INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMARKANTAK (M.P.) 484887

TENDER DOCUMENTS FOR CATERING/MESS SERVICES FOR GIRLS AT INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY (IGNTU) CAMPUS, AMARKANTAK (M.P.)

Tender No. IGNTU/2024/P&S/....80 **Date....14/11/2024**

Section 1: Important Information

Tender Reference	**Tender No. IGNTU/2024/P&S/....80**
Mode of Tender	**GeM Portal – (Two Bid System)**
Estimated Student Strength	**1450**
Hostel Type	**Residential**
Contract Period	**1 Year (initial) – renewable annually up to 3 years (1+1+1) subject to performance**
Estimated Annual Contract Value	**Approx. Rs. 3.50 Crores (indicative)**
Bid Security (EMD)	**Rs. 13,00,000.00**
Performance Security	**5% of Annual Contract Value (as per GFR-2017, Rule 171)**
Tender Processing Fee	**Rs. 2000/- for each mess (Non-Refundable) to be paid online to IGNTU account**
Bid Validity	**180 days from date of opening of Technical Bid**
Last date of Submission	**As per GeM Portal/NIT (to be notified)**
Address for Correspondence	**Registrar, IGNTU, Lalpur, Amarkantak, Distt.: Anuppur (M.P.) 484887 Email: registrar@igntu.ac.in**

Registrar
I.G.N.T.U. Amarkantak (M.P.)
कुलसचिव
इ.गां.रा.जनजातीय विश्वविद्यालय अमरकंटक (म.प्र.)

NOTICE INVITING TENDERS

The Indira Gandhi National Tribal University, Amarkantak invites tenders from registered and licensed caterers/ISO certified catering agencies/firms/individuals for providing catering/mess services at the following University Hostels Mess:

SN	Name of the University Hostel Mess	Total Students strength (Approx)	Remarks
1	Mega Mess near RDGH	750 (Girls only)	**Strength of students may vary ± 20%**
2	New Girls Hostel Mess (OBC)	350 (Girls only)	
3	New Girls Hostel (Opposite Mega Mess)	350 (Girls only)	

Non-refundable tender processing fee of Rs. 2000/- (Rupees Two Thousand only) only has to remitted through online in favour of the IGNTU, at Canara Bank, IGNTU, Lalpur, Amarkantak (Account No-6752101000027, IFSC-CNRB0006752)-484887, District- Anuppur (M.P.). The copy of processing fee receipt and applicable Bid Security must be enclosed with dully filled in technical bids for each bid. Incomplete bid viz, partially filled forms, without relevant tender documents, requisite tender processing fee, applicable Bid Security, technical and financial bids as prescribed herein, shall be summarily rejected.

The bids have been invited under the two-bid systems, i.e. Technical Bid and Financial Bid, Bid received after due date shall not be entertained.

Technical bid with any price indication shall be summarily rejected. The Financial bids of only technically qualified bidders will be opened, the schedule for opening of financial bid shall be intimated to the technically qualified bidders at appropriate time.

The decision of the IGNTU shall be final and binding in awarding the contracts.

14/11/2023

Registrar
IGNTU, Amarkantak

Registrar
I.G.N.T.U. Amarkantak (M.P.)

Chapter -01: (Introduction to bidders)

Name of Work/Service		Providing Catering/Mess Service(s) for Hostels		
SN	Name of the Hostel Mess	Estimated Annual Contract Value	Bid Security Amount	Tender Processing fee
1	Mega Mess near RDGH	Rs. 1.50 crores	Rs. 5,00,000/-	Rs. 2000/- (Fee is payable for each mess tender)
2	New Girls Hostel Mess	Rs.1.00 crores	Rs. 4,00,000/-	
3	New Girls Hostel (Opposite Mega Mess)	Rs.1.00 crores	Rs. 4,00,000/-	
Payment of the tender processing fee		The requisite tender processing fee is to be paid online in favour of "Indiara Gandhi National Tribal University. Payable at Canara Bank, IGNTU, Lalpur, Amarkantak (Account No-6752101000027, IFSC-CNRB0006752) (Copy of the UTR must be enclosed)		
Bid Security Amount		Applicable Bid Security amount as mentioned above with item Nos. 1-5 must be enclosed with the technical bid, individually and separately for each hostel mess. Exemptions shall be allowed as per applicable Govt. of India norms		

14/11/2025
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IGNTU, Amarkantak

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IGNTU Amarkantak (M.P.)
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Chapter-02: (Conditions of Contract)

Indira Gandhi National Tribal University, Amarkantak (M.P.) invites bids in two bid system from Firms/Agencies/Individuals for running University Hostel Mess at the University campus.

