

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY
WARANGAL – 506004, TELANGANA STATE**



TENDER DOCUMENT

**FOR PROVIDING INSTITUTIONAL CATERING SERVICES
(INCLUDING KITCHEN & DINING HALL MAINTENANCE)**

FOR

**INSTITUTE FOOD COURTS (IFC-A, IFC-B & IFC-C)
&
PRIYADARSHINI MESS (Ladies Hostel)
at NIT WARANGAL**

TENDER NOTIFICATION No. NITW/CS-42/CSKM/2021-22, Dated: 12 /11/2021

(The tender document has 29 pages. The contents of the tender document are (1) Important dates (2) Conditions of the tender (3) Schedule-A: General Terms & Conditions (4) Schedule-B: Scope of the Work & Menu (5) Schedule- C: Basic Technical Details)(6) Annexures A and B and (7)Affidavit

November 2021

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

TENDER NOTIFICATION No. NITW/CS-42/CSKM/2021-22

Date: 11/11/2021

NOTICE INVITING TENDER

Tenders are invited under Quality-cum-cost-based-selection (QCBS) from reputed catering agencies for providing Catering Services (including Kitchen & Dining Hall maintenance) for Institute Food Courts (IFC-A, IFC-B, IFC-C) and Priyadarshini Mess (Ladies Hostel) at National Institute of Technology, Warangal. This Contract is for an initial period of two years, extendable by one more year subject to satisfactory performance (refer schedule – B). Accordingly, the bids will have to be quoted for two years.

The tender document can be downloaded from the website <http://eprocure.gov/eprocure/app>. The bidder has to ensure that the tender should strictly comply with the requirements of the Tender Document. Any deviations shall render the Tender invalid. The tenderers have to pay online Rs.5,000/- (Five thousand only) + 18% GST towards tender document fee, failing which their bid will be rejected.

Prospective bidder may download the Tender document from <https://eprocure.gov.in/eprocure/app> - Tenders by Organisation – National Project Implementation Unit - World Bank Tenders – NATIONAL INSTITUTE OF TECHNOLOGY WARANGAL and <https://nitw.ac.in/main/update/Jobs/Tenders/> submit the ebid on-line as per the Tender Document. Bidder should sign and stamp on all the pages of duly filled in tender document before submission of the same.

**Chief Warden
NIT Hostels
NIT Warangal**

IMPORTANT DATES

	Pre-Bid meeting*,**	23rd November, 2021, 11:00 AM
1	Last Date for Submission of Tenders	2nd December, 2021 (up to 2:00PM)
2	Date of Opening of Pre-qualification and Technical Bids	2nd December, 2021 at 3:30 PM
3	Date of Opening of Financial Bids (All the original documents have to be produced for verification)	08th December, 2021, 11:00 AM <i>Note: The financial bids of those firms meeting the pre-qualification criteria and technical evaluation will only be opened.</i>
<p>* Queries should be addressed to chiefwarden@nitw.ac.in on or before 19th November, 2021, so that the same can be clarified in pre-bid meeting.</p> <p>** Please visit https://www.nitw.ac.in and http://eprocure.gov/eprocure/app for any updates after pre-bid meeting (the date for amendment, if any will be declared during the pre-bid meeting).</p> <p style="text-align: center;">Venue for Opening the Technical Bids Tender Hall, Purchase and Stores, NIT Warangal.</p>		

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

TENDER NOTIFICATION No. NITW/CS-42/CSKM/2021-22

Dated: 11.11.2021.

CONDITIONS OF THE TENDER

Tenders are invited from well-established and reputed catering agencies for “providing Catering Services (including kitchen & Dining Hall maintenance) for the Institute Food Courts (IFC) grouped as under for the award of contract:

1. IFC-A and IFC-B,
2. Priyadarshini Mess (Ladies Hostel) and IFC-C.

Award of contract will be based on QCBS involving (i) Technical bid and (ii) Financial bid.

The period of contract shall be for an initial period of two years, extendable by one more year subject to satisfactory performance:

Copies of payment receipt for Rs. 5000/- (Rupees five thousand only) + 18% GST towards tender document fee is to be uploaded (Account Name: CHIEF WARDEN CENTRAL OFFICE, NITW, Account Number: 52109375132, IFSC: SBIN0020149, MICR: 506002030).

Bid Security (EMD) is exempted as per Govt of India Ministry of Finance, OM No F.9/4/2020 PPD dt 12.11.2020. However, a bid security declaration as per the prescribed format enclosed as Annexure-I to this bid document should be filled up, signed, scanned and enclosed along with the technical bid document, failing which the bid will be treated as technically disqualified.

The bids should be submitted as follows:

- **Pre-qualification criteria:** One pdf file containing copies of payment towards tender document fee, EMD, signed tender document, affidavit as per the format enclosed and other documents, which as required in Pre-qualification criteria.
- **Technical Bid:** Second pdf file shall contain the Signed documents of Tender Schedule A, Schedule B, Schedule C and Annexure A.
- **Financial Bid:** Third pdf file shall contain the Financial Bid indicating daily rate and rates for extra items in the format given in Annexure – B with detailed justification for the daily rate quoted.

Tenders which are not as per the procedure mentioned above will be summarily rejected.

Pre-Qualification Criteria:

The bidder should meet the following minimum eligibility criteria: -

1.1 Caterer must have been registered prior to the financial year 2014-15 in catering and hospitality business.

1.2 Should have at least 05 (Five) years of experience of having successfully providing the educational institutional catering services to large and reputed higher educational institutions like NITs, IIMs, IITs, IIITs, IISERs, AIIMS, Central Universities, Leading Private Universities for not less than 500 persons/users /time on a normal working day in a single unit for a continuous period of **two years** during the last Five years. The time period of Five years shall be reckoned as on 31.03.2020. The bidders having experience only in the Cafeteria business (snacks & beverage services) will not be considered.

1.3 Copies of Work Order, Work Completion Order, Latest copy of Performance certificate from such prescribed Institutions issued in the name of the bidder (mentioned at 1.2 above) where they have been providing similar services should be submitted as the proof.

1.4 Copy of last five years' annual accounts prior to 31.03.2020, certified by a chartered accountant with a minimum annual turnover of minimum Rs.5.00 crore (Rupees five Crore only) in catering services (only in institutional catering services) should be enclosed as the proof of their financial capability.

1.5 Copy of last five year's Income Tax Returns prior to 31.03.2020.

1.6 Should possess statutory requirement such as labour license under Contract Labour Act 1970, EPF, ESIC, GST registration, Shop and Establishment Registration Certificate and PAN Card for their existing businesses.

1.7 Joint Ventures are not permitted to bid.

1.8 Food License issued by the Competent Authority is mandatory.

1.9 The firm should have valid ISO 9001 certification or any other nationally or internationally acclaimed certification related to food safety and quality.

