

# INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY

AMARKANTAK (M.P)  
DISTT-ANUPPUR - 484887

Web: [www.igntu.ac.in](http://www.igntu.ac.in)



## TENDER DOCUMENT

Date of release of tender: 06/03/2017

Tender Fee Price: Rs. 10,000 (Ten Thousand Rupees only)

<b>NAME OF WORK:</b>	<b>Providing Catering Services in the Mega Mess</b>
<b>PERIOD:</b>	<b>Two Years</b>
<b>EMD AMOUNT:</b>	<b>Rs. 50,000/- (Rupees Fifty Thousand)</b>
<b>LAST DATE OF TENDER SUBMISSION:</b>	<b>27 March 2017 before 03:30 PM</b>
<b>ADDRESS FOR SUBMISSION OF TENDER:</b>	<b>The Registrar, IGNTU, Lalpur, Amarkantak, M.P. 484 887</b>
<b>DATE OF OPENING OF TECHNICAL BID:</b>	<b>27 March 2017 at 04:00 PM</b>



Ref: IGNTU/MEGA/MESS/2017/146

Date: 06/03/2017

**NOTICE INVITING TENDERS**  
**FOR PROVIDING CATERING SERVICES IN THE MEGA MESS**

Indira Gandhi National Tribal University (IGNTU) proposes to select Caterers for catering services in the university mega mess having capacity ranging from 1,300 to 1,500 students conforming to the specifications given in the annexed schedules. Tender Application Fee of Rs. 10,000/- (Rupees Ten Thousand) (Non-Refundable) and applicable EMD Rs. 50,000/- (Rupees Fifty Thousand) should be remitted along with the Tender Document (filled in) in through online only, NEFT/RTGS of any nationalized bank in favor of Indira Gandhi National Tribal University, Payable at 1) Central Bank Of India , Lalpur, Amarkantak - 484887, Dist:- Anuppur (MP) Account No: 3262189064 IFSC Code: CBIN0284695; 2) State Bank Of India, Amarkantak, Dist:- Anuppur (MP) Account No: 30429162087 IFSC Code: SBIN0004674. The receipt of the payment of Tender Application Fee and applicable EMD (UTR No.) copy must be enclosed with submitted Technical Bid of Tender Document (filled in). The Tender Applications will be rejected which do not contain Tender Document (filled in), Tender Application Fee, Applicable EMD, Technical Bid and Financial Bid.

The tenders should be submitted under the two-bid system, i.e., Technical bid and financial bid, in separate sealed covers as instructed below. The duly signed tender documents (with superscribed as Technical and Financial bids in separate covers) and kept in single envelope superscribed as “**Tender for Providing Catering Services for University Mess (Mega Mess)**” shall be sent to the address mentioned below by registered post / Speed post / Tender Droop Box, **so as to reach on or before 27 March 2017 before 03.30 PM**. Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions.

**Schedule for opening of Technical bids: 04:00 PM on 27.03.2017 Venue:  
Administrative block, IGNTU Campus, Amarkantak**

Technical bid with any price indications will be summarily rejected. The Financial bids/offers will be opened only for the qualified bidders whose Technical bids are acceptable to the Committee. The schedule for opening financial bids will be intimated to short-listed tenderers. The decision of the IGNTU shall be final and binding in awarding the tendering contracts.



(To be read along with Schedules A, B and C)

**Important Conditions of the tender process to be followed by all tenderers**

**1. Eligibility to participate in the tender:**

This is an open tender process. Tenderers who wish to participate can apply.

- a. The tenderer should have experience of satisfactorily running a mess with a capacity of 1,000-1,500 students / members for at least two years in reputed Govt. institutes / similar organizations. Tenderers with experience of running mess with “electric cooking equipments” will be preferred.
- b. The tenderer should have adequate financial capacity to run the Mega Mess as evidenced by supporting documents (like Annual audited accounts for last three financial years).
- c. Authenticated copy of audited account statement for the last three years should be given.
- d. Contractor should have valid Food License.
- e. The tenderer should have PAN, Service Tax, Registration, EPF registration, ESI registration, Labour license / registration and other such registration, which is required to carry out such work.

**\* Documentary proof to be attached for the above.**

**2. Submission of Tender:**

The Tender Application complete in all respects should be submitted to the Registrar, Indira Gandhi National Tribal University, Amarkantak, Distt. Anuppur-484887 through Registered / Speed Post / Tender Droop Box. **PLEASE SEE TERMS AND CONDITIONS OF THE TENDER BEFORE SUBMISSION AND SIGN ON EACH PAGE WITH SEAL.**

**3. Two-bid System:**

The offers / bids should be submitted under the two-bid system, i.e., Technical bid and financial bid. The following documents are required to be submitted in response to the tender notice.