1. **Eligibility criteria to participate in the tendering process**
   a) The bidder should be a Registered/Licensed caterers/ISO-certified catering agencies/firms, with minimum three (03) years of experience of satisfactorily running a mess of 500-800 students/members capacity in reputed Government Institutions/organization/PSU college etc. Bidders with experience of running smart and eco-friendly messes, for example, use of solar/electric cooking equipment, shall be preferred.
   b) For a single bid, the bidder must have done business of minimum Rs. 2.50 Crores turnover **in the last three years,** as evident by the supporting documents like audited Annual account from Charted Accountant for last three financial years.
   c) However, Minimum turnover criteria for the firm(s)/Agencies applying for more than one Hostel Mess bid, shall be as follows:
      1. For any **all three hostels Mess- Rs. 3.0 crores** in the last three years;
      2. Must have valid **ISO 22000:2018** Food Safety Management System Certificate before published of tender
   d) Interested bidders should have quality certificate from reputed national agencies such as FSSAI or any other relevant certificate prescribed from time to time by the Govt. of India applicable to such type of services, at least for previous three years.
   e) The bidders must have PAN, GST registration. EPF registration, ESI registration, Labour License/registration and other such registration, which are required to carry out the business.
   f) Last three years Income Tax Return Audited P&L and balance Sheet by Chartered Accountant with UDIN No.
   g) The agency/individual who has operated Mess/Cafeteria in the University campus has to submit No Dues Certificate. In absence of No Dues Certificate, the bid shall be cancelled.
   h) Bidders are required to process valid GST registration in Madhya Pradesh.
   (Documentary proof to be attached in support of the item No. a-h)
2. **Submission of the tender:** Separate tender form with requisite fee (in case of more than one mess) complete in all respects has to be submitted on GeM Portal on or before the las date.

3. **Bid Security:** It is mandatory for the bidders to submit the requisite Bid Security amount as mentioned elsewhere the tender document. The Bid Security shall be accepted in the form of an Account Payee Demand Draft/Bank Guarantee form any of the Commercial Banks or payment through online in favour of Canara Bank, IGNTU, Lalpur Amarkantak (Account No-6752101000027, IFSC-CNRB0006752). The deposited Bid Security should remain valid at least for a period of 45 days beyond the bid validity period. Receipt of the payment UTR copy must be enclosed

with the bid. A bid without Bid Security shall be treated as non-responsive and be summarily rejected. The University shall pay no interest to the bidder on the deposited Bid Security. Exemptions from the deposition of Bid Security shall be as per GoI norms. At the time of

signing of AGREEMENT the bid security may be adjusted as performance security upon the request of awardee-bidder; the balance amount has to be deposited/paid as per the provisions of GFR-2017.

4. **Performance Security:** The successful bidder shall be required to furnish a Performance Security i.e. 5% of the Estimated Annual Contract Value as per the Rule 171 of GFR 2017. The Security Deposit may be submitted in the form of Account Payee Demand Draft/Bank Guarantee form any nationalized/ scheduled Bank or payment through online in favour of "Indira Gandhi National Tribal University, payable at Canara Bank, IGNTU, Lalpur Amarkantak (Account No-6752101000027, IFSC-CNRB0006752) and shall be valid for a minimum period of six months beyond completion of contractual obligations. In normal circumstances the Security Deposit shall be returned to the contractor without interest only after the satisfactory completion of the contract period. However, in case of premature termination of the contract the University may forfeit the security deposit. Dues, if any payable by the bidder shall also be adjusted.
5. **Signatory Authority:**
   a) It is mandatory for the bidders to sign each and every page of the tender and all enclosed documents. In case of and individual or a proprietor of a firm is signatory; s/he shall have to put his/her signature above the full typewritten name with current address.
   b) 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 must be submitted with the documents) shall sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.
   c) In case of a limited Company or a Corporation, the documents shall be signed by the duly authorized person holding Power of Attorney for signing the documents, accompanied with copies of the Power of Attorney and the Memorandum of articles of Association dully attested by a Notary Public.

