issued with photo-identity cards provided by the service provider under his signature, company's name and seal, which shall be displayed by them while on duty.
- 11.10 The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to RGUKT Ongole and shall indemnify RGUKT Ongole against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which RGUKT Ongole may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 11.11 The Mess and surrounding area should be kept neat & clean and free of unhygienic conditions.
- 11.12 The responsibility of maintaining the cleanliness and hygienic condition of the Mess will be of the contractor, at his own cost. In case of violation of this condition, the Institute may have the right to impose a fine and the contract may be cancelled by giving a week's notice to vacate the premises.
- 11.13 The Service Provider shall ensure that all the security regulations of RGUKT Ongole, are strictly adhered to and complied with by the persons engaged by him to provide the service. Any violation of security regulations will be at the cost and risk of service provider.

- 11.14 The Service Provider shall not engage any Sub-Contractor or transfer the contract to any other person in any manner.
- 11.15 The Contractor shall ensure that they cater to the Students, Faculty, Staff and Guests of RGUKT Ongole. This include normal services like providing food at mess, residences, takeaways as well as emergency services like special food support for people who are sick and indisposed, which may occur infrequently. These services are to be provided at the rates agreed without any extra service charges.
- 11.16 The service provider will be solely responsible for complying with various labour laws as applicable from time to time in respect of persons so employed/engaged by him and he/she shall be solely responsible for any breach or violation of any or all of the provisions of the labour laws as applicable from time to time.
- 11.17 The Service Provider shall comply with the provisions of the Minimum Wages Act (Central / State), if applicable and as applicable, Contract Labour (Regulation & Abolition) Act, 1970 read with the Central Contract Labour (Regulation & Abolition) Rules 1975, ESI Act, 1948, Workmen Compensation Act, 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Payment of Bonus Act 1965, Payment of Gratuity Act, 1972.
- 11.18 The Tenderer and his staff shall abide by various rules and regulations of RGUKT Ongole as prevalent from time to time. The Tenderer shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Tenderer in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Tenderer would be fully responsible.
- 11.19 The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively
- 11.20 The contractor shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures found then the same will be recovered from the contractor. The contractor shall take adequate fire precautions.
- 11.21 The successful tenderer shall not sub-let the premises either in whole or in part. The premises shall not be used for residential purposes even for the staff employed by the contractor. No additions or alterations of the premises will be

made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the Mess.

- 11.22 The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit, neat and clean. The contractor shall not employ children as prohibited under the law / rules / regulations.
- 11.23 The contractor will make his own arrangement for cooking gas, crockery, cutlery, glasses and other kitchen equipment.
- 11.24 The Institute will provide basic infrastructure, electricity, and water for cooking & washing purposes. The utility charges for these services such as electricity, water, etc. will be charged separately.
- 11.25 The Vendor will be solely responsible for any damage to property / premises of RGUKT Ongole campuses due to negligence or otherwise.
- 11.26 The service provider shall be personally responsible for any theft, dishonesty, and/or, disobedience on the part of personnel provided by him for this service.
- 11.27 The service provider should execute the work as per the scope of work under his own supervision or should have his own supervisor(s) who should be accessible over Mobile Phone.
- 11.28 The Supervisor so provided shall maintain and furnish records related to such deployment of personnel to representative of RGUKT Ongole campus.
- 11.29 The service provider/caterer will have to observe the rules and regulations as laid down by the Municipal Corporation of respective locations for maintenance of health and hygiene and also to meet the statutory requirements of the State/Central Government regulations regarding Payment of minimum wages, Provident fund, Contract Labor Act, ESI Act, etc., as applicable from time to time.
- 11.30 The persons employed by the service provider/caterer for the above said purpose will be solely the employees of the caterer. RGUKT Ongole, will have neither contract with them nor will they be entitled to any access/dealing with RGUKT Ongole and at the time of accidents for any reason compensations have to be payable by the contractor.
- 11.31 The bidder has to insure the staff working with him at his own cost.
- 11.32 The Service provider/caterer will ensure that equipment provided by RGUKT Ongole on rental basis and furniture and fixtures are not in any way damaged, misused or mishandled. Any equipment/items provided by RGUKT Ongole on rental basis to the service provider/caterer, which is damaged will be replaced/repaired by the party at their own cost.

- 11.33 The conduct/characters/antecedents and proper bonafide of the workers in the Mess shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees (permanent, temporary, casual) to the Institute. All the employees should be police verified and copy of PVC to be submitted to the Institute.
- 11.34 Police verification and worker's identity cards will be compulsory before starting the catering service. Employees will be in proper uniform provided by the contractor, medically found fit, hygienically suitable, nails trimmed, haircut and shave taken.
- 11.35 In the event of any breach and / or failure on the part of the Caterer / Service provider to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. RGUKT-Ongole also reserves the right to cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by RGUKT Ongole in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the RGUKT-Ongole will give 30 days' notice before the said cancellation/suspension.
- 11.36 The Service provider/Caterer should provide gloves, cap, Uniform to the employees/workers employed for the purpose of cooking and serving should maintain hygiene in and around of the premises of the kitchen and dining halls.
- 11.37 The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work and engaging in gambling, or any immoral act.
- 11.38 The service provider will be solely responsible for complying with various labor laws as applicable from time to time in respect of persons so employed / engaged by him and he shall be solely responsible for any breach or violation of any or all of the provisions of the labor laws as applicable from time to time.
- 11.39 In any case, no deviation in the quoted price will be entertained during the contract period.
- 11.43 **DISPUTES:** All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during or after completion of contract will be settled amicably (by negotiations) and the RGUKT-Ongole decision shall be final on all such matters and shall be binding on the Bidder.
- 11.44 **DISCLAIMER:** Neither RGUKT-Ongole nor its employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this tender schedule and it is not possible for the RGUKT-Ongole

to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tender Schedule. Certain prospective Bidders may have a better knowledge of the scope of work than others. Each prospective Bidder should conduct his or her own investigations and analysis and check the accuracy, reliability and completeness of the information in the Tender schedule and obtain independent advice from appropriate sources.