1.10 Self-attested copies of Annual Returns with respect to the payment made towards ESIC & EPF along with the proof of remittance for the month of October 2021 shall be enclosed

1.11 Number of workers deployed in the single largest contract in an Institutional Mess should be a minimum of 50 (fifty).

1.12 Must have achieved minimum annual turnover of Rs.5.00 Crore (Rupees five crore only) during last five (prior to 31.03.2020) completed financial years and should be profit making entity. Audited Balance Sheet along with Profit & Loss Statement of past five financial years should be enclosed.

In case the agency is providing more than one type of services excluding the institutional catering services, the CA certificate certifying the turnover from institutional catering service activities alone should be provided.

Note: The bidder should not have incurred any loss (profit after tax should be positive) in more than two years during available last five consecutive balance sheet, duly audited and certified by the Chartered Accountant.

1.12 Solvency Certificate from any scheduled bank to assess the financial stability of the agency. A latest Solvency Certificate for Rs.50.00 (Rupees fifty lakhs) should be enclosed to prove the financial soundness of the Agency. The solvency certificate may be from any Scheduled Bank. The solvency certificate has to be scanned and enclosed, uploaded with the technical bid document.

1.13 The contractor will have to enclose the scanned copy of the valid food license issued by the FSSAI (Food Safety and Standards Authority of India) in the technical bid document.

Note: Bids not meeting the above pre-qualification criteria will not be evaluated.

Performance Security Deposit and Award of Contract:

The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit Rs. 18 lakh (Rupees Eighteen lakh only) of the total value of the contract in the form of Demand Draft or Pay Order or FDR or Bank Guarantee from a scheduled bank drawn in favour of the "Director, National Institute of Technology, Warangal". Bank Guarantee/FDRs covering the period of contract and 180 days beyond the contract period. All incidental charges whatsoever such as premium, commission etc., with respect to the Bank Guarantee shall be borne by the successful bidder. Non-deposit of DD/Pay Order/FDR/PBG within the stipulated time shall render the contract invalid at the discretion of Director, NITW. In case, the contract is further extended beyond the initial period, the FDR/ Bank Guarantee will

have to be extended / renewed accordingly by the successful Security service provider.

The successful tenderer shall execute an agreement on non-judicial stamp paper of value Rs.100/- (stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted. If the successful tenderer fails to execute the agreement and or deposit the requisite security deposit within the specified time or withdraw his tender after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and will be automatically suspended from being eligible for bidding in any contract with NITW for a period of time of 3 years starting from the last date of receipt of this bid.

Authority to sign: - All the documents must be duly signed by the bidder. If any individual or a proprietor of a firm is a signatory, he/she should sign above the full type/written name and current address. In case of a partnership firm, all the partners of the firm or a partner holding power of Attorney for the firm (a certified copy of the power of Attorney should accompany the Documents) should sign in this case. In both cases, a certified copy of the partnership Deed and current address of all the partners of the firm should be furnished. In case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding power of Attorney for signing the Documents, accompanied by copies of the power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

Compliance/Confirmation: - Compliance or Confirmation report with reference to general terms & conditions and requirement for running the dining facility (Schedule-A), Scope of work and details of menus (Schedule-B) and the Basic Technical details (Schedule-C), should also be included in the Technical bid.

Daily Rate: No bid below **Rs.85/-** per student per day for the menu (see schedule-B for the details of menu) including all charges, taxes and service charges etc., as levied by Central and State Governments will be accepted.

Financial bid should quote the **“Daily Rate per student”** for the menu given in schedule-B and must include all charges including taxes and service charges etc., as levied by Central and State Governments. However, the percentage of taxes and service charges must be clearly indicated. The tenderer must submit a detailed note of justification in respect of the quoted daily rate, by giving details of dining hall and kitchen expenses, wages and taxes, failing which the financial bid shall be treated as INCOMPLETE and shall not be considered. The authorities reserve the right to ask for a detailed cost analysis of their quoted price, failing which the bid will be rejected summarily and liable for confiscation of EMD.

Validity of offer: The validity of the offer shall be for 120 (one hundred and twenty) days.

Opening of the tender: The documents related to pre-qualification criteria will be opened first. Technical bids of the firms fulfilling the pre-qualification criteria only will be opened.

A duly constituted committee will examine and evaluate the technical bids to decide the suitability for the said work. The bidders, whose Technical Bids are not found acceptable will be advised of the same and their financial bids will not be opened.

Bid Evaluation Scheme

Evaluation of the bids is based on a weighted criterion scoring system to be derived from the submitted tender documents. Various factors like taste of food, food variety, quality, quantity, reliability of service, and hygiene aspects, apart from the quoted cost, shall be considered during the finalization process. Inspection committee may carry out surprise visit to the establishments /mess/dining facilities run currently by the bidders and their reports will form valuable input for the short-listing process.

The Final selection of the successful bidder will be based on the evaluation of the Technical Bid with 60% weightage and the evaluation of the financial bid with a weightage of 40%.

A contractor will NOT be awarded the service contract for more than one mess at a time.

1. Evaluation of the Technical Bids:

The Technical bid should consist of all the details as specified in the Annexure - A along with commercial terms and conditions. All the bidders have to fill it depending upon their capabilities and conditions. The bidder should submit proofs for their claim by way of testimonials, records, photographs, etc. The Technical bids shall be given a Technical Score (TS) as per the ranking system by awarding score for each attribute. **There should be no cost indication in the Technical bid.**

The maximum score for technical evaluation is 100. Shortlisting will be done based on the score obtained in the technical evaluation.

The bidders, whose bids are shortlisted will be intimated and they may attend the opening of financial bid.

2. Opening of Financial Bid and Evaluation: Financial Bids of shortlisted bidders will only be opened.

The financial bids shall be evaluated for completeness and accuracy. The Daily Rate as stated in the Annexure-B shall be used for the purpose of evaluation of Financial bids.

The lowest bid shall be given a financial score (FS) of 100 points. The financial score (FS) of other bidders will be determined using the formula: $FS = 100 \times FP/F$, in which FP is the lowest financial bid, and F is the financial bid of the particular vendor.

Total Consolidated Score (CS) will be the sum of the 60% of the technical score (TS) and 40% of the financial score (FS) i.e. $CS = 0.6 \times TS + 0.4 \times FS$.

Bidders will be considered in the descending order of the consolidated score (CS) (i.e., the bidder with the highest score will be considered first followed by others in the order). If there is a tie in the overall score, the bidder with the lowest of the total price of the extra items will be selected.

The Institute shall reserve the right of downward negotiation of the prices quoted by the tenderers. Based on the consolidated score, the short-listed bidders will be considered for award of contract. However, the short-listed bidders willing to render the services at the rates agreed by the lowest bidder, will be allotted the food court/mess. The allotment of the food court/mess to the short-listed bidders, will be in the order of the consolidated score.

Acceptance and Rejection: The Institute reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the Tender without assigning any reason. Catering establishments, who served in NITW Hostel/Canteens and whose services were found to be deficient/terminated earlier are not eligible to participate in this tendering process.

