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भारतीय प्रौद्योगिकी संस्थान धारवाड
Indian Institute of Technology Dharwad

INDIAN INSTITUTE OF TECHNOLOGY DHARWAD
TENDER DOCUMENT FOR

Providing Catering Services at Hostel Mess-I of

INDIAN INSTITUTE OF TECHNOLOGY DHARWAD

Last Date & Time of Submission:	31 st May 2018– 1200 hrs
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INVITATION OF BIDS FROM REPUTED CATERERS FOR PROVIDING CATERING SERVICES TO HOSEL MESS-I AT IIT DHARWAD

IIT Dharwad hereby invites sealed bids in two bid format viz. Technical Bid & Financial Bid from reputed **CATERERS FOR PROVIDING CATERING SERVICES AT HOSEL MESS-I OF IIT DHARWAD** (hereinafter referred to as the Institute)

Interested applicants may download tender document from the website:
<http://iitdh.ac.in/announcement/tenders>.

No. IITDh/GA/Hostel-Mess-I/02/2018-2019
Date: 20/04/2018

Officer on Special Duty
(Admin, Finance & Contracts)
IIT Dharwad
Email : afc@iitdh.ac.in

GENERAL INSTRUCTIONS TO TENDERERS/BIDDERS

1. Technical Bids along with Earnest Money Deposit of Rs.2,00,000/- (in form of DD/Term Deposit etc.in favour of Dean, IIT Dharwad payable @ Dharwad) & supporting documents & Price bids in hard copy in separate sealed envelopes shall be received up to 12.00 hrs on _____ in the office of the undersigned.
2. All the pages of this tender document (except Annexure F i.e. page 22) along with necessary supporting documents as applicable according to Minimum Eligibility Criteria will form the technical bid. These pages should be duly filled and should be sealed in a separate envelope super scribing 'Technical Bid for PROVIDING CATERING SERVICES AT HOSEL MESS-I OF IIT DHARWAD' Each page of the bid document shall be stamped and signed by the authorized signatory of the agency/firm/company.
3. Annexure F i.e., Page 22 of this document forms the price bid. This should be duly filled stamped and signed by the authorized signatory of the agency/firm/company and sealed in a separate envelope super scribing 'Price Bid for PROVIDING CATERING SERVICES AT HOSEL MESS-I OF IIT DHARWAD'.
4. The vendors who are short listed after qualifying technical bid will be intimated the date of opening of price bids subsequently through proper means.
5. IIT Dharwad reserves the right to reject any or all the tenders/bids without assigning any reason thereof. For any query/Clarification please contact IIT Dharwad during working days between 09.30 hrs. to 17.00 hrs. on 0836-2212839.
6. Interested caterers are invited to participate in a pre-bid meeting on Wednesday 23rd May 2018, at 11:00 AM. Please be present in the Conference Room of IIT Dharwad, WALMI Campus, Dharwad-580011 for this purpose. The agenda of the pre-bid meeting is as follows:
 - i. The Dean Academic & Students Welfare will elaborate points of the terms and conditions and also the procedure of selection.
 - ii. The Dean and Officer on Special Duty will respond to queries of the prospective caterers, if any.
 - iii. The caterers may inspect the facilities of the Mess and Kitchen of Hostel Mess-II IIT Dharwad.
7. Prospective bidders are encouraged to attend this meeting, but it is not mandatory.
8. Please note that the average mess bill in hostels with privatized mess in Dharwad ranges from Rs. 100 to Rs.120 per head per day.

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SECTION-I

(1) SCOPE OF WORK

The mess consists of a kitchen and a dining hall. The important terms and Conditions are listed below:

1. Legal Terms are as follows:

- a) The Contract Agreement would be initially for a period of one year and subsequently, may be renewed for additional period of one year or part thereof, subject to satisfactory performance.
- b) After 90 days of operation the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then the leave and license agreement can be cancelled at that time.
- c) At the time of handing over the possession of kitchen and mess, the caterer will be required to provide a refundable interest free Bank Guarantee of Rs. 10 lakhs for which agreement is entered into. This Bank Guarantee should be from a scheduled nationalized bank, and will be held against in default in performance and violations of terms and conditions. This Bank Guarantee shall be effective for a period of 13 months.
- d) The catering contractor has to pay license fee of Rs. 1000/- per month for the first year and at such rate as may be fixed by the Institute for the subsequent years.
- e) The catering contractor will pay Rs. 500/- towards water charges every month. Wastage of water must be avoided.
- f) Electricity shall be provided free of cost.
- g) Contractor must submit all necessary statutory documents, as stated in later part of this document.

2. In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (local, Hubli Dharwad corporation) as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities. **Labour Rules and regulation:**

- a) The caterer should adhere to all the labour laws of the land, which include the provisions of the Provident Fund Act, the Minimum Wages Act, stipulated work hours, bonus payments issue of salary slip, experience letters, ID cards, Gate Pass and other such acts which are applicable. Penalty may be enforced on the caterer for not following the guidelines and complaint be registered with higher authorities.
- b) The caterer should ensure that the payment is made to the labourers as per Minimum wages act to the satisfaction of IIT Dharwad. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts is to be deposited with the hall managers every month / every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel on a monthly basis.
- c) The Caterer shall not employ child labour/s. Upon violation, legal action would be taken.

3. Mess Related Terms:

- a) Engagement of required staff, providing uniforms etc. shall be done by the caterer with approval of the mess council of the concerned hostel. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). Caterer should provide a minimum of two pairs of uniform to the workers and ensure that workers report for duty in clean uniforms.
- b) **It is mandatory to have 1 helper per 15 residents and 1 cook per 60 residents.** This workforce should be divided into two teams, so as to operate in two shifts of duration of eight hours each. The supervisor must be present in each shift and ensure quality control and hygiene.
- c) The approximate strength of mess members during regular semester (January to April and mid-July to November) is 150 and during summer and winter vacations is 75. This may vary based on number of summer/winter courses offered.
- d) The timings of mess and menu may be found in **(2) of Section-I of this document**. The right to make any changes after awarding the contract lie solely with the Mess Committee. The extra items must be available during regular mess timings.
- e) The caterer shall, at their cost, maintain adequate stock of food grain, grocery. The caterer shall be responsible for proper hygienic storage of all raw materials.
- f) No food cooked in the mess may be taken out of the premises without prior permission of the Mess Committee of the concerned hostel.

