

National Institute of Technical Teachers' Training and Research
Shamla Hills, Bhopal-462002

Tender Document

Tender No.

NITTTR/Tender/Food services/2019/01

Tender Title

Providing catering/food services to the Institute
Teachers' Trainee Mess, Student Mess and Staff Canteen
at NITTTR Campus, Bhopal.



NATIONAL INSTITUTE OF TECHNICAL TEACHERS' TRAINING & RESEARCH
(Govt. of India, Ministry of Human Resource Development)
Shamla Hills, Bhopal

TENDER NOTICE

Tender No.: NITTTR/Tender/Food services/2019/01

Sealed Tenders under two bid system are invited for Providing catering/food services to the Institute *Teachers' Trainee Mess, Student Mess and Staff Canteen* at NITTTR Bhopal premises from registered & licensed firms or companies with minimum three years of experience in Government/ Semi-Government/large private industrial/commercial organizations with valid food and other license. Tender documents are available from the administrative office of the Institute on submission of an application with cost of tender document (Rs. 3000/- Non-refundable) in the form of Demand Draft/Bankers Cheque drawn in favour of "Director, NITTTR, Bhopal" payable at Bhopal on any working day (Monday to Friday) between 10.00 A.M. and 5.00 P.M. from 7th June to 20th June 2019. The document may also be downloaded from the institute website – www.nitttrbpl.ac.in or in <http://eprocure.gov.in/cppp/>. Downloaded tender document must be submitted along with cost of tender document (Rs 3000/-) on or before 5th July 2019 at 3.00 P.M. administrative office of the Other details may be seen in tender document.

Certified for Publication



राष्ट्रीय तकनीकी शिक्षक प्रशिक्षण एवं अनुसंधान संस्थान
(भारत सरकार, मानव संसाधन विकास मंत्रालय)
शामला हिल्स, भोपाल- 462 002

निविदा-सूचना

निविदा संख्या- NITTTR/Tender/Food services/2019/01

सरकारी/अर्ध सरकारी/बड़े निजी औद्योगिक एवं व्यावसायिक संगठनों का न्यूनतम तीन साल का अनुभव रखने वाली पंजीकृत और लाईसेंस प्राप्त फर्मों से एनआईटीटीटीआर भोपाल की टीचर्स ट्रेनिंग मैस, स्टूडेंट मैस एवं स्टाफ कैंटिन हेतु खानपान सेवाएं प्रदान करने के लिए "दू बिड सिस्टम" के तहत मोहरबंद निविदायें आमंत्रित की जाती हैं।

निविदा दस्तावेज संस्थान के प्रशासकीय कार्यालय से प्रार्थना पत्र के साथ (₹3000/- का नान रिफंडेबल) डिमांड ड्रॉफ्ट/बैंकर्स चैक जो कि "निदेशक, एनआईटीटीटीआर भोपाल" के नाम देय हो, कार्यदिवस (सोमवार से शुक्रवार) के दौरान प्रातः 10.00 बजे से शाम 5.00 बजे तक दिनांक 7 जून 2019 से 20 जून 2019 तक प्राप्त किए जा सकते हैं। दस्तावेज संस्थान की वेब साईट www.nitttrbpl.ac.in एवं <http://eprocure.gov.in/cppp> से भी डाउनलोड किए जा सकते हैं। डाउनलोड किये गये निविदा दस्तावेज निविदा शुल्क ₹3000/- के साथ दिनांक 5 जुलाई 2019 तक दोपहर 3.00 बजे तक प्रशासकीय कार्यालय में जमा किए जा सकते हैं। निविदा दस्तावेज में अन्य विवरण देखे जा सकते हैं।

प्रकाशन हेतु प्रमाणित

DETAILED NOTICE-INVITING TENDER

Tender No.: NITTTR/Tender/Food services/2019/.....

Tender Title: Providing catering/food services to the Institute 'Teacher Trainee Mess', 'Student Mess' and 'Staff Canteen' at NITTTR Campus, Bhopal.

