

राष्ट्रीय प्रौद्योगिकी संस्थान पुडुचेरी कराइकल  
NATIONAL INSTITUTE OF TECHNOLOGY PUDUCHERRY

KARAIKAL-609 609



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

Telefax:04368-265230

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**NOTICE INVITING TENDER**

<b>Tender Notification No.</b>	<b>:</b>	<b>NITPY/2019-20/Catering/12</b>
<b>Date of Tender</b>	<b>:</b>	<b>25.09.2019</b>
<b>Name of the Work</b>	<b>:</b>	<b>Providing Catering Service</b>
<b>Tender processing fee</b>	<b>:</b>	<b>Rs. 500 (Rupees five hundred only)</b>
<b>EMD</b>	<b>:</b>	<b>Rs.50,000/- (Rupees fifty thousand only)</b>
<b>Last date for submission of Tender</b>	<b>:</b>	<b>21.10.2019</b>
<b>Address for submission of Tender</b>	<b>:</b>	<b>The Registrar, NIT Puducherry, Thiruvettakudy, Karaikal-609 609.</b>
<b>Date of Opening of Tender</b>	<b>:</b>	<b>21.10.2019</b>

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## NATIONAL INSTITUTE OF TECHNOLOGY PUDUCHERRY KARAİKAL

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### Part A

#### OVERVIEW

National Institute of Technology Puducherry functioning at Karaikal invites quotations for Catering Services for Boys and Girls Hostel in our campus. The services are required w.e.f. **21<sup>st</sup> January 2020** for a period of one year.

### Part B

#### ITEMS TO BE SERVED

Number of Breakfast, Lunch & Dinner will be approximately for **800** students. The Breakfast, Lunch, evening snacks & Dinner has to be served at their respective hostels only. Institute may prefer two Caterers for the above purpose.

Sealed Quotations under “Two bid systems” separately Technical bid & Financial bid, are invited from financially sound professional caterers with experience in running multi cuisine food services in reputed academic institutions.

### Part C

#### PLACES OF SUPPLY

Sl. No.	Name of the Hostel	Number of students (Approx.)
1.	NITPy Boys Hostel	600(Boys)
2.	NITPy Girls Hostel	200(Girls)

Any change in venue for supply of food during examinations/laboratory classes will be informed by the Hostel authorities in advance & have to serve accordingly.

### Part D

#### ELIGIBILITY CRITERIA

1. The contracting agency/firm/company should have minimum experience of three years as on the closing date of tender in running of the catering, hostel mess, restaurant, etc.
2. The Caterer may provide the document for serving any Public Sector Undertaking (PSU), Government organization, educational institution like college, university, or any other Commercial training centers, etc. with at least one contract catering not less than 200 persons in the last three years. The tenders of the contracting agency/firm/company with inadequate experience are liable to be rejected.
3. The bidders' average annual turnover in catering services during the last three

financial years, duly audited by Chartered Accountant, should not be less than INR 75 lakhs (Rupees Seventy five lakhs only) in which no turnover is shown would also be considered for working out the average. Copy of the Audited financial statements should be attached.

4. The bidders' performance for each work completed in the last three years and work in hand should be certified by the responsible official from the concerned organization. The certificate (s) as per **Annexure 3** should be enclosed with Technical bid. The institute officials would visit the past and present service places.

#### **Part E**

#### **IMPORTANT DATES**

- |                                     |   |                                |
|-------------------------------------|---|--------------------------------|
| 1. Date of Issue of Tender          | : | 25.09.2019.                    |
| 2. Last date for receipt of tender  | : | 21.10.2019.                    |
| 3. Date of opening of Technical Bid | : | 21.10.2019.                    |
| 4. Date of opening of Financial Bid | : | will be intimated through mail |

#### **Part F**

#### **TENDER FEES, EARNEST MONEY DEPOSIT AND SECURITY DEPOSIT**

1. Interested firms/agencies/companies may submit their offers on the appropriate applications forms of NIT Puducherry (**Annexure-I**) along with a non-refundable Tender fees of **Rs.500/- (Rupees Five Hundred only)** and an Earnest Money Deposit of **Rs. 50,000/- (Rupees Fifty Thousand only)**, refundable without any interest to be paid only through **SBI Collect-Administrative Miscellaneous-NIT Puducherry** as per the link given below:

<https://www.onlinesbi.com/prelogin/institutiontypedisplay.html>

2. The purpose of deposit, tender reference number should be duly filled in the column prescribed. **The hard copy of the payment proof duly signed by the agency / company representative shall be submitted along with the tender document in technical bid, failing which the application will summarily be rejected.**
3. Further, the successful bidder shall deposit **Rs. 5,00,000/- (Rupees five lakhs only)**, refundable without any interest after successful completion of the contract with the institute as **security deposit**.

## Part G

### PROCEDURE FOR SUBMISSION OF TENDER

#### A) THE CATERER MUST SUBMIT THE BIDS SEPARATELY UNDER TWO DIFFERENT ENVELOPE SUPERSCRIBED AS ENVELOPE-1 TECHNICAL BID & ENVELOPE-2 FINANCIAL BID.

Envelope-1-Technical Bid- Containing every documents in his support excluding financial bid superscribed as Technical Bid.

Envelope-2- Financial Bid only superscribed on the envelope as “Financial Bid”

#### B) REGARDING TENDER-FEE, EMD & SECURITY DEPOSIT

The bidder has to deposit **Rs.500/- (Rupees five hundred only)** towards cost of application which is non-refundable and an Earnest Money Deposit of **Rs. 50,000/- (Rupees fifty thousand only)**, refundable without any interest, to be paid only through **SBI Collect- Administrative Miscellaneous- NIT Puducherry** as per the link given below:-

<https://www.onlinesbi.com/prelogin/institutiontypedisplay.html>

The successful bidder shall deposit **Rs. 5,00,000/- (Rupees five lakhs only)**, refundable without any interest after successful completion of the contract with the institute as **security deposit**. This security deposit should be deposited only through **SBI Collect- Administrative Miscellaneous NIT Puducherry** as per the link given below:-

<https://www.onlinesbi.com/prelogin/institutiontypedisplay.html>.