- g) Vegetarian and Non Vegetarian food will be cooked and served separately.
- h) The owner of the firm shall attend a monthly meeting of the Mess Committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions.
- i) Compulsory facility of first aid box with adequate capacity, to be provided to the mess workers.

4. Infrastructural and equipment related terms:

- a) Major civil and electrical works will be attended by IIT Dharwad. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.
- b) Only dining hall furniture will be provided by IIT Dharwad. The caterer has to arrange all cooking needs and serving utensils including plates, glasses, cups spoons, forks etc. Upkeep of all items provided by IIT Dharwad will be the sole responsibility of the caterer.
- c) Refilling of cooking gas cylinders provided and procurement of good quality provisions and other consumables is the responsibility of the caterer.
- d) Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the catering contractor.
- e) Any damage to the cooling equipment, gas pipeline etc by the caterer team will be charged 5 times the repair or replacements of the part damaged.
- f) Mess manager/ Caterer is responsible if anything is stolen or taken by any student with permission.
- g) A maximum of 5 workers will be allowed night stay for preparation of breakfast.

5. Contract terms and conditions:

- a) The caterer should preferably have experience of catering in a registered establishment of a minimum of 150 meals per day.
- b) If Hostel wants to terminate the contract before the signed duration, Caterer will be given 1-month notice by the Hostel Council. In case Caterer wants to quit before the contract termination, Caterer must give 3 months' notice to the mess committee, or must stay till the time the next caterer takes over the mess.

6. Issues related to Hygiene in the Mess and the Kitchen:

- a) Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
- b) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, mess water cooler is also responsibility of the caterer. The highest possible standards are expected in this regard.
- c) All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand wash at basin, clean towels to clean hand, hand gloves for mess workers who handle items like salad, pani puri etc., head caps for mess workers and other measures as advised by the mess committee. Maintaining soap for hand wash at the students' wash basin is also responsibility of the caterer.
- d) Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap, towels etc;
- e) Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
- f) IIT Dharwad / Hostel would reserve the right to check on cleanliness viz. fumigation, rodent traps, measures taken to prevent insects like cockroaches, mosquitoes/flyes etc., upkeep of premises and quality of groceries and quality of the food. IIT Dharwad may conduct third party audit of the mess for the same.

7. No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract, except Government imposed additional taxes applicable.

8. Services to be provided in the mess:

- a) The contractor always need to keep a counter for extras. The menu and suggestive prices for the extras in different meals is available in ANNEXURE J. The final decision on the rates, however, may be decided in consultation with the Hostel Mess Council.
- b) The contractor must follow the Non-Veg Meal system. Please read the terms and conditions for it in ANNEXURE K.
- c) Annexure L provides a general list of the rules for mess.

(2) RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

Timings for the mess Actual timing will depend upon the decision of the respective mess committee and caterer would be obliged to adhere to the committee's instruction regarding it. Following is a tentative timing.

Timings for the Mess

	Weekdays	Weekends
Breakfast	7:00 AM to 9.00 AM	7:30 AM to 09:30 AM
Lunch	12:00 PM to 2:00 PM	12:00 PM to 2:00 PM
Tiffin	4:30 PM to 5:45PM	4:30 PM to 5:45 PM
Dinner	8:00 PM to 09:30 PM	8:00 PM to 09:30 PM

1. Unlimited salad will be provided during lunch and dinner. It will comprise of lemon, green chillies (both raw and fried) and any three of the following in every meal: Tomatoes, Cucumbers, Onions, Beetroots, Carrots and Radish except when Groundnut, Corn, Sprouts, Minced or Cabbage Salad is being served (to be served 5 times a week). The choice of salads is completely with the mess committee irrespective of their rates in the market.
2. Milk will be served in the morning as well as in the evening. A student is eligible to take milk only once (either in the morning or evening). A separate milk card along with mess card will be made available by the mess committee.
3. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
4. The composition of a vegetable item should be exactly as specified by the council. E.g. if the mess committee requires that onion or potato should not be mixed to an item, then it should be strictly followed.
5. Paneer is to be served twice a week as decided in the menu.
6. Rasna, Khus Sherbat, Lemon water, Roohafza, Jaljeera, Aampanna must be served in unlimited quantity during lunch for 5 days of the week from March to July (18 weeks). Instead of drinks, soups can be replaced twice a week. Seasonal drinks must be served in the mess as per requirement given by the mess committee.
7. Banana is to be served in breakfast 5 days in a week. It should be replaced by some other fruit on the remaining 2 days of the week. Along with it, fruits must be served in tiffin on all 6 days, except when a fruit shake or fruit juice is served.
8. Unlimited Chaas, Lassi, must be served during lunch on two days of the week.
9. Raita to be served minimum 5 times a week. Plain curd will also be served in addition to the Raita on these days. Plain rice has to be served in addition when there is Biryani or Pulao
10. Coconut chutney will be served with all south Indian dishes (like Idli, Dosa, Uttappam etc.)
11. Sweets (including ice-cream) have to be served on all seven days for lunch or dinner as decided by the Mess Committee, except when Sheera/Kesari Bath be served in breakfast along with Poha, as mentioned in Menu. Sweets must include varieties like Bengali, Gujarati, South Indian sweets etc.
12. Ketchup, Butter, Jam, Curd and Chutney has to be provided along with all dishes which need them and as decided in the menu.
13. Jain Food and Boiled Food should be served as per requirement, which is to be decided by the mess council.
14. Menu as decided by the mess council will be strictly followed.