- Envelope 1: containing a covering letter and the UTR Receipt of tender fee cost & EMD is to be placed and sealed. This envelope shall be super-scribed as "EMD" & “tender fees”.
- Envelope 2: Technical Bids should consist of all the details as specified in the Schedules along with commercial terms and conditions. There should be no cost indication whatsoever in the Technical Bid.



- Envelope 3 shall contain the financial bid indicating the details of the rate for each item as given in Annexure E – Financial bid. This envelope should be sealed and super-scribed as "Financial Bid".
- All the above three envelopes, namely, Envelopes 1, 2 and 3 must be placed in a larger envelope, sealed and submitted on or before the due date and time. The larger outer envelope shall be super-scribed as “**Tender for Providing Catering Services for University Mess (Mega Mess)**”.

#### 4. Earnest Money Deposit (EMD):

Tenderers should submit the EMD amount of Rs. 50,000 (Rupees Fifty Thousand only) along with the tender by online deposit NEFT / RTGS of any nationalized bank in favor of Indira Gandhi National Tribal University, Payable at 1) Central Bank Of India , Lalpur, Amarkantak - 484887, Dist:- Anuppur (MP) Account No:3262189064 IFSC Code:CBIN0284695; 2) State Bank Of India, Amarkantak, Dist:- Anuppur (MP) Account No:30429162087 IFSC Code:SBIN0004674. The receipt of the payment UTR copy must be sent to IGNTU. Any tender without EMD will be considered as NON-RESPONSIVE and SUMMARILY REJECTED. No interest will be paid on the EMD.

#### 5. Authority to Sign:

All documents must be duly signed by the tenderers.

- a) If an individual or a proprietor of a firm is a signatory, he/she must sign above the full typewritten name and current address.
- b) In the 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 must accompany the Documents) must sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.
- c) In the 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.

#### 6. Opening of the Tender:

The bids will be opened by the Tender Committee duly constituted for this purpose, in the presence of such Tenderers or their authorized representatives, who choose to be present, at the appointed place, date and time. Offers found without the EMD & Tender Fee or with an invalid EMD will be summarily rejected. Unopened tenders will be returned to such tenderers. On verifying the EMD, the Technical bids will be examined to decide their service



suitability for the said work. Tenderers whose Technical bids are not found acceptable will be advised of the same and their sealed covers containing the respective Financial Bids will not be opened. Their EMD will also be returned to them. Only those financial bids of the tenderers whose Technical bids are qualified will be opened. However, the financial bids of all tenderers who qualified Technical bid will be opened subject to verification of their compliances.

**7. Visit to Tenderers Clients:**

Complete details of clients of the tenderers must be enclosed with the Technical bid. Clients' addresses, name(s) of contact person(s) with phone numbers must be listed in the enclosure. The Tender opening Committee / committee constituted by competent authority may carry out surprise visits to establishments / mess / dining facilities serviced currently by the tenderers after opening of technical bid and their reports will form valuable input for the short-listing process to qualify financial bid opening.

**8. Daily Rate:**

The Financial bid must include price quoted as Daily Rate per student for each menu (Breakfast + Lunch + Dinner). All prices quoted by the tenderers should be inclusive of taxes and service charges, as levied by Central Govt. / State Govt. The percentage of taxes and service charges must be clearly indicated therein. **It is important to note that successful tenderers should publish the menu for each course of the day for the complete week / Month, in advance. The said notification must be approved by the Mess Monitoring Committee.**

**9. Alternative Proposals:**

Tenderers shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the respective Tender invalid. Offers with conditional rebate will become automatically invalid.

**10. Validity of Offer:**

Tenderers shall agree to keep the tender open for ninety (90) days from the due date of submission thereof and not make any modifications in the stated terms and conditions.

**11. Late offer:**

The offers received after the due date and time will not be considered and the same will be returned unopened to the respective tenderers.



## 12. Acceptance and Rejection:

IGNTU, Amarkantak reserves the right to shortlist / reject any or all tenders and accept the whole or any part of a tender without assigning any reason.