**The hard copy of the payment proof duly for application fee and EMD signed by the agency/company representative shall be submitted along with the tender document in technical bid, failing which the application will summarily be rejected.**

#### C) HARDCOPY SUBMISSION OF TENDER DOCUMENT THROUGH SPEED POST OR REGISTERED POST OR COURIER

The Agency interested in providing the Catering services may submit sealed quotations in **DUAL COVER**; Cover No.1 with superscription “TECHNICAL BID” and Cover No.2 with superscription “FINANCIALBID” Both the envelopes should be put in a single envelope, sealed and super scribed as **Quotation for providing Catering Services at NITPY Tender No: NITPY/2019-20/Catering/12** and addressed to, **The Registrar, National Institute of Technology Puducherry, Thiruvettakudy, Karaikal – 609 609** so as to reach the undersigned on or before 16.00 hours on **21.10.2019**. **The tender will not be accepted if submitted in person.** Documents sent through any means other than speed post or registered post or courier will not be entertained. NIT Puducherry is not responsible for any delay in delivery of the bids.

## Part H

### BID EVALUATION CRITERIA

1. The Selection of Caterer will be based on the merit only.
2. The authenticated enclosures received from the bidders and the rate quoted for various items will be taken as base documents, any false information furnished in the documents by bidders and assurance to submit on later dates will result in summary rejection of tenders.
3. Bidders, who remitted EMD payment and meet all the basic eligibility criteria mentioned in Part D will only be considered for participating in the further tender process (for processing technical as well as financial bid).
4. After meeting the basic criteria mentioned in the above point, the bidders' technical performance will be evaluated based on the criteria given below.

Items
<b>I. Financial Soundness</b>
a) Working Capital : Current Assets – Current Liabilities
b) Financial turnover in last 3 years
<b>II. Experience in similar nature of work during last three years.</b>
a) Average annual turnover for last three years INR 150 lakhs and above
b) Average annual turnover for last three years more than INR 100 lakhs but less than INR 149 lakhs
c) Average annual turnover for last three years more than INR 75 lakhs but less than INR 99 lakhs
<b>III. Performance in past works for 3 years (client reports) Quality of Food, Quality of service, Hygiene, Cleanliness [at least 3 reports should be attached] (will be verified by the visiting NIT Puducherry officials)</b>
<b>IV. Personnel and Establishment</b>
a) Structure of Organization with details of Roles & Responsibilities in each category
b) Qualified Non-Technical, Technical & Administrative Personnel at Company level and Compliance with Statutory Requirements
<b>V. Report on Visit of the NIT Puducherry Officials: Quality of Raw Materials used; Quality of Food; Cleanliness of Kitchen, Store &amp; Dining area; Quality of Service; Feedback Register; Courteous &amp; Responsiveness</b>

5. Covers of the price bid of bidders who fulfill the minimum requirement, will only be opened and processed further.
6. **The base rate is fixed as Rs. 110/-(Rupees one hundred and ten only-inclusive of all taxes) for the catering menu given in Annexure 2. The bidders who quote 5% less or 5% more than the base rate will be disqualified.**
7. Among the successful bidders, the contract will be awarded to the bidder who quotes the least price (L1).
8. The Director reserves the right to negotiate the daily rate with L1.
9. NIT Puducherry reserves right not to consider L1 (lowest rate quoted), if in its assessment that the lowest rate quoted for any of the item. Unreasonably low compared to prices of the food items for the stipulated menu in the market.
10. Price bid Evaluation shall be based normally on L1 (Least Rate) basis for the entire scope of work considering the total cost of services. However, Committee does not pledge itself to accept the lowest bid.
11. **Caterer should have an operational unit within 300 kms of radius from NIT Puducherry, Karaikal for on-site performance evaluation of the caterer by NIT Puducherry officials.**

**Part I**  
**GENERAL TERMS & CONDITIONS**

1. The tenderer should sign in each page of the application (i.e. both Technical and Financial Bid).
2. National Institute of Technology Puducherry administration reserves the right to shortlist/reject the tenders without as signing any reasons at any stages of process in the larger interest of the institute.
3. The details of performance credentials & financial of the tenderer is to be given in the prescribed format of the rate at which the caterers are required to quote for each item is to be given in the prescribed format given in Annexure-2.
4. This Contract is for one Year only i.e., year January-2020 to December-2020. Excluding the vacation period.
5. Two separate kitchens- one for boys hostel and another for girls hostel has to be setup in both the hostels.
6. **Preferably, only ladies will be allowed to work in the girls hostel.**
7. The contract may, at the sole discretion of NIT Puducherry represented by its Director, be extended for another year in case the performance of the contractor is satisfactory. The 'satisfaction' shall be a matter to be decided / recorded by a committee appointed by the Director, comprising of various stake holders including hostel management, student representatives and such others who may in the sole opinion of the Director be relevant. The contractor shall have no say in the matter of determination of 'satisfaction'.
8. Decision of the Director will be final and binding on the contractor in case of any dispute arising out with respect to the terms and conditions of this contract.
9. The institute reserves the right to adopt new rules to identify the quality supplier at any stage.
10. The Institute reserves the right to reject any bid at any stage of tender evaluation if it is found that the quoted figures are unreasonable or unsustainable for effective discharge of the catering services by the agency concerned. Further, the Institute reserves the right to reject any/all the tenders without assigning any reason thereof.
11. The daily rate quoted must include fuel cost, procurement of rice & provisions and vegetables of good quality, mineral water and other items. Further, the cost of these raw materials shall be inclusive of loading and unloading, transportation, storage at dining hall premises for which no additional cost is payable or reimbursable by the Institute management.
12. The caterer has to make his own arrangement for kitchen, utensils fuel for cooking etc. for preparation of food for serving them at Hostels. Contingency measuring for power failure should also be taken care by the caterer.
13. Utmost attention has to be given to provide wholesome quality dishes and render good acceptable services besides maintaining punctuality in services without any complaint from dinners which is equally important. Basic Daily Menu (Breakfast, Lunch, Evening Snacks, Tea/Coffee and Dinner) to be served by the contractor is attached with this document in Annexure-2.
14. The Institute reserves its right to modify the menu and revise the same at its discretion in consultation with the contractor to suit the availability of seasonal vegetables and their market supply.