15. The use of monosodium glutamate (Ajinomoto) is strictly prohibited.
16. Extra items e.g. non veg. items over and above the decided mess menu can be sold at prices decided in by the Mess Committee in consultation with the caterer. Twice a month, chicken biryani (unlimited rice and a reasonable amount of meat per person, 2 standard pieces or equivalent amount) along with raita should be served instead of the regular vegetarian meal, if the council requests, to the nonvegetarian members at a decided cost. For these meals only, non- vegetarians should not be charged for the vegetarian meal.
17. One glass of milk (200ml), is to be served, as per the choice of student, in breakfast, tiffin or dinner every day. Both hot and cold milk should be served at all times. Student can be charged extra for second and successive glasses of milk.
18. Caterer should provide special Dinner or Lunch on occasions like festivals for eight to ten days in a year, as decided by the mess council, at no extra cost, Tea parties and regional food festivals should be organized occasionally at no extra cost, as decided by the mess council. Sample Special dinner menu could include: 2 starters (Veg+Non-Veg), 2-sabji, sweets (2pcs or 1 pc of two different sweet or equivalent/ice-cream etc.), dal, rice, drinks, papad, salad etc. Non-veg can be served as well, as extras. One sweet dish must be served on the festival days (The list of festival days to be decided by the mess committee). Note: This is just a sample format menu, changes are possible based on decisions of mess committee. There is possibility of serving limited non-veg with no extra cost as well, if some items from menu are removed by mess committee.
19. In case a special event is organized in the hostel for which food is arranged from another caterer/restaurant, the students will get a discount corresponding to food charges for that meal. This is expected to happen no more than twice a semester. Cost to be decided in consultation with mess committee.
20. Special food on days of fasting should be served, as decided by the mess council, at no extra cost.
21. Fresh Food should be served and maintained warm at all times.
22. Extra charges for gala dinner should be decided in negotiation with mess committee.
23. A sufficient number of counters, as decided by the Mess Committee, should be operational.
24. Caterer should maintain a complaint and suggestion register and every complaint should be responded by taking corrective measures in consultation with mess committee.
25. Paper napkin should be provided when fried food is served.
26. Catering services for institute events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council at least three days prior to the event.
27. Coupons for guest meals and extra items will be sold to the customer either on the basis of the requisition of a resident of the hostel or against cash payment for the same to the caterers. The price of the same shall be decided by the mess committee in consultation with the Caterer.
28. Full rebate will be given to students who would like to abstain from mess for a minimum period of two Days. Prior notification to caterer should be given at least a day before.
29. Hostels will get 60% on any surplus amount paid for the guest meals.
30. Pest control should be carried out through licensed agencies at least once a month.
31. In case the mess is closed on any occasion or for pest control then special dinner / lunch shall be provided, in lieu of the missed meals, at no extra cost. For every two pest control there would be one special Dinner/lunch.
32. In case special Dinner/Lunch cannot be provided as per the clause number 18, full refund for the missed meals has to be given to all students.
33. Waste should be segregated prior to disposal, as directed by Mess Committee, IIT Dharwad.
34. Distribution and order of pizza, burger, from Dominos, to be done by the contractor as per the list

given by mess committee.

35. Fish to be served once in a week as decided by mess committee but will not be cooked in hostel mess.

(3) GENERAL STRUCTURE OF THE MENU

The following is the general structure of the menu. The detailed menu is provided in the table in Annexure 'T'.

Breakfast

- Indian dish
- Unlimited Toasted Brown Bread and normal bread with butter, jam and ketchup.
- Sprouts/Boiled Pulses/Corn
- Milk (one Glass of 200 ml) with Bournvita/Complan
- Cornflakes/Oats/Chocos/Muesli
- 2 Boiled Eggs or Double Omelette or Egg Bhurji
- 1 Banana/ Any Seasonal Fruit Viz. Orange, Papaya, Sapota etc.
- Unlimited Tea and Coffee

Lunch

- Unlimited plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum Biryani, Tomato Rice, Jeera Rice, Vegetable Pulao, Curd Rice etc.)
- Unlimited Chapatti (with and without Ghee)
- Unlimited Dal or Sambar
- One Unlimited vegetable curry and one unlimited dry vegetable
- Unlimited Salad
- Curd / Raita / Lassi / Chass as mentioned in menu
- Papad to be served on all days of the week.
- Pickle
- Rasna to be served 5 days a week for 18 weeks in a year.
- Sweet dish (2 pieces/equivalent quantities as decided by the mess council).
- Fryums & Chutney as mentioned in the menu.

Tiffin

- One snack item
- Unlimited Toasted/ Brown/ White Bread with Butter, Jam and Ketchup. Peanut Butter should be served twice a week, if the mess council so desires.
- Unlimited Tea and Coffee to be served on all 7 days of the week
- Ice Tea/ Cold Coffee/ Pressed Fruit Juices/Milk shakes should be served 4 days a week for the 18 weeks of summer.
- Fruits (Seasonal Fruits Viz. Orange, Mango, Sapota, Papaya, Banana, Apple)

Dinner

- Unlimited Plain Rice on all 7 days along with any other Special Rice items as mentioned in the menu (eg. Dum Biryani, Tomato Rice, Jeera Rice, Vegetable Pulao, Curd Rice etc.)
- Unlimited Chapatti (Baked thoroughly with and without Ghee)
- Unlimited Dal or Sambar
- One Unlimited Vegetable Curry
- Unlimited Salad
- Curd/ Raita as mentioned in the menu.
- Pickle
- Papad to be served on all days of the week.
- Sweet Dish (2 pieces or equivalent quantity as decided by the mess council).

(4) PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS

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

Rule Violation	Minimum Fine per complaint
Non-availability of complaint register on the counter/discouraging students from registering complaints	Rs. 5,000/-
Insects cooked along with food	Rs. 25,000/-
Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 5,000/-
Any complaint of stones / pebbles of diameter more than 2 mm	Rs. 8,000/-
Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 10,000/-
Three or more complaints of unclean utensils in a day/week	Rs. 5,000/-
If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs. 5,000/-
Food poisoning	At least Rs. 2 lakhs or more
Non adherence to the timings mentioned in the tender or decided with the respective council	Rs 8,000/-
If food for any part of the meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs. 5,000/-
Changes in menu of any meal without permission of mess committee	Rs. 8,000/-
If the quality of milk is not found to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by council.	Rs 10,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs. 15,000/-
Failure to maintain a proper health checkup of the workers	Rs. 10,000 /-
Using brands not mentioned in the contract without prior permission and adulteration	At least Rs 50,000/-
Any tampering with gas cylinders / gas pipelines	At least 10,000/-
Use of newspapers to keep fried items or any cooked food.	At least 1,000/-

(5) BRANDS OF CONSUMABLES PERMISSIBLE

Item	Brand
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Badshah, Everest
Chicken	Godrej Real good, Suguna,
Ketchup	Maggi, Kissan, Heinz
Refined Oil(Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara Use of Hydrogenated (Vanaspati oil is prohibited)
Pickle	Mother's, Pravin, Priya, Bedekar, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi
Flavoured drinks	Rasna, Roohafza
Papad	Lijjat
Butter	Amul, Nandini
Bread	Big Bread
Cornflakes	Kellogg's
Jam	Kissan, Maggi
Ghee	Amul, Britannia, Nandini, Sphurti
Shrikhand	Amul, Warana, Sphurti
Frozen yogurt	Nandini, Sphurti
Cow Milk	Amul, Nandini(Shubham), Sphurti, Warana
Paneer	Amul, Nandini, Warana, Sphurti
Tea	Red Label, Tata, Taj Mahal
Coffee	Nescafe, Bru
Ice Cream	Amul, Vadilal. Natural's, Kwaliti, Arun
Soya	Nutrella
Frozen Peas	Safal (offseason),
Cheese	Amul, Britannia
Kolum Rice	Royal, Donur
Basmati Rice for special rice	Everyday, Daawat Devaaya,
Custard Powder	Brown Polson
Handwash	Lifebuoy (non-diluted)
All non branded	As decided by the council

The caterer may use any other FPO approved brands only if permitted by the Mess Committee, in writing.