Disputes and Jurisdiction: Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the city of Warangal in Telangana State.

Chief Warden NIT
Hostels NIT
Warangal

Acknowledgement: It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to abide by them.

Date:
Place:

**SIGNATURE OF BIDDER
ALONG WITH OFFICIAL SEAL**

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY WARANGAL 506004**

SCHEDULE - A

**TERMS AND CONDITIONS FOR CATERING SERVICES (INCLUDING
KITCHEN & DINING HALL MAINTENANCE) FOR INSTITUTE FOOD
COURTS (A, B & C) AND PRIYADARSHINI (LADIES HOSTEL) MESS**

1. Institute Food courts (IFC-A, IFC-B & IFC-C) and Priyadarshini Mess will run for 9 (nine) months with a lean period of 3 (three) months (in two stages) in an academic year.
2. All the students of the institute will be asked to utilize the dining services provided by the institute only. However, the students will be free to choose the mess of their choice on a weekly basis.
3. The students on their own choice will approach the concerned canteen manager/in-charge and will pay directly the dining charges in advance as applicable for the whole weekly through digital mode viz., UPI/Online bank transfer/Credit/Debit card or by cash. The student will have to dine only in that particular mess for the whole week for which he/she had made the payment in advance. No change in mess will be allowed in between the week.
4. The advance dining charges will be calculated and collected from the students as per the agreed per day rate multiplied by the actual number of days in that week.
5. If in case of long leave/sickness/any other issues where a student is unable to utilize the messing facility for a period exceeding 05 (five) days at a stretch, if permitted by the Warden, that student should be allowed to use the un-availed dining charges in the subsequent week from the same mess. Inter changing of amount or the mess for using the un-availed dining charges or refund of amount is not permissible.
6. Every student of the institute will have the liberty to choose the mess of their own choice for their dining purpose for a whole week and have to pay the dining charges directly to the concerned mess operator. The Hostel administration NIT Warangal will not involve in any activities like collection of money from the students, persuading students to choose a particular mess, providing the list of students to the mess operators, etc.
7. It will be sole responsibility of the concerned mess service provider to maintain all the documents viz., list of students chosen his mess, issuing dining card/coupon / dining token / daily attendance register, etc. The contractors shall note that, NIT Warangal will not bear any expenses or provide manpower for all these arrangements.
8. It will be the responsibility of each mess service provider to produce the list of students availed the mess services during the preceding month to reach the Chief Warden, NITW Hostels within 07th of the following month for record purpose alongwith EPF, ESI, Worker list.
9. Allotment of mess services to the successful bidders viz., either for IFC -A (OR) IFC- B (OR) IFC-C (OR) PRIYADARSINI MESS will be done as per their choice of mess as indicated in the financial bid. The successful bidder is bound to provide the catering services adhering to the terms and conditions and the agreed rate in that mess only throughout the contract period. If more than one successful bidder had opted for the same mess, priority will be given to the bidder who has proved to have more experience as per Para 1.2 on Pre-qualification criteria. If in case none of the bidder has opted for any particular mess, the same will be allotted to the bidder who has quoted the least value of per day (daily rate) amongst the bidders. Any decision of the Competent Authority of the Institute in this regard is final and binding and no any appeal/representation/request from the bidders will be entertained or replied to.

10. The menu for the normal days is enclosed. **There shall be at least 8 SPECIAL MEALS sessions (FOUR vegetarian and FOUR non-vegetarian) during the year for different festivals and ceremonies of the Institute with no extra cost. It may also include items like fruit juice or ice creams, two special curries in place of regular curries etc. in addition to usual items.** The menu for these special meals will be decided with mutual discussion of Mess warden, Mess Committee and the contractor.
11. Breakfast, Lunch and Dinner need to be served as per the menu agreed upon with the Hostel Management. The details of the menu are given in Schedule –B.
12. TENTATIVE MESS TIMINGS

Breakfast	: 07.00 AM – 09.00AM
Lunch	: 11.30 AM – 02.00PM
Dinner	: 07.00 PM – 09.00PM
13. Basic menu is unlimited. Special items, vegetable fried items, chips, fruits etc. are limited.
14. Any special/non-vegetarian items are considered as “EXTRAS” and will not form part of the basic menu.
15. The Electricity consumed for the kitchen, store room, rest room and the wash area will be charged as per TSNPDCL / Rs.15000/- per month. Running water in the kitchen will be metered. For drinking and cooking purposes, ISI certified Mineral water is to be used by the contractor. This should be remitted online to the official bank account of Chief warden NITW Hostel.
16. The Bidder shall pay a license fee of Rs.20,000/- per month per mess for the premises and Rs.20,000/- towards hire charges for the kitchen equipment and vessels supplied by the Institute. This amount should be paid before 7th day of every month to official bank account of Chief warden NITW Hostel.
17. Dispute: - In case of any dispute between the Institute and the Service Provider, the matter will be referred to an arbitration committee to be approved by the Director and the decision of the Committee will be binding on the contractor.
18. Statutory Requirement/obligation: All statutory rules, like Minimum Wages (Central) Act, ESI Act, PF Act, etc., as applicable for engagement of labor on daily wage basis are to be followed strictly as per Government norms. The service provider shall not employ any person below the age of 18 years. Employment of Child Labour is a serious offence as per laws and will lead to termination of the contract forthwith and legal action will be initiated, as per laws.
19. The contractor will have to obtain and submit food license from the FSSAI (Food Safety and Standards Authority of India). The valid FSSAI Certificate, Labour License and the Food License will be displayed by the mess service provider on a prominent place at the dining area.
20. In case of failure to comply with the above statutory Rules, Acts, the authorities shall have the right to impose the penalty or cancel the contract.
21. The contractor shall not assign, sublet or part with the possession of the premises and properties of the Institute therein or any part thereof under any circumstances.
22. The contractor shall not appoint any sub-contractor to carry out any obligation under this Contract.
23. The contractor shall vacate the leased premises with the all features, furniture etc., which are institute properties in good and tenable conditions at the termination of the contract.