6. **Opening of the tender:** Technical bids will be opened by a committee constituted by the University. The Financial bid of all technically qualified bidders will be opened by the committee to be informed separately.

7. **Visit to bidders facility:** The Mess Warder or any other committee constituted by the Competent Authority for the purpose may visit the establishments/mess/dining facilities of the bidders. After opening the technical bid. The report will serve as a valuable input to the short-listing process. Hence, complete details of the clients of the bidders must be enclosed with the technical bid, including clients' addresses, names(s) of contact person(s) with phone Numbers.
8. **Daily rate:** The Financial bid must include basic price quoted as Daily Rate per Student for Breakfast+ Lunch+ Dinner, as per the menu given in the Annexure-V. The successful bidder has to publish the menu for each meal of the day, for a week in advance, dully approved by the Mess Committee.
9. **Alternative proposal:** All the bidders shall submit offer(s) that strictly comply with the requirements of the Tender Document. Any alternatives or modification shall render their bid invalid. Offers with conditional rebate will become automatically invalid.

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10. **Validity of Offer:** The validity of the tender documents is up to 180 days. All participating bidders shall agree to keep the tender open for this period from the date of submission and shall not make any modification to therein stated terms and conditions.
11. **Acceptance and rejection**: The IGNTU, Amarkantak reserves the right to shortlist/reject any or all tenders; as well as may accept the whole or any part therefor a tender without assigning any reason.
12. **Final selection:** The final selection shall be based on submitted tender documents. If needed, the "client inspection report of the committee may also be considered/included. If the rates quoted by a bidder is too low with reference to the quality and quantity specified in the tender, the respective tender shall to be rejected from further consideration. Preference will be given to the female bidder. The IGNTU reserves all the rights regarding final selection of a prospective bidder, and its decision shall be binding upon all the bidders.
13. **Disputes and jurisdiction:** Any legal disputes arising out of any breach of contract pertaining to this tender process shall be settled in the Hon'ble Hight Court of Madhya Pradesh Jabalpur.
14. **Mess Fee/rebate to students:** Payment for availing the mess service shall be made by the students/hostellers directly to the caterer on monthly basis. It shall be the responsibility of the caterer to ensure collection of the mess charges directly from the students. The University has no role in settlement of students' food bills. Mess Rebate, if any, shall be as per Mess Rules, rebate for less than 07 days shall not be considered, Hostellers' expecting to remain away from the hostels for more than seven consecutive days, for academic reasons only, shall have to intimate the Mess Warden office through proper channel at least three days prior to leaving the hostel. Violation and other personal reasons shall not be entertained.
15. **Non-compliance charges:** Committee constituted by the Competent Authority shall periodically inspect the service performance of the caterer through surprises visits. It is mandatory for the caterer (or their official designate) to be present, and attend any meeting called for. The university shall maintain a report of the mess effectiveness based on feedback from the students and mess wardens. Appropriate penalty may be levied on for non-compliance of quality of service from the caterer side. Similarly. Based on authentic and verifiable reports, the caterer may also be penalized for failing to maintain the basic hygiene standards as per FSSAI norms. All kind of non-compliances will attract penalties to the caterer as per the **Annexure-III.**
16. **Indemnity clause:** Caterer(s) has to execute an indemnity bond with the university stating "The Caterer indemnifies the IGNTU, Amarkantak that all liabilities or losses incurring from un-hygienic preparation, personal hygiene issues and (or) storage of food, improper usage of ingredients and such issues that may causes harm to the students due to inefficient operation shall be borne by the caterer." In all such cases Standards & Rules set by FSSAI and other similar agencies shall be followed.
17. **Penalty for withdrawal of services before the expiry of contract period**

a) The caterer shall be barred from participating in further catering/mess tender at IGNTU campus for a minimum period of 03 years;
b) Forfeiture of the bid Security/Performance Security deposited by the caterer.
c) In such case order of the University shall be final and binding upon the caterer.

