

EXPRESSION OF INTEREST (EOI) FOR CATERING SERVICE IN HOSTELS

Tender No : 17/2018-19
Tender Date : 09.01.2019
Last Date of submission : 30.01.2019



Central University of Tamil Nadu
Neelakudi Campus
Thiruvvarur-610 005



तमिलनाडु केन्द्रीय विश्वविद्यालय
(संसद द्वारा पारित अधिनियम 2009 के अंतर्गत स्थापित)
CENTRAL UNIVERSITY OF TAMIL NADU
(Established by an Act of Parliament, 2009)
नीलक्कुडी परिसर/Neelakudi Campus,
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EOI No.17/2018-19

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1. Tender Notice
2. Summary Sheet
3. Brief Description of the Scope of Works
4. Detailed Description of Scope of Works
 - 4 (a). General Conditions of the Contract
 - 4 (b). Mess Facilities and Maintenance
 - 4 (c). Catering
 - 4 (d). Workforce Policy
 - 4 (e). Comprehensive Menu
 - 4 (f). Statutory Compliances
 - 4 (g). Penalty Clauses
5. Eligibility Criteria
6. Application Procedure
7. How to Submit
8. Acceptance and Rejection
9. Evaluation and Final selection
10. Award of contract

Annexure

Annexure 1: Letter of transmittal

Annexure 2: Basic Technical Details

Annexure 3: Details of Hostel Strength and Preference Sheet

Annexure 4: Details of all works of similar nature completed.

Annexure 5: Declaration for accepting fixed comprehensive menu rate

Section 1: TENDER NOTICE

Last date for submission of Tender: 3.00 PM on 30.01.2019

Central University of Tamil Nadu invites Tenders in the form of Expression of Interest (Eoi) in the prescribed format for pre-qualification and empanelment from reputed agencies having relevant experience in running canteens, hostels, Hostels, restaurants and mess catering services etc., for providing dining services to the students of various hostels of the Institutes at a fixed rate and menu decided by the University. Applicants should have the minimum pre-qualification criteria as mentioned in SECTION-5.

The agency shortlisted on the basis of the evaluation criteria as mentioned in the Tender document shall be required to make a presentation before a designated committee. The selected agencies shall be empanelled initially for a period of one year, which can be extended for two more years on yearly basis based on satisfactory performance and at the discretion of the University. During this period, the work of providing catering in different hostels shall be awarded as mentioned in Section 10.

Interested agencies can download the tender document from the University website www.cutn.ac.in. Bidders for catering service should submit Earnest Money Deposit (EMD) of Rs. 50,000/-along with prequalification / Tender documents.

A pre-bid conference will be held on 24.01.2019 at 11:00 AM in the University, with the purpose of answering any questions of prospective bidders and to facilitate dates for site visit. The last date of submission of tender is 30.01.2019 up to 3:00PM. CUTN will not be responsible for any delay or loss of tender document sent by post/courier.

The interested firms meeting the pre-qualification criteria are required to submit their tender in sealed envelopes. Envelope should be super-scribed: "Tender document for empanelment of agencies for providing catering services in the Hostels of Central University of Tamil Nadu."

Submitted by: (Name, Address, email and Telephone number of the firm).

The sealed envelope should be submitted:

- I. By post to " The Registrar, Central University of Tamil Nadu, Neelakudi Campus, Thiruvarur 610 005 Tamil Nadu "
- (OR)
- II. In person at the reception of Central University of Tamil Nadu.

The committee will examine the technical documents and decide the suitability as per the requirements and terms and conditions and short-list the firms. The final selection of the caterers will be based on a weighted criteria system to be derived from the tender documents and presentation of the eligible bidders. The tentative date of presentation shall be communicated to the eligible bidders. The decision of Central University of Tamil Nadu will be final in awarding the contracts.

CUTN reserves the right to cancel the tender at any time without assigning any reason and the decision of Central University of Tamil Nadu will be final in awarding the contracts.