24. The contractor shall not make or permit any construction or structural alteration of additional fitting inside the premises of the work place without prior written approval of the authorities.
25. The security deposit will be returned three months after the end of the contract period without interest if there are no pending issues against the contractor.
26. One-month notice is required from the contractor for the termination of the contract service if such a condition arises during the contract period.
27. If the contractor and/or his team and also functioning of the mess is not up to the mark or, the quality of the food is below standard or unhealthy or unhygienic, then Chief Warden/Director is empowered to terminate the contract with a short notice of one week. The Hostel Wardens Committee's opinion is final so far as the food quality/mess management is concerned.
28. In case of unsatisfactory performance / any dispute whatsoever / labor dispute emergency condition or any other reason as deemed fit by the Chief Warden, the contract can be cancelled at the sole discretion of the Director.
29. Hygiene and overall cleanliness in and around mess premises and kitchen has to be maintained. Raw materials, ingredients etc. used for food preparation are to be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Excess/leftover food shall not be used for subsequent session of meals. Violation of above requirements will attract penalty.
30. Waste disposal three times a day is the responsibility of the caterer. Necessary logistics should be arranged by the caterer to remove the waste (both food and non- food) generated by the mess to designated waste disposing areas outside NITW campus on a daily basis. The contractor is liable to be penalized for clogging of drains in the mess kitchen/washing area due to draining out of waste food etc.
31. Issues related to Hygiene in the mess
 - a. Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms.
 - b. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
 - c. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, and mess water coolers is also responsibility of the caterer. The highest possible standards are expected in this regard. Consumption of water for cleaning purposes should be minimum required.
 - d. 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, hand gloves for mess workers, head caps for mess workers and other measures as advised by the council.
 - e. Cleaning of toilets in the Mess premises should be taken care of by the caterer.
 - f. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
 - g. The mess council would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.
32. Contractor shall be solely responsible in case of incident(s) of food poisoning etc. and shall bear the complete expenditure arising out of this for medical treatment of the boarders of the mess. In addition, penalty may be imposed on the contractor as decided by the Committee of Wardens / Chief Warden for such incident(s). Further, legal action may also be taken as per the provisions of law.
33. The Contractor shall use only branded raw materials of best quality for preparing the food. Brands of certain mess items are given below. A quality control Supervisor will check all materials brought to the mess as well as cooking practices. In the event of the quality of the food served

being poor or not adhering to contractual conditions, the Hostel management will be free to impose monetary fine as deemed fit on the contractor. Such fines imposed will be adjusted against the payments due to the contractor. The Institute shall pay only the approved daily rate per student for the entire contract period.

MESS ITEM	BRAND
Salt	Tata, Annapurna, Nature fresh
Ketchup	Maggi, Kissan,
Oil (refined sunflower)	Sundrop, Goldrop, Priya, Vijaya, Freedom, Fortune (use of Hydrogenated (vanaspati) oil is prohibited)
Atta	Ashirvad, Pillsbury, Annapurna
Flavoured fruit drinks	Rasna, Roohafza
Butter	Amul /Vijaya
Cornflakes	Kellogg's/Kisan
Jam	Kissan / Trix
Tea	Brook bond, Lipton, Tata, 3 Roses, Gemini
Coffee	Nescafe/Bru/Sunrise
Rice	Vijaya or Sona-masuri (preferably from Mulkanoor Cooperative Society)
Bread	Ruchi/Modern/Spenser's
Milk	Vijaya/Mulkanoor/Karimnagar Dairy
Pickles	Priya/Ruchi/Spencers
Noodles	Maggi, Nestle, Nissan

The contractor may use any other approved brands only if permitted by the Mess Committee, in writing. In such case the contractor will submit two or three brands for each grocery item and the warden and Mess Committee will select the brands for cooking. The stock should be maintained for 15 days thereafter reorder level for 15 days.

1. **All inclusive daily rate (inclusive of fuel, cost of procurement of rice, wheat and all other provisions, vegetables, fruits, mineral water, unloading and loading, transportation, storage, labour, all statutory taxes, duties and levies etc. and fluctuations in the rates of the commodities) per student should be quoted in the tender. The Hostel Management will not pay any other charges for the catering services provided except the daily rate. No change in the agreed daily rate during the entire period of contract will be considered.**
2. **14.5 Kg capacity empty Gas cylinders for non-domestic use are provided by the institute. It is the sole responsibility of the contractor to get the refills from the Gas company to run the mess.**
3. **When circumstances warrant, contractor should cater for large number of students/staff members at very short notice. Similarly, fluctuations in strength during vacation periods shall have to be accommodated.**
4. The contractor and his workers must behave politely with boarders of the Mess. The contractor and his team, under any circumstances should not involve in any altercations with the boarders of the mess. In case of such situations/ under emergency, the Contractor should intimate immediately to the concerned Warden/Deputy Chief Warden/Chief Warden.
5. Mess workers and cooks should be healthy and medically fit. They are required to have a regular check up with the institute Medical Officer. If any mess worker is found medically unfit, he may not be given permission to continue his duties and mess contractor has to replace him immediately without fail.
6. The Hostel / Institute administration reserves the right to depute persons to act as supervisors to check the overall maintenance of the premises and proper use of the materials.
7. Mess Contractor or his representative / manager is required to remain present in the mess when the food is being served in the mess.
8. Smoking / drinking liquor etc. is strictly prohibited in the Institute premises.
9. Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The contractor shall not serve any of such substance / drink in mess / hostel. Smoking, consuming gutka, tobacco etc. is also prohibited in mess premises.
10. It is the responsibility of the Contractor to comply with all formalities of labour office including obtaining necessary labour license.
11. The employees of the contractor should wear uniform with the name batch (name tag), cap, hand gloves (while serving food).
12. All expenses related to the functioning of the employees engaged by the Contractor shall be in the scope of the Contractor.
13. The Contractor is solely responsible for the payment of minimum wages for their employees as per of the Central Minimum Wages Act norms and deductions towards P.F. and E.S.I. The

record of duty hours and pay structure should be maintained as per rules for inspection by authorized government personnel and N.I.T and for meeting other statutory and non-statutory benefits/obligations. A copy of the all statutory levies paid by the contractor should be submitted to the Chief Warden every month. The contract will also ensure that the monthly salary must be paid by way of credit into their individual accounts. These detail of bank remittance of wages to the employees of the contractor have to be submitted along with mess bill claims.

14. The contractor should submit the proof of payment of statutory remittent such as ESI/EPF etc. to the persons employed by him.

15. Contractor shall provide light food to the sick student/s during his/their sickness period and no extra charge will be paid for the same.
16. All the workers engaged in the food courts (IFC-A, IFC-B & IFC-C)/ Priyadarshini Mess (Ladies Hostel) are to be solely employed by the contractor only. Contractor has to engage sufficient number of employees for cooking, serving and cleaning/housekeeping.
17. Hostel management will monitor and evaluate the performance of the caterer. Grading of the caterer is done by the students based on quality, quantity, hygiene etc. Continuous bad performance will result in termination of contract. Non-compliance with menu and serving of unhygienic food will result in instant monetary fine.
18. The expenditure for maintenance of the electric gadgets and gas at the mess have to borne by the caterer.
19. Contractor must make his own arrangements for house-keeping of the dining and kitchen area allotted and disposal of the kitchen and dining waste material. House-keeping of common areas shared by the caterers must be done by them on rotation basis.
20. Any contractor whose tenure was prematurely terminated/stopped/barred/blacklisted by any institute/organization in the past 5 years is not eligible to apply.
21. An inspection team of the institute will carry out regular / surprise inspection of the messes for the quality assessment. Three adverse reports by the committee will entail termination of the contract.
22. All the awardees of the contract shall obtain the FSSAI certification for operating the food court/mess in NIT Warangal, within six weeks of the date of the award of contract, failing which the contractor shall be liable to the following penalties:
 - a. Rs. 1000/- per day for the first one week, Rs. 5000/- per second week and Rs.10,000/- per day for the third week.
 - b. Failure to submit the FSSAI certification within the period mentioned above will entail termination of contract without further notice.