## 13. Final Selection:

Final selection shall be based on submitted tender documents. If needed the “client inspection report” of the committee may be included for final evaluation. If the Tender Committee arrives at a decision that the daily rate quoted by any tenderer is too low with reference to the quality and quantity specified by the IGNTU, the respective tenders are likely to be rejected from further consideration. IGNTU reserves all the rights in final selection and its decision will be binding to all the tenderers.

## 14. Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender process shall be settled in the court of competent jurisdiction located within the city of Jabalpur in Madhya Pradesh.

## 15. Schedules:

- a) The Tender schedule highlights the important service conditions to be strictly followed by all tenderers.
- b) Schedule A (Technical Bid Proforma) lists the technical details to be furnished by the tenderers based on which their suitability for providing catering services at IGNTU, Amarkantak will be assessed.
- c) Schedule B refers to the terms and conditions for providing catering services at The IGNTU Amarakantak (M.P).
- d) Schedule C refers to the scope of work and brief description of the menu to be served.
- e) Schedule D - Proforma for Financial bid.

It is mandatory that all tenderers to sign and submit these Schedules along with their tender submissions. Please refer to and follow the procedures given in this Tender schedule for submission of tender documents.

## 16. Mess rebate to students

Students are eligible to get rebate from the mess bill as per hostel rules.

## 17. Non-compliance charges

Committee constituted by competent authority will inspect service performance of the caterers through regular surprise inspection / visits at any time and the meetings scheduled



on last week of every month. It is mandatory that caterer (or their official designate) should attend these meetings without fail. Based on feedback of the students and the officer-in-charge of the mess sent to Registrar (IGNTU). Appropriate penalty clause will also be invoked for non-compliance of quality of service of the contract. Based on the hygiene audit report submitted by 3rd party, the caterer will be penalized if he fails to maintain the basic hygiene standards. Manpower, in each category with different uniform (refer appropriate schedule for more details) should be made available. All other non-compliances will attract penalties as per the **Annexure - III**.

### **18. Indemnity clause**

Each caterer has to execute an indemnity bond stating that "The caterer indemnifies the IGNTU, Amarkantak of any issues arising due to un-hygienic preparation, personal hygiene issues and (or) storage of food, improper usage of ingredients and any such issues that may cause harm to the students due to inefficient operation".

### **19. Penalty for withdrawal of services before the period of contract.**

- a) Caterer will not be permitted to participate and catering tender in IGNTU Campus for a minimum period of 2 years.
- b) Forfeiture of caution deposit in addition to penalty imposed by Committee constituted by competent authority.

**20.** The order of the university shall be final and binding.

**21.** The contract shall be given for two years initially. The contract may be terminated before one year on the recommendation of Mess Monitoring committee / committee constituted by competent authority as and when required, on receipt of complaints regarding quality of food / other management complaints.

**22.** IGNTU reserves the right to modify / alter / add any clause of the tender without assigning any reason thereof.

### **23. 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.**



Schedule A: Technical Bid Proforma

S. No.	Description	Information	
1a	Name of the Tenderer:		
	Complete Address:		
	Phone No.	E-mail ID:	
1b	Contact Person / Representative Name and Designation:		
	Phone:	Mobile Phone:	
2a	License No:	Registration No.:	
	PAN:	TIN:	
	ESI:	EPF:	
	(Enclose copies of the above)		
2b	Proof for payment of income tax and service tax (last three years)(copy of income tax and service tax payments to be enclosed)		
3	No. of Food Courts/dining facilities serviced in Government organization / Institutions (Enclose list of work handled and ongoing work, separately with all the relevant documents)(List to be included with name of the institution, duration, number of students catered, type of service provided)		
4	No. of Food Courts/dining facilities serviced in non-academic establishments (Enclosed list of work handled and ongoing work separately with all the relevant documents) (List to be enclosed)		
5	Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided (If Yes, copy to be enclosed)		
7	Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (Incase the work was executed for private firms/persons, TDS certificate should be submitted)		
8	No. of Employees:	Regular	Temporary
9	Litigations, if any, connected with Catering Work Filled up Annexure	Yes/ No (if yes, details to be furnished)	
10	Any other information in support of the Credentials	Details , if any, to be furnished	