11.46 The Institute reserves the right to change any or all of the provisions of this Request for Proposal.

12. REJECTION OF TENDERS:

12.1. The Director, RGUKT Ongole reserves the right to cancel the tender process and reject all tenders at any time prior to the award of contract without thereby incurring any liability as against the affected bidder or any obligations to inform the affected bidder of the grounds of acceptance or rejection.

12.2. No bidder is entitled to withdraw his or her offer after submission. In case of such withdrawal, the EMD deposited along with the tender schedule shall stand forfeited.

12.3. For breach of any of the conditions prescribed in the tender or as specified by the RGUKT-Ongole from time to time, the EMD is liable to be forfeited. Decision of the Director, RGUKT-Ongole in this regard is final and binding on bidder.

13. Manpower for running the mess:

13.1. The service provider should provide adequate manpower and maintain catering service without any disruption. The Service provider shall also provide a Manager to be present at all times in the mess to monitor day-to-day functioning of the mess.

13.2. The Service provider shall employ his own Workmen/Supervisors to run the mess and he shall make his own arrangements to engage the required manpower. RGUKT Ongole has the right to specify the minimum number of manpower required to run its Mess and to demand for additional persons for Special services as and when required. The Service provider should also deploy adequate manpower exclusively for the maintenance of cleanliness inside/surrounding the Mess premises, dining halls, dining table and chairs,

ceiling fans, exhaust, tube fittings and other equipments (including lavatory and bathrooms attached for the specific use of the Mess contract workmen).

- 13.3. Cook shall have a minimum of 3 years experience in the relevant field.
- 13.4. Supervisor should have at least a 1 year Course Certificate in catering related services from a Government recognized Institute.
- 13.5. All staff/ workmen of the Service provider employed for handling the food items should be subjected to Pre-job Medical Examination by Medical Officer authorized by RGUKT Ongole. In addition to the above, the mess workers/ staff should undergo periodical medical checking as and when RGUKT Ongole deems it necessary and as required. Service provider has to deploy medically fit personnel for the services envisaged and RGUKT Ongole decision on fitness of the personnel so deployed will be binding on the service provider. The service provider shall maintain medical check-up register along with the medical reports at all times.
- 13.6. The Service Provider shall arrange to carryout medical examination of his personnel at his own cost at periodic and regular intervals, so as to ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, Hygiene, Sanitation and Prohibition of smoking. Violations will be viewed seriously and the Officer-in-charge of RGUKT Ongole will levy penalty as deemed fit as per the guidelines.
- 13.7. RGUKT Ongole has no responsibility whatsoever on the Service provider's workmen and the Service provider is solely responsible for managing their work in the event of any dispute between the Service provider and their workmen, the Service provider is solely responsible for any claim and consequences that may arise out such dispute, whether statutory or otherwise.
- 13.8. RGUKT Ongole Institute reserves the right to advice the Service provider to remove from service any of the Service provider's workmen if any of such workmen's behavior or conduct is not conducive for the General discipline, Safety, Hygiene and Security of the Institute or for any other reasons that the University may deem fit and the Service provider shall immediately comply.

13.9. Personnel engaged by the Service Provider in the Mess must be properly attired for achieving a smart turnout and to meet the hygiene standards necessary for the job. They shall also be courteous to the employees of RGUKT Ongole and permitted diners, in their interactions.

13.10. The service provider shall be solely responsible to comply with all provisions of labor laws including rules, regulations, byelaws, notifications etc. as may be applicable from time to time and shall indemnify RGUKT Ongole against any claim, loss, damage including costs thereof, in case of any breach of any of the provisions of labor laws including rules, regulations, byelaws, notifications etc., as may be applicable from time to time. The Service Provider shall also keep RGUKT Ongole Institute indemnified in case any action is taken against RGUKT Ongole Institute by the competent authority on account of contravention by the Service Provider, his agents or servants, of any of the provisions of an Act or rules made there under, regulations or notifications to pay or reimbursements. If RGUKT Ongole Institute is caused such Acts, Laws, Rules, Regulations, Notifications including amendments, or servants, then RGUKT Ongole shall have the right to deduct from any money due to the Service Provider including his amount of Performance Security. RGUKT Ongole shall also have the right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by RGUKT Ongole.

13.11. All risks of loss or of damage to property and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider.

13.12. The Service Provider shall not transfer or assign or sub let any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or company whatsoever.

14. Transportation

14.1. The Service provider shall make his own arrangements for transportation of the prepared foodstuff from the mess to the various service points. The Service provider shall ensure adequate protection against seasonal weather conditions by transporting the food items by his own motorized conveyance/ closed cycle trolleys as may be necessary at his cost and for ensuring satisfactory and timely service.

14.2. For transporting the food items from kitchen to various service points, the Service provider shall use a vehicle (fully covered with weather proof panels) in good condition, round the clock basis and shall not be more than three years old.

14.3. RGUKT Ongole will not provide any facility for transporting the food items to various service points within the Institute.

14.4. The service provider shall safely dispose the food waste from the RGUKT Ongole. Shall observe utmost care in preserving the food waste till disposal without any foul / bad odor and shall see that no waste is disposed in to either the open drains or the pipe lines. Each service provider must deploy a motorized vehicle for food waste disposal with proper sealing provision. Severe penalty shall be levied on the Service Provider in the case of noncompliance.

14.5. The rate quoted by Service Provider shall be exclusive of all the provisions.

15. Mess maintenance and other jobs:-

15.1. In addition to cooking and serving to students and employees, as mentioned in this document, the service provider is also responsible for upkeep (except painting /color wash) of Mess Building and surrounding area, furniture provided by the Institute including repair/replacement due to damage made by the Service provider's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Service provider. The Scope or Work to be executed on this head is detailed elsewhere in the tender document. Failure on the part of the Service provider to execute the work under this clause, the Institute will make its own arrangements to execute the same and the actual cost incurred plus 15% for undertaking the jobs will be recovered from the running bills of the Service provider.