PENALTY

1. The performance will be evaluated monthly by taking the feedback from the students on the quality and quantity of the food served, cleanliness, hygiene, waste disposal, catering service, punctuality and caterer response for 30 points. Based on the points obtained in the performance evaluation, the service provider has to improve the services and shall also be liable to pay fine along with the monthly license fee. The final decision on the feedback evaluation points and the quantum of fine will be mutually discussed involving mess committee and then finalized. However, the decision of the Chief Warden will be final in all matters.

2. Failure to supply food in terms of quality, quantity and as per the menu indicated in Schedule–B will attract penalty. For not adhering to contractual conditions, the Chief Warden shall be free to impose monetary fine as deemed fit on the contractor. Fines imposed shall be adjusted against payment due to the contractor.
- a) Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or of poor quality, then a fine of **Rs. 5,000/-** for each occasion will be imposed.
 - b) Items like Aji-no-moto, baking soda, coloring items etc are banned and they should not be used. If they are found in the kitchen premises penalty of **Rs. 5,000/-** for each occasion will be imposed.
 - c) Kitchen should be kept clean. If it is not kept clean, a fine of **Rs. 5,000/-** for each occasion will be imposed.
 - d) For damages caused by the contractor to the kitchen equipment's, vessels and other items supplied by the licenser, **twice** the cost of the equipment will be recovered.
 - e) Any complaint of insects cooked along with food found in any food item would invite a fine of **Rs.10,000/-** on the contractor. The contractor should prepare an alternate item immediately when such an incident is reported, pending further enquiry.
 - f) Any complaint of soft objects like rope, soft plastic, cloth, hair etc in food will attract a fine of **Rs 1,000/-** per complaint.
 - g) Any complaint of stones / pebbles will attract a penalty on the contractor which can range between **Rs 3000/-** to **Rs.5,000/-** depending on the size of the stone/ pebble per complaint.
 - h) 5 or more complaints of unclean utensils in a day would lead to a fine of **Rs. 2,000/-** on the contractor.
 - i) If mess committee agrees that certain item of a meal was not cooked properly then a fine of **Rs.10,000/-** would be imposed on the contractor.
 - j) Changes in approved menu (as per Table-2of schedule– B) of any meal without permission of warden/mess committee would result in a fine of **Rs.10,000/-** on the contractor.
 - k) Fine on any discrepancy (personal hygiene of workers) will lead to fine of **Rs.5,000/-** on contractor for every instance.
 - l) It is the responsibility of the contractor to see that the drainage lines are properly cleaned to see that the premises are hygienic. If it is found that due to negligence any drain is choked or foul stinking smell is detected, a heavy penalty of **Rs. 10,000/-** will be levied at each instance of such occurrences.
 - m) Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and is decided by the Mess Committee with consent with the wardens. Severity of hygiene failure shall be assessed and decided by the Mess Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

Warden (s) and Chief warden shall be the Competent Authority with regard to imposition of Penalty. The contractor may appeal to the Chief Warden for reduction/waiver of penalty. The decision of the Chief Warden shall be final and binding.

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS
NATIONAL INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

Schedule – B: Scope of Work & Details of Menu

Scope of Work:

1. Approximate Number of students to be provided the messing services as on the date of publication of the tender is : 4000 nos. (both boys & girls). The number of students may vary. The total number of available students to whom the messing services are required to be provided shall intimated to the mess contractor during the issuance of the LOI/Work Order.
- 2.

Table – 1

Sl No	Infrastructure Facility	Available facilities
1	*Priyadarshini Mess (Ladies Hostel)	Equipped with a Kitchen and a Dining Hall of seating capacity of 300 at a time.
2	Institute Food Court - A (IFC-A0)	Equipped with a kitchen and a dining hall of seating capacity 300 at a Time
3	Institute Food Court - B (IFC-B)	Equipped with a kitchen and a dining hall of seating capacity 300 at a Time
4	Institute Food Court - C	Equipped with a kitchen and a dining hall of seating capacity 240 at a Time

*The mess supervisor/manager, all the workers and Service persons in the Dining Hall of Priyadarshini Mess must be ladies.

This Contract is for initially for two years from the date of award of contract (December 2021 / January 2022). The contract may be extended for one more year in case the performance of the contract or is satisfactory, on a mutually agreed rate. The ‘satisfaction’ shall be a matter to be decided /recorded by a committee appointed by the Director, comprising of various stake holders including hostel management, student representatives, Deans and such Officers of the institute who may in the sole opinion of the Director be relevant. The contractor shall have no say in the matter of determination of “satisfaction”.

A contractor may be awarded a maximum of two messes. However, the decision of the Director will be the final.

The work of providing Catering Services (including Kitchen & Dining Hall maintenance) for Institute Food Courts (IFC-A, IFC-B & IFC-C) and Priyadarshini Mess (Ladies Hostel) shall have to be undertaken without causing any damage to the Institute properties. In case any damage is caused by the workers deployed by the Company/Contractor, the same shall be made good by the Company/Contractor.

Decision of the Director/Chief Warden will be final and binding on the contractor in case of any dispute arising out with respect to the terms and conditions of this contract.

The Institute reserves the right to reject any bid at any stage of tender evaluation without assigning any reason. Mere participation in the tender process by any tenderer will not confer any right, what so ever, on him/it.

The committee reserves the right regarding the allotment of messes to the successful bidders.

Once the contract is awarded, the contractor will automatically be within the purview of the Food and Adulteration Act and the items supplied in the institute food court (IFC-A, IFC-B & IFC-C), Priyadarshini Mess (Ladies Hostel) should strictly adhere to the stipulated regulations of the Food and Adulteration Act. Any deviation from this will be viewed seriously and is liable to attract legal penalties and punishments.

The tenderer must submit Financial bid for the menu given in Table – 2.

The daily rate quoted must include fuel cost, procurement of rice & provisions and vegetables of good quality, mineral water and other items. Further, the cost of these raw materials shall be inclusive of loading and unloading, transportation & fuel cost, storage at store room/dining hall premises for which no additional cost is payable or reimbursable by the Hostel management.

The contractor should go through the Schedule-A and give a compliance report for the terms & conditions and the requirements. The Hostel management ensures monthly payment to the contractor.

The Institute reserves the right to assign any one of the dining facilities to the contractor based on availability/requirement. The contractor shall visit these facilities and ascertain the available infrastructure. Any additional requirements, as deemed necessary by the contractor shall be taken care of by the contractor.

The hostel office will provide necessary facilities such as crockery (serving plates, glasses, spoons etc.) and other items viz. working tables, racks, shelf, vegetable cutting machine, wet grinder, chapatti puffer, cooking burners, mixer grinder, cold storage etc. only. These facilities will be in the charge of the Contractor and he / she will be responsible for any damage other than usual wear and tear. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repair, subject to approval and instructions of the Chief Warden / Warden. Other utensils, Gas refills and their safety, which are required to run the mess, will have to be arranged by the contractor. The regular maintenance of the facilities provided is to be borne by the contractor.

