

INDIAN INSTITUTE OF INFORMATION TECHNOLOGY DHARWAD

3rd floor A Block, IT Park, Opp. Glass House, Hubli, 580029,

Dist. Dharwad, Karnataka, India

<https://www.iiitdwd.ac.in/>



**TENDER FOR SELECTION OF AGENCY FOR PROVIDING
CATERING SERVICES**

(Notification. Ref. No. IIITDWD/ESTB/NIT/2019/ 2752 Dated: 22/05/2019)

NOTICE INVITING TENDER

Notification. Ref. No. IIITDWD/ESTB/NIT/2019/ 2752

Dated: 22/05/2019

Sealed Tenders are invited under Two Bid systems (Part- I: Technical Bid and Part –II: Price Bid) from approved and eligible agencies having an average annual turnover of Rs. 1.00 Crore or more from Catering Services during the last two financial years for providing Catering Services to different hostels of the Institute. The Agencies must be holding valid licenses under Contract Labour (Regulation & Abolition) Act, 1970, Food Licence and must be registered with EPF, ESI, VAT, PAN and Service Tax.

Tender document can be downloaded from our website www.iiitdwd.ac.in. Tender carries a non-refundable tender fee of Rs. 1000/- (Rupees One Thousand only) to be paid through a Demand Draft drawn on any scheduled commercial bank in India in favour of “Registrar, IIIT Dharwad” payable at Dharwad.

Publication of Tender	22.05.2019
Processing Fee	Rs. 1,000/- in the form of DD (Non-Refundable Including GST)
Date of Pre-Bid Meeting:	03.06.2019 3:00PM at IIIT Dharwad, IT park, Hubli-580029
Last date to receiving the queries for pre-bid meeting	31/05/2019 via e-mail to ravibv@gmail.com or phone : 0836-2250879
Last date and time for submission of Tenders:	12/06/2019 3:00PM
Date & Time of Tender Opening (Technical bids):	12/06/2019 3:30PM
Opening of Financial Bid:	Date and Time will be intimated in due course of Time.
Earnest Money Deposit (EMD) (Non-Interest Bearing)	Rs. 2,50,000/- (Rupees two Lakhs fifty thousand only) to be submitted along with the Technical Bid in the form of a crossed Demand Draft/ Bank Guarantee drawn on any Nationalized / Scheduled Bank of India in favour of “The Warden, IIIT Dharwad” payable at Dharwad
Bids shall be addressed and sent to:	Registrar, IIIT Dharwad, 3 rd Floor, IT Park, Opp Glass House, Hubballi-580029

Sd/-
Registrar

SECTION-I

ELIGIBILITY CRITERIA FOR CATERERS

Sealed tenders are invited under Two Bid System (Part-I: Technical Bid and Part-II: Financial Bid) from approved and registered agencies meeting the following criteria: -

1. Must have provided Catering Services to reputed Government Organizations / Autonomous Bodies and Institutes like IITs, NITs, Central Universities and Private reputed Educational Universities for at least two years or more as on closing date of this Tender.
2. Must have Contract Labor License and Food License.
3. The Caterer must be a Proprietary/Partnership firm/Limited Company/Agency/Society legally constituted or registered under the relevant Act.
4. Must be registered with EPF, ESI, and such other Tax Authorities as Income Tax and Service Tax for which the agency has to submit necessary documents such as PAN, GST, EPF and ESI Registration etc.
5. Must have an annual turnover of Rs. 1.00 (One) Crore or more for each financial year only from Catering Services during the last two financial Years [2017-18 & 2018-19] in the books of Account and need to submit Audited Profit & Loss Accounts and Balance Sheet of the Caterer during last two years.
6. Caterer must have successfully carried out the catering services (preferably in Central Government/Central Autonomous educational institute / Private reputed Educational Universities) for 1 (One) similar completed work of more than 400 persons or 2 (two) similar completed works of more than 300 persons each or 2 (two) similar completed works of more than 200 persons each on its dining strength during the last 02 years ending as on the closing date of the tender. The “Organization” means the Government Organizations / autonomous bodies and institutes like IITs, NITs, Central Universities and Private reputed Educational Universities.
7. The Caterer must submit Customer Satisfactory Performance Report (CSPR) from same organizations for which experience certificate is being submitted (as mentioned in Clause No. 6) for the Financial Year in which they have provided the qualifying Catering Services. Such CSPR must be signed by the authorized signatory of the eligible organization concerned along with work order.
8. Complete details of clients of the Caterer must be enclosed with the Technical bid; Client(s) address, name of contact person with phone numbers must be listed in the enclosure. (Inspection committees will carry out surprise visits to establishments/ mess/ dining facilities run currently by the Caterers and their reports will form valuable input for the short-listing process).
9. The Caterer must submit an undertaking that the Catering Agency has not been blacklisted in any organization and no case is pending with the police or in court of law against their name.

SECTION-II

SCOPE OF WORK OF THE CATERER

1. The Caterer must provide following services:

- a. Cooking and serving meals at prescribed time and place.
- b. Procurement of raw material.
- c. Cooking and serving utensils as per need (stainless steel plates, snacks plates, cutleries, glasses for milk and water, water jugs)
- d. Cleaning of utensils, kitchen and serving items;
- e. Cleaning of cooking, dining and auxiliary areas;
- f. Security of the equipment, utensils and other items in the mess;
- g. Maintenance and repair of the equipment in the kitchen area;
- h. Maintenance of books, ledgers, other records related to running the mess.
- i. Deployment and supervision of required man power for the above-mentioned tasks.

The operational services **shall NOT INCLUDE** preparation of menu and any policy matter related to running the mess. All such decision will be the direct responsibility of the relevant executives of the Institute.

2. The Transit Hostels are running at 3 locations i.e. Nalanda Hostel (Boys), Vijaya Hostel (Boys), and two more locations nearby. There are around 350 students staying in these hostels. All the arrangements related to catering must be done by the caterer and undertaking must be submitted for the same. The caterer is required to provide the catering facility for the students at the above-mentioned places throughout the year:

NB:

1. The above-mentioned student numbers are tentative and prior information with respect to the number of students availing mess facility will be intimated if there are any changes.