15. **Tentative Mess Time:**

- Break Fast : 07:30A.M. to 9:15A.M. to be served at the respective hostels.
- Lunch : 12:00Noon to 2:00P.M. to be served at the respective hostels.
- Evening Snacks/Tea : 04:30P.M. to 06:00P.M. to be served at the respective hostels.
- Dinner : 07.30P.M. to 09:00P.M. to be served at the respective hostels.

16. PLACES OF SUPPLY

Sl. No.	Name of the Hostel	Number of Students (Approx.)
1.	NITPy Boys Hostel	600 (Boys)
2.	NITPy Girls Hostel	200 (Girls)

Any change in venue for supply of food during Examinations/laboratory classes will be informed in advance.

17. The selected caterer shall start the dining facility from 21.01.2020.
18. Basic menu is unlimited, special items, snacks are limited.
19. Any special/Non Vegetarian items are considered as Extras and will not be part of basic menu. Caterer has to make his / her own arrangement to collect for the Extras supplied (Cash and Carry Basis). It will not be included in the mess bill.
20. Contractor shall provide light food to the sick students during his/their sickness period and no extra charge will be paid for the same.
21. The food raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible NO COOKED FOOD shall be stored/ preserved after meals. Not following warden's suggestions/instructions in such matters shall be considered as violation.
22. The proprietors of the catering organization should meet the hostel authorities every month.
23. Mess contractor or his representative is to remain present during supply of food.
24. Repeated violation will lead to termination of the contract.
25. Procurement of first quality of provisions, vegetables, milk etc. will be the responsibility of the caterer. The Contractor shall procure and use all fresh and of standard/good quality raw material, fruits, eatables etc. necessary at his own costs. The quality of food shall be maintained in consultation with the management and the decision of the management in respect of quantity and quality of food shall be final.
26. The caterer shall use only branded raw materials and best quality for preparing the food. In the event of the quality of the food served being poor or not adhered to the contractual



- conditions NIT Puducherry will be free to impose penalty as deemed for on the caterer.
27. The caterer shall provide catering services as given in the menu in Annexure2, the cost quoted by contract shall include, labour charges, fuel cost, procurement of provision, vegetables, transportation, loading / unloading, all statutory taxes (existing and which may be imposed from time to time) for which no additional cost is payable or reimbursable by Institute Management.
  28. Kitchens, utensils, serving premises should be neat, clean and hygienic. Strict adherence of the hygiene of messes and its surrounding is essential.
  29. Warden's suggestions/actions regarding cleanliness have to be followed and the expenditure towards this to be borne by the contractor. Any violation on this part is liable for appropriate heavy penalty as decided by the competent authority.
  30. Contractor shall be solely responsible in case of incidences of food poisoning and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, penalty may be imposed on the contractor as decided by the Catering Committee for such incidences.
  31. Mess workers and cooks should be healthy and medically fit. The caterer should ensure that all the employees are free from communicable diseases. Medical Certificate to this effect should be available for inspection by the authorities. If any mess worker is found medically unfit, he/she may not be given permission to continue his/her duties and mess contractor has to replace them immediately without fail. All the person employer in the messes should adhere to the hostel rules prescribed for the inmates.
  32. It is the responsibility of the caterer to comply with all statutory requirements of labour law and other connected laws in force. Employment of child labour is prohibited.
  33. The employees of the caterer should wear uniform along with name tag; cap, gloves, etc.
  34. Caterer shall be responsible for the proper conduct and behavior of the employees engaged. The caterer along with his workers has to behave courtesy with hostel inmates. If it is found that any worker has misbehaved with any of the hostel inmates, the caterer has to take action immediately.
  35. All expenses related to the functioning of the employees engaged by the caterer shall be in the scope of the caterer.
  36. In case of any accident causing injury/death to mess worker or any of his staff Liability/responsibility shall be with contractor. The Hostel authorities shall not be responsible in any means in such cases.
  37. The caterer is solely responsible for the payment of minimum wages for their employees as per the Govt. of Indian orms and deductions towards P.F.& ESI etc. The record of duty hours and paystructure should be maintained as per rules for inspection by authorized

Government personnel and NIT Puducherry hostel authorities.

38. Prevention of Food and Adulteration Act 1954 and other rules from time to time is also binding the caterer. The contractor shall be solely responsible for any dispute/violation of above said provision of laws.
39. Normally performance evaluation will be carried out monthly twice. Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer.

Sl. No.	Points	Percentage Deduction
1	Above 60	Nil
2	55 - 60	0.5
3	50 – 55	1
4	45 – 50	2
5	30 – 45	5
6	30 and Below	10

40. The final decision on the feedback evaluation points will be carried out by the catering committee. The caterer is expected to get overall “good” (above 60), (**Quality of the food served, Taste of food, Cleanliness of dining and food counters area, Cleanliness of wash basins, Cleanliness of catering staff, Cleanliness of Utensils. Courtesy of catering staff, Rush and waiting time in the food counters (Note: Give low points if the waiting time is more and give high points if the waiting time is less), Serving of drinking water in dining area, Adequate quantity of food provided, Waste Disposal Methodology, Service and punctuality**) in all months. Overall “Very poor (below 30)” for successive two months will lead to termination of contract.
41. The catering agency has to submit proof of company license like FSSAI, Central Government food License and all relevant documents for verification to the Institutional authorities.
42. Caterer has to supply three times special dinner/lunch on selected dates during each year without extra cost.
43. The copies of the certified audited financial statement of accounts in support of turnover, capital employed, number of employees, profit/loss during the last three years ending 31.3.2019 and also the I.T. returns for the last three assessment years have to be enclosed.
44. The Institute reserves the right to review and modify the terms and conditions based on necessity with consent of the caterer.
45. During vacation time, NIT Puducherry will inform the caterer well in advance about the need for providing services.
46. Canvassing in any form will result in disqualification of the tender.
47. The oil/ghee and other ingredients to be used shall be from amongst the brands as

suggested by the authorities (Included in Annexure 2).