| S.N. | Item | Information |
|------|---|--|
| 01 | Name of Work | Providing catering/food services to the Institute 'Teacher Trainee Mess', 'Student Mess' and 'Staff Canteen' at NITTTR Campus, Bhopal. Mess', 'Student Mess' and 'Staff Canteen' at NITTTR Campus, Bhopal, |
| 02 | Issue of Tender/date | <u>7th to 20th June 2019</u> from 10.00 A.M. to 5.00 P.M. from Administrative Office of the institute <u>or</u> may be downloaded from the institute website - www.nitttrbpl.ac.in |
| 03 | Cost of Tender form | Rs 3000/- in the form of Demand Draft/Bankers Cheque drawn in favour of "Director, NITTTR, Bhopal" payable at Bhopal. |
| 04 | Pre BID meeting for clarification of queries | <u>14th June 2019 at 04.00 P.M.</u> in the Committee Room of the institute in presence of Chairman mess committee. |
| 05 | Submission of Tender: Place, Last date and time | <u>05th July 2019 at 3.00 P.M.</u> (to be dropped in the box kept for tender in the Administration Office of the institute. Downloaded tender document must be submitted along with cost of tender document (Rs. 3000/-) in the form of Demand Draft/ Bankers Cheque drawn in favour of "Director, NITTTR, Bhopal" payable at Bhopal. |
| 06 | Current mess charges/Amount of estimate | Teacher Trainees' Mess is Rs. 280.00 per (Inclusive applicable taxes and overheads) Teacher Trainee per day that includes Breakfast, Two-time Tea with Biscuits, Lunch and Dinner. (Detailed menu with timings are attached as Annexure I) Student Mess is from Rs. 85 to Rs. 95 per head per day that includes Breakfast, Evening Tea, Lunch and Dinner. (Detailed menu with timings are attached as Annexure II) Staff Canteen is as per the approved rate list that includes serving tea/coffee with snacks at 11.00 A.M. and at 4.00 P.M. (Detailed menu with rates are attached as Annexure III) Official gatherings/conferences/workshops/Private party is as decided with the party (prior approval of the competent Authority is required). |

National Institute of Technical Teachers Training & Research, Bhopal

| | | |
|----|---|---|
| 07 | Duration of work | One year. Based on the performance evaluation it can be extended for another one year. |
| 08 | Earnest Money | 1.50 Lakh Only (Rupee One lakh fifty thousand only) to be submitted along with tender document in the form of Demand Draft/ Bankers Cheque drawn in favour of "Director, NITTTR, Bhopal" payable at Bhopal |
| 09 | Security Deposit(As Performance Guarantee) | 3.00 Lakh Only (Rupee three lakh only) in favour of the "Director, NITTTR, Bhopal" valid for the contract period, as Performance Guarantee to be submitted on award of contract & before starting of the work. |
| 10 | Criteria for acceptance of Tender Technical Bid | <ol style="list-style-type: none"> 1. Minimum three years of experience of Providing catering/food services in the government/semi-government/ large private industries/educational institutes. 2. Executed minimum of one contract worth Rs. 20,000,00/- annually. 3. On roll minimum of 15 persons exclusively for catering/food services. 4. Valid registration/ food license/ other licenses with appropriate govt. authorities (on the date of opening of tender). 5. Bidder/Firm/Company must have establishment in Bhopal. 6. The caterer should preferably have experience of catering in a registered establishment of a minimum of 150 customers per day. |
| 11 | Terms and conditions of work | As per Tender document |
| 12 | Opening of Technical Bid | Technical bids will be opened on <u>05th July 2019 at 4.00 P.M.</u> |
| 13 | Opening of Financial Bid | The Financial Bid of only those firms, found technically qualified by the committee, will be opened. Shortlisted firms will be intimated by e-mail or over phone about the date of the opening of Financial Bid to enable them to remain present on the day of opening of Financial Bids. |
| 14 | Authority for acceptance of Tender | Director, NITTTR, Bhopal will be the final authority for acceptance of tender. |
| 15 | Agreement | After acceptance of tender & receipt of relevant required documents, an agreement will have to be executed to start the work. |

Director

DETAILED TENDER DOCUMENT

The Director, National Institute of Technical Teachers' Training and Research Bhopal (NITTTR), Bhopal invites Tender from the reputed firms or companies registered with appropriate authorities (as per the criteria of acceptance of tender as mentioned in Notice-inviting tender, serial number 10, page 02) and holding appropriate license(s) for undertaking the work of providing catering/food services to the Institute 'Teacher Trainee Mess', 'Student Mess' and 'Staff Canteen' at NITTTR Campus, Bhopal.

The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- (1) Terms and conditions along with responsibilities of caterer.
- (2) Definitions.
- (3) General Conditions.
- (4) Specific terms and conditions along with responsibilities of caterer.
- (5) Rules pertaining to the daily functioning of the mess.
- (6) Penalties for violation of mess rules.
- (7) General structure of the menu.
- (8) Performa for Technical and Commercial Bids.
- (9) Annexure.

(1) Interested caterers are welcome to participate in a pre-bid meeting and inspection of the Hostel mess premises on 14th June 2019 at 4.00 P.M. Please be present at *Teacher Trainees Mess, Student Mess and Staff Canteen* at NITTTR Bhopal campus for this purpose. If you prefer a different time or date, then please send an email to pkpurohit@nitttrbpl.ac.in

The agenda of the pre-bid meeting is as follows:

- (a) To tell the caterer about the ground realities of the operation of the mess.
- (b) Salient points of the terms and conditions and also the procedure of selection.
- (c) To respond queries of the prospective caterers, if any.
- (d) The caterers can inspect the facilities of the mess/kitchen/store etc. of respective locations.

(2) The deadline for submission of technical and commercial bids, containing documents stated in later part of this tender document, along with an EMD of Rs. 1.50 Lakh bid is 05th July 2019 at 3.00 P.M. Demand draft of this amount should be made in favor of Director, NITTTTR Bhopal payable at Bhopal. The EMD amount will be refunded to unsuccessful bidders at the time of the award of the contract.