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Signature & Seal of the Bidder

18. The contract shall initially be awarded for **one year**, which may be extended for further One+ One years on mutual consent of both the parties on same terms and conditions as mentioned in this tender document subject to satisfactory performance. After awarding the contract, the University reserves the right to terminate the contract on one-month notice at any time provided performance of the caterer is found to be un-satisfactory. The Caterer cannot terminate the contract before one year, however if s/he wants to do so, can terminate the contract by fiving three months' notice, by clearing dues, if any.
19. **Force Majeure:** In the event of either party being rendered unable by force Majeure to perform any obligation required to be performed by them under the CONTRACT, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such case lasts. The term "Force Majeure" as employed herein shall mean acts of God, War Civil Riots, Pandemics, Fire directly affecting the performance of the CONTRACT. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 48 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than two months IGNTU shall have the option of canceling this CONTRACT in whole or part at his discretion without any liability at his part. Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such case lasts.
20. **Acknowledgement:** It is hereby acknowledged that I/we have through tender documents as well as the Schedules and conditions mentioned therein, I/we agree to abide with the terms and conditions mentioned in tender document. **(An agreement shall be signed by the successful bidder at their cost on proper Non-Judicial Stamp paper as per Rules).**
21. Basic mess facilities such as kitchen space and dining halls etc. are to be provided by the IGNTU. The caterer has to arrange all required cooking and serving utensils. And has to serve the food at designated place/dining hall. If interested, the prospective caterer(s) may inspect the facilities available with the University, witch prior appointment.
22. Breakfast, Lunch and Dinner have to be served as per the menu detailed in the **Annexure V.**
23. **DINING TIMINGS**

Breakfast	-	07:30 - 09:30 Hrs.
Lunch	-	12:30 - 14:30 Hrs.
Dinner	-	19:30 - 21:30Hrs

24. **Type of service:** Self services with minimum of one counter for every 250 students. The food being served should be hot.
25. IGNTU shall provide following to the caterer:
    * Water for cooking, washing and cleaning t prevailing rates on the basis of metered consumption.

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* Electricity for the exclusive purpose of running the dining facilities as er the prevailing rates. The caterer has to pay water/electricity consumption charges on actual basis. Every effort to be exercised by the caterer to minimize the electricity and water usage.

26. Procurement of following items shall be the responsibility of the caterer:
    * Quality vegetables, fruits, provisions, dairy product etc.
    * Supply of quality milk from
    * Cooking gas: arrangements of gas refills and their safety as per prescribed standard
    * Utensils, tools, equipment needed to run the system efficiently. For items, if any provided by the University their operation, repair and maintenance shall be the responsibility of the caterer.
    * No use of artificial color, preservatives, additives and other harmful chemical (say, for example, mono-sodium glutamate) in serviced food items, even shall refrain from storing these items in the mess premises.
27. The caterer shall use best quality raw materials and commodities for preparing food, as suggested in the **Annexure-IV.**
28. Regarding hygiene and sanitation, the caterer shall endeavor:
    * That the hygiene and sanitation standards should comply with FSSAI regulations, and other relevant guidelines issued by the Govt. authorities from time to time.
    * Proper cleaning and washing of plates, cutleries and utensils
    * Proper cleaning and maintenance of kitchen equipment
    * Keeping the mess premises and surroundings neat, clean and hygienic
    * Periodic fumigation in addition to as and when require.

Compliance with the hygiene standards, safety and security measures as per guidelines of PESO and FSSAI shall be checked periodically and non-compliance of the same shall be a sufficient reason to penalize and finally terminate the contract.

29. Caterer's performance will be monitored on a regular basis through a committee constituted a monitoring committee will meet in the last week of every month and must be attended by the caterer or his/her authorized representative
30. Recommendations of the monitoring committee shall be notified to the caterer and be strictly complied with, otherwise may lead to monetary fine, and in worst-case scenario, to the termination of contract.
31. Quoted rates shall be as per the menu given in the Annexure-V, also mention the applicable taxes, if any University shall compare the rates on basic price only.
32. The rates mentioned in the contract should remain valid for contract period with effect from the **date of award to contract.**
33. The Caterer shall not serve food that is prepared/cooked elsewhere outside the Mess.
34. In case a caterer gets the contract for more than one mess, s/he shall strictly observe that the food prepared in one mess is not getting transported and served in other mess. **No transfer of cooked food from one mess to another mess, it is simply non-negotiable.**
35. In furtherance, everything utensils and raw materials along with staff must be separate for each hostel.
36. When circumstances warrant, the caterer may be asked by the IGNTU to take care of additional number of student/at short notice; s/he has to comply with and be paid accordingly.
37. The caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the University therein or, any part therefore, to/with anyone, under any circumstances.