Registrar

Signature of the Bidder

Section 2 : Summary Sheet	
Tender Number: Date:	17/2018-19 - Dt.09.01.2019
Issue of Tender Forms:	Tender Documents can be downloaded from the University website (www.cutn.ac.in)
Earnest Money Deposit (EMD) :	Earnest money Deposit (EMD) of Rs.50,000 (Rupees Fifty Thousand only) for catering services to be deposited along with the Tender Documents in the form of Demand Draft in favour of Central University of Tamil Nadu , payable at Thiruvarur .
Submission:	Envelope should be superscribed "Tender document for empanelment of agencies for providing catering services in the Hostels of Central University of Tamil Nadu, Thiruvarur." Submitted by: (Name, Address, email and Telephone number of the firm). The sealed envelope should be submitted: By post to "The Registrar Central University of Tamil Nadu, Thiruvarur. OR In person reception of Central University of Tamil Nadu, Thiruvarur.
Pre-bid conference	24.01.2019 at 11.00 AM at CUTN, Thiruvarur.
Last Date of Submission of Tender	30.01.2019 up to 3:00PM
Opening of Tender:	30.01.2019 at 5:00 PM at CUTN, Thiruvarur.
Date of Presentation	Shall be Intimated in due course
Contact Person and Address for enquiry and submission of sealed tender documents:	Assistant Registrar (Purchase) Purchase Section, Central University of Tamil Nadu, Thiruvarur
Contact Phone Number (s):	+91-04366-277359
E-mail Address:	purchase@cutn.ac.in
Website:	www.cutn.ac.in

Signature of the Bidder

Section 3: Brief Description of the Scope of Works

1. Central University of Tamil Nadu is a premier University in the country having a student strength of around 1300.
2. The University will presently outsource the catering services in 2 hostels/Mess each having approximate seats as provided in Table 1. There may be some variations ($\pm 30\%$) across the years.

Table 1: Approximate strength of individual Hostel

SI No.	Name of the Hostel	Strength (Approximate)
1	Boys Hostel	581
2	Girls Hostel	794

It should be noted that one caterer will be allotted only one of the Hostel (See section 10 for details).

3. The hostel messes will operate in a competitive mode to attract more students. Every month, students will get option to choose mess, with maximum capacity in one mess as 130% of the total number of subscribers in that mess (Mentioned in Table 1)
4. The mess food contract requires preparing and serving food at a fixed daily rate (including all charges related to manpower, services, taxes, safety, hygiene standards etc), for a comprehensive menu.
5. CUTN will not change meal rate due to temporary changes in raw material cost due to several market factors/conditions such as inflation, tax changes, temporary price increase due to short supply of the raw material, strikes, or any natural calamity etc.
6. CUTN reserves the right to add, delete and modify the terms and conditions at any point of time.

Section 4: Detailed Description of the Scope of Works

4 (a): General Conditions of the contract

1. The caterer submitting the tender would be deemed to have considered and accepted all the terms and conditions of the contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. Duration of Contract: The contract shall be valid initially for one year and which may be extended for a further period of 2 years on yearly basis on satisfactory performance and discretion of the University. During this process, the authority may change the service provider in hostel Hostels based on the recommendation of a performance review and evaluation committee. By accepting any work order related to this tender from Central University of Tamil Nadu, the contractor will be deemed to have entered into the agreement with CUTN by accepting all the terms and conditions mentioned herein. There will be no separate agreement signed between the parties.
3. A Security Deposit (SD) of Rs.5 Lakh (Rupees Five Lakh) is to be deposited by the caterer to execute the contract document at the beginning of the contract period. No interest is payable on the Security Deposit.
4. The rate of comprehensive meals (breakfast, lunch & dinner) per day per student shall be Rs. 75.00 (rupees Seventy Five only). The fixed rate is inclusive of all charges related to manpower, services, taxes, safety, hygiene standards etc, The aforementioned fixed rate shall be in force for a period of one year from the date of execution of contract. The rate may be reviewed (increase / decrease) by the authority if the caterer continues to serve for subsequent years, considering any proper justification and general consumer price index. The service provider should abide by the reviewed decision of the Authority.
5. Payment of availing Mess Service shall be made by the students / Hostellers directly to the Caterer on monthly basis. The Mess Residents shall pay their previous month's mess bill on or before the 5th of every month. It shall be the responsibility of the caterer to ensure collection of the Mess Fees directly from the students. The University has no role in settlement of bills for food supplied to students.
6. Whether a student takes food in the mess or not, unless otherwise permitted (As per Clause 7 next point), each student will pay the fixed comprehensive menu rate on monthly basis.