(3) Address for submission of the bids is Director, NITTTTR, Shamla Hills, Bhopal-462002.

(4) The deadline for submission of technical and commercial bids, containing documents stated in later part of Technical and commercial bids must be submitted in SEPARATE sealed envelopes. Interested caterers should submit a single technical bid, mentioning the Teacher Trainees' Mess, Student Mess and Staff Canteen in which they are interested. Commercial bids should be submitted for each 'Teacher Trainee Mess', 'Student Mess' and 'Staff Canteen' in separate envelopes.

(5) The technical bids will be opened on 05th July 2019 at 4.00 P.M. in the committee room of the Institute. Names of the parties shortlisted on the basis of technical bids and site visits will be published on the same website by the evening of 10th July 2019 at 4.00 P.M. Shortlisted parties will be invited to attend the opening of the commercial bids at the same venue. The date for the opening of commercial bidding will be conveyed to the concerned authorities.

(6) Please note that the current mess billing in case of:

(a) Teacher Trainees' Mess is Rs. 280.00 per (Inclusive applicable taxes and overheads) Teacher Trainee per day that includes Breakfast, Two-time Tea with Biscuits, Lunch and Dinner. (Detailed menu with timings are attached as Annexure I)

(b) Student Mess is from Rs. 85 to Rs. 95 per head per day that includes Breakfast, Evening Tea, Lunch and Dinner.

(Detailed menu with timings are attached as Annexure II)

(c) Staff Canteen is as per the approved rate list that includes serving tea/coffee with snacks at 11.00 am and at 4.00 pm.

(Detailed menu with rates are attached as Annexure III)

(d) Official gatherings/conferences/workshops/Private party is as decided with the party (prior approval of the competent Authority is required).

(7) Procedure for obtaining tender document

Tender documents are available from the administration office of the Institute on submission of an application with cost of tender document (Rs. 5000/- Non-refundable) in the form of Demand Draft/Bankers Cheque drawn in favour of "Director, NITTTR, Bhopal" payable at Bhopal on any working day (Monday to Friday) between 10.00 A.M. and 5.00 P.M. up from 7th June to 20th June 2019. The document may also be downloaded from the institute website - www.nitttrbpl.ac.in or in <http://eprocure.gov.in/cppp/>. Downloaded tender document must be submitted along with cost of tender document (Rs 3000/-) on or before 5th July 2019 at 3.00 P.M. Other details may be seen in tender document.

(8) Procedure for submission of tender : To be dropped in the box kept for tender in the Administration Office of the institute. Downloaded tender document must be submitted along with cost of tender document (Rs. 3000/-) in the form of Demand Draft/Bankers Cheque drawn in favour of "Director, NITTTR Bhopal" payable at Bhopal.

(9) Documents to be submitted along with the tender

| S. N. | Details of Documents of Technical Bid | Form No. | Enclosed or not enclosed |
|-------|---|---------------|--------------------------|
| 1 | Earnest Money Deposit (EMD). No Numbering Required | Rs. 1.50 Lakh | |
| 2 | Affidavit on letter head or Judicial Stamp Paper for the acceptance of Tender Terms & conditions. | | |
| 3 | Certificate for Ethical Practice | | |
| 4 | Technical Bid | | |
| 5 | Signed & stamped copy of tender (Total----- pages) | | |
| 6 | Work experience certificates (Attach copies of POs in chronological order. Latest should be on top. POs should not be older than 3 years) | | |
| 7 | Contact details of establishment where caterer has provided service in the past or present | | |
| 8 | Incorporation certificate of your firm | | |
| 9 | Annual Turnover of last 3 financial years | | |
| 10 | Bank Solvency Certificate | | |
| 11 | Copy of PAN | | |
| 12 | Copy of Service Tax Registration | | |
| 13 | Copy of EPF registration | | |
| 14 | Copy of ESI registration | | |
| 15 | Copy of Shop & Establishment Registration | | |

Director

Tender No.: NITTTR/Tender/Food services/2019/.....

Tender Title: Providing catering/food services to the Institute 'Teacher Trainee Mess', 'Student Mess' and 'Staff Canteen' at NITTTR Campus, Bhopal.

'TERMS AND CONDITIONS FOR PROVIDING CATERING/FOOD SERVICES TO THE INSTITUTE TEACHER TRAINEE MESS, STUDENT MESS AND STAFF CANTEEN AT NITTTR CAMPUS, BHOPAL

The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- (1) Definitions
- (2) General conditions
- (3) Specific terms and conditions along with responsibilities of caterer.
- (4) Scope of work and rules pertaining to the daily functioning of the mess.
- (5) Penalties for violation of mess rules.
- (6) Performa for Technical and Commercial Bids and Annexure

The Director, National Institute of Technical Teachers' Training and Research Bhopal (NITTTR), Bhopal invites Tender from the reputed firms or companies registered with appropriate authorities (as per the criteria of acceptance of tender as mentioned in detailed notice inviting tender, serial number 10, page 2) and holding appropriate license(s) for undertaking the work of providing catering/food services to the Institute *Teacher Trainee Mess, Student Mess and Staff Canteen* at NITTTR Campus, Bhopal.