48. The Contractor will be required to strictly observe timing of the office and also rules framed by NITPy as amended/provided from time to time.
49. The charges for power consumption and water during the period of contract has to be paid on monthly basis as per actual.
50. NIT Puducherry employee and/ or their dependents are not eligible to submit their offer against this tender. Further, a bidder should submit a Near Relative Certificate in this regard as given in Annexure 4
51. In the case of delay / default in payment of contribution under Pay, ESI, EPF etc., by the Caterers, said contribution, penal interest and / or damages as may be levied by the ESI or PF Authorities, a Penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction regarding payment of Wages, ESI & EPF by the Caterers.
52. Break-up of qualified Manpower Required at each Mess of NIT Puducherry:

<b>Sl. No.</b>	<b>Designation</b>	<b>Minimum required Manpower per Day (Boys hostel)</b>	<b>Minimum required Manpower per Day (Girls hostel)</b>
1	Mess Manager	01	01
2	Supervisors	02	01
3	Cook	03	02
4	Asst Cook	03	01
5	Servers	08	04
6	Cleaners	08	04
7	Other Staff- Helpers/Security etc	As Required	As Required

Staff strength in each category of Mess workers viz. Mess Manager, Supervisors, Cook, Asst. Cook, Servers, Helpers, Cleaners etc. deployed by the caterer should be optimum and finalized in consultation with NIT Puducherry. NIT Puducherry reserves right to order additional staff if services are found inadequate. For additional strength of students in any dining hall, minimum staff has to be increased proportionately. Mobile phone numbers of Manager & Supervisors should be displayed in dining hall.

Experienced Manager with fluency in English should be appointed. Qualified/ Experienced/Talented Cooks employed should have expertise in preparing Multi-Cuisine Food Veg & Non veg items. At least 01 Cook should be qualified with a certificate from Catering Institute/Govt. organization. Caterer shall maintain Register containing the details of staff deployed with Name, designation, qualification, experience etc. and the register shall be open to the scrutiny of the authorized officials of NIT Puducherry.

53. Caterer may terminate his/her contract by giving 60 days clear notice. In this case, caterer will be debarred for participating in further mess tender process of NIT Puducherry Hostels for 03 years
54. The contractor will not be permitted to Franchise the hostel mess for any other Commercial activity outside the scope of student hostels. Mess premises should not be used for any other purpose, other than Catering services for Hostel inmates.
55. Partitioned plates should be used with a minimum 100-120cm circumference and four compartments.
56. PENALTY: Failure to supply food in terms of quality, quantity, rate, menu etc. will attract Penalty. For not adhering to contractual conditions and for any deviations from normal, NIT Puducherry shall be free to impose penalty as deemed fit on the caterer. Penalty imposed shall be adjusted against payment due to the caterer.
- a. If vegetables kept for use is found to be of poor quality or rotten/ stale/ spoilt/ infected, then a penalty of Rs.2,000/- for each occasion will be imposed.
  - b. If poor quality of rice is used for preparation of meals, idly and dosa a penalty of Rs.3,000/- for each occasion will be imposed.
  - c. Oil once used should not be reused. If reuse of oil is found, penalty of Rs.2,000/- for each occasion would be levied.
  - d. Taste enhancers like Aji-no-moto, baking soda, coloring items etc. are banned and they should not be used. If they are found in the kitchen premises, penalty of Rs.2,000/- for each occasion will be imposed.
  - e. Presence of unwanted items in food such as blade, glass, metal wires, nails, cloths, cockroaches, cigarettes, rope, soft plastic etc. will attract a penalty of Rs.5,000/- for each occasion.
  - f. Insects found in any of the prepared food will invite a penalty of Rs.5,000/- for each occasion will be imposed for each occasion.
  - g. Kitchen, stores, dining hall and washing area should be kept clean. If not, then a penalty of Rs.2,000/- for each occasion will be imposed.
  - h. If there is any deviation in the approved Menu without prior permission from mess committee, a penalty of Rs.2,000/- for each occasion will be imposed.
  - i. If mess Caterer or his representative manager is not present in the mess when the food is served, a penalty of Rs.2,000/- for each occasion will be imposed.
  - j. If food for any meal, gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast then a fine of Rs.2,000/- would be imposed for each occasion on the caterer. The timing for that meal will be extended equivalent to delay time.
  - k. Unavailability of the suggestion book/ complaint register on the counter and/or discouraging the complaint would impose a fine of Rs.1,000/- for each occasion.

- l. Unclean utensils in a day would attract a fine Rs.2,000/- for each occasion.
- m. If Mess Committee agrees that certain food not properly cooked, then a fine of Rs.2,000/- will be imposed for each occasion.
- n. Discrepancy on Hygiene of workers, dining hall etc. will call a fine of Rs.2,000/- for each occasion.
- o. If Caterer found to have used unbranded/ bad/ duplicate quality of any mess commodities, a fine of Rs.2,000/- will be imposed for each occasion.
- p. Non-compliance of Safety norms will invite a fine of Rs.2,500/- each occasion.
- q. Misbehavior of Mess workers would result in a fine of Rs.1,000/- for each occasion.
- r. If the left-over food and other wastes are not disposed from the premises within the same day then a penalty of Rs.2,000/- will be imposed for each occasion.