Signature of the Bidder

7. **Mess Rebate:** Residents in the hostels who will be expecting to remain away from the hostel for more than five (05) days in a continuous mode, will have to intimate the hostel office at least two (02) days prior to their leaving the hostel. Any such applications will have to be forwarded by the supervisor/faculty adviser and wardens, as the case may be, and to be submitted to the hostel office along with the Mess Card. Such application will then be forwarded to the mess food contractor after having a record of the same in a register. In such cases, if a student avails “n” days of leave then (n-1) days amount will be adjusted by the caterer subject to fulfilment of above conditions. Any such applications for mess rebate without prior intimation to hostel office will not be entertained in any circumstances.
8. The caterer has the responsibility to bring workforce to prepare and serve food, to clean utensil, plates, cooking material, kitchen, corridors, serving area and common dining hall, to load and unload material and any other mess related work. Maintaining cleanliness and hygiene of kitchen, utensil cleaning area, corridors, serving area and common dining area will be the sole responsibility of the agency engaged for catering services in respective Mess.
9. The mess contractor must have necessary tax registration (e.g. GST registration, etc.) for catering purpose. The vendor will provide necessary registration certificate.
10. The comprehensive menu fixed by the University is mentioned in Tables 2 of this document.
11. The agency providing catering service in the Hostel/Hostels (the mess contractor) shall be required to provide three food services per day, that is, breakfast, lunch and dinner. The comprehensive menu with the meal plan may be revised time to time based on students’ feedback, and to account for seasonal availability of raw materials.
12. The University reserves the right to terminate the contract without assigning any reason by giving a notice of one month. The Contractor will also have to serve a notice of two month, if he/she wishes to terminate the contract.
13. At any time during the period of contract, if it comes to the notice of the CUTN that the contractor has misled this office by way of giving false/incorrect information which has been material in award of the contract, the contract shall be liable to termination without any notice besides other legal action as per law and University will forfeit the security deposit of the concerned Mess contractor. Further in case of any breach, the contract can be terminated without any notice.
14. The contractor shall not sublease full or part of the contract. If found subleased, leads to blacklisting of the vendor and penalize by the University.
15. Violation of rules mentioned above leads to penalty.
16. If “n” days leave is taken by the students, (n-1) days amount will be reduced for payment by the student.

4 (b): Mess facilities and maintenance

CUTN will provide water for washing and cleaning on chargeable basis. Water used for cooking should be properly (TDS, EC and pH) tested RO water only. The caterer is encouraged to install and maintain his/ her own RO water facility, which may be taken back at the end of the contract. Periodic cleaning of the RO tank should be done by the caterer.

CUTN will also provide minimal kitchen equipment’s and cooking accessories as available. Any other additional Equipment’s, machineries items required for smooth functioning of Mess shall be the responsibility of the Caterer. Maintenance of these items is fully responsibility of the caterer, with no financial responsibilities on University. Repairing of any damaged kitchen equipment and cooking accessories shall be responsibility of concerned Mess contractor. All such repairing must be done within 07 days of such reporting, failure which, same must be replaced by the new one.