2. During vacations number of students will decrease and will be intimated to the caterer. It is expected that there will be total around 50-60 students in all the hostels. Caterer needs to provide the food (same regular menu) to the students at the same agreed cost of regular mess. Out of these, any Hostel may be closed during summer vacation & winter vacation. Caterer must submit an undertaking to run the mess during vacation period.

3. Mess off for a minimum of 3 days or more at a stretch on account of whole meal will be available to the students only if the concerned student takes the approval from the Head of the Department or faculty Mentor in writing which has to be submitted to the caretaker of the hostel at least 03 (three) days in advance. In this regard, the caterer will get establishment charges of 15 % of the total meal cost per day per student registered for the leave.

4. The contractor needs to provide mess facility in the upcoming Hostels at the same rate.

GENERAL INSTRUCTIONS

1. Pre-Bid Meeting:

A pre-bid meeting will be held on 03.06.2019 at 3.00 PM at IIIT Dharwad, IT park, Hubli-580029 for seeking clarification on the tender conditions if any. Participation in the Pre-Bid Meeting is voluntary. Only one authorized person is allowed to participate in it.

2. PREPARATION OF BIDS

- i. The Caterer shall, on or before the date given in the Notice Inviting Tender, submit his bid in sealed envelopes clearly marked with the name of the Tender.
- ii. One copy of the Tender document and Agenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same.
- iii. Caterers are required to submit quote of rates for in their Financial Bid for providing catering services at all the places mentioned under section-II.

3. SUBMISSION OF BIDS

The Caterer shall submit its offer in three separate envelopes i.e.:

- a. EMD & Tender Fees
- b. Technical Bid
- c. Financial Bid
- d. All the above three envelopes must be sealed, stamped and put in a bigger envelop duly sealed and super-scribed as “Tender for Catering Services for IIIT Dharwad” and must be sent to the following address: Registrar, IIIT Dharwad, IT park, Hubli, Karnataka-580029

4. EVALUATION CRITERIA FOR TECHNICAL BID:-

- (i) Institute shall evaluate the technical bids to determine, whether these qualify the essential eligibility criteria from Sl. No. 1 to 9, whether the Caterer(s) have submitted the EMD & Tender Fee, whether all the required documents have been properly signed & stamped, whether all the documents as mentioned / or required to be submitted with technical bid are submitted and whether bids are complete and are generally in order.
- (ii) After evaluation of technical bids, a list of the qualifying Caterer shall be made. Technically qualified Caterer(s) shall be informed for the date, time and place of opening of financial bids and they may depute their representative/s to attend the opening of financial bids on the scheduled date & time.

5. EVALUATION CRITERIA FOR FINANCIAL BID: -

- **The selection of Caterers shall be made on the basis of quoted lowest price in the range decided by the hostel committee.**
- Further, 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. Institute reserves the right of applying the price fixed through this tender for any subsequent requirements of similar nature elsewhere.
- **The committee may finalize a minimum rate for the required menu before opening of price bid and any quoted value below the minimum rate (including taxes) may not be considered for evaluation. The decision of the Institute in this regard shall be final and binding.**
- If during tender evaluation, if more than two bidder quotes the same price which becomes the lowest (L1), then the Institute shall give preference to the Agency having more experience and higher turnover.
- **The details about the scope of work and the sample menu are specified in Annexure - VII. All the Caterers must have to follow the same.**
- **For extra items if the rate quoted by the selected caterer will not found as lowest, then the average of rates quoted by all eligible caterers will be fixed as the final rate for extra items.**
- Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.
- **The rates fixed through this tender are inclusive of all taxes, duties, and levies etc. imposed by the State/Central Government and Local bodies as on the dates of award of the work. The bidder must have mentioned the taxes separately in the financial bid. However, if any new tax, duty or levy is imposed or enhanced by the government/ Local Bodies subsequent to the award of work, the same shall be reimbursed on production of proof of payment.**
- **The aforementioned rates shall be in force for the entire period of contract and shall not be revised under any circumstances.**
- Bank Mandate form as per the format at Annexure - V is required to be submitted.

6. ACCOUNTING AND PAYMENT:

The daily rate quoted by the caterer shall include the following costs (both, capital and operational):

- a) wages for all relevant human resources,
- b) fuel,
- c) all general provisions, vegetables, fruits and milk of good quality,
- d) logistics – transportation, loading and unloading, and storage,
- e) utilities (water etc.) usage beyond permissible limits,
- f) license fee/rent for use of space and infrastructure facilities,
- g) waste disposal charges and other cost heads specified by the Hostel Management.

The mess committee in each hostel will review the service performance of the caterers through regular inspection visits and meetings scheduled on 27th of every month in accordance to the

Annexure-VIII. It is mandatory that all caterers (or their official designate) should attend these meetings without fail. Based on the feedback of the students and the officer-in-charge of the mess/dining facility sent to Warden Council, using the scheduled format as given in Annexure VIII, the applicable non-compliance charges shall be levied upon the caterer. Appropriate penalty clause will also be invoked for non-compliance of quality of service of the contract. Manpower, in each category with different uniform should be made available. If the staff appointed by the caterer is not found in uniform, Hostel Management has the right to impose penalty. At any point of time, if the hostel management found the appointed manpower by the caterer is insufficient to address catering needs, hostel management has right to employ temporary staff whose labor charges will be borne by the caterer. The Hostel Management will release 90% of the payment as per the approved list by 10th of the month of operation. The balance payment, after adjusting all dues will be released within 30 days from the date of submission of the claim bill by the caterer. Students whose mess rebate has been admitted and approved by the Hostel Management will be accordingly adjusted in the bill.