(i) For any penalty provisions stated above

- First violation of the rule implies fine as per the above rules
- Second and subsequent violations of the same rule within 30 days of the previous fine will attract triple the initial amount of fine on the caterer.

(ii) Continuous bad performance (for any two months in a semester) will result in termination of the contract.

(iii) Mess Committee constituted by the NIT Puducherry is authorized to visit the Mess, Stores & Kitchen and inspect Quality of materials any time. Mess committee is also authorized to recommend Penalties as above to NIT Puducherry for Implementation on the caterer.

(iv) NIT Puducherry or their authorized Mess Committee shall be the Competent Authority with regard to imposition of Penalty.

57. The NIT Puducherry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason and not bound to accept the highest tender. The decision of the Registrar, NIT Puducherry in this regard shall be final and binding on all.

**Important Note: NIT Puducherry reserves the right to accept or reject the part or full offer or whole tenderer without assigning any reason there of at any stage of tender process.**

Date:

Sd/-

Registrar

## **Part J**

### **SPECIAL CONDITIONS OF SERVICE**

- a) Caps and gloves (at caterer's own cost) to be worn by all cooks and servers at all times while preparing and serving food.
- b) Mandatory to wash hands with soap after use of the restrooms
- c) Ensure no re-use of oil used once for deep-frying. Used oil shall be disposed-off appropriately, immediately after the usage. Storage of used oil will be viewed seriously.
- d) Ensure no re-use of leftover foods from the previous day. Left-over food should be disposed-off then & there.
- e) Ensure that all employees are free of any contagious diseases or ailments.
- f) Ensure that all employees are well mannered and display courteous behavior.
- g) Need to ensure pest control (rats/ mice/ flying insects. Crawling insects), but not with aerosol based anti-pest sprays that could get in the food.
- h) Ensure that doors to the Catering are self-closing to prevent entry of flies.
- i) Ensure that the drainage of the hand wash basin as well as the utensils washing area has to be clean without any blockages, wherever any blockages occurs the caterer has to rectify the same.

## **Part K**

### **ARBITRATION**

In the event of disputes, differences, claims and questions arising between the parties here to arising out of this Agreement or in any way relating here to or any term, condition or provision here in mentioned or the construction or inter pretation there of or otherwise in relation here to, the parties shall first endeavor to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the same shall be referred to the arbitration of arbitrator, to be appointed by NITPy. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Karaikal. All legal disputes will be subjected to jurisdiction of Karaikal Court.

I/We also certified that the tender document downloaded is replica of the document published by NIT Puducherry and no alternation/addition have been made by me /us in the tender document.

Place:

Signature of the tenderer with seal

Date:

**Annexure 1 (a) (Technical Bid)**

**TENDER FOR RUNNING THE DINING FACILITIES–PREQUALIFICATION  
DETAILS**

<b>Sl. No.</b>	<b>Item</b>	<b>Details</b>		
<b>I. GENERAL DETAILS</b>				
1	Name & Address of the Bidder			
2	Contact Phone Numbers and e-mail id			
3	Type of Organization / Enterprise			
4	Registration Details	Authority	Reg. No.	Date
5	PAN/TAN Card No.			
6	VAT No.			
7	FSSAI (STATE/CENTRAL)			
8	ESI NO			
9	EPF ID			

<b>II. PROFESSIONAL DETAILS (Provide All supporting documents)</b>					
1	Type of Experience  (i) State the type of food supply/ catering works carried out in last <b>three years</b> with details regarding daily persons served per day / event, duration etc.  (ii) Attach the order copies/ certificates from clients for such works.	<b>Academic Institutions</b>		<b>Other Establishments</b>	
2	Total Experience (Years/ Months)	<b>Academic Institutions</b>		<b>Other Establishments</b>	
3.	Total Turn Over in Last Three Years (Rs.)  (Attach copies of IT returns.)				
4.	Average Turn Over in Last Three Years				
5.	Staff Available	Manager	Cook	Helpers	
6.	Give details of termination of any previous contract if any.				
7.	Give two references where the caterer is currently providing such services(With full address and contact numbers At least one should be within 300km from NITPy)				



**III. PROFESSIONAL DETAILS LAST 3 YEARS (Provide All supporting documents)**

<b>Sl. No.</b>	<b>Year</b>	<b>Name of the organization</b>	<b>Duration of the Contract</b>
1	2017-18		
2	2018-19		
3	2019-20		

Place:

Signature of the tenderer with seal

Date:

**Annexure 1 (b) (Financial Bid)**

12. **RATES OFFERED BY THE BIDDER** (NIT Puducherry reserves right not to consider L1 (lowest rate quoted), if in its assessment that the lowest rate quoted for any of the item. unreasonably low compared to prices of the food items for the stipulated menu in the market)

**Regular Menu:**

Sl. No.	Items	Unit	Price (Rs.) (Including Service Tax etc.)	
			Price for 600 students (Approx.) Boys Hostel	Price for 200 students (approx.) Girls Hostel
1.	<b>Basic Menu</b> Breakfast, Lunch, Snacks and Dinner including tea/coffee/milk (150 ml) along with as given in Annexure 2	Per student per day		

**Extras Menu:**

Sl. No.	Items	Unit	Price (Rs.) (Including Service Tax etc.)	
			Price for 600 students (Approx.) Boys Hostel	Price for 200 students (approx.) Girls Hostel
1	<b>Non-Veg:</b> CHICKEN 65 – (150gms)	Per student per day		
2	HYDRABADI CHICKEN BRIYANI (750 gms, (150 gms chicken piece, 1egg, 500gms basmathi rice)			
3	FISH FRY (SANKARA/PAARAI/NETHI LI/VANJARAM)			
4	<b>VEGETARIAN</b> PANEER 65 (100gms)			
5	PANEER BRIYANI (750gms, 75 gms of paneer)			
6	PANNER BUTTER MASALA (150 gms with considerable amount of paneer)			

I hereby agree to provide and serve the items mentioned in Annexure 2 as per the rates quoted above by me and as per the terms and conditions mentioned in Part- A.