Please note that the current mess billing in case of

- (1) Teacher Trainees' Mess is Rs. 280.00 per (Inclusive applicable taxes and overheads) Teacher Trainee per day that includes Breakfast, Two-time Tea with Biscuits, Lunch and Dinner. (Detailed menu with timings are attached as Annexure I)
- (2) Student Mess is from Rs. 85 to Rs. 95 per head per day that includes Breakfast, Evening Tea, Lunch and Dinner. (Detailed menu with timings are attached as Annexure II)
- (3) Staff Canteen is as per the approved rate list that includes serving tea/coffee with snacks at 11.00A.M. and at 4.00 P.M. (Detailed menu with rates are attached as Annexure III)
- (4) Official gatherings/conferences/workshops/Private party is as decided with the party (prior approval of the competent Authority is required).

(A) DEFINITION

Unless repugnant to the subject or context of usage, the following expression used herein shall carry the meaning hereunder respectively assigned to them, namely:

(1) The expression of 'NITTTR Bhopal' occurring in the tender document shall mean 'National Institute of Technical Teachers' training and research, Bhopal' and shall include its Director, Office In-charge, Supervisor In-charge, Committee, Authority, etc.

(2) The expression 'bidder' who submits the tender for the work and shall include the successors and permitted assignees.

(3) The expression 'contractor' shall mean the 'bidder' selected by the 'NITTTR, Bhopal' for the performance of the subject work and shall include the successors and permitted assignees of the contractor.

(4) The expression 'Authority' shall mean the Chief Warden, Office In-charge, Supervisor In-charge, Committee, any faculty/officer/committee of the institute authorized to act as the Office In-charge of the work or any specified part thereof.

(5) 'Scope of work' shall mean the totality of the work/food services and supplies of the material, labour, parts, tools, and equipment by expression or implication envisaged in the contract and shall include all tools, parts, equipment, instruments, and labour required for commencement, performance, provision or completion thereof.

(6) 'Contract' shall mean the contract for the work and shall include the tender document, the Special conditions of the contract, General conditions of the contract, the Letter of acceptance, and the accepted Rates (Price bid and its break up among all equipment).

(7) The expression 'Private Party' shall mean the outside customer who have taken any infrastructure facility of NITTTR, Bhopal like Guest house, auditorium, garden etc. on rent and are permitted to use it for specified duration and willing to take catering services from the contractor.

(8) The expression "Mess" shall mean the Institute 'Teacher Trainee Mess', 'Student Mess' and 'Staff Canteen' at NITTTR Campus, Bhopal.

(9) The expression 'Catering shall mean activity of cooking, serving and providing food and soft drink (Tea, coffee, buttermilk, cold soft drinks, juices, pana, jal jeera etc.) for a large number of people.

(B) GENERAL CONDITIONS

- (1) The Contract Agreement would be for a period of one year and subsequently, may be renewed every year for an additional period of one year or part thereof, subject to satisfactory performance.
- (2) After three months of operation the caterer will be evaluated on the basis of the guidelines and rules detailed in this document and in the agreement to be drawn (needs clarification). If the caterer fails to meet the expectation and promises made, then the agreement (needs clarification) can be cancelled at that time.
- (3) Within 15 days of execution of the agreement, the caterer will be required to provide a refundable interest free Bank Guarantee of Rs. 3.0 Lakh for Teacher Trainees' Mess, Student Mess and Staff Canteen for which agreement is entered into. This Bank Guarantee should be from a scheduled nationalized bank, and will be held against in default in performance and violations of terms and conditions. This Bank Guarantee shall be effective for a period of 13 months (needs modification).
- (4) Contractor must submit all necessary statutory documents, as stated in later part of this document.
- (5) The contractor has to pay 5% of the billing amount against overhead charges that includes water and electricity charges for the first year and at such rate as may be fixed by the Institute for the subsequent years.
- (6) In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner, Bhopal as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
- (7) The caterer should adhere to the provisions of the Provident Fund Act, the Minimum Wages Act and other such acts which are applicable. The caterer should ensure that the payment is made to the laborers as per Minimum wages act to the satisfaction of the licensee. The payment is to be made into the bank accounts of the employees and the statement of the accounts is to be deposited to the Authority every month. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the Authority on a regular basis. NITTTR will not be responsible for any extra charges/rates in case of any hike in the minimum wages as per the Minimum Wages Act.
- (8) The Caterer shall not employ child labour. Upon violation of this requirement, legal action would be taken.