7. COST OF BID: The Caterer shall bear all costs associated with the preparation and submission of his bid and the Institute will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

8. VISIT TO THE INSTITUTE: It shall be deemed that the Caterer has undertaken a visit to the Institute and is aware of the operational conditions prior to the submission of the bid. The cost of such visit shall be borne by the Caterer.

9. CLARIFICATION OF TENDER DOCUMENT

A) The Caterer shall check all the pages of each and every document against page number given in indices and, in the event of discovery of any discrepancy or missing pages the Caterer shall IIT Dharwad in writing.

B) The Tender document comprises of:

- a. Notice of Invitation of Tender
- b. Eligibility Criteria & Scope of Work for all locations.
- c. General Instructions
- d. Terms and Conditions of the Contract
- e. Technical Bid -Caterers Profile (Annexure - I)
- f. Check List for Technical Bid (Annexure - II)
- g. Financial Bid (Annexure - III)
- h. Form of Undertaking (Annexure - IV)
- i. Bank Mandate Form (Annexure - V)
- j. Required Minimum Staff Engaged (Annexure - VI)
- k. Sample Menu (Annexure - VII)
- l. Model Feedback form for evaluation (Annexure - VIII)

C) The Caterer is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to do so on part of the Caterer and failing to furnish all information

required by the Tender document or submission of a tender not substantially responsive to the requirements detailed in the Tender document in every respect will be at the Caterer's risk and may result in rejection of his/her bid.

D) The Caterer shall not make or cause to be made any alteration, over-writing, erasure or obliteration to the text of the Tender document.

10. Conditional bids/offers will be summarily rejected.

11. BID SECURITY/EMD (Non-Interest Bearing):

I. The Caterer shall deposit Bid Security (**Earnest Money Deposit**) for an amount of **Rs.2.5 lakh by a Bank Draft issued by a Scheduled Bank in favor of "The Registrar, IIT Dharwad" and payable at Dharwad** or through Bank Guarantee of the equivalent amount from Nationalized or Scheduled Bank valid till 180 days along with the Tender document (Technical Bid). Bid securities of the unsuccessful Caterers will be returned to them within 30 days from the date of award of contract. **Any Tender not accompanied by Bid Security shall be rejected.**

II. Bid security of the successful Caterer may be adjusted against the Performance Security and the remaining amount, if any, shall be collected from the successful Caterer separately in form of an additional BG/DD.

III. Bid Security shall be forfeited if the Caterer withdraws the bid during the period of Tender validity and evaluation process.

IV. Bid Security shall be forfeited if the successful Caterer refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time specified by the Institute.

12. VALIDITY OF BID: 180 days from the date of opening of Technical bid.

13. LATE AND DELAYED TENDERS: Bids complete in all respect must be received in the Institute at the address specified above not later than the date and time of receipt stipulated in the NOTICE. However, the Institute reserves the right to extend the last date of submission of bids.

14. BID OPENING:

I. The authorized representatives of the Institute will open the Technical Bids in presence of the Caterers or their **duly authorized** representative at the specified place and time as mentioned in the NOTICE. In absence of authorization by Agency, the Representative shall not be allowed **to participate**.

II. All supporting documents in respect of the Bid by an Agency must be submitted duly attested by the authorized person only and all original documents (issued by relevant

Authorities) have to be produced for verification on the date and time of opening the tender. Those who fail to produce the original documents on the day of opening the technical bid, must produce the same on the day of opening the price bid, i.e., prior to opening of the price bid, without which the bid shall not be considered. The Institute shall verify all the originals of the documents submitted along with bid.

III. The bid of any Caterer who has not complied with one or more of the prescribed terms and conditions will be summarily rejected.

IV. Financial bids of the technically qualified Caterers shall only be opened and considered for evaluation in the presence of qualified Caterers with prior intimation. Prior information shall be given by the Institute to the concerned Agency to be present or depute its duly authorized Representative.

15. RIGHT TO ACCEPT AND TO REJECT ANY OR ALL BIDS

The Institute is not bound to accept the lowest bid or any bid and may at any time by giving notice in writing to the caterers terminate the tendering process.

The Institute may terminate the contract if it is found that the Caterer is black-listed on previous occasions by the any of the Institutes/Local Bodies/Municipalities/Public Sector Undertakings, etc.

The Institute may also terminate the contract in the event the successful Caterer fails to furnish the Performance Security or fails to execute the work-order.

16. PERFORMANCE SECURITY (PS) (Non-Interest Bearing):

The successful Caterer shall be required to furnish a Performance Security (PS) within **30 days** of receipt of 'Letter of Intent' for an amount of Rupees **Ten Lakhs or an amount equivalent to one month's Bill whichever is higher** in the form of DD in favor of **"The Registrar, IIIT Dharwad"** and payable at Dharwad or Bank Guarantee from a Scheduled Bank in the form as at Annexure -IV. The Performance Security shall remain valid for a period of **sixty days beyond** the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the Caterer accordingly.

17. Failure of the successful Caterer to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

18. Penalty for withdrawal of services before the period of contract

a) Caterer will not be permitted to participate and catering tender in IIIT Dharwad for a minimum period of 5 years.

b) Forfeiture of PBG deposit in addition to penalty imposed by committee of wardens.

TERMS AND CONDITIONS OF THE CONTRACT

1. The contract shall be awarded initially for **11 Months**. It can be further extended subject to the satisfactory performance. The caterer will provide catering service at the same lowest and accepted price which will be approved through tendering.
2. Caterer will be evaluated at the end of every month on the basis of the guidelines and rules detailed in this document and in the leave and license agreement. If the caterer fails to meet the expectation and promises made for three months after starting catering service, then the leave and license agreement can be cancelled.
3. Breakfast, Lunch, Snacks and Dinner have to be served as per the menu, sample menus have been furnished in Annexure - VII.