Signature & Seal of the Bidder

38. On expiry/termination of the license, the caterer have to vacate the premises and utensils, fixtures, furniture etc. that are the properties of IGNTU shall be handed over to the IGNTU in good and tenable conditions. Cost of repair due to mishandling and willful damage (except normal wear and tear) shall be paid by/deducted from the security deposit.
39. The caterer shall not undertaking any structural alternations or install additional fittings inside the premises of the work place without prior written approval from the IGNTU.
40. The following charges are to be paid by the caterer for running the Mess-monthly rent, electricity & water charges on actual basis, on or before 05th day every month.

S.No	Facility	Monthly Rent	Electricity & water charges
1	Mega Mess near RDGH	Rs. 7000/-	To be paid on actual basis every month on or before 05th day
2	New Girls Hostel Mess	Rs. 5000/-	
3	New Girls Hostel (Opposite Mega Mess)	Rs. 7000/-	

41. The selected bidder shall start working within 15 days from the date of agreement.
42. During vacation periods, the IGNTU reserves the right to run the messes with reduced student strength or, may go for total closer with advance intimation to the caterer.
43. Minimum staff strength in each category shall be as per the **Annexure-II.** Based on the periodic inspection and other requirements, the IGNTU reserves the right to instruct the caterer to increase the service staff strength. At least 70% of the staff deployed to the girls hostel mess should be female.
44. Employment of child labor as defined in the relevant labor laws is strictly prohibited. The caterer shall mandatorily maintain a register with name, age and address of all their employees working on the Mess.
45. Mess workers may be permitted to stay on the campus, necessary permission in writing to be obtained by the caterer, especially for overnight stay of the worker during exigency. The names of such employees have to be intimated to the university and once permitted s/he shall be allowed to stay for the specified period.
46. Apart from carrying their ID cards, the catering staff has to wear uniforms of appropriate court, necessary hand gloves and caps/hair net in the Kitchen and service areas. All such workers working at IGNTU have to undergo medical examination once in every six months at the district hospital/UHC to validate their physical and hygiene fitness. Expenses incurred on medical examinations (fee), test/vaccines administered as and when required shall be borne by the Caterer, Medical fitness certificates to this effect have to be submitted to the IGNTU before the start of the mess services. Any subsequent changes are brought to the immediate attention of the university.
47. The Caterer shall be held accountable for improper conduct of their employees.
48. Smoking, consumption/distribution of alcohol, Pan and Gutka by the staff are strictly prohibited in the campus.
49. All expenses related to their employees shall be borne by the Caterer.
50. It will be the sole responsibility of the caterer to pay minimum wages, manage ESI and EPF, and meet all other statutory benefits/obligation related to their staff, as per the GoI. norms. The record of duty hours and pay structure is to be maintained as per rules and be product for inspection by the government authorities, when asked for.
51 periodic cleaning of fixture (including lights, fans and other kitchen equipment) has to be carried out by the caterer.

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52. Marinating functionality of the equipment's (electrical/electronic/mechanical) provided to the caterer by the University or, of his or her own shall be the sole responsibility of the caterer.
53. The caterer shall install enough number of basic equipment's like bread toasters, fly killers (Pesto flash) spoon and plate sterilizers, hot cases and Bain Maries for smooth and efficient functioning of the mess.
54. The IGNTU reserves the right to review and modify the terms and conditions periodically.
55. Waste disposal is the responsibility of the Cater. All biodegradable and non-biodegradable waste has to be segregated at source (by not mixing with biodegradable wastes). No wastage should be thrown out of the mess and surrounding premises, Non-compliance of waste disposal will invite penalty. Caterer, under no circumstances, shall dispose plastic and food waste into the drainage. Damage caused to the drainage system etc. which will result in appropriate repairs will be recovered completely from the Caterer.
56. Feedback from the students duly verified by warden concerned/chief warden shall be taken from time to time to ensure quality of service.