Signature of the Bidder

1. Cleaning/Washing of utensils and crockery items and keeping the mess premises neat, clean, and hygienic are the responsibilities of the mess contractor. The kitchen(s) are to be well maintained. Hygiene, cleanliness and presentation of high standard of not only the mess kitchen and dining rooms.
2. In case of any loss to provided kitchen equipment, furniture, utensils and other accessories within the contract period, these items should be replaced by a newly purchased similar item to the satisfaction of the issuing authority.
3. The entire activity of the caterer shall be limited within a marked area (to be notified separately to the successful firms) of the assigned hostel(s) meant for dining, cooking, storing, cleaning, and preparation areas.
4. The caterer should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from their own resources. Fuel for cooking should be commercial LPG only, which is the sole responsibility of the caterer.
5. Periodic cleaning of fixtures (including dining table, lights, fans and other equipment's) shall be carried out bimonthly by the caterer, maintaining the record which will be checked by the hostel management.
6. Caterer must make his own arrangements for house-keeping of the dining and kitchen area allotted to him. The kitchen, washing area and stores shall be maintained neat and clean at all time.
7. Waste disposal is the responsibility of the Caterer. Caterer under no circumstances shall dispose plastic and food waste into the drainage. Non-compliance of proper waste disposal will invite penalty.
8. The caterer can temporarily construct or install additional fittings at their own cost inside the premises of the work place with prior written approval from the competent authorities.
9. Following shall be the responsibilities of the caterer regarding hygiene and cleanliness:
 - a. cleaning and washing of plates, cutleries and utensils
 - b. cleaning and maintenance of kitchen equipment
 - c. keeping the mess premises and surroundings neat, clean and hygienic
 - d. periodic fumigation as and when required
10. Caterer has to pay the consumed bill amount as per the internal electrical meter installed inside the mess as per the charges levied by TNEB.
11. The inventory of articles shall be handed over to the successful Bidder/Tenderer in good and working condition at the commencement of the contract. The Bidder/Tenderer shall be the custodian of this University property and mess inventory during the period of contract. Any loss to the inventory by way of misuse, breakage, theft etc. has to be compensated by repairing/replacing the inventory at bidder's cost.
12. Similarly the inventory in good condition shall be handed over by the Bidder/Tenderer to the mess committee on the expiry of the contract period. The security deposit shall be refunded only after a "NO DUES CERTIFICATE" is granted by the mess committee.

4 (c): Catering

1. The caterer shall ensure a quality-catering, rendered in a courteous and prompt manner, and is in accordance with the laid down guidelines.
2. Breakfast, Lunch and Dinner are to be served as per the Comprehensive Menu and at the scheduled time. No adjustment of the time or menu is allowed without prior permission from hostel office.
3. The mess timing:
 - Breakfast: 7.15 am to 9.45 am (8.00 AM to 10.30 AM on holidays)
 - Lunch: 12.30 am to 2.30 pm
 - Dinner: 7.30 pm to 9.30 pm
 This Mess timing should be displayed in common dining area and the contractor should abide by that.
4. Type of service: Self-service with a minimum of two counters in each mess.
5. The Hostels in all hostels will function throughout the year. The Hostels will not be allowed to be closed on any day, including holidays, for any reason whatsoever. Closing of any mess during vacations will be decided by the wardens, with the approval of the Competent Authority.
6. The food cooked in the dining facility shall not be taken out to other places beyond the respective mess premises. The contractor has the responsibility not to allow any students to take food outside mess premises.

Signature of the Bidder

7. When circumstances warrant, the contractor shall be required to cater large number of students at very short notice.
8. Mess contractors have to arrange for mess cards for each subscriber within 1 week after starting service. The mess card should have space provided to mark entry of a subscriber for all meals of a month.
9. Special meal (such as boiled food) should be provided to the ill hostel boarder hospitalized in the campus hospital or inside the hostel.
10. The caterer shall ensure that all the safety precautions are properly taken during the process of cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instrument, fire-fighting equipment, etc. placed at the disposal of hostel mess.

4(d): Workforce Policy

1. Caterer shall appoint the required working staff in the mess as per the need so as to ensure smooth execution of the catering services and shall display their details (Name, Designation, Category, Photograph) in the mess notice board with his/her approval signature and seal. Caterer shall also submit the details to the University Administration, through Hostel Office with Aadhar card details within two weeks from starting the mess.
2. In case of workers added later during the contract period, the above should be strictly followed.
3. The caterer shall report any changes in the employees to Hostel Administration. Employment of child labour defined as per relevant laws is strictly prohibited.
4. Caterer of the girls' hostel shall appoint female working staff, without fail, in the dining halls, preferably in kitchen also.
5. The contractor will issue Identity cards to its outsourced workers and supervisor/own staff after getting them verified by the University Administration.
6. Dress Code: The Caterer has to enforce the outsourced workers to wear a shirt with the logo of the company or the contractor. Two sets of uniforms and other items necessary for outsourced worker safety will be provided by the contractor. Mess workers shall wear clean gloves and hair net during both cooking and serving the food.
7. Mess employees should use separate clean cloths, foot wares, any wearable during mess hours.
8. It will be the responsibility of the Contractor/Service Provider that the outsourced workers engaged by him/her for catering services will be present in the mess premises for the entire period of their duties.
9. The Caterer shall be responsible for the proper conduct and behaviour of the employees engaged.
10. The Contractor will be fully responsible for any accident or mishaps involving mess workers engaged and the Contractor would pay claims made by the victims.
11. The Contractor shall be liable to pay compensation for any loss and damages caused to the property of the mess or its staff members/visitors by his/her outsourced workers.
12. The Contractor and his/her workers shall follow the rules and regulations of the CUTN in force and instructions issued from time to time. Hostel authority will be free to take action against the contractor for violating the same.
13. None of the mess workers are allowed to smoke or consume alcohol in the premises.