15.2. The activities including all cleaning activities/disposal of mess waste, upkeep of in and around the mess, kitchen, dining halls and all conference halls (after service) are in the scope of the service provider. No separate charges will be paid for these activities /disposal of Mess waste, etc. Mess Sewage Lines/Pits/Toilet Cleaning:

15.2.1. Cleaning the sewage water lines (both opened and closed), manholes and pits around messes periodically by deploying adequate and trained manpower to maintain the line clear of all waste and other foreign materials.

15.2.2. Remove Mess waste from the sewage lines running in and around the Mess (opened & closed), manholes and pits on

regular basis and store it into the drums. Also, the food waste, vegetable leaves and any garbage to be safely removed by separate motor vehicle (ref. to the clause under "Transportation") on daily basis and properly disposed outside the premises. The required manpower vehicle/ trolley, drums, bucket and other cleaning equipment/appliances, etc. for clearing / cleaning / transporting the Mess waste shall be arranged by the Service provider at his own cost.

15.2.3. Remove the Mess waste and clean the open drainage inside the Mess premises at the following location on regular basis: i. Kitchens ii. Vessels Washing Areas iii. Wash basins iv. Grinder Rooms v. Drainage from kitchens to pumping areas.

15.2.4. Mess waste solids blocked into the drainage are to be collected then and there and dumped into the big plastic buckets to be kept for the purpose by Service provider. The waste /solids kept in the drums to be transported daily to garbage, vermin compost and disposed off safely and in eco-friendly manner.

15.2.5. Clean the strainers fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its position always.

15.2.6. The service providers shall ensure that solid waste materials are not dumped into the drains. All such solid wastes must be removed from the utensils prior to washing. Any block either on the sewage lines (open and closed), manholes and pits shall be removed then and there by deploying additional manpower as required. No extra cost will be paid for such work.

15.2.7. If by chance, solids are allowed to accumulate, the Service provider should employ more men for one time clearance. No extra payment will be paid for such work. All tools and tackles required to perform the subject work shall be arranged by the Service provider at his own cost.

15.2.8. Mess toilet (men/women) provided by the Institute for the workmen are to be cleaned daily and always kept neat and tidy

15.2.9. The required cleaning materials/ consumables such as buckets, broomsticks, Floor wiper with stick, Cotton swabs with stick and chemicals/Detergents, Vim, cheap cloth, duster cloth, Perfume room spray, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick Naphthalene balls, etc. shall be arranged by the Service provider at his own cost.

15.3. The Service Provider shall keep spoon/fork, electric dispenser, bread toaster, cornflake machine, crockery/cutlery of good quality, jugs of standard variety, salt/pepper container and any other items ordered from time to time in each dining hall.

15.3.1. Sterilization of plates, spoons, tumblers etc., and cleaning of utensils/cutlery/glassware, etc. should be properly done by the Service Provider and the cleaning materials required for this purpose shall be at Service Provider's expense.

15.4. The Service Provider shall maintain utmost hygiene in the Mess premises and ensure that the premises, utensils and equipment are kept in neat and tidy condition. Main Dining hall, Kitchen, and stores are to be maintained by the Service provider. The Dining halls are to be mopped and kept clean and tidy during each shift. The service provider has to adopt mechanized cleaning methods to keep the main dining hall and service points to keep clean, neat and tidy. The Service provider shall arrange for room spray for all the dining halls regularly especially before commencement of service.

15.5. The cleaning materials for this purpose shall be within the purview of the service provider. The Service provider shall use only chemicals supplied by standard producers under well-known brands bearing ISI or other quality marks. They shall do the cleaning with appropriate cleaning brushes clothes / brooms. The quality of above cleaning chemicals shall be adequate and shall be augmented as per directions of Maintenance in charge.

15.6. The Service provider shall maintain a system of monitoring these activities for ensuring effectiveness.

16. Fly Control / Mosquito Control Measure:-

16.1. The Service Provider shall ensure adequate, safe and effective insect-, pest-, and rodent control measures in the Mess premises.

16.2. At Kitchen, Main Dining Hall and in and around the mess, fly control / mosquito control measure are to be carried out by the Service provider on alternate days or on daily basis during seasons.

16.3. The Service provider shall make proper arrangement for spraying with appropriate approved pest control materials in and around all the dining halls on a daily basis/regularly to avoid fly / mosquito menace. The impute chemicals will be inspected by the mess – in-charge/ authorized official of the Institute at their discretion before use.

16.4. The service provider has to arrange for rodent control measure at the Main Dining Hall/ Kitchen/ Stores regularly.

16.5. The service provider shall take adequate measures to ward of domesticated/stray animals/birds from the Mess.

16.6. The rates quoted shall be inclusive of all the above activities.

17. SCOPE OF SUPPLY OF MATERIAL / FACILITIES BY RGUKT ONGOLE:

17.1. The Institute will provide infrastructure facilities as and where it is such as; Building, Furniture, Cold storage facilities as already available at sites. The Institute reserves the right to levy rentals/charges on kitchen equipment or utensils if provided by the institute. Raw and drinking water supplied to the mess will be charged as per University norms. Electricity will be provided at the rates of APSPDCL.