Note on the Menu:

- a. **The Caterer will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals and will be delivered in the student's room.**
- b. **For residents observing fasts, the Caterer will provide the substitute items in lieu of the regular meal.**
- c. **The Caterer will not serve any item whose rates have not been approved by the competent authority beforehand.**
- d. **The caterer must make provision of a separate counter for providing extra items. For all the extra items, payment collection will be directly from students and will be done electronically (no cash collection).**

4. Dinning Timings

Breakfast	07:00 - 08:00 am	Monday to Friday
	08:00 - 9.00 am	Holidays, Saturday and Sunday
Lunch	12:00 - 14:30	all days
Tea/Snacks	17.30 - 18:00	all days
Dinner	20:00 - 21:30	all days

[Note: The above schedule is subject to change by the order of Component Authority.]

6. Type of service: Self-service with minimum of one counter for every 200 students or part thereof. For physically disabled persons there must be a provision for serving on the table.

7. A sample of daily meals are specified in **Annexure - VII**.
8. Institute shall provide the following:
 - a) Sufficient area for cooking and storage.
 - b) Water for cooking, washing and cleaning at prevailing rates on the basis of metered consumption.
 - c) Drinking water supply.
 - d) Electricity for the exclusive purpose of running the dining facilities at prevailing rates on the basis of metered consumption or as per decision of the Institute.

The caterer needs to pay fee license fee of Rs. 20/- per student per month towards infrastructure (Kitchen and dining area).

Every effort must be exercised by the Caterer to minimize electricity and water usage. In case if there is no meter connection, the Caterer has to Pay Rs.20/- per student per month towards electricity. In the event of the provision of meter connection, the Caterer needs to pay electricity bill as per meter charges for the electricity to be consumed in Kitchen and dining area and Rs. 10/- per students for water charges.

9. Procurement of the following items is the responsibility of the Caterer with the approval of the competent authority:

- a) Branded provisions, Ice cream, butter, Jam and milk b) Fresh quality vegetables and fruits
- c) Cooking gas
- d) The Caterer has to make their own arrangements for procuring utensils, gadgets, equipment etc. to run the system efficiently. Institute will only provide Stove Burner, Tawa, Vertical Refrigerating unit, Horizontal Banmary, Atta Mixture Machine.
- e) Caterer shall not use any colors/chemicals while preparing food or store them in the mess premises.

The Caterer shall use only branded raw materials and best quality resources within expiry period for preparing food. The Caterer shall submit at least three brands for each item and the Institute shall approve the brands for cooking after its inspection. Institute reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list.

Quality of ingredients and other items:

The ingredients used must be of reputed brands (or any other brand approved by the competent authority / Students Mess Committee), some of which have been listed below:

- a) Butter (no margarine) will be of Amul /Britannia/ Standard reputed brand.
- b) Jam will be of Kissan /Tops/Weikfield/ Standard reputed brand.
- c) Oil will be of sunflower oil: Dhara / Sundrop /Saffola/ Priya/ Nature Fresh/ Fortune/Patanjali/ Standard reputed brand.
- d) Oil (Mustard): Dhara/Fortune/ Nature Fresh//Patanjali/ Standard reputed brand.
- e) Rice will be of good quality long grain thin.
- f) Wheat flour Atta must be of Ashirwad/Pilsbury/Annapurna/Rishta/Patanjali/ Standard reputed brand.
- g) Coffee will be of Nescafe/Bru/ Standard reputed brand.
- h) Tea must be of Brook bond/Tata/Lipton/ Standard reputed brand.
- i) Milk will be of toned milk of Krishna/Amul/Nandini/Arogya/ Standard reputed brand (No addition of water).
- j) Pickles will be of Tops/ Priya / MTR/ Standard reputed brand.
- k) Salt will be Tata iodized/Annapurna for all purposes/ Standard reputed brand.
- l) Masalas will be of either MDH/Everest/Ruchi/ Standard reputed brand.
- m) Papad will be of good quality/ Standard reputed brand,
- n) Ghee will be of Amul/ Nandini/GRB/Mother Dairy/Britania/Patanjali/ Standard reputed brand.
- o) Bread will be of Diamond/Modern/Paris Bakery/Britania/ Standard reputed brand,
- p) Sauce/ketchup will be of: Maggi/Kissan/MTR/ Standard reputed brand.
- q) Ice cream will be of Amul/Kwality/Hangyo/Arun/ Standard reputed brand.
- r) Paneer will be of Amul/Britania/Mother Dairy/ Standard reputed brand.
- s) Noodles will be of Top ramen/Yippee/knor/ Standard reputed brand r.
- t) For Biryani India Gate long grain Basmati Rice to be used/ Standard reputed brand.
- u) Pasta: Maggi/ Sunfest/ Disano/ Weikfield/Yippee/ Standard reputed brand.
- v) Fryums: Standard reputed brand.

Note: Above in the mentioned brands, it is up to Student's committee to decide which particular brand to be used. Any other brand for any of the above items, in case of non-availability of the mentioned brands will be mutually decided by the Mess Committee and the Caterer and approved by the competent authority. Materials found in the store room other than the approved branded item will be sealed and lead to penalty as decided by mess committee, approved by competent authority. **All decisions on brand of items, menu will be done by students' mess committee, which will be verified by competent authority.**

The vegetables to be used should be of fresh and good quality. Any rotten vegetables must be discarded immediately if found. The potato to be used in any item, if and only if it is

mentioned in the menu, otherwise use of potato in any of the menu item without prior permission from mess committee will lead to penalty. **In any case, no item should contain more than 20% potato by weight, except the only potato-based items. Peeling of potato is mandatory before using it in the menu. The curry to be gravy type or dry type to be decided by Hall Management. Unless otherwise specified it will be semi gravy to dry type. The vegetable items should not contain unnecessary water content unless there is a requirement.**

11. The Caterer should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from own resources.

□□□□□ The Caterer will have to use their own gas cylinder (**only commercial cylinder**) for cooking as well as utensils including plates, glasses, tumblers spoons etc. for serving food.

All the equipment brought by the Caterer into the Mess premises must be registered with the hostel office.