Section-II

MINIMUM ELIGIBILITY CRITERIA

IIT Dharwad has set up minimum eligibility criteria for the bidding purposes. All bidding parties must meet following criteria before they apply for the bid. The bidding parties meeting the criteria must enclose their supporting documents along with the technical bid.

Sl. No	Criterion	Documents to be provided
1	The entity should be either registered as a Company under Companies Act 1956/ 2013 or as a Registered Partnership Firm (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence for not less than five years before 31/03/2017 as a company or firm as the case may be. Bids of Sole proprietorship firms or those which are not in existence for 5 years as mentioned above shall not be considered at all.	Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act. i. Certificate of Commencement of business ii. Certificate consequent to change of name, if applicable
2	Tenderer should have a minimum turnover of Rs.50 lakhs each in last three years exclusively from providing catering services. For this purpose last financial year would be considered as the one ended on 31.03.2018 and not any later period.	Extract of Profit and Loss Account, Balance Sheet, Audited Annual Statements of Accounts certified by CA & Income Tax returns filed for the last 3 financial years should be attached with the tender document (Technical Bid)
3	Tenderer should deploy FoSTAC certified Food Safety Supervisors as per FSSAI recommendation.	Details of the Mess Supervisors viz. CV, FoSTAC certificate should be attached along with the bid.
3	Tenderer should have provided catering services to at least 3 Government clients / PSU/ Public Sector Companies/Banks/Central & State Educational Institutes of repute with hostel inmates capacity being at least 200 in last three years	Certified documents/Agreements in support of past contracts with Govt./PSUs/Central and State Educational Institutes of repute.
4	They should have their own Bank Account	Certified extracts of the Bank Account containing transactions during last 3 months of the bidder in relation to catering services.

5	They should be registered with Income Tax and Goods & Service Tax departments	<ul style="list-style-type: none"> i. Attested copy of PAN/GIR Card ii. Attested copy of Goods & Service Tax registration certificate in respect of Providing Housekeeping Services
6	They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act).	<ul style="list-style-type: none"> i. Attested copy of the Employee Provident Fund registration letter / certificate. ii. Attested copy of the Labour License under the Contract Labour (Regulation & Abolition) Act. iii. Attested copy of the Employee State Insurance registration letter / certificate.
7	The agency or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format in Annexure-H

Special Terms and Conditions for Labour Contracts

The bidding firms are advised to study carefully the various clauses contained in the Special Terms and Conditions before submitting their bids. Firms willing to participate in the tender may also visit IIT Dharwad, Dharwad and acquaint themselves with the nature and quantum of work involved before submitting the bids.

2.0 Pre-qualification Criterion:

Criteria to be met are as outlined in Section-II of this document.

3.0 Minimum Wages and Social Security Provisions

3.1 The minimum wages payable and other statutory obligations related to social security on the part of the contractor (employer) will be as under:

3.2 Minimum Daily Wages: Minimum wages are to be paid as prescribed/notified by Central Labour Commissioner (Central) or as by Labour Commissioner (Karnataka) from time to time, whichever is higher.

3.3 Variable DA: As revised/applicable from time to time based upon CPI or any other basis specified by the concerned office.

3.4 Social Security: The EPF and ESI shall be payable to the workmen as per rates prescribed by the concerned authority from time to time. The contractor can deduct workmen's contribution from the wages payable to the workmen. The employer's contribution is to be paid by the contractor himself. Contractor will submit necessary proof for claiming contributions against EPF & ESIC along with bills.

3.5 The minimum liability of payment on the part of the contractor to the workmen or to their respective accounts will be the total of:

- a) Minimum daily wages
- b) Variable DA on daily wages.
- c) EPF
- d) ESI
- e) Other mandatory charges applicable to the services as prescribed by the relevant authorities in Govt. from time to time.

3.6 TDS @ 2% shall be made from the amount payable to the contractor. The TDS certificate will be issued by IIT Bombay (Mentoring IIT for IIT Dharwad). Payment of income tax on profits of the firm is the sole responsibility of the contractor.

4.0 Contract Implementation

4.1 Sub-contracting of the work will not be allowed.

4.2 Persons below the age of 18 years shall not be engaged for the work. The contractor will submit medical certificate/any other certificate as age proof of the workmen deployed by him. The contractor will also submit medical certificate to the effect that the workmen deployed by him are fit for work and are not suffering from any contagious disease.

- 4.3 Working hours will be 8 hours per day for the workmen excluding break period. The timings and the break period will be indicated by the authorised rep. of the institute.
- 4.4 Contractor shall not change a workman without consent of the authorised rep. of the institute. He shall also ensure physical availability of his overseer/supervisor for mustering in/out the workmen at the institute gate and supervise their work on daily basis.
- 4.5 The contractor(s) shall maintain a register of all his employees and the work assigned to them on daily basis. He should be in a position to produce the same at any given time. The register shall be authenticated by the authorized representative(s) of institute on daily basis before closing of the shift.
- 4.6 Contractor will provide his telephone numbers of his office/residence/mobile on which he can be accessed/approached by institute.
- 4.7 The contractor will be accountable for any accident, injury and loss of life to the workmen deployed by him and shall be responsible for payment of compensation as per law. If need arises, the institute will recover such amount from the contractor to effect payment to the affected person(s).
- 4.8 **Supervision and Control:** Institute will appoint a Works In-charge for control and supervision for smooth implementation the contract on his behalf. The appointed in-charge will verify all relevant documents, schedule, supervise, measure, record, inspect the work and submit a report to the mess committee head on monthly basis.
- 4.9 Institute reserves the right to terminate the contract at any time without assigning any reason.
- 4.10 The successful agency / firm / company will have to deposit a performance security deposit of Rs. 10,00,000/- (Rupees Ten lakh only) in the form of Performance Bank Guarantee (PBG) of any nationalized Bank in favour of Dean, IIT Dharwad. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the PBG shall have to be renewed for the extended period also with a grace period of 60 days.
- 5.0 Payment of Wages to the Workmen**
- 5.1 The contractor will pay the wages for a month to the workmen by 5th day of the succeeding month irrespective of release of payment to him from Dean, IIT Dharwad. Absentee payment will be made within 2 days of the scheduled payment day.
- 5.2 The contractor will maintain all registers as required under the relevant acts/rules and shall get inspected by the authorized representative of the institute every month before payment.
- 5.3 The contractor will issue wage slips and employment cards as per relevant Act.
- 5.4 The contractor will make payment to his employees either through A/c payee cheque in presence of authorized representative of the institute as directed or through NEFT and produce the necessary documents in proof of payment. The contractor shall obtain signature or thumb impression of the workman on wage roll authenticated by the initials of the contract.
- 5.5 The contractor shall inform to the principal employer the date of payment if same is done through cheque. Authorized representative of the institute will witness the payment and record the same as per provisions of relevant rules.