- 17.2. In the event of disruption of water supply on account of power failure, the Service Provider shall make his own arrangement for supply and storage of water in the Mess for smooth running of the Mess. In the event of power failure, the Service Provider should make his own arrangements for grinding etc., at his own cost.
- 17.3. Further, any loss towards theft or breakage of such equipment furniture, fixtures, cold storage facilities, utensils and all other Mess equipment supplied will be borne fully by the Service provider.
- 17.4. The Service provider shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water, electricity to be provided by the University, without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by the University or its authorized representative from time to time.
- 17.5. The Service provider is expected to deploy service personnel who can communicate in Telugu / English with the users.
- 17.6. The Service provider shall make available adequate manpower in appropriate attire for serving food items during the above occasions. They shall bear a pleasing personality and pleasant disposition and maintain highest standards of discipline and hygiene. Floor managers appointed by the Service provider for managing the affairs and supervision of each Mess shall be physically present in the Messes while food is served.
- 17.7. The Service provider will name a single point contact person preferably a Chief Operating Manager having experience in catering establishment, who will be finally responsible for the entire catering operations of the Service provider at RGUKT Ongole and will be available on full time basis to manage the operations at RGUKT Ongole.
- 17.8. The Service provider shall ensure that the Mess premises are not used for any purpose other than activities related to the maintenance and running of the Mess for RGUKT Ongole.
- 17.9. All items including gas, raw materials for the preparation of food items, housekeeping materials, manpower, Mess maintenance and other jobs, miscellaneous works, etc., shall be under the scope of the Service provider. The rates quoted by the service providers shall be inclusive of the above services.
- 17.10. The Institute also reserves the right to terminate the contract at any time without assigning any reason thereon by giving 15 days notice in writing to the Service provider and the Service provider shall not be entitled to any compensation by reason of such termination. The decision of the Institute under this clause shall be final, conclusive and binding on the Service provider and shall not be called into question.

17.11. On the Institute exercising its right to terminate the contract as above, the Service provider shall vacate the premises within 15 days ensuring that all the Service provider's equipments and personnel have been removed from the premises. If the Service provider fails to do so, the Institute shall be entitled to remove the Service provider's equipments from the premises of RGUKT Ongole at the Service provider's risk and cost.

17.12. Upon the expiry of the contract period or upon termination of the contract, the Service Provider shall forthwith vacate the premises along with his workers and hand over the same, along with all furniture fittings and fixtures and all other items provided by RGUKT Ongole therein, in good condition.

18. Income Tax: During the course of the contract period, income tax if any will be deducted as per the Government of India norms. TDS will be deducted as per norms.

19. The service provider shall conform to the provisions of all local laws / by laws and regulations relating to the work any pay all fees payable to such authorities for execution of the work involved. RGUKT Ongole shall not be responsible for such liabilities and claims.

20. The service provider shall provide necessary First Aid Facilities to his personnel. If RGUKT Ongole provides, entirely at its discretion, any of these facilities, the cost of such support as worked out by RGUKT Ongole shall be recovered from the service provider.

21. ARBITRATION:

21.1. A dispute arising out of this contract shall be settled as per the Arbitration and Conciliation Act 1996 of the Govt. of India.

21.2. In the event of any dispute as to the interpretation of any of these presents, such dispute shall be settled through mutual negotiations or by appointing an Arbitrator mutually agreed upon or an Arbitrator from panel of Arbitrators on Indian Council of Arbitration.

21.3. In the event of a reference made to an Arbitrator, the decision of the Director, RGUKT Ongole shall be final and binding on both the parties of this agreement and shall not be called into question.

21.4. Subject as aforesaid, the Arbitration & Conciliation Act, 1996, shall apply to the arbitration proceedings under this clause and such arbitration shall take place in Ongole.

21.5. The Costs of and in connection with arbitration shall be decided by the Director, RGUKT Ongole at his sole discretion, who may make a suitable provision for the same in his award.

22. PENALTY:

22.1. PROMPT, EFFICIENT, SAFE, COURTEOUS AND QUALITY SERVICE

- 22.1.1. The Service provider shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions by the Service Provider and in case of deterioration in the quality of the food items or reduction in the quantity thereof, RGUKT Ongole shall be at liberty to levy penalty for such breach, as determined by the University/Institute, whose decision of the penalty shall be final and binding.
- 22.1.2. In case of failure to carry out the service to the satisfaction of RGUKT Ongole, it will be free to get the service done by any other agency at the cost and risk of the Service provider.
- 22.1.3. If the Service provider is not fulfilling the terms and conditions of the Contract or in case of any misconduct by the workmen of the Service provider (which the Service provider has not remedied in spite of the same being reported to him by RGUKT Ongole reserves the right to terminate / cancel the agreement either partially or fully by giving 1month notice, and without any liability to RGUKT Ongole.

The Service provider shall be liable for penalty for any failure as detailed below

- 22.2. Sub-standard quality of raw materials found by the University's authorized / designated officials once reported should be removed and replaced in total. The quality of the ingredients to be used will be determined based on the first quality sold in the market.
- 22.3. If the service provider repeatedly fails to ensure the quality of the raw material, the Institute, in order to ensure quality, has the right to name a departmental store/super market from where the Service provider should purchase the raw material at his own risk and cost.
- 22.4. If it is found that the service provider is using other than the specified brand or uses inferior quality/size, vegetables, fruits, tea leaves, provisions, cooking oil, etc., a penalty to the extent of 1% of the day's collection will be levied on the service provider on each such items separately for each occasion. Besides, inferior ingredients are liable to be removed from the premises of the Mess at the service provider's risk and cost.
- 22.5. If the service provider fails to provide service at any location for any period for any reason and if adequate quantity of food is not served, a penalty of 1 to 2%

of the day's collection will be deducted. In addition the Service provider should also immediately make good the shortage.

22.6. If it is found that there is laxity on the part of the service provider on maintenance of proper hygiene in Mess operations at the kitchen/ dining halls in various service points/ transport vehicles / personnel handling the food items / surroundings. Leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of the RGUKT Ongole is final and binding on the service provider.

22.7. Penalty shall be levied if changes in the menu are made without prior approval of the institute.

22.8. Penalty shall be levied for delays in service.

22.9. Penalty shall be levied if a worker is not found in uniform or with bad turnout without proper haircut, nail trimming, etc.

22.10. If RGUKT Ongole find that the mess services are supplied to any unauthorized personnel, penalty will be imposed on the service provider.