12. Following shall be the responsibilities of the Caterer regarding hygiene and cleanliness:

- a. **Personal hygiene** (it includes personal cleanliness of mess worked, General health and fitness and clothing in the kitchen, cleanness of their staff rooms)
- b. **Kitchen hygiene** (it includes work area hygiene and equipment hygiene)
- c. **Food hygiene**
- d. **Food Service area hygiene**
- e. **Waste disposal and dish wash area hygiene**

Hygienic Standards in Mess to be maintained by the Caterer:

a. The food has to be prepared in clean, hygienic and safe conditions. The food served in the mess should follow food safety and Standard rules Act and rule as prescribed by Food Safety and Standards Authority of India.

b. The workers should have worked in large canteens, hotels, messes for a period of two years and should have the knowledge and aptitude of preparing food both vegetarian and non-vegetarian under proper hygienic condition.

c. The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and moped, after every meal (breakfast, lunch, snacks and dinner) and will be disinfected and periodic fumigation and as when required.

d. The garbage collected from the kitchen, dining halls, dish wash area will be disposed daily. The surroundings shall be kept clean and hygienic.

e. High quality of hygiene, sanitation and safety will be maintained at kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily. The drain carrying utensil wash water, **must be cleaned by the caterer** at least once in a week.

f. After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and hot water and should be available for use for cooking the next meal. The cleaning material supplied should be of quality approved.

g. Dining hall should be washed with water and soap solution and mopped, after every meal.

h. Kitchen to be kept clean always and should be washed after cooking every meal with water and soap solution.

i. All the cooking burners/stoves, tawa, potato peeler, vegetable cutter, dove maker, grinders need to be cleaned once in a week. Fans, Water Coolers and purifier should be cleaned and maintained as per the instructions by the authority.

Minor maintenances job such as replacement of light bulbs, tube lights etc. are the responsibility of the catering Caterer. Major civil and electrical work will be attended to by the Institute.

The Caterer will be responsible for cleaning of the kitchen and the dining area, including the wash basins and the dustbins for maintaining proper hygiene. In case cleaning of kitchen and dining are not found suitable, Institute has every right to clean that area and cost for the same will be deducted from the mess bill. Caterer is completely responsible for buying and maintaining dustbins. The Caterer will also provide branded liquid soap for the wash basin else hostel office will supply the same and the cost will be deducted from the mess bill.

The workers must wear necessary Clean Uniforms, hand gloves and caps/hair net in the kitchen and service areas.

Disposal of waste generated every day from kitchen and dining area is caterer's responsibility.

Caterer's performance will be evaluated at any time during each month on a variety of factors including quality and quantity of food, cleanliness and hygiene, service quality and punctuality. Non-compliance with menu and serving unhygienic food can result in instant monetary fine/termination of contract.

14. The rates stipulated in the contract will hold good for period of validity of contract.

15. The food cooked in the dining facility shall not be served in other places inside/ outside the campus. The Caterer shall not serve food cooked outside the dining facility. Raw material stored in the Mess should be for the exclusive use for the student dining facilities in the Institute campus only.

16. When circumstances warrant, the Caterer shall cater for additional number of students/staff members, as requested by the Institute at short notice.

17. The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.

18. On expiry/termination of the license, the Caterer shall vacate the licensed premises.

All fixtures, furniture etc. which are Institute properties should be handed over to the Institute in good and tenable conditions as it has been handed over to the Caterer at the time of occupation of the dining facility else appropriate fine will be charged on the caterer. Cost of repair charges for mishandling and willful damage will be deducted from the caution deposit.

19. The Caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the competent authorities.

20. The selected Caterer shall start the dining facility from the date informed by the hostel management.

21. The Caterer shall ensure mess arrangement during summer/winter vacations when total number of students may be reduced (it may be even less than 50). During Institute vacation periods, the Institute may decide to reduce the strength of each mess or to close the dining facilities totally. During summer/winter vacations caterer will not be given any establishment charge and the caterer needs to provide food (same regular menu) at the regular cost decided in the tender.

22. **The workers engaged by the Caterer:**

a. Minimum staff strength per shift in each category shall be as per **Annexure - VI**. There are two shifts in a day which covers morning Breakfast and Lunch in the first shift while Tiffin and Dinner comes in the second shift. Based on the requirements, the Institute reserves the right to order for increasing the staff strength in case of unsatisfactory service/performance.

b. Shall not act in any way detrimental the interest of the Institute.

c. Are not employees of the Institute and shall not have any claim whatsoever on the Institute.

d. 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 be neat and clean and

should always use hand gloves, caps and aprons 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.

e. The Caterer shall provide ID Cards to the staff. It will be verified and certified by the Institute Security Officers.

f. Have to follow the security instructions as directed by the Security Officer of the Institute.

g. They shall not participate in any strike or protest in any form.

h. The mess workers have to arrange their own accommodation outside the premises and cannot use the any premises of hostel for lodging purpose during night.

i. All mess workers are required to do their duty maintaining hygienic, cleaning and safety.

j. The list of workers profile has to be submitted to hostel Office for approval and should be employed only on the approval by the Competent Authority.

k. The caterer must take safety measures for the workers working under him. It is the total responsibility of the caterer if anything happens at the time of working hour within the premises.

23. Employment of child labor defined as per relevant labor laws is strictly prohibited.

The Caterer will provide the details of their employee and maintain a register with name, age and address of all the employees working at a given time at the site office and inform the same to Institute. The Caterer shall report any changes in the employees to the Institute. The Caterer shall arrange security pass to all his employees from security section of the Institute. **For girls hostels the caterer must employ only female staffs for serving and cleaning. For cooking also, female staffs shall be preferred.**

24. Necessary permission in writing should be obtained by the Caterer for overnight stay of their workers in the campus.

25. The manpower working for the Caterer should wear uniform and display their name badges.

26. The Caterer shall be responsible for the proper conduct and behavior of the workers engaged for them.

27. Institute is a “**NO SMOKING ZONE**”. The Caterer should ensure that the personnel engaged DO NOT SMOKE while working. The Caterer shall ensure that personnel do not indulge in drinking alcohol or any other intoxicants and are not under the influence

of alcohol or other intoxicants while performing their duties in the Institute. The Caterer shall ensure that such personnel shall not indulge in any sort of “Gambling” inside the Institute campus. Smoking, consumption/distribution of alcohol, use of gutka by the employees, defacing of premises is strictly prohibited in the hostel. In case of any mess work found under influence of alcohol, a fine of Rs. 10000/- will be imposed on the first instance to caterer and it will be tripled for second instance and will lead to penalty as decided by the Institute on caterer.