- 5.6 Wages shall be paid without any deductions except those specified by special order or permissible under the Payment of Wages Act.
- 5.7 In case of delayed/short supply of manpower, penalty/ liquidated damages @ 0.5% of the payment due for each week of delay or part thereof shall be recovered from the bills of the contractors.
- 5.8 EPF: The contractor shall deposit both parts of EPF, in the respective accounts of the workmen every month without fail. The contractor shall submit the proof i.e. copies of the challans/statements together with the list of workmen with account numbers and the amounts deposited against each to Accounts Section for processing the bills.

5.9 Variation in minimum wages during currency of the contract

Any increase/revision in the minimum wages or in the rates of social security provisions during currency of the contract shall be payable to the workmen. The contractor will make payment to his employees at the revised rates without waiting for a formal confirmation from the institute. The difference in payment shall be paid/recovered by the institute. The contractor shall present the necessary supporting documents to claim the variation.

6.0 Safety & Insurance

- 6.1 The contractor shall follow safety procedures in all respects.
- 6.2 The contractor will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The contractor should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- 6.3 The contractor will ensure that the workmen maintain good personal hygiene and shall need to be free from any contagious diseases.
- 6.4 The contractor shall be liable to bear all expenses/damages/compensation in the event of any injury or loss of life of the personnel engaged by him while on duty.

7.0 Security

- 7.1 The contractor and the persons engaged by him should not have any adverse police record and should bear good character. The PVR and security clearance for all the workmen and supervisory staff is to be ensured by the contractor within 3 weeks of placement of supply order.
- 7.2 The security office will maintain register for the contractor's workmen and obtain their signature/thumb impression while coming "IN" and going "OUT" or as the case may be. The Works In-charge as appointed by the institute will also maintain register in the same way.
- 7.3 The contractor shall be bound by all security procedures followed at IIT Dharwad and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations inside the factory or in the work premises by any of the contractor's persons shall be contractor's responsibility.
- 7.4 The contractor will be responsible for good conduct of his workmen. If any workman is found indulging in undesirable activities, he will have to be withdrawn immediately as asked by

the institute and replaced with a new person.

7.5 Institute reserves right to disallow any or all of the contractor's men from being deployed inside the institute campus without assigning any reason.

7.6 In the event of any damage to the property of the institute or life of its employees and/or their dependents the contractor shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the institute will be as assessed by authorized representative(s) of the institute and shall be recoverable from the contractor at market value.

8.0 **Statutory Obligations**

8.1 The contractor shall abide by and comply with the provisions of all the Acts, Rules and notifications issued by Central/State Govt. as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk, including the following:

- a) Contract Labour (Regulation and Abolition) Act 1970
- b) Contract Labour (Regulation & Abolition) Central Rules 1971
- c) Payment of Wages Act 1936, Payment of Wages (Amendment) Act 2005
- d) Minimum Wages Act 1948
- e) Minimum Wages (Central) Rules 1950
- f) Employees' Compensation Act 1923
- g) The E.P.F. and Miscellaneous Provisions Act 1952
- h) Employees State Insurance Act 1948
- i) The Child Labour (Prohibition and Regulation) Act 1986

8.2 Liability arising due to failure to adhere to statutory or other legal provisions attributable to the contractor shall be borne by the contractor himself.

8.3 The contractor shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Govt. as applicable from time to time in respect of the contracted work. The authorized representative shall be entitled to inspect these records at any time.

8.4 ***If a bidding firm/contractor is found violating any statutory provisions concerning labour laws or has given incorrect/false/misleading information, affidavit or documents at any stage of tender or contract, necessary action as deemed fit, that may include debarring of the firm, shall be initiated.***

8.5 The contractor shall indemnify IIT Dharwad against any litigation arising from violation of statutes, laws and rules during operation of the contract. The contractor shall conduct all legal proceedings as may be necessary without any cost to the factory. If due to any reason whatsoever, IIT Dharwad management is made liable to pay any liabilities of the contractor under any of the said laws etc; the same shall be recovered from the dues payable by IIT Dharwad to the contractor and/or from the security deposit(s) furnished by him.

9.0 Payment to the Contractor(s)

- 9.1 The work/job carried out by the contractor will be inspected by the authorized representative(s) of the institute who will submit monthly report to the mess committee in-charge to the contractor for successful completion of work to claim periodic payment.
- 9.2 Payment to the contractor will be made on monthly basis on presentation of bills and work completion certificate(s) from the authorized representative of the institute.
- 9.3 Payment to the contractor is liable to be held back if the contractor fails to make payment due to the workmen engaged by him within statutory time period.
- 9.4 Deductions shall also be made from contractor's bills during implementation of the contract that may be become due as PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS, damages, liabilities or for other causes.

10.0 General

- 10.1 The persons employed by the contractor, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the contractor for the subject job by the representative of the institute. In case of default, the contract will be liable for short closure of supply order forfeiting the security deposit.
- 10.2 If any employee of the contractor is found to have committed misconduct or misbehavior, the institute at its sole discretion, may direct the contractor to remove such employee and the contractor shall remove such employee(s) without questioning the decision of the institute.
- 10.3 The personnel deployed by the contractor will not become member of any trade union of the factory. If the personnel employed by the contractor indulge in union activities which affects the service obligation of the contractor/safety/ security of the factory/estate, the contract will be liable for termination. In the event of violation, they will be debarred from entering estate and factory and contract can also be considered for termination.
- 10.4 Further, the personnel deployed by the contractor shall not engage themselves in any undesirable activities within the institute premises. They shall not indulge in any business dealings with any agency directly or indirectly associated with factory or in trade union activities. In the event of violation, they will be debarred from entering estate and factory and contract can also be considered for termination and forfeiture of the security deposit.
- 10.5 The personnel deployed by the contractor shall be available at the place of work defined for them. They must not visit other places.
- 10.6 No housing/accommodation will be provided by the institute to the personnel deployed by the contractor unless otherwise specifically provided in the contract.