22.11. Dynamic Mess system: Every month the students shall be rotated/shuffled for each mess

22.12. Caterer shall ensure that all food items used are of standard/ established brands with ISI/ AGMARK/FPO/ FSSAI markings. All raw materials and cooking ingredients items like vegetables/ milk products meat, fish etc should always be fresh. Similarly cooking oils of reputed brands, such as sunflower, sun drop, saffola, rice rich oil should be used while rotating them once in a fortnight. Stale and life expired items shall not be used under any circumstances. The caterer is responsible for serving a healthy and Hygienic food.

PERFORMANCE INDEX – FEEDBACK FORMS

PERFORMANCE INDEX – STUDENT FEEDBACK FORM (Online)				
To provide you with the highest standards of quality, service, cleaning, values your options extremely important in evaluating the areas related to food. Thanking you for taking a moment to take your opinion on the following:				
1	Timeliness of the service			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory

2	Neatness of the surroundings				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
3	Quality of food to all dining members.				
	i.) Status of boiled Rice/ Status of Banana/ Status of Boiled Egg				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	ii) Taste of Curries/ Fried				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	iii) Snacks, Tea, Coffee and Breakfast				
4	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
5	Courtesy of services from Service Provider employees towards dining members.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
6	Wearing of uniforms by catering Service Provider employees on duty.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
7	Cooking as per Menu.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
Name Of the Student:					

PERFORMANCE INDEX – Mess Committee FEED BACK FORM (Offline)

To provide you with the highest standards of quality, service, cleaning, values your options extremely important in evaluating the areas related to food. Thanking you for taking a moment to take your opinion on the following:

1	Kitchen				
	I. Vegetables cutting in Hygienic Conditions				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	II. Vessels/ Pans cleanness				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	III. Wearing uniform while cooking food.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
2	Store Hygiene				
	I. Ingredients as per brands				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	II. Items arrangement inside the store				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	III. Condition of Ingredients				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
3	Neatness of Mess				
	I. Providing hot water for cleaning the plates				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	II. Neatness of tables at dining time				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	III. Proper dumping of food waste				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
4	IV. Mess hall & surroundings cleanliness				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	Cooking & serving of food as per Menu.				
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory	E. Poor
	Name of the Member:				

Signature of the Member:.....

POINTS TO NOTE: The primary purpose of this system is to highlight the areas of improvement. The results of the system can be tabulated to show the trends targets for the improvements can be discussed using these measures.

Caterer:

Students:

Date: -----

Period:

Performance Index

Points Sl. No.	Timelines of the services	Neatness of the surroundings	Quality of food			Quantity of food	Courtesy of services	Wearing of Uniforms	Mess Menu	Total
			Rice	Curries	Snacks					
	1	2	3			4	5	6	7	
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
Total										
Average										
Performance Index (P.I) for 10 points										

23. PAYMENT TERMS:

23.1.Payment will be made on fortnight basis. Payment shall be made on the basis of performance of services. The Employer has authority to alter / reduce the bill as per the performance of the Bidder / Service Provider.

23.2.The Bidder / Service Provider shall raise an invoice in an acceptable proforma and in accordance with the rates quoted in Price Bid.

23.3.There are two billing periods; they are 1-15th of month and 16th to end of the month. The invoices shall be raised within 5 days after completion of billing period for the services provided during the preceding half month. Invoices raised for the second half of the month should be accompanied by a copy of PF Challan, ESI Challan, Service Tax Challan, Salary statement of previous month etc., Payment will be made within 10 days of receipt of the invoice. Payment will be made by account payee cheque.

23.4. Income tax and TDS will be deducted by the RGUKT Ongole from all payment made to the Bidder / Service Provider. This will be as per the Rules and Regulations in force and in accordance with the Income Tax Act prevailing from time to time.

23.5. At the time of signing of the Agreement, the bidder /Service Provider shall submit to the RGUKT Ongole, a photocopy of his PAN identity for record.

23.6. GST, EPF, ESI, other statutory duties / levies, as applicable shall be paid by the Bidder / Service Provider to the concerned departments and proof of such payments shall be made available along with the bill of next month of the Employer. Failure in submission of proof of payments, employer withholds the payment till its production.

24. Special Conditions/Instructions:-

24.1. Nutrition is a basic human need and a pre requisite to a healthy life of every human. A Diet consisting of required amount of Cereals, Millets and Pulses, which are major sources of most nutrients.

24.2. Man needs a wide range of nutrients to perform various functions in the body to lead a healthy life and the nutrients include proteins, fat, carbohydrates, vitamins and minerals etc.

24.3. The Institute had recommended that every meal should contain interns of the following essential food components.

Food group	Products	Main Nutrients	Suggested Quantity
Cerials, Grains and products	Rice, Wheat, Ragi, Maize, Barly, Rice, Flakes, Wheat Flour	Energy, Protein, Iron, Invisible fat, Fibre, Vitamin A,B and folic acid	360 g /day /person
Pulses & Legumes	Bengal Gram, Black Gram, Greengram, Redgram ,lentils (while as well as Dals) Peas, Rajmah, Soya beans etc	Energy, Protein, Invisible Fat, Vit A,B , Folic Acid, Calcium ,Iron, Fibre	90 g /day /person
Milk & Milk Products	Milk, Curd, Cheese, Skimmed Milk	Protein Fat Vit-B12, Calcium	500 ml /day/person
Vegetables	Green Leafy vegetables(Amaranth, Spinach ,Gongura, Coriander ,mustard leaves etc)Carrot, brinjal ,ladies fingers, beans ,onions, drumstick	Carotinoids, vit "C"fibres, invisible fats, vit "b2" ,folic acid, calcium ,iron, Fibre etc	200 g /day /person
Fats	Butter, Ghee, Hydrogenated Oils, cooking oils like ground nut, mustard	Energy, fats , essential fatty acids Energy	40 g /day /person
Sugars	Sugar & Jaggery	--	25 g /day /person

Fruits	Banana, /Any Seasonal Fruit	--	01 Per Head
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24.4. The Institute made mandatory for serving of milk and milk products to a minimum of 500 ml per day per person and should be served as following.