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Chapter-03 (Schedule of Requirement)

Schedule C: Scope of work in brief

Through this tender the IGNTU affirms its intention to run Mess facility at following three sites on the campus. The prospective caterers have to provide breakfast, lunch and dinner, on regular basis, to the hostellers/students as per the menu specified in Annexure-V

S.No.	Dinning Facility at Mess	Name of Students Allotted
1	Mega Mess near RDGH	750 girls (Approx)
2	New Girls Hostel Mess	350 girls (Approx)
3	New Girls Hostel (Opposite Mega Mess)	350 (Girls only)

1. Proper maintenance of food quality and hygiene are of utmost importance. While applying for the tender(s), the caterers are required to quote judiciously giving due consideration to the practicality of the area. The contract is initially for one year that may be extended for one more year on mutual consent of both the parties.
2. The following facilities shall be provided by the University, however, once received, their operation. Repair/maintenance shall be the responsibility of the caterer. In case of loss and damage of the items. Repair cost/equivalent cost shall be recovered from the caterer.
   a). Furniture for dining;
   b). Lights fans, drinking water coolers, electricity and water supply.
3. The following arrangements shall be made by the caterer:
   a. Adequate Manpower
   b. Aprons, head caps and hand gloves for the workers;
   c. Other facilities/items needed for smooth functioning of the mess.
4. Cost of additional requirements to run the mess shall be borne by the caterer.
5. **Prior to awarding the contract, the university may send a delegation/committee to the facilities of the contractor. Likewise, the prospective caterer(s), may ascertain the available infrastructure with the university, before submitting the Tender**. Additional requirements necessary for efficient running of the services to be arranged by the caterer without extra charges.
6. If situation warrants, the University reserve the light to assign operation/use of mess facilities by other service providers depending upon the requirements.

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Chapter-04 (Technical Details)

Technical Bid (to be submitted Separately For Each Mess)

Name of the Mess.....

S.No.	Description		Information
1 a	Name of The Bidder:		
	Complete Address:		
	Phone No..		E-mail ID:
1 b	Contact Person/Representative Name and Designation:		
	Phone Land Line, If any		Mobile:
2	License No.		Registration No:
	PAN:		GST:
	ESI:		EPF:
	FSSAI:		Any other
	Enclose copies of the above		
3	Details of deposition of tender processing fee and Bid Security (attach receipt)		
4	Proof of payment of income tax and service tax/GST (last three years) (copy of income tax and services tax/GST payments to be enclosed)		
5	Number of Mess/Food Courts/dining facilities serviced in Government organization/Institution (Enclose a list of work, handled up to March 31, 2021 and ongoing work, with all the relevant documents) (List to be included with name of institution, duration, number of students catered, type of serves provided along with completion certificate to be enclosed)		
6	Number of Food Courts/Dining facilities serviced in non-academic establishments (Enclosed a list of work handled up to March 31, 2024 and ongoing work separately with all the relevant documents) (List, along with completion certificate to be enclosed)		
7	Whether quality certificates has been obtained for any of the Food courts/Dining facilities/Catering services managed by you (If yes, copy to be enclosed)		
8	Authenticated copy of audited statement of accounts for the last three years to be enclosed (In case the work was executed for private firms/persons, TDS certificate to submitted)		
9	Number of Employees:	Regular-	
10	Litigations, if any, related to the catering/mess work		Yes/No (if yes, details to be furnished)
11	Any other information in support of the credentials		Details, if any, to be furnished

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Chapter-05 (Price Schedule)

Financial Bid

To
Registrar
IGNTU, Amarkantak (M.P.)

Dear Sir,
Sub: providing mess/catering service at.....

In response to your tender advertisement no. .....for "Providing mess/catering services at, ... IGNTU, Amarkantak" we are submitted herewith our financial bid as under:

Sl. No.	Items	Quoted price including taxes as per menu at Annexure-V	
1	**All three Meals (Breakfast +Lunch +Dinner) as per person**	**Basis price per day**	**Quoted price per month in Rs. (In figure) including taxes**
Rupees in Words:			

1. The rate(s) shall remain applicable for the entire contract period.
2. I/We agree to comply with minor modification in menu by the mess committee without any additional cost.
3. I/We hereby agree to abide by the terms and conditions mentioned in the schedules.
4. I/We agree to attend the meetings when and where called for, and comply with its decisions.
5. I/We have enclosed the duly signed copy of all the schedules and required annexure with the tender application form.
6. I/We hereby certify that the above quoted rates are basic price/per day as per the sample menu.