28. The Caterer should ensure that all employees are free of communicable diseases.

Medical Certificates to this effect should be available for inspection by the authorities.

29. All expenses related to the functioning of the employees engaged by the Caterer shall be in the scope of the Caterer.

30. The Caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of India and Government of Karnataka norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities. The Caterer needs to produce the proof of previous month payment of wages, EPF, ESI and other statutory dues to his workers along with the mess bill.

The Caterer has to display detailed item wise next month menu (including extras) by 20th of the month for the students to choose the menu of their choice in the next month.

31. Periodic cleaning of fixtures (including lights, fans and other kitchen equipment) shall be carried out by the Caterer maintaining the record which will be checked by the Institute.

32. Caterer must make his own arrangements for house-keeping of the dining and kitchen area allotted to him. The kitchen, washing area and stores shall be maintained neat and clean at all time.

33. Waste disposal is the responsibility of the Caterer. Caterer under no circumstances shall dispose plastic and food waste into the drainage.

34. While accepting the offer, the Caterer has to execute an undertaking accepting the terms and conditions for running the dining facility. The contract can be terminated by either side with a notice of two months.

35. In case of any conferences, short term course etc. organized by the institute the Caterer must provide the same daily meal at the same quoted rate in the same dining area. If the dining area is other than the hostel mess, towards arrangement of dining facility a maximum additional 20% (subject to negotiation) of the food charges will be paid as the handling charges.

37. Institute will decide the charges of guest meal in consultation with the Caterer and it must not exceed additional 20% of the actual meal cost.

GENERAL TERMS & CONDITIONS

1. If at any stage the involvement of the Caterer in any uncalled-for activity is found, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the license is liable to be terminated by the Competent Authority by giving one month's notice. In case Caterer wants to terminate the contract, he/ she has to give minimum two months' notice.
2. The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Competent Authority.
3. No person with any offensive police record will be allowed to work in the Hostel Mess.
4. Safety measures are to be provided by the Caterer himself/ themselves.
5. The Institute shall not be the party in case any dispute takes place between the Services provider and his employees. The Caterer shall be fully responsible for their employees.
6. Only residents of the hostel, staff and authorized guests will be allowed to dine in the mess.
7. All items will be cooked in the Kitchen of the hostel. No cooked item, except some snacks identified beforehand, will be brought from outside.
8. On special occasions, the menu will be identified by the Mess Committee and the rates for the same will be approved by the Warden before the actual event. The payment for special meal will be made as per the approved rates after deducting the rates of the corresponding regular meal.
9. The Caterer should submit all necessary statutory documents at the time of releasing payment in compliance of the minimum wages, EPF and ESI.
10. The Caterer should register himself with the Regional Labor Commissioner (Central), Bhubaneswar as a Caterer under the Contract Labor Regulation Act and obtain a Labor License and complete all required formalities.
11. The Caterer should ensure that the payment is made to the laborers as per minimum wages act to the satisfaction of the Caterer.
12. Mess off for a minimum of 3 days or more at a stretch on account of whole meal will be available to the students only if the concerned student takes the approval from the Head of the Department or faculty Mentor in writing which has to be submitted to the caretaker of the hostel at least 03 (three) days in advance. In this regard, the caterer will get establishment charges of 15 % of the total meal cost per day per student registered for the leave.

13. Minimum penalties for violation of rules, terms and conditions (it will be imposed by the mess committee verified by warden's and competent authority):-

Non-availability of complaint register on the counter / discouraging students from registering complaints	Rs . 5,000/-
Changes in menu without permission of mess committee	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. 5,000/-
Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 10,000/-
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	Rs. 1,00,000/-
If mess timings mentioned in the tender or decided with the respective council have not been followed	Rs 5,000/-
If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast	Rs. 5,000/-
If the quality of milk is not found up to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by council.	Rs 5,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs. 5,000/-
Failure to maintain a proper health checkup of the workers	Rs. 5,000 /-
Using brands not mentioned in the contract without prior permission and Adulteration	Rs. 10,000/-
Any tampering with gas cylinders / gas pipelines	Rs. 10,000/-
Fine on any discrepancy (personal hygiene of workers, kitchen area, dining area etc)	Rs. 5000/-
If any item in which prior permission for used of potato has not been taken and potato is found to be used	Rs. 5000/-
If quantity of potato in any item exceeds 20% by its weight	Rs. 5000/-

The caterer will be fined in case of violation of the following rules. As and when mess committee proposes a fine it will inform the representative of the Caterer or mess manager and fine will be imposed with consent of the warden.

Please Note:

1. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.
2. Major civil and electrical works will be attended by IIIT Dharwad.
3. At present, most of kitchen items should be bought by the caterer. In future, Institute may provide some of the kitchen items. Upkeep of all items provided by the IIIT Dharwad / Hostel will be the sole responsibility of the caterer.

4. The Hostels which are clubbed together may have different mess menus within the general structure.
5. No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract.
6. Any kind of misbehaviour of the students should be brought to the notice of institute authority.
7. If any incident of food poisoning occurs after consuming mess food, Criminal case will be lodged against the contractor and the medical expenses shall be the responsibility of the contractor.
8. Contractor must strictly adhere to the **Mess Menu** as decided by the institute; Slight changes can be made with the proper permission from competent authority.
9. The Mess Contract Committee recommends the following additional instruction for the mess contractors for smooth operation of hostel functioning:-
 - a) Lunch shall be supplied to the institute cafeteria on all working days.
 - b) Lunch on Saturday and Sunday shall be served to the hostel.
 - c) Breakfast, Hi-tea and Dinner shall be served to the hostel.