(C) SPECIFIC TERMS & CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER/Service Provider

(1) Engagement of required staff, providing uniforms etc. shall be done by the caterer with approval of the Authority. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). Caterer should provide a minimum of two pairs of uniform to the workers and ensure that workers report for duty in clean uniforms.

(2) The workforce should be sufficient to cater the need of all the mess of the institutes.

(3) The timings, menu and price of extra items/extra catering required by the institute would be determined by the Authority in consultation with the caterer.

(4) The caterer shall, at their cost, maintain adequate stock of food grain, grocery, and adhere to the standards of the institute. The caterer shall be responsible for proper hygienic storage of all raw materials.

(5) No food should be cooked in the mess/institute premises for outside private parties. Only parties that are going to take place in the institute and using institute infrastructure with approval of the competent Authority are eligible to take food services from the caterer.

(6) Major civil and electrical works will be attended to by NITTTR Bhopal. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.

(7) Kitchen equipment, cooking gas bank and dining hall furniture, service Counters, cooking utensils, crockery, cutlery etc. will be provided by NITTTR Bhopal/Hostel. Upkeep of all items provided by the NITTTR Bhopal/Hostel will be the sole responsibility of the caterer. Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the catering contractor.

(8) The Maintenance of kitchen equipment will be covered to the scope of service contract entered into by NITTTR Bhopal with equipment suppliers, but catering contractor should inform service contractor of maintenance requirements. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the caterer. Any damage to the cooking equipment, gas pipeline etc. by the caterer team will be charged extra as decided by the Authority for the repair or replacements of the part damaged.

(9) Refilling of cooking gas cylinders provided and procurement of good quality provisions and other consumables is the responsibility of the caterer.

(10) The caterer has to attend a monthly meeting called by Authority along with wardens, failing which a penalty will be imposed. This meeting shall be attended by the caterer himself or a senior representative, who is authorized to take policy decisions.

(11) No accommodation, except a changing/resting room, will be provided to the workmen of the caterer.

(12) Only those caterers who have establishment in Bhopal shall be considered.

(13) The caterer should preferably have experience of catering in a registered establishment of a minimum of 150 customers per day.

(14) If Director, NITTTR, Bhopal wants to terminate the contract before the signed duration; Caterer will be given 1 month notice by the Authority. In case Caterer wants to quit before the contract termination, Caterer must give 3 months' notice to the Director, NITTTR Bhopal or must stay till the time the next caterer take over the mess.

(15) No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract.

(16) Highest level of discipline must be observed in all the mess by mess workers as the clients coming to NITTTR, Bhopal are teachers (Gazetted officers) from different institutes of the country.

(17) Safety of mess workers is the sole responsibility of the Caterer. NITTTR, Bhopal will not be responsible for any compensation or consequences of related any accident of mess workers.

(18) Issues related to Hygiene in the Mess and the Kitchen:

(a) Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.

(b) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, mess water cooler is also responsibility of the caterer. The highest possible standards are expected in this regard.

(c) All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample liquid soap for hand wash at basin, clean towels to clean hand, hand gloves for mess workers who handle items like salad, etc., head caps for mess workers and other measures as advised by the authority.

(d) Highest levels of hygiene must be maintained in the mess toilets, with provisions for soap, towels etc.

(e) Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.

(f) NITTTR Bhopal Authority reserves the right to check on cleanliness and upkeep of premises (towels, soap, etc.) and quality of provisions, and quality of the food.

(D) SCOP OF WORK & CONDITIONS PERTAINING TO THE DAILY FUNCTIONING OF THE MESS.

(1) Engagement Timings for the Trainees/Officers, Student Mess and Staff canteen: Actual timing will depend upon the decision of the Authority and caterer would be obliged to adhere to the Authority's instruction regarding it. Following is a tentative time schedule:

Trainees Mess

| | |
|-----------|----------------------|
| Bed Tea | 6.30 AM to 7.00 AM |
| Breakfast | 8:00 AM to 9.15 AM |
| Tea Break | 11.00 AM to 11.30 AM |
| Lunch | 1:00 PM to 2:15 PM |
| Tea Break | 4.00 PM to 4.30 PM |
| Dinner | 7:30 PM to 9.30 PM |

Student Mess

| | |
|-----------|--------------------|
| Breakfast | 7:30 AM to 9.45 AM |
| Lunch | 1:00 PM to 2:15 PM |
| Tiffin | 5:00 PM to 6:00 PM |
| Dinner | 7:30 PM to 9.30 PM |

Staff Canteen

| | |
|-------------------------|-----------------------------------|
| | Weekdays (Monday-Saturday) |
| Working hours | 8.00 AM to 8.00PM |
| Morning Tea with snacks | 11.00 AM to 11.30 AM |
| Evening Tea with snacks | 4.00 PM to 4.30 PM |

(2) Unlimited salad/pickles should be provided during lunch and dinner for trainees / officers.

(3) Menu for Trainees /Officers Mess, Student Mess and Staff Canteen: Representative menu for different hostels mess are provided below but this menu is just for the reference, actual menu may deviate from this one, as per instruction of the Authority. The Menu for different mess as decided by the Authority should be strictly followed. Failing in which penalty would be imposed as mentioned on “Penalties and Violation” page.