Signature of the Bidder

4(e): Comprehensive / Indicative Menu

1. The comprehensive / Indicative Menu is as under:

TABLE-2

	Day1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10
Breakfast	Idly, vada, sambar, coconut chutney, tea/coffee/milk	Wheat upma, Poha, curd, peanut chutney, tea/coffee/milk	Pongal + Paruppuvada, Tea/Coffee/ Milk	Vegetable paratha, bread toast- butter/jam, boiled egg/banana, tea/coffee/milk	Onion Uthappa, sambar, chutney, rava kesari, tea/coffee/milk	Idiyappam, green peas gravy, bread toast- peanut butter/jam, tea/coffee/milk	Roast dosa, sambar + chutney, tea/coffee/milk	Ragi roast, sambar + chutney, bread toast- butter/Jam, tea/coffee/milk	Methi paratha, raagi koozh curd + Pickle, tea/coffee/milk	Poori- sabji bread toast- peanut butter/jam, tea/coffee/milk
Lunch	Rice+ Drumsticks sambar	Rice+ Raddish Sambar	Rice+ Vattakozhambu	Rice+ ladys finger sambar	Rice + flat beans sambar	Rice+ Raddish Sambar	Rice+ onion (small) sambar	Rice+ carrot beans sambar	Rice + flat beans sambar	Rice+ onion (small) sambar
	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal	Chapathi+ dal
	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam
	Ladys finger curry	Carrot beans curry	Spinach Poriyal	Ridge gourd poriyal	Beetroot poriyal	Soya chunks gravy	Potato poriyal	Yam Poriyal	Bitter gourd poriyal	Spinach Poriyal
	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)	Curd (1 Cup), Appalam (2)
Dinner	Chapathi+ veg gravy, tamarind rice+ Pickle + Onion Pakoda, tea/coffee/milk	Chapathi+ soya chunks gravy, tomato rice+ Pickle, dal payasam tea/coffee/milk	Chapathi+ chicken/paneer gravy, jeera rice+ Pickle, tea/coffee/milk	Chapathi+ chana gravy, idly, sambar+ coconut chutney, tea/coffee/milk	Chapathi+ veg gravy, curd rice+ Pickle, Orange fruit tea/coffee/milk	Chapathi+ egg/ Paneer bhurji, vegetable pulao, veg gravy, tea/coffee/milk	Vegetable paratha+ green chutney, lemon rice+ Pickle, tomato ketchup tea/coffee/milk	Chapathi+ veg gravy, fried rice, onion pakoda, tea/coffee/milk	Chapathi+ chana sprout gravy, pudina rice, besan laddoo tea/coffee/milk	Chapathi+ chicken/paneer gravy, Plain rice tea/coffee/milk

1) Pickle- Mango/ garlic only 2) Milk- min 100 ml 3) Curd- 80 grams 4) chicken- Min 160gm without gravy 5) Paneer- 80 gm

The committee may also consider revision of the menu as per requirement

*Any substitution in the menu has to be mutually agreed upon by students and contractors

Signature of the Bidder

2. The mess contractor shall procure food articles of good quality in consultation with and to the satisfaction of the Mess Committee. The quality or brand of some of the items is specified below in Table (3):