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Signature & Seal of the Bidder

Chapter -06 (Other Standard Forms)

Annexure-1

Monthly model feedback form for performance evaluation of the mess service

S.No.	Description	Excellent	Very Good	Good	Average	Poor	Very Poor
		(5Points)	(4Points)	(3 Points)	(2 Points)	(1 Points)	(0 Points)
1	Quality of the served food*						
2	Quality of the served food						
3	Cleanliness, hygiene, waste disposal etc.						
4	Catering service, punctuality etc.						
	Total						

- Double weightage, calculated by obtained points by two.

The caterer is expected to get overall grade of "good" or at least "average" in each category; "Very Poor" in any month and "poor" twice in a row will attract additional penalty and may lead to the termination of the contract.

I/We agree to the above terms and conditions.

Signature of Caterer
Official seal and address

Registrar
I.G.N.T.U. Amarkantak (M.P.)
कुलसचिव
इन्दिरा गांधी राष्ट्रीय जनजातीय विश्वविद्यालय अमरकंटक (म.प्र.)

Annexure-II

Minimum Staff requirements

For every 600 students, the caterer shall employ a different team of workers. The category of workers is as under. It is mandatory for staff on duty to wear specified unform.

Minimum Staff Requirements

Staff Category	Number of staff to be employed for every 600 students	Color of Uniform
Manager	1	White
Supervisors	1 M/F	Light Green
Cook	3	Brown
Sever	7 M/F	Pink
Cleaner/Dishwasher	At least 05	Blue
Counter Staff	As required	Maroon

The IGNTU reserves the right to call for additional staff if the service is inadequate. In case of additional strength of students, over and above 650/750 as the case may be. The minimum staff shall have to increase proportionately or. As per the requirement. Details of staff employed by the caterer under each category have to be maintained in the standard format and make available for inspection by the Hostel Management. In addition, for smooth running of mess a feedback and complaint register is to be maintained by the Mess manager appointed by the Caterer, Mobile numbers and email of the mess manager and supervisors on duty is to be displayed in the dining hall.

I/We agree to the above terms and condition.

Signature of Bidder
Official seal and address

Registrar
I.G.N.T.U. Amarkantak (M.P.)
कुलसचिव
इ.गां.रा.जा.वि.वि. अमरकंटक (म.प्र.)

Penalties to be levied on non-compliance of the rules

The caterer will be fined, as under, for violation of the following rules:

1. Rules stated in the agreement.
2. First time violation of rules implies penalty as per the **Table-A**
3. Second violation of the same rule within same month will attract double penalty to the firs one.
4. All subsequent violations of the same rule shall invite five times penalty over the initial amount of penalty.

Table-A

S.No.	Nature of Violation	Penalty (In Rs.)
A	**Administrative & other**	200/-
1	Non-availability of complaint registers on the counter	200/-
2	Not wearing the uniform, hand gloves, head cap etc. while serving the food	200/-
3	Absence of proprietor or the representative from meeting called by the University	500/-
4	If mess workers are found using alcohol or banned tobacco items in mess premises, at any time	100/-
5	Ignorance to personal hygiene by workers; unbecoming behavior of the catering staff will invite penalty for ever instance.	100/-
6	In case of inadequate number of workers, penalty will be charged on per day basis.	100/-
7	Other as defined by the University	100/- each
B	**Food related**	
1	Three or more complaints of insect/stones/pebbles/other foreign objects in the served food items	500/-
2	Unclean utensils/unhygienic condition in the Kitchen are and dining hall	200/-
3	Deviation from the approved menu without prior permission from the authorities	500/-
4	Uncooked/half cooked meals	500/-
5	Poor quality (rotten/spoilt/infected of food materials	500/-
6	No concern for time (waiting time for lunch and dinner is 15 minutes, 10 minutes for breakfast0	200/-
7	Use of adulterated food items	500/-
8	Multiple use of Hydrogenated (Vanaspati) oil	500/-
9	Use of harmful brands	500/-
10	Compromised quality of milk/tea/coffee etc.	500/-
11	Other as decided by the University	200/- each
12	Proven incidence of food poisoning shall invoke a hefty fine not mentioned here, Severe cases may lead to the cancellation of contract and blacklisting of the caterer for a period of three years.	As decided by IGNTU