The maintenance of safety, health and hygienic conditions in and around the mess /kitchen will be the responsibility of the bidder. Warden's suggestions/instructions regarding cleanliness have to be followed and the expenditure towards this is to be borne by the contractor.

The successful bidder has to maintain the premises including kitchen and surrounding areas of the Institute food court (IFC-A, IFC-B and IFC-C), Priyadarshini Mess (Ladies Hostel) clean and hygienic.

Table-2 –MENU for IFC –A , IFC-B , IFC-C and Priyadarsini Mess (Ladies Hostel)

Days	Breakfast	Lunch	Dinner
Monday	Puri, Aloo Curry/Chole Curry	White Rice,Chapati, Veg. Curry* , Dry Sabji* , Dal* , MangoPickle, Rasam, Curd, Chutney, Fryums	White Rice, Variety Rice, Pulka, Veg.Curry* , Dal* , Sambar,Pakoda, Chutney,Banana(1), Salad, Curd
Tuesday	Tomato Upma&Poha (or) Pav Bhaji (Maximum of 4)	Veg. Biryani, White RicePulka, Veg. Curry* , Dry Sabji* , Dal* , Rasam, Raita, Sweet, Mirch Pickel, Salad	White Rice, Variety Rice, Chapati,ShahiPaneer, Dal* , Sambar, Lemon Pickle, Papad,Salad, Curd
Wednesday	Maggi Noodles with vegetables, Tomato Sauce	White Rice, Variety Rice, Chapati, Veg. Curry* , Dry Sabji* , Sambar, BoondiRaita, Sweet, Mango pickle, Curd,Onion	White Rice, Pulka, Veg. Curry* , Dal* , Sambar, Alu/MirchiBhajji(1), Chutney, Seasonal Fruit (preferably other than banana) , Curd
Thursday	Masala Dosa, Chutney	White Rice, Variety Rice, Pulka, Veg. Curry* , Dry Sabji* , Dal Tadka* , Rasam, Curd,Mango Pickle, Salad	White Rice, Chapati, Mutter Panner, DrySabji* , Sambar, GonguraChutney/Pickle, Onion,Banana (1) , Curd
Friday	Idli, Vada& Sambar	White Rice, Veg. Biryani, Puri/Bhatoora, Chole Curry, Mixed Veg. Curry* ,Sambar, Raita, Fryums, Salad,Sweet, Chutney/Pickle	White Rice, Pulka, Veg. Curry* , Dry Sabji* , Sambar, Chutney/Pickle, Curd, Papad, Fruit Custard
Saturday	Onion Dosa/ Uttappam, Chutney	White Rice, Variety Rice, Pulka, Veg. Curry* , Dry Sabji* , Dal* , Raasam, Butter Milk, Mango Pickle, Fryums, Salad	White Rice, Chapati, Veg. Curry* , Dry Sabji* , Dal* , Curd, Sambar, Chutney, Sweet,Banana(1) , Curd
Sunday	AluParatha, Tomato Chutney & Curd (1 cup)	White Rice, Veg Pulav, Chapati, Paneer Butter Masala, Veg. Curry* , Rasam, Raita, Fryums, Fruit Salad, Pickle, Onion	White Rice, Pulka, Veg. Curry* , Dal* , Sambar, Pickle, Curd, Papad, Chutney, Sweet, Banana(1) , Curd

- ALL DAYS:**
1. Tea, Coffee, Milk will be served in the breakfast-(100 ml).
 2. Bread (Max of 6 slices) with Butter (Max of 10gm) and Jam as Alternate Breakfast
 3. Dry Sabjis (2 cups), Vegetable Curries(2 cups), Curd (2 cups), and sweet (one cup/one piece of 50 grams) are limited.

The following items shall be served at EXTRA COST:

1. Milk (Cup of 150 ml) to be served in the Night.
2. Corn Flakes (Cup of 50gms) to be served in the Breakfast
3. Boiled Egg/Omelette to be served in the Lunch and Dinner.
4. Fresh Fruit Juice (Cup of 150 ml) to be served in the Lunch/Dinner.

#The Mess Committee, in consultation with the contractor, will replace/ choose from the list of Variety Rice, Dals, Dry sabjis, Vegetable curries and sweets every month.

Variety Rice: Pudina Rice, Lemon Rice, Jeera Rice, Pulihora, Tamoto Rice.

Dals : Tomato dal (toor), Dal makhani, Palak dal (toor), Moong dal, Dal with leaf, Toor Dal with Vegetables, Cucumber dal (toor), Ridge Gourd dal, Dal tadka, Methi dal, Lasooni dal palak, Masoor dal, Chana dal

Dry Sabjis: Veg. 18anchuria, Aloo gobi fry (Semi Gravy), Dry soya bean, Raw banana, Beetroot chana, Cabbage 18anchuria, Cabbage capsicum, Aloomatar, Aloo capsicum, Aloo jeera, Dondakaya, Brinjal (long), Carrot beans, Bendi fry, Broad beans fry, Aloo fry, Cauliflower fry, Carrot fry, Dondakaya fry, Banana fry, Bitter Gourd fry, Brinjal fry

Veg. Curries: Aloo Capsicum Tomato Curry, Gobi masala, Aloo-Tomato curry, Dum Aloo, Mixed Veg., Dum Aloo Masala, Cauliflower, Bendi Masala, Brinjal Masala, Black Chana Masala, Rajma Masala, Mutter Cabbage, Aloo Mutter Curry, Meal Maker, Snake Gourd, Drumstick, Kadai Veg, Bottle Gourd (Lauki), Gongura, Capsicum, Veg-Kolhapuri, Potato-Brinjal, Soyabean Thin Curry, Malai Kofta Masala

Sweets: Carrot Halwa, Gulab Jamun, Rice Kheer, Semiya Kheer, Suji Halwa, Kalakand, Jalebi, Shahi Tukda, Milk Barfi, Coconut Barfi, Kaja, Laddu, Sheera, Boondirabdi, Rasmalai

**OFFICE OF THE CHIEF WARDEN, NIT HOSTELS NATIONAL
INSTITUTE OF TECHNOLOGY, WARANGAL 506004**

**Schedule-C:
Technical Details**

1. Tender document fee (Rs. 5000/-+ 18% GST) Details such as
 - i. UTR no./Transaction ID no./ _____ date _____
 - ii. Name of the Bank _____
2. EMD : Bid declaration form (as per Annexure-I), duly filled up on the letter head, signed and should have been uploaded in the technical bid.
3. PARTICULARS OF THE AGENCY :

a) Name of the Agency	
b) Address of the Agency	
c) Mobile & Phone Number	
d) Fax number	
e) Email	
Name of the owner(s)/Partners (Attach Bio-data of all Partners) Name and	
Designation of Contact Person/ Representative of firm along with his/her Mobile no and email	

4. Experience of the agency for past 5 years ((List of Higher education Institutions) in providing institutional Catering services. (ref : Para 1.2 on Pre-qualification criteria). Particulars may be provided in the table given below.