Date:  
Place:

Signature of the bidder with Name & Seal  
Address with Phone Nos., email ID etc.

**ANNEXURE – 2 (a) (MENU for Girls Hostel)**

DAY	BREAKFAST	LUNCH	SNACKS	DINNER
<b>DAILY</b>	MILK/TEA/COFFEE-(150ML), BREAD (4 SLICES),JAM, BUTTER	CURD (80 ML CUP), PICKLE, SALAD (ONION, CUCUMBER, BEET ROOT, TOMATO, CARROT), FRESH LIME JUICE /WATERMELON JUICE, LASSI,FRYUMS /APPALAM IN ALTERNATE DAYS	TEA,COFFEE, MILK-150 ML, SAUCE	LASSI / BUTTERMILK, PICKLE ((LEMON/ MANGO/ GARLIC), BANANA-1 NO / MANGO SLICE- 1 NO / KAMALA ORANGE – 1 NO/WATER MELON–1 SLICE.
<b>MONDAY</b>	POORI, POTATO MASALA, BOILED EGG-FOR NON- VEGETERIAN, BANANA – FOR VEGETERIAN, BROWN BREAD	WHITE RICE, CHAPPATHI, ALOO MATAR, BRINJAL PORIYAL, SAMBHAR, KESARI (PINEAPPLE OR ANY OTHER),RASAM	BREAD PAKORA(2)	KADAI PANEER, TOMATO RICE, FRUIT CUSTARD, CHAPPATI/PHULKA
<b>TUESDAY</b>	PONGAL, VADA(2), SAMBHAR, COCONUT CHUTNEY, TOASTED BREAD	CHAPPATHI, VEG PULAO,RAJMA MASALA,RAITA(ONION+ CUCUMBER),POTATO CHIPS,SEMIYA PAYASAM	PAV BHAJI(2)	WHITE RICE,CABBAGE PORIYAL, PLAIN DOSA, SAMBHAR,TOMATO CHUTNEY, BANANA
<b>WEDNESDAY</b>	SEMIYA UPMA/ UTTHAPAM, SAMBHAR, BREAD TOAST, BOILED EGG-FOR NON- VEGETARIAN, BANANA – FOR VEGETARIAN	GHEE RICE,METHI MASALA,CURD RICE,POTATO CHIPS,PINEAPPLE KESARI,CHAPPATI	SAMOSAS(2) /MASALA VADA(2)	PHULKA, BISMILLABADH, CHICKEN FRY, GOBIFRY, BANANA,VEG KURMA
<b>THURSDAY</b>	IDLI, SAMBHAR, VADA(2), TOMATO CHUTNEY, BOILED EGG-FOR NON- VEGETARIAN, BANANA – FOR VEGETARIAN	CHAPPATHI, TOMATO RICE/CARROT RICE,MOONG DAL CURRY,ALOO FRY,KHEER,	VERMICELLI NOODLES(75 G)/ ALOO BONDA(2)	RAVA DOSA(2), COCONUT CHUTNEY, RASAGULA,WHITE RICE, SAMBAR
<b>FRIDAY</b>	THIN DOSA (GHEE/ BUTTERED), SAMBHAR, COCONUT CHUTNEY, IDLI PODI, BREAD TOAST	CHAPPATHI,RICE, SPINACH DAL,LADIES FINGER PORIYAL,SUJI HALWA, POTATO CHIPS,RASAM	SAMBHAR VADA(2)	WHITE RICE, RASAM, CHAPPATHI,EGG CURRY,SHAHI PANEER,GULAB JAMUN(1)
<b>SATURDAY</b>	ALOO PARATHA,MINT CHUTNEY, BOILED EGG- FOR NON-VEGETARIAN, BANANA –FOR VEGETARIAN	VEG BIRIYANI,RAITA(ONION + CUCUMBER),PANEER BUTTER MASALA, CHAPPATI	VEG PUFFS	WHITE RICE, SAMBAR, METHI CHAPATHI, ALOO GOBI MASALA,
<b>SUNDAY</b>	MASALA DOSA(2), SAMBHAR, GROUNDNUT CHUTNEY,BROWN BREAD	CHOLE BHATURE, MOOR KUZHAMBU, YAM FRY, DAL PAYASAM, WHITE RICE, RASAM	KACHORI(2)/ CUTLET(2)	WHITE RICE, RASAM, CHICKEN CHETTINAD CURRY, PALAK PANEER, KESARI BATH