	Suggested Quantity	Session
Total Milk -500 ML (Fat percentage: 6 %)	150 ML	Break fast
	150 ML	Lunch (Curd)
	150 ML	Dinner (curd)
	50 ML	Tea

24.5. Human body requires at least 2300 (average) calories per day. The Institute has made mandatory serving minimum quantity of food items in the menu like breakfast items and egg, banana, fruit, curries curd and other items as per the following table

S.No	ITEM	QUANTITY SUGGESTED (minimum)	WEIGHT OF ITEM	Minimum Number	Remarks
Break fast	Idli	250-300 gms		4 to 5	
	Chapathi	250-300 gms	70-80 Gms each	4	
	Uthappam	250-300 gms		4 to 6	
	Mysore Bajji	250-300 gms	40-50 Gms each	4 to 6	
	Pulihora	250-300 gms			
	Vada	250- 300 gms	70-80 Gms each	4	
Chutney	Chutney	one small laddle			
	Sambar	one sambar laddle			
	Coffee	1 cup	150 ml	150 ml	
	Milk	1 cup			
Lunch					
	White Rice	250-300 gms			
	Pappu- Akukura	one sambar laddle			
	Rasam	Two sambar laddle			
	Curd(Solid)	one cup	150 ml	1 cup	
	Curry	100 gms			
Snacks	Biscuits	4 Number any item		4	
	Boiled Chana	50 Gms			
	Corn flakes - fried	50 Gms			
	Bajji	Two Numbers		2	

	Tea	1 Cup			
Dinner					
	Curry	100 gms			
	Sambar	2 sambar Laddles			
	Pickle	2 table Spoons			
	Fresh veg chutney	3 Table spoons			
Non Veg	Chicken Curry	170 Gms	120 Gms Chicken + 50 Gms Gravy	170 gms	
Veg	Spl -Veg Curry	150 Gms		150 gms	
	Sweet	100 Gms			
	Biryani	200 Gms			

24.6. The weight of one Vada should be at least 50 -60 gms.

24.7. It is decided that the raw materials used in preparation of food items should be branded and ISI Certified/Branded companies materials to be purchased by the caterer, otherwise the RGUKT Ongole campus to impose penalty in case any caterer using low quality raw materials.

24.8. The RGUKT Ongole campus instructed to serve Palak /Methichapathi's in breakfast and only wheat flour to be used in chapathi (No Myda at all) and made mandatory to use Ashirvad, Pillsbury And Annapurna Atta in making Chapathi.

24.9. The RGUKT Ongole campus made mandatory to serve Sprouts chat & Fried Atukulu during the snacks and asked to avoid serving biscuits many days in week.

24.10. It is decided by the Institute that Minimum of 170 (120 gms Chicken and 50 gms Gravy) gms of cooked quantity of chicken to be served per student.

24.11. The RGUKT Ongole campus instructed to use 1st quality of Dals & Rice to be used in the cooking and the rice should be one year old sona masuri, and it should be checked regularly by the Committee constituted by the Institute.

24.12. The RGUKT Ongole campus instructed to use of single oil to be changed and asked to change the oil every month, suggested to use branded Rice Bran, sun flower & ground nut on rotation basis. Use of palm Oil and other local brands of oil to be avoided.

24.13. The RGUKT Ongole campus instructed to serve Bread halwa /Sorakaya halva on Sundays.

24.14. The RGUKT Ongole campus made mandatory to avoid using Vanaspathi/Dalda in foods and asked to use Ghee or Oil

24.15. In addition to the assessment/penalty, the following checks would be carried out by the Mess management Committee on a regular basis and impose further penalties as applicable.

24.15.1. A penalty 25% of the bill per the day shall be imposed on each instance for delay in preparation, Non-availability or short supply of any declared item of the menu of any meal, lack of hygiene, poor service and misbehavior of staff, low quality of raw material, or any other lapse.

24.15.2. A penalty 25% of the bill per the day shall be imposed on each instance for the use of mono-sodium glutamate (Ajinomoto) and Food colors are strictly prohibited and using it will be considered as adulteration.

24.18. Other Penalties

S. No	Basis	Fine
01	Presence of unwanted items in food: <ul style="list-style-type: none"> • Harmful items (e.g. blade, glass, metal wires, nails, etc) • Other items (e.g. cockroaches, cigarettes, insects etc) 	Half the price of the day per head multiplied by number of students allotted to the mess
02	Use of stale/spoilt/harmful ingredients, e.g. rott vegetables, infected grains, coloring agents etc.	
03	*Reduction in the quality of the food due to: <ul style="list-style-type: none"> • Partially cooked (boiled/fried) items (e.g. rice, dal, vegetables, Bajji, puri, Chapati etc) • Spoiling the food by insufficient/excessive usage of ingredients like oil, salt, water, tamarind, Aata etc., in dishes like curry, dal, sambar, puri, etc.,) 	
04	Improper Waste /Garbage Disposal in Kitchen area and its surroundings. Adulteration /Food Poisoning by any means. (To be confirmed by the Institute)	Rs. 25,000
05	Use of the brands not mentioned in the document without prior permission of the Institute Authorities.	10% deduction in the monthly bill

*Fine or penalty will be imposed after 2 warnings issued by the Institute competent Authorities during the contract period.

FINANCIAL / PRICE BID

Providing catering services including maintenance of kitchen and dining halls at RGUKT Ongole Campus, Camp office at IIIT RK Valley, idupulapaya, YSR Kadapa District, AP-516330. Please quote amounts in numerals and words per head day for the menu mentioned in the document.