Financial Year	Name of the Institute	Number of Students Catered	Contact Person & Mobile no	Type of Service provided	No of persons deployed
2019-20					
2018-19					
2017-18					
2016-17					
2015-16					

5. Statutory Registrations

SI No	Items	Details	Copies enclosed (YES/NO)
1	Registration Number With Office of the Regional Labour Commissioner (Central/State)		
2	PF registration Number		
3	ESI registration number		
4	Service Tax Number		
5	IT PAN/TIN number		
6	GST Number		
7	Labour License number		
8	Professional Tax number		
9	FSSAI license		

6. Annual Turnover for the year.

2019-20	2018-19	2017-18	2016-17	2015-16
Rs.	Rs.	Rs.	Rs.	Rs.

7. Bidders Solvency of current financial year (Capital Employed) rupees (in lakhs) (Solvency certificate for an amount not less than Rs.50.00 Lakhs should be enclosed as Appendix – VII
8. Self-attested copies of Annual Returns with respect to the payment made towards ESIC & EPF along with the proof of remittance for the month of September, 2021 shall be enclosed (Appendix VIII.1)
9. Provide the details of IT returns filed for past 5 years. (Appendix VIII.2)
10. Whether Quality Certification obtained for any of the Food Courts/Dining facilities/ Catering services provided, If Yes, enclose the proof (Appendix -IX)
11. Proposed plan to provide Catering Services at Institute Food Courts

SI No	Staff Category	Number of staff to be employed	
		IFC-A, IFC-B, IFC-C	Priyadarsini Mess
1	Highly Skilled* (Manager, Head Cook etc.)		
2	Skilled (Store Keeper, Cooks, Supervisor etc)		
3	Semi-Skilled (Asst Cooks, Kitchen staff like Chapthi/ Pulka/Dosa maker, etc)		
4	Unskilled (Kitchen /Dining Hall/ Utensil cleaners, Service persons(Suppliers), Ingredient cleaner/cutter, Housekeeping/sweeper etc)		

*Should be with degree / diploma / certificate holder in hotel management / catering technology from approved Institute.

12. Litigations, if any, connected with Catering Work : Yes/No (if Yes, Enclose the details)
13. Any other information, bidder wishes to provide in support of their credentials, details, if any.

DECLARATION BY THE CONTRACTOR

I/We have carefully read the terms and conditions of contract as contained in Tender Notification **No. NITWH/CSKM/2021-22, Date:11/11/2021** and agree to abide by these terms. If, I/We fail to fulfill any of the terms and conditions of the contract, then Director/ Chief Warden has the right to cancel the contract along with fine(s) without any further correspondence and NIT, Warangal, has no financial liability.

Place: _____

Date: _____

(Signature of Bidder)

Name & Designation

Seal of the firm

Annexure - A

CRITERIA FOR RANKING OF TECHNICAL BIDS

(Maximum Score is 100)

The Bidder should write the score in the box provided depending upon their capabilities and conditions. The bidder should submit proofs for their claim by way of certificates, testimonials and records etc. No score will be awarded for the items without any proof or supporting documents.

Bidder shall ensure submission of complete information / documents at the first instance itself. NITW reserves the right to complete the evaluation based on the details furnished by the tenderers without seeking any subsequent additional information. Tenders not in compliance with tender conditions or with incomplete information / documents are liable for rejection.

PART – I (Technical Details – Maximum Score is 50)

S.No	Description of the item	Score awarded
1	The present status of the Registration of the bidder (enclose a copy of the certificate as Appendix – I). <i>Score is 7- if Registered under Companies Act; Score is 5- if Partnership firm and Proprietary concern</i>	
2	Total number of Higher educational institutions like NITs, IIMs, IITs, IIITs, IISERs, AIIMS, Central Universities and Leading Private Universities where the bidder provided institutional catering services continuously during the last FIVE years for more than 500 boarders persons/day) (ref : Para 1.2 on Pre-qualification criteria). (enclose copies of work order up to 2020 and also enclose the details of ongoing contract/ work details separately for those only where there are more than 500 boarders - refer Appendix -II). <i>Score will be calculated as - Number of Institutions multiplied by 2.0, subject to a maximum score of 8</i>	
3	Average annual turnover of the bidder during the last five years ending on 31-03- 2020 (with respect to all Institutional catering business only). Authenticated copy of audited Statement of Accounts for the last three years should be enclosed as Appendix III.1, III.2 and III.3. <i>Score is - Total Turnover in Crores multiplied by 0.5 subject to a maximum score of 7</i>	
4	Annual value of the single largest contract for running Institutional Mess services. Work order along with the certificate from the institute/industry specifying the annual value of the contract should be enclosed as Appendix IV. <i>Score is - Total Turnover in Crores multiplied by 1.0 subject to a maximum score of 7</i>	
5	Number of workers deployed in the single largest contract in an Institutional Canteen / Mess. Acknowledgement from the bank for the last six months of contract for crediting the salaries of the workers should be enclosed as Appendix–V. <i>Score is - Total No. of workers multiplied by 0.1 in single largest contract subject to a maximum score of 7</i>	
6	Number of Highly Skilled workers (with hotel management / catering technology Certificate/Diploma/Degree) available in the rolls of the tenderer's organization for the last two years. Attested copies of the certificates of the skilled workers should be enclosed as Appendix - VI <i>Score is - Total number of Skilled workers multiplied by 0.1 in single largest contract subject to a maximum score of 7</i>	

7	Bank Solvency Certificate of Nationalized Bank / Scheduled Bank of current financial year (Solvency certificate should be enclosed as Appendix – VII) <i>Score is- an Amount in Rs. Crores multiplied by 5, subject to a maximum score of 7</i>	
Total Score		

NOTE: Appendix I to VII should be attached along with this. Mark the Appendix number at top right corner.

PART – II (QUALITY ASSESSMENT – Maximum Score is 50)

All the bidders have to obtain Quality Assessment Certificates from the Clients, in the following proforma, separately for each of the contracts. The number of Quality Assessment certificates must be same as the number specified in 2 of Part – I (technical details) of Annexure – A. Otherwise, the score for item 2 of Part -I will be taken as number of Quality Assurance certificates enclosed.

Quality Assessment certificates (QAC) should be substantiated with corresponding Experience Certificates issued by the respective clients certifying the period of contract, value of contract and value of work executed and completed satisfactorily. Maximum possible score for the Quality Assessment is 50, (i.e., 5 marks each for the 10 factors). The QACs will be checked and the minimum marks obtained in each of the factor amongst the 10 factors will be taken, if there are more QACs attached by a bidder. Average will be considered to derive the final score in part-II. Maximum of 05 QACs will be considered. For the firms operating/operated at NIT Warangal, latest (not exceeding three academic years) quality assessment certificates issued by NIT Warangal will only be considered.