**ANNEXURE – 2 (b) (MENU for Boys Hostel)**

	<b>BREAKFAST</b>	<b>LUNCH</b>	<b>SNACKS</b>	<b>DINNER</b>
<b>COMMON</b>	MILK/TEA/COFFEE (150ML), BREAD (4 SLICES),JAM, BUTTER	CURD (80 ML CUP), PICKLE, SALAD (ONION,CUCUMBER, BEETROOT, TOMATO,CARROT), FRESH LIME (COLD) / WATERMELON JUICE , FRYUMS /APPALAM	TEA,COFFEE, MILK-150 ML	BUTTER MILK, PICKLE (LEMON/ MANGO/ GARLIC), BANANA-1 NO
<b>MONDAY</b>	PONGAL,VADA(2),SAMBAR, COCONUT CHUTNEY,TOASTED BREAD(2), KAMBU OR RAGI KOOZH	CHAPATHI, WHITE RICE, POTATO PORIYAL,VEG KURUMA,SAMBAR, PULICHE KEERAI, RASAM, KESARI	ONION PAKODA(2),COCONUT CHUTNEY,TEA COFFEE MILK	IDLY, SAMBAR, TOMATO CHUTNEY, FISH CURRY (ONLY CURRY), PANNER CURRY (VEG),CHAPATHI
<b>TUESDAY</b>	THIN DOSA,SAMBAR,MINNT CHUTNEY, BOILED EGG/BANANA	CHICKENBIRIYANI ,MUSHROOM BIRIYANI/VEG BIRIYANI, PLAIN RICE, RASAM, RAITHA,DHALCHA, BREAD HALWA	ONION SMALL SAMOSA(3), TEA, COFFEE, MILK	PULKA,PANEER BUTTER MASALA, BISMILEBATH, ICE CREAM, FRUIT SALAD, APPALAM
<b>WEDNESDAY</b>	IDLY, VADACURRY, COCONUT CHUTNEY, KAMBU OR RAGI KOOZH	PURI,CHANNA MASALA,WHITE RICE,MOORKUZHAMBU, BRINJAL PORIYAL, RASAM,PARUPPU PAYASAM	KEERA VADA(2),ICED TEA, COLD COFFEE	CHAPATHI,EGG CURRY, URAD DAL/GOBI CURRY(VEG), VEG FRIED RICE,HOT BADAM MILK
<b>THURSDAY</b>	PURI, POTATO MASALA, TOASTED BREAD(2), BOILED EGG/BANANA.	LEMON RICE,CHAPATHI,DHAL, BEETROOT PORIYAL,WHITE RICE,RASAM	BREAD BAJJI/ BANANA BAJJI(2), MILK, TEA, COFFEE	PAROTTA,CHICKEN KURUMA,MUSHROOM KURUMA(VEG), WHITE RICE,RASAM
<b>FRIDAY</b>	ONIONDOSA(3),SAMBAR,GROUNDNUT CHUTNEY, KAMBU OR RAGI KOOZH	CHAPATHI,PEASMASALA, LADIESFINGER PORIYAL,SAMBAR (BRINJAL DRUMSTICK MANGO),RASAM,SEMIYA PAYASAM	SAMBAR VADA/GROUND NUT SUNDAL, TEA , COFFEE, MILK	CHAPATHI,DALL, WHITE RICE,VATHA KOLAMBU,CABBAGE PORIYAL,APPALAM,RA SAGULA
<b>SATURDAY</b>	ALOO PAROTA,RAITHA,CHUTNEY, BOILED EGG/BANANA	MINT CHAPATHI,ALOO GOBI MASALA,PLAIN RICE,CABBAGE KOOTU,VATHAKOZHAMBU, APPALAM	PAV BHAJI(2), MILK, TEA, COFFEE	CHOLA BATURA,VEG PULAV,RAITHA,GULAB JAMUN
<b>SUNDAY</b>	IDIYAPPAM(3), POHA, COCONUT CHUTNEY, COCONUT MILK,	CHAPATHI, GHEE RICE,METHI MASALA, CURD RICE,POTATO CHIPS,RAITHA,DALCHA FRUIT CUSTARD	VEG PUFF, TOMATOKETCHUP, MILK, TEA, COFFEE	PODIDOSA, SAMBAR, CHAPATHI,MEALMAKER MASALA, TOMATO/MINT CHUTNEY, GOBI MANCHURIAN

**NOTE:**

1. 4 Nos. bread slices will be provided for students along with regular breakfast. If any student not interested in regular breakfast they can take 8nos of bread slices
2. Milk will be served in the night as per individual demand at extra cost.
3. Containers for specific items should be in required size
4. This table contains general nature of the eatable items while that actual may be changed after discussion with the catering committee.
5. Varieties of jam and pickles should be served adequately.
6. Boiled Egg / Omelet to be served at extra cost in the Breakfast, Lunch and Dinner.
7. Chicken65 Dry/Chicken Masala/Fish Fry will be served at extra cost.
8. Cornflakes, Bread Roast, Bread Omelet to be served at extra cost in the Breakfast
9. Boiled Egg/Omelet to be served at extra cost in the Breakfast, lunch and Dinner.

**Extras****BREAK FAST**

1. CORN FLAKES ( 30gms,200 ml milk)
2. CHOCOS ( 30gms,200 ml milk)
3. BOILEDEGG
4. OMLET  
(Lunch/Dinner)  
NON VEG...
5. CHICKEN 65 – (150gms)
6. CHICKEN GRAVY-(gravy with 4pieces of considerable size –total of 150gms)
7. BOILED EGG CURRY – (2EGGS)
8. CHILLI CHICKEN – ( 150g)
9. CHICKEN MANCHURIAN –(150g)
10. CHICKEN BRIYANI–(750gms, (150gms chicken piece, 1egg, 500gms basmathi rice)
11. EGG OMLET (1EGG)
12. HYDRABADI CHICKEN BRIYANI (750 gms, (150 gms chicken piece,1egg, 500gms basmathi rice)
13. PRAWN MASALA ( 150gms)
14. FISH FRY (SANKARA / PAARAI / NETHILI/VANJARAM)

**VEGETARIAN**

15. PANEER 65 (100gms)
16. PANEER BRIYANI (750gms,75 gms of paneer)
17. PANNER BUTTER MASALA(150 gms with considerable amount of paneer)
18. PANNER BHURJI
19. CHILLI PANEER (150gms)
20. VEG MANCHURIAN (150gms)
21. GOBI 65 (150gms)
22. GOBI MANCHURIAN (150gms)
23. CHILLI GOBI (150gms)

The Contractor shall use only branded raw materials and best quality for preparing the food. Brands of certain mess items are given below. The Catering Committee will check all materials brought to the mess as well as cooking practices. In the event of the quality of the food served being poor or not adhering to contractual conditions, the Catering Committee will be free to impose monetary fine as deemed fit on the contractor. Such fines imposed will be adjusted against the payments due to the contractor. The Institute shall pay only the approved daily rate per student for the entire contract period.