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Annexure-IV

A suggestive list of quality consumable to be used in the University messes#

Items	Brand
Salt	TATA, Annapurna, Nature fresh, Patanjali
Spices	MDH Masala, Badshah, Everest, Catch, Priya, Nilon's Pushp, Ramdev, Mother's Recipe
Ketchup	Maggi, Kissan, Heinz, Del Monte
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara (multiple use of hydrogenated (Vanaspati) oil is prohibited)
Pickle	Mother's or Pravin or Priya
Atta	Trishul, Sai Bhog, Energy, Rashi
Flavored fruit drink	Real, Tropicana
Papad	Lijjat
Butter	Amul, Brittania, Mother Dairy, Kwality
Bread	Modern, Top & Town Popular, Wibs, Kwality
Jam	Kisan, Maggi, Tops
Ghee	Sanchi, Anik, Gowardhan, Madhusadan
Milk	Natural milk of cow/buffalo/Sanchi, Amul, Mother Dairy, Gowerdhan, Anik
Paneer	Natural milk paneer or Amul, Sanchi
Tea	Brook Bond, Lipton, Tata, Taza, Tatley, Pataka, waghbakari
Coffee	Nascafe, Bru, Tata Coffee, Davidoff, Leo
Dal	Unpolished
Rice	HMT, Chunnur, Sarana, Lalquila
Other (If required)	As decided by the University

items of equivalent quality

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Annexure-V

INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMARKANTAK (M.P.)

MENU CHART FOR IGNTU HOSTELS MESS

DAYS	BREAKFAST	LUNCH	DINNER
COMPLUSORY ITEMS	COMPULSORY: TEA, MILK, (150ML)	COMPULSORY-: PICKLE, SALT, SUGAR, DAL, SIX CHAPATTIS, SALAD	COMPULSORY-: PICKLE, SALT, SUGAR, DAL, SIX CHAPATTIS, SALAD
MONDAY	IDLY (3 PIECES) +SAMBHAR + NARIYAL CHATNI	PLAIN RICE SEASONAL GREEN VEG.	PLAIN RICE, ALOO CHANA MASALA
TUESDAY	PARATHA (2 PIECES) + ALLO BHUJIYA	JEERA RICE SEASONAL GREEN VEG.	PLAIN RICE, SOYABEENBADI VEG./RAJMA
WEDNESDAY	POHA + TOMATO CHATNI	PAIN RICE, ALOO CHHOLE, KADHI (PAKAUDI/BUNDI)	VEG. PULAO, JUICY VEG. (GOVHI, BHINDI)
THURSDAY	VEG, DALIAYA +SUGUR + TOMATO CHATNI	PLAIN RICE, LAUKI CHANA DAL SABJI	PLAIN RICE, PANEER SWEET DISH (BUNDI/SUJHI HALWA)
FRIDAY	DOSHA + SAMBHAR + CHATNI + NARIYAL CHATINI	PLAIN RICE, SEASONAL GREEN VEG, CURD	PLAIN RICE, ALOO TOMATO VEG.
SATURDAY	CHOUMIN + SAUE	VEG, RAITA	PLAIN RICE, KADDU VEG./CHHOLE
SUNDAY	PURI + ALOO TOMATO/CHHOLE VEG.	PLAIN RICE, SEASONAL GREEN VEG. DALFRY	PLAIN RICE, PANEER, JAMUN/KHEER)

Note:

1. It is the responsibility of the Mess Committee to ensure that the Mess Contractor is following the prescribed menu. In case failure, a written report is to be submitted by the Committee on the same day.
2. The quality of vegetable should be appropriate with respect to potato.
3. The consistency of *Dal and Raita* should be appropriate.
4. Under unavoidable circumstances, if the contractor wishes to changes the menu for a particular day, s/he to intimate the same in advance to the Mess Warden.

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Registrar
IGNTU Amarkantak (M.P.)