**TABLE (3).
BRAND OF SOME OF THE MESS COMMODITIES TO BE USED FOR THE CATERING:**

Salt: TATA/Annapurna/Captain Cook for all purposes
Spices: MDH/Everest Sunrise/I. Shakti/Ashirwad
Ketchup: Maggi/Kissan/Wakefield/Delmonte
Oil (Sunflower): Sundrop/Goldwinner/Saffola/Fortune
Oil (Mustard): Dhara/Idhayam/Fortune/Ruchi
Pickle: Priya/Mothers/Ruchi
Atta: Ashirwad/Annapurna/Nature Fresh/ Pilsbury
Noodles: Top Ramen/Yippee/Maggi
Papad: Popular/Lijjat/Bikaner/
Butter: Amul/Mother Diary/Britannia/Hatsun/Milky Mist
Bread: Modern/Britannia/Morish
Jam: Kissan/Top Ramen/Maggi
Ghee: Amul/Mother Diary/Everyday/ Hatsun/Milky Mist
Milk: Amul/Mother Dairy/Aavin
Paneer: Amul/Mother Diary/Milky Mist
Tea: Brook Bound/Lipton/TATA (Gold), Red label/Taj Mahal
Coffee: Nescafe/Classic/Brook Bond/Sunrise
Only Vim/Dettol/Pril LIQUID DETERGENTS ARE ALLOWED FOR WASHING UTENSIL ETC.

3. The mess contractor has to employ own supervisors/administrative staff at their own cost for raw items procurement, food preparation monitoring, accounting, outsourced worker payment and other related administrative activities. Likewise, the mess contractor has to employ own cooks at own cost for food preparation. Central University of Tamil Nadu shall not be responsible for salary and benefits of such supervisors and cooks. However, the number of such administrative staff and cooks must be intimated to hostel office beforehand and necessary approval must be taken.
4. In addition, the mess contractor shall be required to provide guest meal and extra items (Add-on) which are not covered under the comprehensive menu against additional direct payment from students and guests. Coupons should be issued by the caterer for guest meals and extra items (Add-on), which can be purchased by students/guests as and when required.
5. Costing of add-on items will be mutually agreed upon by students and the mess contractor.
6. Guest meal rate shall be same as that for students.

Signature of the Bidder

4(f): Statutory Compliances

1. It will be the sole responsibility of the Contractor to abide by the provisions of the acts i.e., Employment of Children Act, Workmen Compensation Act, Employment of Labour/Contract Labour Act, Contract Labour Abolition & Regulation Act 1970, Minimum Wages as per Central Government, Employee Provident Fund Act and Employee State Insurance Act, Bonus Act, and any other Act or Legislation brought from time to time, which may govern the nature of the contract as may be applicable from time to time as to the outsourced workers engaged by him/her for performance of this contract. The contractor should have valid Food license issued by competent authority throughout the period of contract.
2. No worker below the age of 18 (eighteen) years shall be employed at the work.
3. The contractor will pay minimum wages in regards to his/her contractual workers engaged in mess and allied services at the rate of the unskilled/skilled category. As and when the minimum wage is revised by Govt. caterer has to abide by it.
4. The Contractor shall comply with all requirements under central, state and local tax laws (tax, duties, levies, etc.) and shall be responsible for payment of all taxes and other statutory payments to the respective authorities.
5. Any liability arising on the Hostels shall be recovered from the Security Deposit of the Contractor.

4 (g): Penalty Clauses

Failure to supply food in terms of quality, quantity and as per the menu will attract penalty. For not adhering to contractual conditions, CUTN shall be free to impose monetary fine as deemed fit on the caterer. Fines imposed shall be remitted by the caterer to the University account or else the same shall be adjusted from the Security Deposit.

- a. Vegetables used should be fresh and of good quality. If vegetables kept for use or stored is found to be rotten or of poor quality, then a fine of Rs. 5,000/- for each occasion will be imposed.
- b. If the regular menu is not served during the respective dining periods, the mess charges for the particular session of all the students will be waived as penalty.
- c. If sufficient food is not prepared and served during the particular session, the mess charges for the respective dining period for the affected students will be waived as penalty.
- d. The Hostel standards expects milk for preparing tea, coffee and other milk products to have specific gravity of 1.025 -1.032 g/ml which implies a Lactometer reading not less than 30 °L without sugar while providing it to students.
- e. If poor quality of rice is used for preparation of food items, a penalty of Rs.5,000/- for each occasion will be imposed.
- f. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs.2,500/- for each occasion would be levied.
- g. Item like Aji-no-moto, Baking soda, maida and 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.
- h. Kitchen(s), store room(s), washing area and the dining hall should be kept clean and hygienic at all times. If not kept, a fine of Rs. 2,500/- for each occasion will be imposed.
- i. If there is any deviation in the Menu as per 4(e) or as to be approved by the committee, a fine of Rs. 5,000/- for each occasion will be imposed.
- j. Basic menu (until and unless specified) is unlimited. The mess charges for the particular session for all the students will be waived as penalty if the caterer refuses to serve the specified quantity of food to the students.