Rules pertaining to food:

1. Adequate Salad will be provided during lunch and dinner. It will comprise of lemon, green chillies, tomato, cucumbers, beetroots, carrots and radish. The choice of salads is completely with the Mess council irrespective of their rates in the market.
2. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal. E.g. if the council requires that onion or potato should not be mixed to an item, then it should be strictly followed.
3. Seasonal drinks must be served in the mess as per requirement given by the mess committee without extra cost.
4. Raita to be served when dishes like Biryani is served. Plain rice has to be served in addition when there is biryani or pulao.
5. Ketchup, Butter, Jam (of mention brands), Curd and Chutney has to be provided along with all dishes which need them and as decided in the menu.
6. Food should be served and maintained warm at all times.
7. Paper napkin should be provided when fried food is served. Butter paper should be used to keep the fried items.

8. No use of Dalda / Vanaspati Ghee is allowed unless council explicitly gives written consent for the same, with approval from the Warden.
9. Different quality of rice should be used for Biryani and normal rice. Long grain and thin rice should be there during normal meal and for special dinner / lunch, biryani branded basmati rice should be used.
10. Cleanliness of the dining area to be maintained by the caterer at all times.
11. Curd to be served with Parathas at all times.
12. 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.
13. The use of monosodium glutamate (ajinomoto) is strictly prohibited.
14. A sufficient number of counters, as decided by the Mess Council, should be operational.
15. No mess worker should stay/sleep in the mess during night time after 10:30/11:00 PM except when midnight snacks is requested by the council.
16. A list of management or supervisory position must be given by the caterer to the mess council, which states the name of person whom the mess council should contact for particular issue in the mess. This list should be maintained formally and given to mess council. Any changes in these positions should be told beforehand, unless there is an emergency.
17. Food wastage should be weighed daily for all meals and should be displayed in the mess. The surplus mess food from each meal could be distributed to the workers of the hostel as decided by the hostel council.
18. Caterer should use fresheners regularly in mess dining, kitchen and washing area to avoid foul smell.
19. Disposable Glasses and plates, spoons or any other disposable items, as instructed by mess council, should be provided to students at no extra cost at the time of breakfast and Tiffin.
20. No stale (not fresh, items used in a meal) items should be found in mess after 36 hours of it preparation else fine will be imposed as decided by mess council & Warden.

TECHNICAL BID**CATERERS PROFILE FOR PROVIDING CATERING SERVICES**

Due Date for Tender:

Opening Date & Time:

Sl.No.	Description	Information	
1a	Name of the Caterer/Agency		
	Complete Address		
	Phone No.	E-mail ID	
1b	Contact Person / Representative of firm Name		
	Designation		
	Phone	Mobile Phone:	
1c	Type of Organization <i>(Whether proprietorship, partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non-individual, certified copy of a Partnership deed/ Certificate of Incorporation/ Certificate of Registration issued by the Registrar of Cooperative Societies/as the case may be enclosed)</i>		
1d	Name of the Proprietor, Partners/ Directors of the applicant with addresses and phone numbers		
2a	License No:	Registration No & Date:	
	PAN:	GST No:	
	ESI:	EPF :	
	(Enclose copies of above)		

2b	Proof for payment of income tax and service tax (last three years) (copy of income tax and service tax payments to be enclosed)			
3	Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided (If Yes, copy to be enclosed)			
4	Caterers Solveny (Capital Employed) Rs. (in lakhs) (Solveny certificate for an amount not less than Rs.10.00 Lakhs should be enclosed)			
5	Turnover per annum Rs. (in Lakhs) Authenticated copy of audited Statement of Accounts/Balance sheet for the last three years should be enclosed (In case the work was executed for private firm / persons, TDS certificate should be submitted)			
8	Litigations, if any, connected with Catering Work			Yes/ No (if yes, details to be furnished)
9	Any other information , tenderer wishes to provide in support of their credentials			Details , if any, to be furnished
10	List of similar work executed during the last 3 years for institutional/commercial complexes.			
	Sl. No	Location of the work & Name of Organization	Contract Amount (Rs.)	Contract Period
				Name & Contact No. of the client
11	List of works in hand of institutional/commercial complexes:			
	Sl. No	Location of the work & Name of Organization and description of work	Contract Amount (Rs.)	Date of award of contract
				Name & Contact No. of the client. (supportive documents from the organization)

Notes:

1. **Authenticated certificates, testimonials & proof of experience to be produced in support.**
2. Each page of the Tender document to be signed by authorized company representative with date and company's stamp.
3. All the documents enclosed should be arranged and submitted in the same serial order as they appear on the Technical Bid.
4. Information has to be filled up specifically in this format.
5. Information shall be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same shall be given separately in supplementary sheet.
6. All information provided are to be supported with documentary evidences.

Applicant not providing details or with insufficient details shall be rejected.

ANNEXURE-II

Check list for Technical Bid

Sl.No.	Documents asked for	Yes/No	If Yes Page No.:
1.	Bank Draft of ₹ 1,000/- Tender Fee		
2.	Bank Draft / Bank Guarantee for ₹2.5 lakh EMD		
3.	Undertaking of Truthfulness of Tender Participation (as per format prescribed in Annexure-IV)		
4.	Undertaking to the effect that the firm has not been Blacklisted and no pending cases - duly notarised.		
5.	Valid PAN card issued by the Income Tax Department with copy of Income-Tax Returns of the last financial year.		
6.	Valid GST Registration Certificate		
7.	Valid Registration Certificate of the firm/agency.		
8.	Valid Licence under Contract Labour (R&A) Act 1970.		
9.	Valid Provident Fund Registration Number.		
10.	Valid ESI Registration Certificates		
11.	Proof of 5 years experiences as per the eligibility criteria		
12.	Customer satisfactory performance certificates / Work Completion Report as per eligibility criteria.		
13.	Annual Turnover as per the eligibility criteria Financial Year 2017-18 Financial Year 2018-19		
14.	Valid food license		
15.	Caterers Profile as per Annexure - I		
16.	A signed & stamped copy of Tender document to be submitted as token of acceptance of our terms & conditions		
17.	Bank Mandate Form as per Annexure-V		

Note: Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided. Non submission of any of the above documents may lead to rejection of the bid.