### Schedule B: Terms & conditions for running catering facilities

1.	Mess facilities consisting of kitchens and dining halls shall be provided by IGNTU. The caterer has to arrange for cooking food in kitchen(s), and serve it in dining halls. Prospective caterer(s) may inspect available facilities with prior appointment.
2.	Breakfast, Lunch and Dinner have to be served as per the menu, furnished in <b>Annexure IV</b> .
3.	<b>DINING TIMINGS</b>
	Breakfast - 07:30 - 09:30 Hrs.
	Lunch - 12:30 - 14:30 Hrs.
	Dinner - 19:30 - 21:30 Hrs.
4.	Type of service: Self service with minimum of one counter for every 250 - 500 Students. The food should be served hot.
5.	For Menu, refer <b>Annexure IV</b> .
6.	IGNTU shall provide the following: Water for cooking, washing and cleaning at prevailing rates on the basis of metered consumption. In case due to any reason drinking water cannot be supplied by the University, the selected contractor shall arrange to get the bottled drinking waters from any other nearby source. Drinking water (Caterer should arrange for Purchase & transport of drinking water from water purifying plants.) Electricity for the exclusive purpose of running the dining facilities at Prevailing rates in the Institute. Every effort must be exercised by the caterer to minimize electricity and water Usage.
7.	Procurement of the following items is the responsibility of the caterer with the approval of the of IGNTU: First quality vegetables, fruits, provisions, dairy products, protein/meat etc., Cooking gas. The caterer has to make their own arrangements for procuring utensils, tools, Equipments etc., to run the system efficiently. Apart from Cooking equipments enlisted in <b>Annexure-V</b> IGNTU will not supply any such required items to the caterer. Caterers should not use any artificial color, preservatives and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises.
8.	The caterer shall use branded raw materials and best quality resources for preparing food. The Caterer shall submit at least three brands for each item along with technical bid. IGNTU will approve the brands for cooking at the time of allotment of work.
9.	The Caterer should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from own resources.
10.	Following shall be the responsibilities of the caterer regarding hygiene and sanitation: Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Non compliance to hygiene standards will be sufficient reason to terminate the contract. cleaning and washing of plates, cutleries and utensils cleaning and maintenance of kitchen equipment keeping the mess premises and surroundings neat, clean and hygienic periodic fumigation in addition to as and when required.
11.	Caterer's performance will be monitored on a regular basis through committee Constituted by competent authority. Meetings of the committee will be scheduled in last week of Every month and it should be attended by the caterers without fail. All recommendations made by the committee shall be notified to the caterer which shall be notified to the caterer and it should be strictly complied with. Non- compliance with menu and serving unhygienic food can result in instant monetary fine/termination of contract.



12.	The daily rate quoted per student for the menu items in the mess, should be inclusive of all taxes and service charges, as levied by the Central / State Governments. IGNTU will not pay any additional charges to the caterers.		
13.	The rates stipulated in the contract should remain valid for a minimum period of one year with effect from <b>date of award of contract, whichever is later.</b>		
14.	Food cooked in the Mega Mess should not be served in other places inside / outside the campus. The Caterer shall not serve food that is prepared / cooked elsewhere outside the Mega Mess. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IGNTU Amarkantak.		
15.	When circumstances warrant, the Caterer shall cater to additional number of students/staff members, as requested by the IGNTU at short notice.		
16.	The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.		
17.	On expiry/termination of the license, the Caterer must vacate the licensed premises. All fixtures, furniture etc., which are properties of IGNTU, Amarkantak should be handed over to the IGNTU in good and tenable conditions. Cost of repair charges for mishandling and willful damage (except normal wear and tear) will be deducted from the caution deposit / security deposit.		
18.	The caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the IGNTU.		
19.	The following charges are to be paid by the Caterer for running the mess. Monthly rent will be paid every month while the Annual License fee should be paid in advance before starting the mess operations.		
	Facility	Annual License fee	Monthly rent fee
	Mega Mess	Rs.20,000/-	Rs.15,000/-
	Monthly rental fee shall be incremented @ 10% annually.		
20.	A <b>Security Deposit</b> of Rs. 1,50,000 / - (One Lakh Fifty thousand Rupees) is to be deposited with the IGNTU during the tenure of the contract. No interest is payable on the Security Deposit. Security deposit will be refunded on successful completion of the contract tenure.		
21.	The selected Tenderer shall start the dining facility as decided by the IGNTU.		
22.	During vacation periods of IGNTU, Amarkantak the IGNTU reserves the right to reduce the student strength or to close the dining facilities totally with advance intimation to the caterer.		
23.	Minimum staff strength in each category shall be as per <b>Annexure II</b> . Based on the periodic inspection and other requirements, IGNTU reserves the right to instruct the caterer for increasing their service staff strength.		
24.	Employment of child labour, defined as per relevant laws is strictly prohibited. The caterer shall maintain a register with name, age and address of all their employees working at IGNTU Amarkantak premises. The caterer must report any changes in their list of employees to the IGNTU immediately. The caterer shall arrange security pass to all his employees from security section of IGNTU Amarkantak.		
25.	Only Eight employees per 1200 students will be permitted to stay in the premises of IGNTU Amarkantak after working hours. Necessary permission in writing should be obtained by the caterer for overnight stay of their employees in the campus at times of exigencies. The names of such employees should be intimated to the Office Management in advance; only after issue of permission and ID cards, they should be allowed to stay for the said period.		