Information to be submitted along with the bid is as follows: -

Annexure 'A'

FINANCIAL INFORMATION

Extract of Profit and Loss Account, Balance Sheet, Audited Annual Statements of Accounts certified by CA & Income Tax returns filed

Annexure 'B'

Details of major contracts completed during the last 3 years & those in pipe line now.

Sl. No.	Name of Contract & Location	Name of Client	Total Cost of contract	Date of commencement as per contract	Period of contract	Litigation Arbitration pending/ in progress with details	Name, Address & Tele No. officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

Note: Attach copies of major contract agreements.

ANNEXURE 'C'

Performance reports (major contracts referred in Annexure 'A') issued by the competent authorities of the offices/companies to whom services are provided

ANNEXURE 'D'

DETAILS ABOUT THE ORGANISATION OF THE COMPANY

1.	Name and address of applicant	
2.	Telephone No./Fax No./email address	
3.	Legal status (Attach copies of original document defining the legal status). a) An individual b) A proprietary Firm c) A Firm in partnership d) A limited company or corporation.	
4.	Particulars of registration with registrar of companies ESI, EPF, Goods & Service Tax etc. (Attach attested photocopies) a) Registration Number b) Place of Registration	
5.	Name and title of Directors and officers with designation who will be directly concerned with this work.	
6.	Have you or your constituent partner(s) been debarred / black listed from tendering in any organization at any time? If so, give details.	
7.	Any other information considered necessary but not included above.	

ANNEXURE 'E'

DETAILS OF CATERING PERSONNEL AND ADMINISTRATIVE PERSONNEL ON THE ROLL OF THE COMPANY:

Sl. No.	Designation	Total Number	Name, Age, Date of Birth, Qualification Aadhaar No & professional Experience (attach proof separately individual wise)	Remarks

- 1) Tender will be finalized based on the lowest Catering charges quoted for per person per day among all technically qualified offers complying with all statutory provisions, requirements and tender conditions. Institute reserves the right to accept or reject any or all bids without assigning any reason whatsoever.
- The contractor will provide necessary documents to comply with the following:
- a) That he is not facing any legal proceedings for violation of any labour laws from any agency/department/court of law.
 - b) That he has not ever been disqualified for poor performance or for failure to adhere to labour laws by any government organisation or by a public sector undertaking or by any autonomous body.
 - c) That he shall pay all the dues including legal expenses, if any, if detected for any default by any Inspector under labour laws. The factory will not be responsible for any default made by the contractor.

ANNEXURE - 'F'
PRICE SCHEDULE FOR CATERING SERVICES

A	Catering Charges Per Day Per Head	
B	Total Service charges claimed by the Agency per month for executing the work.	
C	Total taxes payable by the Agency per month (Other than Income tax/WC Tax)	
D	GRAND TOTAL OF THE CHARGES PAYABLE PER MONTH PER HEAD (A + B + C)	

ANNEXURE 'G'
LETTER OF TRANSMITTAL

From:

To: The Officer on Special Duty
Admin, Fin & Contracts

M/s-----

Indian Institute of Technology

(Tenderer)

Dharwad-580011

SUB: "Providing Catering Services to the Indian Institute of Technology Dharwad at Hostel
Mess-I"

- 1) Having carefully examined the Tender Document, we offer our services for the aforesaid work in conformity with all the terms and conditions stated therein.
- 2) We enclose herewith Demand Draft No. _____ dated _____ issued by _____, in favour of Dean, IIT Dharwad payable at Dharwad. (Name of Bank & Branch). for a value of Rs. 200,000.00 (Rupees Two Lakh only) only towards Earnest Money Deposit.
- 3) We certify that we have carefully read each condition as mentioned in the scope of work & Special Terms & Conditions for Labour Contracts and having understood the same we confirm our acceptance without any condition or deviation.
- 4) We agree to keep the Bid valid for a period of 90 (ninety) days from the date of opening of Bid and it shall remain binding on us and may be accepted at any time before the expiry of that period. We also understand that we shall not withdraw this Bid during this period of 90 (ninety) days and in the event of default, The Institute shall have the right to forfeit entire Earnest Money Deposit without assigning any reason.
- 5) Should this Bid be accepted, we hereby agree to abide by and fulfill all terms and conditions of the Bid document and in default thereof, to forfeit the earnest money deposit absolutely. We understand that The Institute is not bound to accept the lowest or any other Bid received, fully or in part thereof.
- 6) Unless and until a formal contract is prepared and executed, this Tender Document together with written acceptance of tender thereof shall constitute a binding contract between The Institute and ourselves.
- 7) We certify that all the statements made and information supplied in the enclosed Annexures A to I and accompanying statements/documents are true and correct.
- 8) We have furnished all information and details necessary for pre-qualifications and have no further pertinent information to supply.
- 9) We hereby submit our offer in two parts as required under the Terms & Conditions of the tender document.

Date of submission :

Signature of the applicant

Witness:

(Name & Address)

For and on behalf of
(Seal & signature of the company)

ANNEXURE- 'H'
SELF-DECLARATION – NO BLACKLISTING

(Date)

The Registrar,
IIT Dharwad

Dear Sir/Madam,

Ref: Tender for Selection of Caterer for providing Catering Services at Hostel Mess-II of Indian Institute of Technology Dharwad

In response to the Tender Document for Selection of Caterer for providing Catering Services at Hostel Mess-II of Indian Institute of Technology Dharwad, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Yours faithfully,

Place:

Signatures _____

Date:

Name _____

Seal of the Organization

Annexure 'I'

Representative menu of IIT Dharwad (Please note that this menu is just for the reference, actual menu may deviate from this one. But it will follow the general structure and conditions as stated in (2) & (3) of Section-I of the tender document)