Signature of the Bidder

- k. Personal hygiene such as regular cutting of nails, trimming of hair, wearing washed, clean cloths should be strictly maintained by all mess employees at all times, if not a penalty of Rs. 4,000/- per person per occasion will be imposed on the caterer.
- l. For damaged caused by the caterer to the kitchen equipment, vessels and other items supplied by CUTN, the cost of the equipment will be recovered.

The Chairperson, Hostel Committee appointed by the Vice Chancellor, CUTN shall be the Competent Authority with regard to imposition of penalty. The caterer may appeal to the Vice-Chancellor, CUTN for reduction/Waiver of penalty. The decision of the Vice Chancellor, CUTN shall be final.

Section 5: Eligibility Criteria

1. A caterer who is willing to participate in the tender should have rendered catering services of providing breakfast, lunch, and dinner on a continuous basis for at least one full year in reputed educational institutions, government organizations, and other similar establishments, and must have an average annual turnover NOT less than Rs 1 crore in the last three financial years.
2. The service provider should have valid Trade License/Society Registration Number, Labour License and Registration Number, Permanent Account Number, GST Registration Number, EPF Registration Number, ESI registration Number, Food License, PAN/TAN (copy of the certificates/returns to be submitted)

Section 6: Application Procedure

1. If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address
2. If the application is made by a proprietary firm, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
3. If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address, or alternatively by a partner holding power of attorney for the firm. In such a case, a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.
4. If the application is made by a limited company or a corporation, it shall be signed by a duly authorized person holding power of attorney for signing the application. In such a case, a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the pre-qualification application is filed.

Section 7: How to Submit?

1. All information called for in the enclosed forms should be furnished against the respective columns in the forms given in Annexure 1- 5. If information is furnished in a separate document, a reference to the same should be given against respective columns in such cases. If any particulars/ query is not applicable in the case of an applicant, it should be stated as 'Not Applicable'. However, the applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the applicant being summarily disqualified. Applications made by telegram, telex or e-mail and those received late will not be entertained.
2. The application should be typewritten. The applicant's name, signature and official stamp should appear on each page of the application.

Signature of the Bidder

3. Overwriting should be avoided. Correction, if any shall be made by neatly crossing out, initialling, dating and rewriting. All pages of the pre-qualification document shall be signed, NUMBERED and submitted as a package with signed letter of transmittal.
4. References, information and certificates from the respective clients certifying suitability, technical know-how or capability of the applicant should be signed by a responsible person.
5. Latest feedback from present/past catering institutions is to be enclosed without fail along with the application.
6. The applicant is advised to attach only relevant documents mentioned in Annexure 1-5. Any additional information, which he thinks is necessary in regard to his capabilities to establish that the applicant is capable in all respects to successfully complete the envisaged work can be shown at the time of personal interview. Hence, the documents asked in Annexure 1-5 are to be attached.
7. The interested firms meeting the pre-qualification criteria (Mentioned in Section 5) are required to submit their Tender in sealed envelopes. The Tender should contain the following documents:
 - i. Letter of transmittal (Annexure 1)
 - ii. Prequalification-cum-technical information along with all supporting documents (Annexure 2 and all necessary documents mentioned therein such as:

Photocopy of the following documents:

- a. Food Safety and Standards Authority of India (FSSAI) certificate
- b. Labour license
- c. Valid license by Public Health Officer/Competent authority.
- d. Details about PF/ESIC registration
- e. Profit & Loss Statement Certified by Chartered Accountant - last 3 years
- f. IT return for last three years.
- g. Registered Partnership deed in case of firm or LLP/Memorandum of Association in case of company
- h. Shop & Establishment Registration Certificate (Post-requirement, Subject to award of tender)
- i. Authenticated certificates, testimonials and proof of experience should be produced along with the tender