(4) Daily menu of student mess should be properly displayed on the mess notice board.

(5) Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.

(6) Coconut chutney and Sambhar should be served with all south Indian dishes (like idli, dosa, uttappam etc.)

(7) Ketchup, Butter, Jam (of mention brands), Curd and Chutney have to be provided along with all dishes which need them and as decided in the menu.

Annexure-I

Hostel Mess Menu (Trainees)

Rs. 280.00 per (Inclusive applicable taxes and overheads) Teacher Trainee per day that includes Breakfast, Two-time Tea with Biscuits, Lunch and Dinner.

| Days | Morning (Tea at 6.30 AM) | Break Fast (8.00A.M. to 9.30 A.M.) | Tea (11. to 11.30 AM) | Lunch (1.30 P.M. to 2.00 P.M.) | Tea (at 4.00 to 4.30 | Dinner (8.00 A.M. to 9.30 P.M.) |
|------|--------------------------------|--|---|--|---|---|
| Mon | Tea/Coffee | Bread Butter Jam + Mix Veg. Paratha with curd + Tea/Coffee, Milk | Tea / Coffee with Bakery Biscuits | Soup (Veg./ Sweet corn/ Tomoto/Jaljeera/AamPanna/ /Butter Milk etc any one) ,Tava Roti/ Puri, Rice (Plain Rice/Jeera Rice/Veg. Pulav etc any one), Tur Dal, Seasonal Vegetable, Vegetable with Curry (Panneer, Corn Mattar kadai, Cholha, Rajma, Burbatti, Kadi Pukkoda etc any one), Raita/ Curd, Rich Green Salad, Achar, Papad, Sweet(Gulab Jamun / Mawa Bati/ Kheer/Ice Cream etc. any one) | Tea / Coffee with Bakery Biscuits | Soup (Veg./ Sweet corn/ Tomoto/Jaljeera/Bu tter Milk etc any one) ,Tava Roti/ Puri, Rice (Plain Rice/Jeera Rice/Veg. Pulav etc any one), Tur Dal, Seasonal Vegetable, Vegetable with Curry (Panneer, Corn Mattar kadai, Cholha, Rajma, Burbatti, Kadi Pukkoda etc any one), Raita / Curd, Rich Green Salad, Achar, Papad, Sweet (Gulab |
| Tue | | Bread Butter Jam/ + Khaman/Pav Bhaji +Tea/ Coffee, Milk | | | | |
| Wed | | Bread Butter Jam + Poha Sev, Jelebi + Tea/Coffee, Milk | | | | |
| Thur | | Bread Butter Jam + Allo Paratha + Tea/Coffee, Milk | | | | |
| Fri | | Bread Butter Jam + Idly Sambar Chutney +Tea/Coffee, Milk | | | | |
| Sat | | Bread Butter Jam + Utpam Sambar Chutney + Tea/Coffee, Milk | | | | |
| Sun | | Bread Butter Jam + Puri Bhaji + Tea/Coffee, Milk | | | | |

Note: Vegetable should not be repeated in same day.

Annexure-II

Hostel Mess Menu (Student)

Rs. 85 to Rs. 95 per head per day that includes Breakfast, Evening Tea, Lunch & Dinner

| Days | Break Fast (at 8.00 A.M. to 9.30 A.M.) | Lunch(1.00 P.M. to 2.00 P.M.) & Dinner (8.00 P.M. to 9.30 P.M.) |
|------|---|--|
| Mon | Mix Veg. Paratha with curd + Tea/ Coffee | Tava Roti, Plain /Jeera Rice, Tur Dal, Seasonal Vegetable, Raita / Curd, Salad (Basic), Aachar |
| Tue | Bread Pakoda/Allu Bada + Tea, Coffee | |
| Wed | Poha-Sev-Jelebi + Tea, Coffee | |
| Thur | Allu Paratha + Curd +Tea/ Coffee | |
| Fri | Idly/Uttpam + Sambar + Chutney + Tea/Coffee | |
| Sat | Bread Butter Jam/Veg Sandwich + Tea/Coffee | |
| Sun | Puri Bhaji/Chole Puri + Tea/Coffee | |

Note: Vegetable should not be repeated in same day.

Annexure-III

Menu for staff Canteen

| Days | Tea Break (11.00 A.M. to 11.30 A.M.) and (4.00 P.M. to 4.30 P.M.) | Lunch (1.00 P.M. to 2.00 P.M.) |
|--------------|---|---|
| Working days | Tea/Coffee, Milk by products, Soft Drinks, Packed Snacks, Fast Food, Bakery Biscuits and Samosa / Kachori / Allo wada / Poha Jalebi / Khaman etc. (Rates as per approved Rate list) | Fast Food, Lemon Rice, Curd Rice, Idli Sambar, Vada Sambhar, Allo paratha, Plain /Masala Dosa, Tea/Coffee, Soft Drinks etc. |

Note: Depending on stake holders demand above food items may be kept in staff canteen (Morning 8.30.AM to 8.00 PM).