Representative Menu for IIT Dharwad

MESS MENU							
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Breakfast 6:45 AM - 9:00 AM Sunday 7:00 AM - 9:30 AM	Upma, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita	Aaloo Poha, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita	Dosa, Sambar, Chutney, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita	Idly, Sambar, Chutney, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita	Khara Pongal, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita	Vermicelli Upma, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita	Aaloo/Methi Paratha, Curd, Boiled Egg, Banana, Bread, Butter, Jam, Tea, Bournvita
Lunch 12:15 PM - 2:30 PM Sunday 12:45 PM - 3:00 PM	Paneer Veg Kurma, Mix Veg Dry, Dal Palak, Masala Rice, Plain Rice, Chapathi, Curd, Papad, Salad, Pickle, Semiya Kheer	Bhindi Fry, Dal Palak, Plain Rice, Mooli Paratha, Curd, Papad, Salad, Pickle, Gulab Jamun	Chole Masala, Gobi Tamatar, Dal Fry, Tomato Rice, Plain Rice, Chapathi, Butter Milk, Papad, Salad, Pickle, Moong Kheer	Veg Kolhapuri, Cabbage Dry, Dal Makhani, Lemon Rice, Plain Rice, Chapathi, Curd, Papad, Salad, Pickle, Rice Kheer	Soayabeen Masala, Aaloo Jeera Dry, Dal Tadka, Plain Rice, Chapathi, Butter Milk, Papad, Salad, Pickle, Gulab Jamun	Rajma Masala, Methi Mutter Dry, Sambar, Veg Pulao, Plain Rice, Chapathi, Raitha, Papad, Salad, Pickle, Kaddu Kheer	Chicken Masala, Paneer Butter Masala, Dal Fry, Veg Fried Rice, Plain Rice, Chapathi, Butter Milk, Sheera
Snacks 4:45 PM - 5:45 PM	Kolhapuri Bhadang (Spicy Murmura), Bread, Butter, Jam, Tea, Coffee	Bread Pakoda, Bread, Butter, Jam, Tea, Coffee	Samosa, Bread, Butter, Jam, Tea, Coffee	Bread Upma, Cut Fruit, Bread, Butter, Jam, Tea, Coffee	Mix Veg Pakoda, Fruit Juice, Bread, Butter, Jam, Tea, Coffee	Mirchi Bhajji, Cut Fruit, Bread, Butter, Jam, Tea, Coffee	Veg Outlet, Bread, Butter, Jam, Tea, Coffee
Dinner 7:30 PM - 9:30 PM	Methi Mutter Malai, Chana Dry, Sambar, Veg Biryani, Plain Rice, Chapathi, Raitha, Papad, Salad, Pickle	Rajma Masala, Aaloo Capsicum Dry, Onion Fried Rice, Plain Rice, Chapathi, Raitha, Papad, Salad, Pickle	Masala Capsicum, Aaloo Jeera, Drumstick Sambar, Plain Rice, Chapathi, Butter Milk, Papad, Salad, Pickle	Poori, Aaloo Sabzi, Dal Fry, Ghee Rice, Plain Rice, Butter Milk, Papad, Salad, Pickle	Palak Paneer, Carrot Beans Dry, Dal Tamatar, Veg Dum Biryani, Plain Rice, Chapathi, Raitha, Papad, Salad, Pickle	Green Peas Curry, Aaloo Gobi Dry, Dal Methi, Jeera Rice, Plain Rice, Chapathi, Butter Milk, Papad, Salad, Pickle	Poori, Chole Curry, Plain Dal, Plain Rice, Salad, Butter Milk
NOTE:	<p>1. The quantity of Mooli Paratha served to a student/faculty/staff is not restricted.</p> <p>2. The quantity of Poori served is restricted to five per student/faculty/staff.</p> <p>Please adhere to the mess timings strictly. Please maintain queue while filling your plates. Please place the plates in the wash collection area after use. Please do not put water glasses on top of the water purifier. Place them in the wash collection area after use. Please place back the chairs from where you have removed them. Make use of waste bins. Do not waste food. It is precious.</p> <p>This menu is applicable w.e.f. 26/02/2018</p>						
	<p>MESS COMMITTEE IIT Dharwad</p>						

ANNEXURE- J

EXTRA ITEMS

List of Items: -

<u>Non-Veg</u>	<u>Dish</u>	<u>Price</u>
	<u>Chicken Sukha</u>	
	<u>Chicken Biryani</u>	
	<u>Chicken Kolahpuri</u>	
	<u>Chiken Handi</u>	
	<u>Chiken Xakoti</u>	
	<u>Chicken Koliwada</u>	
	<u>Chicken Kolahpuri</u>	
	<u>Chicken Hyderabad</u>	
	<u>Chiken Handi</u>	
	<u>Chicken Lollipop(4 pcs)</u>	
	<u>Egg Masala</u>	
	<u>Egg Biryani</u>	
	<u>Fish Fry + Curry</u>	
<u>Veg</u>	<u>Dish</u>	
	<u>Paneer Belle-Pepper</u>	
	<u>Paneer Manchurian</u>	
	<u>Veg crispy</u>	
	<u>Gobi Manchurian</u>	
	<u>Hara Bhara Kabab</u>	
	<u>Chilli Paneer Dry</u>	
	<u>Veg 65</u>	
	<u>Paneer Tikka</u>	

List of extra Items which caterer has to keep: -

<u>Sl. No:</u>	<u>Item</u>	<u>Maximum Price</u>
1.	<u>Cold Drinks & Ice Creams</u>	
2.	<u>Variety of dosas Egg. Sada/Onion Dosa; Masala Dosa; Onion/Tomato Uttapam, etc</u>	
3.	<u>Variety of Frankie's Egg. Paneer Frankie, Egg Frankie, Veg</u>	
4.	<u>Milkshakes e.g. Rose Milk Shake, Apple Milk Shake, Chocolate Milkshake, Bournvita Milkshake, Cold Coffee ,Banana Milkshake ,Butterscotch ,Chikoo Shake ,Mango Milk Shake, Badam Lassi, Mango Lassi, etc.</u>	
5.	<u>Sandwiches E.g. Veg / Aloo / Egg Sandwich, Chicken Sandwich, Bread Butter</u>	
6.	<u>Rolls E.g. Veg Roll, Chicken Roll, Veg Burger, Veg Patties, Paneer Roll, etc.</u>	
7.	<u>Soups and instant noodles</u>	
8.	<u>Juices</u>	
9.	<u>Parathas Aloo Paratha, Onion Paratha, Gobi Paratha, Palak Paratha, Mix veg Paratha, Paneer Paratha, etc.</u>	
10.	<u>Egg Items (Omelette, Egg. Bhurji, scrambled)</u>	
11.	<u>Hakka Noodles and fried rice(veg/egg/chicken) and other Chinese items (Dry Chilly Chicken, Chilly Paneer)</u>	
12.	<u>Dal Khichdi</u>	
13.	<u>Gravy Items E.g. Paneer, Chicken, etc.</u>	