26.	The employees of the caterer should wear uniform of appropriate colour and display their ID cards. They should wear necessary hand gloves and caps / hair net in the kitchen and service areas. All the employees, posted at IGNTU Amarkantak should undergo a medical examination once in every three months at the district hospital to validate their physical and hygiene fitness. Any tests/vaccines administered, as deemed fit by the hospital & fees for medical examination, should be borne by the Caterer. The Caterer should ensure that all of their employees are free of communicable diseases. Medical Certificates to this effect should be submitted to the IGNTU before the start of the mess services. Any subsequent changes should be also brought to the immediate attention of the university.
27.	The Caterer shall be responsible for the proper conduct and behavior of the employees engaged.
28.	Smoking, consumption / distribution of alcohol, use of <i>pan</i> and <i>gutka</i> by the employees is strictly prohibited in the IGNTU Amarkantak.
29.	All expenses related to the functioning of the employees engaged by the Caterer shall be in the scope of the Caterer.
30.	The Caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Govt. Of India norms as applicable and should meet any other statutory and non-statutory benefits/ obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
31.	Periodic cleaning of fixtures (including lights, fans and other kitchen equipments) shall be carried out by the Caterer.
32.	The Maintenance of the equipments provided to the caterer as per <b>ANNEXURE V</b> will be the sole responsibility of the caterer. Any delay in such maintenance will attract penalty as per <b>Annexure - III</b> .
33.	Caterer shall install and provide enough no. of equipments like bread toasters, fly killers (Pesto flash), spoon and plate sterilizers, hot cases and Bain Maries for smooth and efficient functioning of the mess facilities.
34.	While accepting the offer, the Caterer need to execute a bond accepting the terms and conditions for running the dining facility, as listed in this schedule. The contract can be terminated by either side with a notice of two month. The IGNTU reserves the right to review and modify the terms and conditions, periodically.



### Schedule C: Scope of work in brief

University intends to run Mess facilities for approximately 1500 students or more (boys and girls). The contractor has to prepare and serve breakfast, lunch and dinner as per menu specified in **Annexure-IV** to the students on regular basis without fail.

Dining Facility	Nos. of Students Allotted	Available Facilities
Mega Mess	1500(Approx.)	Equipments as per <b>Annexure-V</b> .

- Maintenance of food quality and hygiene in the mess is of utmost requirement. The contractors are required to quote judiciously keeping in view of running the contract for at least two year period, cooking food with specified brands of items and specified menu.
- Though, the following facilities will be provided by the University, however, their maintenance and upkeep will be ensured by the contractor to the satisfaction of the competent authority of the University responsible to keep check on such issues.
  1. Furniture for the seating arrangement
  2. Proper lights and fans/coolers and electricity supply
  3. Equipment as per Annexure-V
  4. Essential equipment

The following arrangements will be made by the Contractor:

1. Adequate manpower
2. Aprons, head caps and hand gloves shall be provided to the workers by the contractor.
3. Any other equipment/facilities needed to ensure smooth functioning of the mess.

(Note: Cost for any additional requirements to run the mess smoothly, will be borne by the contractor)

IGNTU reserves the right to assign the dining facilities to the Caterer based on availability/requirement. The tenderer shall visit the facility and ascertain the available infrastructure before submitting the Tender. Any additional requirements, necessary for efficient services must be provided by the caterer without any extra charges. University shall retain the right to assign operation of mess facilities by a caterer depending on the requirements of the students.



**Schedule D: Financial Bid (to be typed in the letterhead of the firm)**

**Financial Bid**

To,  
The Registrar,  
IGNTU, Amrakantak (M.P)

Dear Sir,  
Sub: Selection of Caterer for Mega Mess.

In response to your advertisement for “**Providing Catering services in the Mega Mess at IGNTU - Amarkantak**”, we submit herewith our financial bid.