(8) The use of mono-sodium glutamate (ajinomoto) is strictly prohibited.

(9) Extra items over and above the decided mess menu can be sold at prices decided by the Authority in consultation with the caterer.

(10) Food should be served and maintained warm at all times.

(11) No mess worker should stay/sleep in the mess during night time after 10:30/11:00 PM except when midnight snacks (Late hours food services) is requested by the Authority.

(12) A list of management or supervisor position must be given by the caterer to the Authority, which states the name of person whom the Authority should contact for a particular issue in the mess. Any changes in these positions should be told beforehand, unless there is an emergency.

(13) Caterer should maintain a complaint and suggestion register and every complaint should be responded by taking corrective measures in consultation with Authority.

(14) Paper napkin should be provided. Butter paper should be used to keep the fried items.

(15) Catering services for institute and any other events held within the premises of the institute may be undertaken only after obtaining a written permission from the Authority prior to the event.

(16) Coupons for guest meals and extra items will be sold to the customer either on the basis of the requisition of a resident of the hostel or against cash payment for the same to the caterers. The price of the same shall be decided by the Authority in consultation with the Caterer.

(17) Students should get rebate as per institute rebate rule decided by the Authority.

(18) Pest control in the Kitchen area, Dining area and the Storage area should be carried out through licensed agencies at least once every three month by the caterer. In case if the authority contacted and paid the pest control agency, full amount of the Pest control contract should be reimbursed to the institute.

(19) In case the student mess is closed on any occasion then full refund for the missed meals has to be given to all mess students.

(20) Special food like Khichdi/Dalia and Milk should be provided in lieu of regular meal by caterer on request by trainees/students who got sick at no extra cost.

(21) Caterer should use fresheners regularly in mess dining, kitchen and washing area to avoid foul smell.

(22) Approved disposable glasses and plates, spoons or any other disposable items, as instructed by authority should be provided to students at no extra cost at the time of breakfast and tiffin.

(23) No stale (not fresh, items used in a meal) items should be found in mess after its preparation. Fine will be imposed as decided by the authority.

(24) Food wastage should be weighed daily for all meals and should be displayed in the mess.

(25) Food can be kept after regular time (1 hour) in student mess, if authority requests to do so on some occasions i.e. if students are busy for hostel related duties.

(26) Filled salt dispensers must be available on the table at all times.

(27) Cleanliness of the dining area to be maintained by the caterer at all times.

(E) PENALTIES FOR VIOLATION OF TERMS AND CONDITIONS

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

(1) Non-availability of complaint register on the counter/discouraging trainees/Students from registering complaints would lead to a fine of Rs. 1,000/-

(2) Insects found in food would invite a fine of at least Rs. 10,000/-

(3) Any complaint of adulteration, foreign material, stones, hair, rope, plastic, pins, cloth etc. in food will attract a fine of Rs. 5,000/-

(4) Three or more complaints of unclean utensils in a day will lead to a fine of Rs. 3,000/- on the caterer.

(5) If the Authority in consultation with students (student mess) agrees that certain item of a meal was then a fine of Rs. 3,000/- would be imposed on the caterer.

(6) In case of repeated complaints of improperly cooked/ overcooked/extra spicy/extra oily food penalty will be imposed on the caterer.

(7) Food poisoning shall invoke a hefty fine of at least Rs. 1 lakh or more, along with cancellation of contract and possible blacklisting of the caterer. The security money deposited with the institute will not be refunded to caterer in case contract is cancelled for this reason.

(8) Timings mentioned in the tender or decided with the Authority should be followed strictly. Penalty will be for both delays in start time of meal and early closure of the meal. Penalty of Rs 3,000/- will be imposed for each instance.

(9) 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 and Tiffin, then a fine of Rs. 5,000/- would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.

(10) Changes in menu of any mess without permission of Authority may result in a fine of Rs. 5,000/- on the caterer.

(11) Inappropriate personal hygiene of workers including their dress will lead to a fine of Rs. 5,000/- on caterer for every instance.

(12) Proper behavior from workers is expected. Otherwise it may lead to a serious action from authority.

(13) Not using FSSAI brands shall invoke a fine of Rs. 5,000/- or more decided by the authority.

(14) All food items should be covered properly when not in use.

(15) Cleaning of Raw vegetables/material should be done properly.

(16) Branded and fresh Milk Products should be used.

(17) Water storage tanks etc. should be cleaned regularly.

(18) Regular complaints of above nature may lead to cancellation of contract.

(19) Maintenance issues related to any Mess should be reported immediately to the authority.

FORMAT OF TECHNICAL BIDS

(Tender Reference No.: NITTTR/Tender/Food services/2019/.....)