(Signature of the Caterer)

Name and Address (with seal)

FINANCIAL BID

TENDER FOR CATERING SERVICES

TO BE PUT IN A SEPARATE SEALED ENVELOP

I / we have inspected the Hostel, IIIT Dharwad the details given in tender document and assessed the scope of works thoroughly and have also gone through the tender documents and understood the terms & conditions stipulated therein before quoting the rates hereunder.

(a) Menu Items

Meals	Cost in Rs.
Breakfast	
Lunch	
Snacks	
Diner	
Total	

NB: All rates are inclusive of taxes

DECLARATION

1. We have gone through the terms & conditions stipulated in the tender document and confirm to abide by the same.
2. I/We'll maintain the quality and quantity for items as mentioned in the tender document.
3. I / We undertake that the payment to the employees will be made as per rates prescribed by Central Govt. of India from time to time under Minimum Wages Act and applicable statutory payments on account of EPF & ESI.

No other charges would be payable by Institute.

(Signature of the bidder)

Name and Address (with seal)

UNDERTAKING

(TO BE TYPED ON A LETTER HEAD OF THE CATERING AGENCY)

The Registrar,
IIIT Dharwad,
IT Park, 3rd Floor, Hubli-580029
Karnataka

Subject: Submission of undertaking for providing Catering Services in IIIT
Dharwad vide tender notification No..... dated

Dear Sir,

We, the undersigned, are submitting our bid for providing Catering services in your Institute in accordance with your Tender Enquiry No.:..... dated

We hereby declare that all the information and statements made in this bid are true and we accept that any misinterpretation or false information /documentation contained in it may lead to our disqualification.

We accept all the terms and conditions of this tender document and we are not deviating from your terms and conditions. Our bid is binding upon us. We understand that IIIT Dharwad is not bound to accept any bid.

Yours sincerely,
Authorized Signature [*In full and initials*]

Name and Title of Signatory: _____

Name of Caterer: _____

Address: _____

Telephone (Office): _____

Fax: _____

Email: _____

ANNEXURE-VII

HOSTEL FOOD MENU

DAY	BREAKFAST *	LUNCH **	HIGH TEA ***	DINNER
MONDAY	POTATO/GOBIPARATHA, CURD, KETCHUP (2 PIECES)	DAL FRY, BHENDI ALOO, ONION	SAMOSAS (2PIECES)	CHANNA MASALA, RIDGE GOURD ** (HEERE KAYI)
TUESDAY	IDLI, VADA, SAMBAR, CHUTNEY (4IDLI + 1 VADA)	MASOOR DAL, IVY GOURD (TONDEKAYI)	POTATO ,CHILLI BAJJI (1PIECE+1PIECE)	CHOLE BHATURA, # ONION SALAD
WEDNESDAY	UPMA SHIRA, CHUTNEY (1+1 BOWL)	DAL+PALAK MIXEDVEGETABLE	VADA PAW (2PIECES)	PEAS (ALASAND KALU), BEETROOT, CARROT, SWEET POTATO **
THURSDAY	PALAV/NOODLES, RAITA(SALAD)/KETCHUP (1PLATE)	SPROUTS, PANNIER PIECES/ PANNIER PALAK	GIRMIT BOWL) (1	DAL, BEANS + VEGETABLE **
FRIDAY	AVALAKKI (POHA)/MANDAKKI (PUFFED RICE), SEV, SAMBAR, CHUTNEY (1PLATE)	DAL + LEAFY VEGETABLES, ALOO GOBI	PUFFED RICE (1BOWL)	CABBAGE, GRAINS CURRY, **
SATURDAY	PURI (6PIECES), KURMA/ ALOO MATAR CHUTNEY	RAJMA, BRINJAL	PAV BHAJI (2 PIECES)	DAL, LEAFY VEGETABLES **
SUNDAY	MASALA DOSA/UTTAPPA CHUTNEY (Max3 PIECES)	7 PURI, CHANNA MASALA, SWEETS****, BANANA, MASALA RICE		RICE, SAMBAR, PAPED(2PIECES), PICKLE

COMMON

* 2 Bread (Roasted) jam, Butter, Tea, Coffee, Milk(150ml).

** Rice, Vegetable/Leafy vegetable sambar ,Curd, Pickle, Vegetable salad, Pulka/Jowar, Roti/Chapati(5).

*** Tea, coffee, Milk(150ml).

**** **Sweets** : Besan Laadu(2)/Gulab Jamoon (2)/Fruit Custard (1 Bowl)/Carrot Halwa(1 Bowl)/Dharwad Pedha (2)/Jalebi, Bellad

Huggi / Belgaum Kunda/Vermicelli sweet.

Rice, Vegetable/Leafy vegetable sambar, Curd, Pickle, Vegetable salad.

Monthly Once (Sunday), Unlimited Food, Ice cream, Sweet Items (2) one sweet is compulsory from the sweet shop, One Fruit. All other items are unlimited

ANNEXURE- VIII

Model feedback form for evaluation

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

**** Obtained points will be multiplied by two.**

Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer. This deduction will be separate from the fine imposed on the caterer listed for the reason as mentioned in item 14 in general terms and conditions.

Sl.No.	Points	Percentage Deduction
1	20-25	nil
2	16 - 19	2
3	12 -15	5
4	10 -11	8
5	6 -10	12
6	5 and Below	18

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