<b>MESS ITEM</b>	<b>BRAND</b>
Salt	Tata Salt, Annapurna, Nature fresh
Ketchup	Maggi, Kissan, Delmonte
Oil (Sunflower)	Sundrop, Goldrop, Goldwinner, KSBrand (use of Hydrogenated (vanaspati) and any Pomoline oil is prohibited)
Atta	Ashirvad, Pillsbury, Annapurna
Flavored fruit drinks	Rasna, Roohafza, Tang
Butter	Amul /Milkimist/Co-lite/Hutsun
Cornflakes	Kellogg's
Jam	Kisan /Trix/Lion/Priya
Tea	Brook bond, Lipton, Tata, 3 roses, Gemini
Coffee	Nescafe/Sunrise/Tata Grand
Rice	Ponni rice of any Good Brand
Bread	Iyengar/Muttupillai
Milk	Co-lite/Ammiyar/Arokya
Pickles	Priya/Ruchi/Iyengar
Paneer	Milki Mist/Amul/Hatsun
Ghee	Milki Mist/GRB /Hatsun
Ice Cream	Arun/Amul

**SPECIFICATIONS (Per Each item per person)**

1. Bread:4-slices
2. Banana: 1 per person(ripened)
3. Curd: The density must be more than1.75kg/litre
4. Raita: Curd quality as specified above along with finely chopped onion, cucumber and tomato.
5. Poori must be fried in refined oil and must have atleast 10cm diameter.
6. Masala Dosa should not be less than 20cm in diameter and must be thin.
7. Dosa Roast should not be less than 20cm in diameter and must be thin. The stuffing per dosa must be minimum 50gms.
8. Aloo Paratha must be **fully stuffed** and must be atleast 15cm in diameter.
9. Bread Omelet: One set of Bread Omelet must consist of two slices of bread and one egg Sandwich: Grilled Sandwich with vegetable stuffing and stuffing must not be less than75gms
10. Uthappam: It should not be less than 15cm india meter. Amount of onion and tomato must be at least 20gm per piece.
11. Salad:Must contain Onion, Tomato, Cucumber, and Carrot with minimum amount of 100gms perperson.
12. Chapathi/Phulka: Must be "Well baked" and should be of atleast 15cm diameter. Should be made from wheat flour.
13. Chicken: Atleast (150gmspiece) perperson. Gravy should have adequate is cosy and spice (neither too high orlow).
14. Palak paneer and paneer butter masala: A minimum quantity of **30gms** of paneer should be served per person.
15. All dal items: Must have minimum density of 1.4kg per litre.
16. Vegetable mix: A minimum quantity of total 75gm of all vegetables (inequal quantities) must be present in mixed vegetable curry
17. Cauliflower: A minimum quantity of 60gms of cauliflower must be present in Gobi Manchurian.
18. Ladies finger: A minimum quantity of 75gms of ladies finger must be present in all ladies

finger dishes.

19. Aloo mutter masala and gobimasala: A minimum quantity of 125gms (ingredients in equal quantities) must be present in it per serving.
20. Biryani: Basmati rice should be used for making biriyani. It must contain at least soya bean, carrot, beans, with minimum quantity of 75gms.
21. Samosa: Weight of each should not be less than 100gms
22. Veg cutlet: minimum 75gms per person.
23. Fish quantity must be 125gms
24. Rasmalai : minimum quantity of 50gms per person
25. RASAGULLA AND GULABJAMUN: minimum quantity of 50gms per person
26. LADDU: minimum quantity of 75gms per person
27. Sambar: pulses must be enough to have density more than 1.25kg/ litre.
28. Butter milk: 100 ml pieces
29. Rajma: equivalent to 75gms pulse per person along with viscous gravy.
30. Gobi Manchurian, channa masala: 100 gms per person.
31. Beetroot fry, baby corn fry: it must be 75gms per person.
32. Fruit custard: highly viscous and 75gms fruit per person. All the fruits added must be fresh and in equal quantities.

**The contractor may use any other approved brands only if permitted by the Catering Committee, in writing. In such case the contractor will submit two or three brands for each grocery item and the Catering Committee will select the brands for cooking.**

I/We agree to provide catering services as per the above menu

Place:

Signature of the tenderer with seal

Date:

### Annexure 3

## General Format for Performance certification to be obtained from Clients in respect of Ongoing Contracts in official letter head

(To be provided in official letter head separately sealed titled confidential)

Name of the client Organization:

Address:

Name and Designation of the Official furnishing this certification:

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

Period of the Contract and Number of dinners:

Daily Rate (Per Dinner Per day rate):

Is the menu provided Vegetarian or Non- Vegetarian:

Numerical—five marks being the maximum score

		1	2	3	4	5	Remarks/ Justification
1.	Is the service of the catering contractor is prompt/ punctual and as required by the Administration?						
2.	Are the kitchen workers are skillful and well mannered to the students/ dinners?						
3.	Is Compliance to Statutory obligations such as PF, ESI remittance by catering contract, prompt?						
4.	Were there any removals of any of the kitchen / mess staff on the ground of indiscipline, negligence, criminal charges, mishap etc.,						
5.	Quality of food served						
6.	Quantity of food served						
7.	Any record of accidents/ mishap						
8.	Health, hygiene and proper cleanliness and any service disruption						
9.	Any complaints from students/ dinners regarding poor service						
10	Whether the staff / Manager is proficient in their respective work						
11	Total Marks scored by the caterer						

Do you recommend this Caterer to our Institution:

Signature:

Name:

Designation:

Seal of the Organization:



**Annexure 4**  
**NEAR RELATIVE CERTIFICATE**  
**(To be given by ALL Directors/Bidders)**

I \_\_\_\_\_ S/o Sri \_\_\_\_\_ r/o \_\_\_\_\_

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

Date:

Signature:.....

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

In the capacity of .....

**Place:**

**Signature of the Bidder with Name & Seal**

**Date:**

**Name**

**Designation**

**Seal**

**NOTE:**

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