S. No.	Item	Quoted price {including material, cooking and all Taxes and charges applicable for unlimited serving per day based on sample menu as <u>Annexure-IV</u> } (in Rs).
01.	<b>All three Meals (Breakfast + Lunch + Dinner)</b>	

These rates are applicable for whole contract period / extended contract period (if required) mentioned in the document. We also accept to cater to any minor modifications in the menu as requested by the students and approved by the committee constituted by competent authority without any additional cost. We hereby agree to abide by the decision of the IGNTU and terms and conditions **mentioned** in the schedules. We also agree to attend meetings organized by committee constituted by competent authority without fail and implement the decisions taken in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure. We hereby certify that the above rates are inclusive of service tax and any other Central/State Govt. taxes.

Sincerely

Authorized signatory of the tenderer with seal



**Annexure- I**

**Model feedback form for evaluation**

Sl. No.	Description	Excellent (5 Points)	Very good (4 points)	Good (3 points)	Average (2 points)	Poor (1 points)	Very Poor (0 points)
1	Quality of the food served (Double Weightage)*						
2	Quantity of food served						
3	Cleanliness, hygiene and waste disposal						
4	Catering service and Punctuality						
	Total						

\* Obtained points will be multiplied by two.

The final decision on the feedback evaluation points will be carried out by the committee constituted by competent authority. The caterer is expected to get overall "good" and at least "average" in each category in all months. "Very poor" in any month and "poor" twice in a row will attract additional penalty and / or termination of contract.

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

Signature of Caterer  
Official seal and address



## Annexure-II

### Minimum staff requirements

For every 1500 students, a minimum number of different categories of staff per shift, to be employed by the Caterer are given in Table D1.

It is mandatory for staff on duty to wear uniform in the colour specified blow

TableD1: Minimum staff requirements

Staff category	Number of staff to be employed for every 600 students/shift	Color of Uniform
Manager	01	White
Supervisors	02	Light Green
Cook	06	Brown
Server	10	Pink
Cleaner/Washer	06	Blue
Counter staff	As required	Maroon

The IGNTU, Amarkantak reserves the right to order for additional staff if the services are inadequate. For any additional strength of students over and above 1500, the minimum staff required to be employed should be increased proportionately / as per the requirement. Details of staff employed by the Caterer, under each category should be maintained in the standard format and should be available for inspection by Hostel Management. In addition, for smooth running of mess, a feed-back and complaint register should be made available with the Mess manager of the Caterer. Mobile phone numbers & Email Address of the Mess Manager and Supervisors on duty should be displayed in the dining hall.

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

Signature of Tenderer  
Official seal and address



### Annexure-III

#### Penalties for Non-compliance

The caterer will be fined in case of violation of the following rules:

1. For any rules stated in the agreement.
2. First violation of rule implies penalty as per the below table.
3. Second violation of the same rule in the same calendar month will attract double the initial amount of penalty.
4. All subsequent violations of the same rule would invite five times the initial amount of penalty.
5. The caterer will be penalized in case of violation of the following rules.

S. No.	Nature Of Violation	Penalty (in Rs.)
1	Non Availability of complaint register on the counter	1,000/-
2	Not wearing uniform, Hand gloves, and head cap while serving food.	2,000/-
3	3 or more complaints of insect / stones / pebbles / other foreign objects	3,000/-
4	Uncleaned utensils found / unhygienic condition in the kitchen area as well as dining hall.	3,000/-
5	Any deviation in the approved Menu without prior permission from IGNTU	5,000/-
6	Meals found uncooked / not cooked properly	3,000/-
7	Vegetables found of poor quality / rotten / spoilt / infected	2,000/-
8	If food for any meal gets exhausted within timings of mess and waiting time is more than 15 minutes for lunch and 10 minutes for breakfast.	3,000/-
9	Usage of unbranded / bad / duplicate quality of any mess commodities	2,000/-
10	Used oil reused or use of hydrogenated (Vanaspati) oil	3,000/-
11	Using brands not approved by IGNTU in the agreement without prior permission and adulteration.	5,000/-
12	Absence of proprietor or the representative from meetings called by university.	5,000/-
13	If any mess worker is caught / found using alcoholic / any banned tobacco item (any type) in the mess premises at any time	5,000/-
14	Workers found less than the prescribed limit in the mess premises will be charged on per day basis.	1,000/-
15	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to penalty for every instance.	2,500/-
16	Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned here, along with cancellation of contract and possible blacklisting of caterer.	As decided by IGNTU
17	If the quality of Milk/Tea/Coffee is not found appropriate or it is diluted.	2,500/-