(Technical Bid should be kept in separate sealed cover without stating any price or schedule of rates) To be filled in ink by BLUE BALL PEN

From

To

The Director

NITTTR

Shamla Hills, Bhopal 462 002

Details E.M.D. (Rs. 1.5 Lakh)

Draft No. _____ Issuing Bank _____ Date _____

| S.N. | Particulars | Details to be filled in by the Agency/ Firm |
|------|---|--|
| 1 | Name of the Entity/ Firm/ Consortium/ & Contact Person. | |
| 2 | Regd. Office/ Business Address/ Contact of the Entity. | |
| 3 | Date of incorporation of the Entity. State it is Partnership/ or Proprietorship or others (Specified) | |
| 4 | PAN and TIN Nos. of the Entity | |
| 5 | GST No. (Attach Copy of GST Certificate) Whether the Entity has minimum 3 years of experience in providing catering services to reputed organizations/ institutions (Attach Copies of work Orders and relevant certificates of works executed) | |
| 6 | Whether the Entity is registered with Sales tax department? (Attach copy of Registration) | |
| 7 | (Attach copy of Registration) | |
| 8 | Whether the Entity is registered with ESIC? Please state the Registration No. (Attach copy of Registration) | |
| 9 | Whether the Entity is registered with EPF? Please state the Registration No. (Attach copy of Registration) | Yes/No |
| 10 | Whether the Entity has achieved annual sales turnover of Rs. 50.00 Lakhs in last three financial years (Attach copy of Income tax returns for last 3 years and other supporting document) | Turnover in Rs. (as per income tax return) 20117-2018 2018-2019 2019-2020 |
| 11 | Whether the Entity is an Income Tax Assesses and have filed its income tax returns for the last three assessment years (Attach copy of IT Returns). | |
| 12 | Number of Manpower working with the entry. | |
| 13 | Whether the Caterer agrees to properly handle the various gadgets and utensils, crockery etc. provided by the institute? | |

DECLARATION

(1) I/we agree that the decision of NITTTR, Bhopal in selection of Bidders will be final and binding to me/us.

(2) I/we agree that we have no objection if inquiries are made about our works and experience, its related areas and any other inquiry regarding all contracts listed by us in the bid.

(3) I/we undertake to inform any change in the constitution of the firm, as and when it takes place. The continuation of the contract subsequent on such alteration will be at sole discretion of NITTTR, Bhopal.

(4) All the information and data furnished herewith are true and correct to the best of my/our knowledge & belief.

Place:

Signature

Date:

Name _____

Designation _____

Seal of the Caterer/Service Provider

FORMAT FOR SOLVENCY CERTIFICATE

(On Bank's Letter Head)

Ref. No: _____

Date _____

To Whomsoever It May Concerned

This is to certify that to the best of our knowledge and information,

M/s _____

(Bidders name with complete address), a customer of our Bank, is respectable,
and is capable of executing orders to the extent of Rs _____

Rupees _____)

as disclosed by the information and records which are available with us.

M/s _____ have been our
customer since _____ to date and has been granted the following limits, at
present, against various facilities granted by the Bank: _____

This certificate is issued without any guarantee, risk or responsibility on behalf of
the Bank or any of its officials. This certificate is issued at the specific request of the
customer for the purpose of participating in NITTTR, Bhopal Tender No-
NITTTR/Tender/Food services/2019/.....

Signature of Authorized Person

Name _____

Date _____

Seal of the Caterer/Service Provider

National Institute of Technical Teachers Training & Research, Bhopal

Contact details of establishment where caterer has done the work in the past or present

| S.No. | Name of the Organization | Contract value per year | Name of the Officer-in-Charge & his Mobile/ Phone No. | Period of contract | Total contract Period (in months) |
|-------|--------------------------|-------------------------|---|--------------------|-----------------------------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |

Date _____

Signature and Seal of the Caterer/Service Provider

FINANCIAL BID

(Financial bid should be kept in a separate sealed cover- To be filled in BLUE INK)

The rates should be quoted inclusive of all taxes. Quote showing taxes separately will not be considered.

Name of Firm/Agency _____

| Serial | Description | Rates | |
|--------|--|------------|----------|
| | | In figures | In words |
| 1 | Teacher Trainees' Mess per (Inclusive applicable taxes and overheads) Teacher Trainee per day that includes Breakfast, Two-time Tea with Biscuits, Lunch and Dinner. (Detailed menu with timings are attached as Annexure I) | | |
| 2 | Student Mess per head per day that includes Breakfast, Evening Tea, Lunch and Dinner. (Detailed menu with timings are attached as Annexure II) | | |
| 3 | Staff Canteen includes serving tea/coffee with snacks at 11.00A.M. and at 4.00 P.M. (Detailed menu is attached as Annexure III) | | |
| 4 | Rate per day-per person for Mini Thali (one bowl vegetable, three chapatti, one bowl Dal, one plate Rice, Salad(mini bowl), Dahi (mini bowl), Achaar. | | |

(Signature and Seal of the Caterer/Service Provider)