Schedules	Description	Price per head per day (Rs.) (exclusive of all taxes)
Schedule-I	Breakfast, Lunch, Snacks and Dinner as per the Menu	

Date:

Place

(Signature of the Bidder)

Seal

Annexure-1

DECLARATION BY THE BIDDER

(Affidavit on Non- Judicial Stamp Paper of Rs.10/ -duly attested by Notary / Magistrate)

1. All the copies of the certificates, documents etc., enclosed to the Technical bid shall be given page numbers on the right corner of each certificate. The furnished shall be in the formats appended to the tender document and the same should be submitted in a sealed envelope
2. The information shall be filled-in by the Bidder in the checklist, and shall be enclosed to the Technical bid for the purposes of verification as well as evaluation of the bidder's Compliance to the qualification criteria as provided in the Tender document. All the Certificates, documents, s as per check-list shall be uploaded and copies shall be submitted by the bidder in sealed Cover "A" as Hard Copies along with the original Demand Drafts drawn towards EMD & Processing fee.
3. The Institute shall carry out the technical bid evaluation solely based on the uploaded certificates/documents, DD/BG towards EMD and open the price bids of the responsive bidders. If any bidder fails to submit the original hard copies towards EMD, Processing Fee and other documents before the opening of the price bids, the technical bids of such bidder will be disqualified.

DECLARATION

I / WE have gone through carefully all the Tender conditions and solemnly declare that I / we will abide by any penal action such as disqualification or black listing or determination of contract or any other action deemed fit, taken by, the Department against us, if it is found that the s, documents, certificates produced by us are false / fabricated.

I / WE hereby declare that, I / WE have not been blacklisted / debarred / Suspended / demoted in any department in Andhra Pradesh or in any State due to any reasons.

Signature of the Bidder

Annexure -2

Bidder Information

1	Name of the organization	
2	Year of establishment	
3	Complete postal address	
4	Name & Designation of Authorized person	
5	Phone No.'s	
6	Fax No.	
7	Email	
8	Nature of the firm (Proprietary/partnership/etc...)	
9	Bank Details of the Agency:	
	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	
10	PAN No. and TAN No.	
11	GST No:	
12	Total No. of branch offices in Andhra Pradesh	
13	Tender Processing Fee (Nonrefundable)	Amount Rs. DD No. DD Date Issuing Bank & Branch:
14	EMD	Amount Rs.: DD No./BG No.: DD/BG Date: Issuing Bank & Branch:
15	Details of certificates enclosed.	

ANNEXURE -3
NON BLACKLISTING CERTIFICATE

It is certified that I/ my Firm/ Agency/ Company has never been black listed by any of the Departments/ Autonomous Institutions/ Reputed Educational Institution/ Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any State Government and no criminal case is pending against the said firm/ agency as on _____.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and RGUKT Ongole may imposed any action as per the rules.

Signature of the Tenderer:

Name of the Signatory:

Name of the Firm/Agency:

Seal of the Firm/Agency:

Place:

Date:

ANNEXURE-4

Bid letter form

From:

(Registered name and address of the Service Provider)

To

The ADMINISTRATIVE OFFICER (i/c),
IIIT Ongole, RGUKT-AP, Ongole
Camp office at IIIT RK Valley, Idupulapaya,
Y.S.R. Kadapa District, Andhra Pradesh-516330

Sir,

Having examined the bidding documents and amendments thereon, we the undersigned, offer to provide the Catering Services in conformity with the terms and conditions of the bidding document and amendments thereon in response to your tender call dated: RGUKT/ONG/E-Proc/Catering/Mess A/T02/2019 date: 30.09.2019

If our bid is accepted, we undertake to:

- a. Provide services/execute the work according to the time schedule specified in the bid document,
- b. Obtain the performance guarantee from a scheduled bank in accordance with bid requirements for the due performance of the contract, and
- c. Agree to abide by the bid conditions, which remained during the entire bid validity period and bid, may be accepted any time before the expiration of that period.
- d. We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid, and that you will not defray any expenses incurred by using bidding.

Service Provider's Signature

Seal.

Place:

Date:

ANNEXURE -5

DECLARATION (on Company Letter Head)

From:

Date.

(Registered name and address of the Service Provider)

To

The ADMINISTRATIVE OFFICER (i/c),
IIIT Ongole, RGUKT-AP, Ongole
Camp office at IIIT RK Valley, Idupulapaya,
Y.S.R. Kadapa District, Andhra Pradesh-516330

Dear Sir,

Sub. Providing Catering Services including maintenance of Kitchen and Dining
Halls at RGUKT Ongole, RGUKT-AP –Reg.

With respect to the tender notice published in the above mentioned daily newspaper,
I/We here by submit my/ our tender in a required format.

I/We have adhered to the requirements prescribed by RGUKT Ongole. I/We have
carefully gone through the guidelines/ terms and conditions and prescribed format
and I/We accept the same without any alternations/ modifications.

I/ We here by solemnly declare that any of our partners jointly or severally and / or
individually or our firm / company/ associate company have not been black listed by
the central govt. or any state govt. or it's under taking Institutions.

I / We here by further declare that, if the above declarations is found untrue the
RGUKT Ongole, shall be entitled to take any legal action against us severally and or
individually or our firm / company in this regard in any manner that may deem fit by
RGUKT Ongole.

I / We here by further declare that I/we shall abide the Institute rules and
regulations in terms of one Service provider is eligible to work/serve for one specific
mess only, at RGUKT Ongole even if he will be lowest Service Provider for more than
one mess.

I/ We understand and accept that you are not bound to accept the lowest or any
tender you may receive.

YOURS SINCERELY

SIGNATURE & STAMP OF THE SERVICE PROVIDER

S. No	Customer Full Address	Year of supply	Catering Service to the No. of people	Turn Over Under form P-2(Nos.)

Annexure-6

List of Major Clients (Both Ongoing and Completed)

Annexure 7

NAME OF WORK: Providing Catering Services including maintenance of Kitchen
and Dining Halls at RGUKT Ongole.