Annexure-V

**List of Kitchen Equipment to be provided by IGNTU for Mega Mess**

Item No.	Description of Items	Quantity	Unit
	<b>DISH WASH AREA EQUIPMENT</b>		
1	S.DISH LANDING TABLES-G.CHUITE SIZE 84X30X34	2	Each
2	THREE SINK WASH UNIT SIZE: 84X30X34+6	2	Each
3	WIPING TABLE SIZE 60X30X34	1	Each
4	WIPING TABLE SIZE 24X30X34	1	Each
5	CLEAN DISH RACK SIZE: 36X18X72	1	Each
	<b>MAIN KITCHEN AREA EQUIPMENT</b>		
6	WORK TABLES SIZE 96X30X34	2	Each
7	WORK TABLE WITH SINK SIZE 60X30X34+6	1	Each
8	DOUGH KNEADING MACHINE CAP: 40 Kgs	1	Each
9	WORK TABLES -CHAPTI MACHNE SIZE 96X42X34	2	Each
10	EXHAUST HOOD SIZE-10X48X18	1	Each
11	CHPATI ROLLING TABLES SIZE 60X30X34	2	Each
12	CHAPTI PLATE CUM PUFFER SIZE-60X30X34	2	Each
13	CHAPATI COLLECTION TABLE SIZE 60X30X34	1	Each
14	EXHAUST HOOD SIZE-66X66X20	1	Each
15	LOW HT BURNER SIZE 36X36X24	6	Each
16	LOW HT. TABLE SIZE 36x36X24	4	Each
17	EXHAUST HOOD SIZE-8\X78X18	2	Each
18	SPICE TROLLEY SIZE 36X36X34	2	Each
19	WORK TABLE SIZE 48X36X34	2	Each
20	BULK COOKER TYLTING TYPE CAP: 150 Ltrs	2	Each
21	TILTING FRYING PAN CAP: 100 Ltrs	2	Each
22	EXHAUST HOOD SIZE-10X78X18	1	Each
23	FOUR DOOR REFGERATOR SIZE 48X30X84	2	Each
24	TWO DOOR REFGERATOR SIZE 30X30X84	1	Each
25	POT RACK SIZE: 96X30X60	2	Each
26	WORK TABLE SIZE 96X30X34	2	Each
27	WORK TABLE SIZE 60X30X34	2	Each
28	DOUGH KNEADING MACHINE CAP: 40 Kgs	1	Each
29	WORK TABLE WITH SINK SIZE 96X30X34+6	2	Each
30	WORK TABLE SIZE 96X30X34	1	Each



Providing Catering Services  
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31	FOUR DOOR REFRIGERATOR SIZE 48X30X84	1	Each
	<b>PREPARATION SECTION AREA EQUIPMENT</b>		
32	TWO SINK UNIT SIZE 72X30X34+6	2	Each
33	WORK TABLE SIZE 96X30X34	1	Each
34	WORK TABLE SIZE 60X30X34	1	Each
35	POTATO PEELER CAP: 20 Kgs	1	Each
36	WET GRINDER CAP: 10 Ltrs	1	Each
37	GRAVY MACHINE CAP: 20 Kgs	1	Each
38	PREPARATION TABLE SIZE 72X30X34	2	Each
39	ONION/POTATO BINS SIZE: 30X30X36	2	Each
	<b>STORE AREA EQUIPMENT</b>		
40	STORAGE RACK M.S SIZE: 36X18X72	20	Each
41	DISH RACK SIZE: 60X30X12	2	Each
42	ONION/POTATO BINS SIZE: 30X30X36	4	Each
43	DEEP FREEZER CAP: 400 Ltrs.	2	Each

\*Subject to verification at the time of handing over the Mess.



Annexure-VI

**Brands to be used**

- Filled up Annexure VI is to be submitted with Technical Bid compulsorily.
- Three brands are to be entered against each ingredient from given prescribed brands.