NOTE: The prices of the items will be decided in consultation with the Hostel Mess Council. The upper cap on the prices will be shared with the council beforehand. This should be entirely a separate counter and should be functional for the entire length of mess timings, could possibly also extend beyond the same. This is only a suggestive menu with a broad pricing range, the same should be formalized and changed to implementation as per the directions from the mess council

ANNEXURE- K

NON-VEG MEAL SYSTEMS

1. Nonveg will be served on all seven days of the week in dinner as decided in agreement by hostel council and mess contractor
2. The rates of the Per day nonveg meal will differ from veg meal by a particular constant amount as decided by the Mess council in consultation with the mess contractor.
3. Non Veg dish will be served in place of veg curry vegetable and dry vegetable only in dinner.
4. The student can opt for the everyday nonveg meal system for minimum period of 1 month the duration of which shall start with 5th of every month
5. The nonveg dishes can be served to students who have not opted for Nonveg meal system on certain days of the week as decided by the mess council. Else the students can be referred to extras counter. However, non veg should be available to people who have subscribed for the mess for the entire length of time.
6. Penalties for violation of rules remains the same as in the original contract.
7. The complete responsibility of bifurcating veg's and nonveg students is of the caterer. This can be done using different color mess cards for nonveg meal students.

RULES PERTAINING TO DAILY FUNCTIONING OF THE NONVEG DINNER MESSING

1. Non-Veg items should be available throughout the dinner timings as mentioned in the mess contract.
2. Fish is to be served at least once a week as decided in the menu.
3. The composition of the Nonveg items should be exactly as specified by the council.
4. Minimum 2 eggs should be served with any egg dish served in the dinner. (For e.g. 2 eggs must be served in Egg curry or Egg biryani)
5. Adequate Raita is to be served with dishes which include biryani with them.
6. Menu as decided by the mess council should be strictly followed. Failing which penalty will be imposed
7. Minimum 150 gm of chicken should be served.

GENERAL STRUCTURE OF THE NONVEG MESS MENU

Menu for a student opting Non-Veg will comprise of-

- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (e.g. Dum biryani, tomato rice, Jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal or Sambar
- Non- Veg dish (Replacing Vegetarian curry dish)
- Adequate Salad
- Curd/ Raita as mentioned in the menu.
- Fried Papad (adequate) – 5 days a week, roasted Papad- 2 days a week

ANNEXURE- L

Following are the additional terms and conditions to be followed by the Caterer:

1. At least one fried item must be there during lunch or dinner daily
2. Fruit custard should comprise of grape, pomegranate, apple only.
3. Muskmelon and Watermelon cannot be served more than once a week.
4. Fried vegetarian dishes should be provided as decided by the council
5. Two scoops of ice-cream are to be served.
6. For each hostel, caterer should arrange a tea party once a semester.
7. The new mess manager can join mess only after a probation period of at least 1 month under the previous managing team. However, the performance of manager as per his skills to manage staff and students would be judged by the mess council. The manager would be allowed to continue only if the mess council is satisfied with his/her performance. The contractor would otherwise have to arrange for another manager or continue with the current manager. The failure to notify mess council prior to changing manager would attract a penalty of Rs.750/-per day. The fine however may be exempted in case of emergency, the nature of which again would be decided by the mess council.
8. Caterer will put board for Hostel mess displaying ISO certification and guidelines etc. Payment will be made from hostel account. Caterer will strictly follow ISO guidelines while caterer will get full cooperation from hostel students and mess committee, but on violation by caterer appropriate action can be taken as decided by mess committee with consent of warden.
9. It is mandatory to have 4 main cooks and caterer should change main cooks after consulting with mess committee
10. Menu display board will be put by caterer cost will be borne by the hostel.
11. Aamras (200 ml) will be served twice a week during the three months of mango season.
12. Sweets in dinner will be decided by mess committee. After every three months, compulsory quality review will be done. If the status not found satisfactory, strict action will be taken by hostel council and will be reported to Warden.
13. At least 2 types of pickles to be served during the meals.
14. Tandoor item should be served at least 2 times in lunch and 2 times in dinner in a week
15. Food should be kept after the time of dinner if council requests to do so, i.e. on special occasions like GCs and other events when hostel representatives might miss dinner due to those reasons
16. Milk should not be stored i.e. no using of previous day milk is allowed
17. Caterer should co-operate regarding the cleanliness of the dining area during Performing Arts Festival.
18. Butter paper should be provided during fried items
19. Sweets in dinner will be decided by hostel council
20. Only pure ghee is acceptable. Quality is to be approved by Warden.
21. Curd to be served with Parathas at all times.
22. There should be a full time mess manager (at least high school passed or graduate prefer) with experience. The performance of manager as per his skills to manage staff and students would be judged by the mess council. The manager would be allowed to continue only if the mess council is satisfied with his/her performance. The contractor would otherwise have to arrange for another manager.
23. The caterer should arrange a tea party once a semester.
24. After every three months, compulsory quality review will be done. If the status not found satisfactory, strict action will be taken by hostel council and will be reported to Warden.
25. Caterer will put board for Hostel mess displaying ISO certification and guidelines etc. Payment will be made from hostel account. Caterer will strictly follow ISO guidelines while caterer will get full cooperation from hostel students and mess committee, but on violation by caterer appropriate action can be taken as decided by mess committee with consent of warden.
26. It is mandatory to have 4 main cooks and caterer should change main cooks after consulting

with mess committee.

27. Menu display board will be put by caterer cost will be borne by the hostel.
28. The Hostel-1 mess will remain working during vacation or any other holidays with the consent of Hostel Council and caterer.
29. Food should be kept after the time of dinner if council requests to do so, i.e. on special occasions like GCs and other events when hostel representatives might miss dinner due to those reasons
30. Milk should not be stored i.e. no using of previous day milk is allowed.
31. Butter paper should be provided during fried items
32. Sweets in dinner will be decided by hostel council
33. Only pure ghee is acceptable. Quality is to be approved by Warden.
34. Rebate: Minimum days for each rebate form: 3
35. Form should be submitted before at least 24 hour.
36. 100% rebate 30 days in an academic year, and 60% beyond 30 days.
37. Academic leave like conferences/internship/medical leave will not be counted in the above mentioned 30 days rebate and will get 100% rebate.