Name of the Service Provider:

Annual Turnover Statement

Bidder shall indicate herein his annual turnover during the following four years based on the audited balance sheet / profit and loss account statement.

S. No	Financial year	Annual Turnover	Turnover pertaining to subject material
1	2016-17		
2	2017-18		
3	2018-19		

Annexure 8

ESI / PF DETAILS

NAME OF WORK: Providing Catering Services including maintenance of Kitchen and Dining Halls at IIIT Ongole, RGUKT-AP

Tender No.

Name of the Service Provider:

Details of PF & ESI Registration

S. NO	Description	Details to be furnished by the Service Provider
01	PF Registration No., District & State	
02	ESI Registration No., District & State	

Service Provider to furnish details of PF &ESI Registration along with copies:

Annexure 9

COMPOSITION OF MENU SCHEDULE (DAILY)

The following menu has to be implemented / served by the Service Providers without any deviation for students at RGUKT Ongole. Appropriate penalty shall be levied on the Service Provider in case of non-compliance.

Breakfast Timings: 7:00 AM to 8:30 AM

Lunch Timings: 12:15 PM to 2:00 PM

Snacks Timings: 5 PM to 6 PM

Dinner Timings: 7:00 PM to 8:30 PM

	Break Fast	LUNCH	SNACKS	Dinner
Monday	Idly + Palli Chutney + Sambaru + Coffee + Milk + boiled Egg/Two Bread slices with JAM	Rice + Thotakura papu + rasam + Curd + Beetroot/Carrot + fryums	2 nos of Mirchi Bujji+ Tea + Milk	Rice + Sambaru + Roti Chutney + Curd + Vankaya battani curry + Banana
Tuesday	Mysore Bajji + Putnalalu Chutney + Coffee + Milk + boiled Egg/Two Bread slices with JAM	Dondakaya Fry + Rice + palakura papu + rasam + Curd + Beetroot/Carrot + fryums + Banana	Boiled Sanagalu + Tea + Milk	Rice + Sambaru + Pickle + Curd + Alu Dum fry + Sweet
Wednesday	Uthappam +Putnalalu coconut chutney + Coffee + Milk	Goru Chukudu Pakodi + Rice + Tomoto Papu + Rasam+ Curd +Banana	Biscuits/Seasonal Fruits + Tea + Milk	Rice + Veg Pulav+Chicken Curry + Capiscum Panner + Sweet for Veg + Ryta + Rice + Rasamu + Curd
Thursday	Vada + Palli Chutney + Sambaru + Coffee + Milk + boiled Egg/Two Bread slices with JAM	Rice+ Bendi Fry + Gongura Papu + Rasam + Curd + frymes	Fried Attukulu with Cornflakes + Tea + Milk	Rice + Sambaru + Roti Chutney + Banana+ Guti Vankayya Kura+ Curd
Friday	Idly + Palli Chutney + Palli Karampudi + Coffee + Milk	Rice + Sorakaya Papu + Chukudu /mulakayya Curry+Banana	Onion Pakodi + Tea + Mik	Egg Cury (Fried) /Mixed Vegetable Curry + Rice + Curd+ Chintapandu Rasamu
Saturday	Chapati + Alu kurma+Coffee + Milk	Rice + Mudda Papu +Chema duppalau pulusu+ Mango Pickle + Ghee Rice + Rasam + Laddu + karapu pusa + Curd	Tea with Bajji (Alu / Banana) + Tea + Milk	Rice + Sambaru + Pickle+ Sweet+ Curd+ Cabbage 65+ Banana
Sunday	Tomoto rice/Pulihora+ Milk + Coffee	Rice + Veg Pulav, Chicken Curry + Panner Butter Masala + Sweet for Veg + Ryta +	Fried Sprouts + Milk+tea	flavored Rice with gravy (pudina+ Palakura+ Jeera+ Karivepaku) + Curd Rice+ Banana

		Rice + Rasamu		
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Note 1: Chicken curry – 120grams chicken + 50 grams gravy
Evaluation Matrix for Award of Contract

S. No	Description	Attributes	Point	Please tick the appropriate attribute	Score
01	Registration of the Service Provider	If Registered under Companies Act	5		
		If Partnership firm	4		
		If Proprietary concern	3		
02	No of persons/users served in a single unit in any one year in the last three financial years. (i.e. Work Order and Satisfactory Certificate should be submitted. If requires, Institute may ask and verify relevant document for this purpose	More than 4000	10		
		3001 -4000	8		
		2001-3000	6		
		1000-2000	4		
03	Cumulative Turnover of the Subject Material in last three financial years. Certified by the Chartered Accountant. (If requires, Institute may ask and verify relevant document for this purpose.)	More than 12 crores	10		
		10 crores to 12 crores	8		
		8 crores to 10 crores	6		
		6 crores – 8 Crores	4		
04	Total Number of establishments served During the last three years (i.e. In providing Mess services on contract basis catering minimum 500 Persons / day. (Copy of Work Order should be uploaded/submitted)	More than 7	10		
		6-7	7		
		4-5	5		
		1-3	3		
05	Total no. of Workers /staff on the rolls of the Service Provider's organization doing job in All of its	101 and above	10		
		91 -100 workers to above	8		

	Industrial/ Institutional/ Corporate Messes. Latest TRRN	81- 90 workers	6		
		71 – 80 workers	4		
		60 -70 workers	2		
6	No. of Skilled workers (With Catering Certificate /Diploma / Degree) available in the rolls of the Service Provider’s Organization. List should be enclosed along with their qualification, designation and EPF UAN.	20 Skilled Personnel & Above	5		
		16 to 19 Skilled Personal	4		
		12 to 15 Skilled Personnel	3		
		8 to 11 Skilled Personnel	2		
		Less than 8 Skilled Personnel	1		

1. The Service Provider shall ensure to fill-up the score column depending upon their capabilities.
2. The Service Provider shall submit proof of all the above criteria by way of testimonials, records, photographs, etc., and conditions.

Signature
Seal