S. No.	Name of Items	Description of Brands		
1.	Cooking Oil			
2.	Ghee			
3.	Wheat Flour (Aata)			
4.	Pulses (Dal)			
6.	Masala/Spices			
8.	Tomato Ketchup / Sauce			
9.	Tea/Coffee			
10.	Pickle			
11.	Rice			

- List Of Pre-scribed Brands :

S.N.	Item	Prescribed brand
1.	Salt	Tata, Annapurna, Nature fresh, Patanjali, Catchor equivalent
2.	Spices	M.D.H. Masala, Goldie, Badshah, Everest, Catch, Patanjali or equivalent
3.	Ketchup/saus	Maggie, Kissan, Patanjali or equivalent
4.	Cooking Oil	Sundrop, Saffola, Fortune, Dhara, Patanjali or equivalent
5.	Pickle	Mother's Recipie, Nilon's, Priya, Patanjali or equivalent
6.	Atta	Aashirvad, Pillsbury, Annapurna, Patanjali or equivalent
7.	Rice	Good quality rice as per satisfaction of mess committee
8.	Pulses	Good quality pulses as per satisfaction of mess committee
9.	Papad	Lijjat or equivalent
10.	Desi Ghee	Amul, Mother Dairy, Patanjali or equivalent
11.	Tea / Coffee	Brook bond, Lipton, Tata, Taaza, Nescafe

**Important note:**

1. Ordinarily, the contractor shall not be allowed to use any other brand of items. In case of non availability of certain brands, the contractor may use any other FPO, Agmark, FSSAI , ISI approved brands with prior approval from IGNTU.
2. Quality of food is of utmost requirement. The bidders are required to quote rates keeping in view the specified brands.



**Annexure-IV**

**SAMPLE MENU FOR MEGA MESS**

DAY	BREAKFAST	LUNCH	DINNER
Compulsory Items (Everyday)	Banana (1) OR Boiled Egg (1), Toasted / Plain Bread (02pc.), Butter (20 gm), Jam (20 gm), Milk (200 ml), Tea Bags/ Coffee Sachets, Sprouted Grains (channa / moong/ peanut/mix) (50 gm), Salt, Sugar, Pickle.	Green Salad, Hari Mirch, lemon, Pickle, Salt, Sugar, Papad (Fry/Roasted), fryums	Green Salad, Hari Mirch, lemon, Pickle, Salt, Sugar, Plain Rice, Sambhar/Rasam
Monday	02 Paratha (Aaloo/ gobhi / matar / paneer) + Tamatar Chutney	Rice (Jeera Fried) + 04 Roti + Aaloo gobhi matar Sabji + Arahar daal	Rice (Plain) + 04 Roti + Chane Ki Daal + Aaloo Soyabeen Sabji
Tuesday	Poha + Jalebi / dahi	Rice (Plain) + 04 Roti + Aaloo Baingan Tamatar Sabji + Daal Rajma	Rice (Jeera Fried) + 04 Roti + Aaloo Sem Baingan Sabji + Moong Daal
Wednesday	Sooji Ka halwa + 02 Paav + Bhaaji	Rice (Plain) + 04 Roti + Aaloo Jeera Sabji + Kadhi Pakoda	Veg Fried Rice + 05 Poori + Paneer Sabji + Seasonal Sabji + 01 Sweet
Thursday	Chana Masala (Ghooghari) + Jalebi	Rice (Jeera Fried) + 04 Roti + Bhindi Aaloo Sabji + Mix Daal	Rice (Plain) + 04 Roti + Aaloo Tamatar Sabji + Daal Makhani
Friday	Upma + Saambhar + Naariyal Chutney	Rice (Plain) + 04 Roti + Aaloo Chholey Sabji + Shimla Mirch Baingan Tamatar Sabji	Rice (Jeera Fried) + 04 Roti + Aalo Palak Baingan + Daal Makahani
Saturday	Idli (03 Piece) + Sambhar + Naariyal Chutney	Rice (Plain) + 04 Roti + Lauki Chana Sabji + Mix Daal	Rice (Plain) + 04 Roti + Mix Veg + Masoor Daal
Sunday	Masala Dosa + Sambhar + Naariyal Chutney	Rice (Plain) + 04 Roti + Lauki/Katahal Kofta + Arahar Daal	Veg Fried Rice + 05 Poori + Special Veg sabji + Special Non-Veg sabji + Daal + 01Sweet

- Special Veg Sabji:- Matar Paneer / Paneer Masala / Paneer Kadahi / Mushroom Masala / Matar Mushroom / Kaaju Curry
- Special Non Veg Sabji:- Chicken Kadahi / Chicken Hyderabad / Chicken Mushroom / Egg Curry
- Sweets: Kheer / Sevayi / Rasgulla / Gulaab Jaamoon
- All chicken items should contain atleast 150 g chicken, Egg curry will have two eggs, paneer and mushroom items 75 g paneer or mushroom
- For Veg Biryani, Rice must be long grain biryani rice.
- Rice, Daal & Sabji (Except Special Veg / Special Non Veg) will be served unlimited.