**FORMAT FOR QUALITY ASSESSMENT CERTIFICATE
FOR CATERING SERVICES
(TO BE TYPED ON THE LETTER HEAD OF INSTITUTE/ORGANIZATION)**

Please provide your honest assessment of the quality of the catering services provided by the
aforementioned agency based on the following criteria

Name of the firm: _____

Period of service availed from the contractor: _____ to _____

Average number of diners during the period of the contract: _____ Value of
the contract Rs. (in lakhs) _____

Please give numeric value 0 to 5 (5- Excellent, 4-Very good, 3-Good, 2-Average, 1-Poor, 0-Very
Poor) for each of the items given below

1. The contractors response has been prompt and as required by the administration
2. All the managers were professionally trained having valid degree/diploma / certificate in
hotel management / catering technology from approved Institute
3. All the managers have been punctual and performed their duties with complete responsibility
4. There have been no removals or replacement of managers on the ground of indiscipline,
substance abuse, negligence, criminal record, driving mishap, etc.
5. Quality of food
6. Quantity of food
7. Any record of accidents.
8. Health and hygiene and proper cleanliness and any service disruption
9. Any collective feedback from client/students about noncompliance of service
10. Whether the staff is proficient in their respective work

Name, Signature and Official Seal of the Assessor

Contact Number: Office:
Mobile No. :
Official E.Mail ID :

Annexure - B

FORMAT FOR FINANCIAL BID (TO BE TYPED ON THE LETTER HEAD OF FIRM)

FINANCIAL BID

To
The Director
NIT Warangal – 506004

Sir,

Sub: Financial offer for catering services for IFC -A, IFC- B, IFC-C and Priyadarsini Mess (LH Mess).

Ref: Your tender notification No NITWH/CSKM/2021-22, Date:11/11/2021.

With the above cited reference and subject, we submit herewith our financial bid.

DAILY RATE PER STUDENT (for the menu given in the Table-2 of Schedule B of this tender document and adhering to all the terms & conditions. (Rate should be quoted in INR and in a round value (without any paisa / decimal value)	Rs. _____ .00 per day	Choice of Mess *:
--	-----------------------	-------------------

(* any one : either IFC -A (OR) IFC- B (OR) IFC-C (OR) PRIYADARSINI MESS)

IMPORTANT NOTE:

1. Per day rate (daily rate) should not be less than Rs.85.00. Further, a detailed note of justification in respect of the quoted daily rate, by giving details of materials and maintenance cost (for both dining hall and kitchen), wages of the workers and taxes etc must be enclosed, otherwise financial bid shall not be considered.
2. Allotment of mess services to the successful bidders viz., either for IFC -A (OR) IFC- B (OR) IFC-C (OR) PRIYADARSINI MESS will be done as per their choice of mess as indicated in the financial bid. The successful bidder is bound to provide the catering services adhering to the terms and conditions and the agreed rate in that mess only throughout the contract period. If more than one successful bidder had opted for the same mess, priority will be given to the bidder who has proved to have more experience as per Para 1.2 on Pre-qualification criteria. If in case none of the bidder has opted for any particular mess, the same will be allotted to the bidder who has quoted the least value of per day (daily rate) amongst the bidders

EXTRA ITEMS

Sl.No	Item	Quantity	Rate in INR
1.	Chicken Masala	Per Plate (100 gms)	
2.	Chicken 65(Dry)	Per Plate (100 gms)	
3.	Fish Fry	Per Plate (100 gms)	
4.	Boiled Egg	1 No	
5.	Single Egg Omlet	1 No	
6.	Single Egg Masala	1 No	
7.	Egg Burgi	Per Plate (100 gms)	
8.	Corn Flakes	Cup of 50 gm	
9.	Night Milk	Cup of 150 ml	
10.	Fruit Juice	Cup of 150 ml	
11.	Evening Tea/Coffee/Milk	150 ml	

NOTE: 1. Rates quoted should be inclusive of all taxes/levies (service tax/GST and any other statutory Central/State Govt. taxes) & Fluctuations in the rates of items and should be valid for two years from the date of tender.

2. Bidders must quote for the menu given Table – 2 of Schedule-B.

3. Director reserves the right to negotiate the cost of extra items before awarding the contract.

Affidavit

(Self Declaration Form to be submitted on Non-Judicial Stamp Paper of Rs.100/-)

For Catering services at National Institute of Technology, Warangal

1. I, _____ S/o _____ r/o _____

_____ S/o _____ r/o _____

solemnly affirm and declare that:-

- a) I/We am/are solvent.
- b) I/We have not been debarred from participation in tenders by Centrally Funded Institution / Educational Institute.
- c) I/We have not been convicted in any criminal case, and there is/are no case/cases pending for criminal activity in any court of law.

- 1. I/We hereby accept to cater to the menu (as indicated in tender document) and minor modifications in the menu, as requested by the students and approved by the Hostel Management Committee during the period of the contract, without any additional cost.
- 2. I/We hereby agree to abide by the decision of the Hostel Management Committee and terms and conditions mentioned in the schedules.
- 3. I/We have enclosed the duly signed copy of all the schedules with the required appendices.
- 4. I/We hereby certify that the above rates are inclusive of service tax and any other statutory Central/State Govt. taxes and fluctuations in all items.

Further, I/We am/are aware that if any of the declarations made by me above being found to be incorrect/false, either before or after the award of Contract shall be treated as “Material Breach” and would result in rejection of the bid or termination of the Contract, as the case may be, and will be debarred/blacklisted from participating in future allotment of catering service for a period of five (5) years.

(Signature of the Bidder)
Date:
Name:
Address:

(Signature of the Bidder)
Date:
Name:
Address:

CHECK LIST

Ensure that you have enclosed the following before submitting the Tender

1. One PDF file containing copies of payment towards tender document fee, bid security declaration, signed tender document, affidavit as per the format enclosed and other documents, which as required in Pre-qualification criteria.
2. Second PDF file containing the Technical Bid Documents separately (as per Schedule A, Schedule B, Schedule C and Annexure A).
3. Third PDF file containing the Financial Bid along with detailed justification separately.
4. Please study the important conditions of the Tender, Terms and Conditions (Schedule A) and Scope of Work and Details of Menu (Schedule B) and submit the Tender in accordance with those terms and conditions.

Annexure- I

(on the letter head of the bidder)

PROFORMA FOR EARNEST MONEY DEPOSIT DECLARATION

Whereas, I / We _____ (name of agency) have submitted bids for _____

_____ (name of work).

I/We hereby submit following declaration in lieu of submitting Earnest Money Deposit.

- (1) If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents.

Or

- (2) If, after the award of work, I/We fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents.

I/We shall be suspended for one year and shall not be eligible to bid for NITW tenders from date of issue of suspension order.

Signature of the Contractor(s) with seal