Supplementary Documents such as:

- i. Latest Performance Certificate from present/past catering institutions.
 - ii. Details of Hostel Strength and Preference Sheet (**Annexure 3**).
 - iii. Details of all works of similar nature completed in last five years (**Annexure 4**)
 - iv. Declaration for accepting fixed comprehensive menu rate (**Annexure 5**).
 - v. Earnest Money Deposit (EMD) of Rs. 50,000 through DD in favour of Central University of Tamil Nadu, Payable at Thiruvarur.
8. All the pages of the Tender document including the supporting documents and copy of certificates/document should be signed by the authorized person of the Firm along with the seal of the firm.
 9. Envelope should be super-scribed:

“Tender document for empanelment of agencies for providing catering services in the Hostels of Central University of Tamil Nadu, Thiruvarur.” Submitted by: (Name, Address, email and Telephone number of the firm)
 10. The sealed envelope should be submitted :

By post to “The Registrar, Central University of Tamil Nadu, Thiruvaru-610005”

In person at the reception of Central University of Tamil Nadu, Thiruvarur.

Section 8: Acceptance and rejection:

Central University of Tamil Nadu 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 that served in CUTN Hostels/Canteens earlier but whose services were terminated before completing the contract period is not eligible to participate in this

Signature of the Bidder

tendering process. A tender which does not fulfil any of the conditions as per these or with incomplete documents in any respect will be rejected summarily.

Section 9: Evaluation and Final selection

- 1 The Tender will be evaluated by Tender evaluation committee constituted by the Competent Authority, Central University of Tamil Nadu, Thiruvavur. The detailed evaluation method for Prequalification-cum-Technical bid is specified below. The Total weightage will be 100 in Prequalification-cum-Technical part and presentation.
- 2 Shortlisting of the bidders shall be based on a weighted criteria system to be derived from the submitted tender documents, experience and performance in the presentation,. The individuals or authorized representatives of the bidding firms will have to appear for presentation on the specified date. Failure to do so may disqualify their application from further processing.
- 3 Only the technical bids of the firms, which meet the pre-qualification criteria, would be taken up for detailed evaluation. Each firm meeting the pre-qualification criteria and presentation would be evaluated and given score out of 100 marks as mentioned in Table 4. In the case of non-fulfilment of minimum pre-qualification criteria in each category of the technical bid, the bid of the respective bidder shall be rejected. The competent authority will decide regarding the empanelment of caterers (Maximum 3 caterer per mess) for catering of various Hostels. However, the empanelment alone does not vest any right to providing the services. The agencies shall remain empanelled until next tendering process, during which period, they may be awarded if situation demands, the contract for providing the mess services, decided by University.

3

Table 4: Technical / Pre- Qualification /Presentation Evaluation Criteria

Sl. No	Particulars	Allocation of Marks	Total Marks
01	Firms Experience in catering services in years		20
	For Having minimum 01 year experience	10	
	For each additional 1 year of experience, 1 mark will be awarded upto maximum of 20 marks		
02	Average Annual financial turn-over (gross) of the firm (in the last 3 financial years) ended on 31 st March 2018		20
	Rs.1 crore	10	
	For each additional turnover of 1 crore , 1 mark shall be awarded upto maximum 20 marks		
03	Longest continuous experience (in last 10 years) in reputed educational institutions, government organizations, and other similar establishments		20
	1 year on continuous basis	10	
	For each additional experience of 01 year on continuous basis 01 mark will be awarded upto maximum 20 marks. (The continuous experience will be taken into account only for a particular organisation in which maximum years of service provided)		
04	Total experience in catering work in academic institutes (Central University, IISER, IIT, IIIT, IIM,AIIMS, NIT, Autonomous institution and Central funded Universities)		20
	1 year in Central University, IISER, IIT, IIIT, IIM,AIIMS, NIT, Autonomous institution and Central funded Universities	10	
	For each additional experience of 01 year in Central University, IISER, IIT, IIIT, IIM,AIIMS, NIT Autonomous institution and Central funded Universities 01 mark will be awarded upto maximum 20 marks		
05	Presentation		20

4. **Tie breaking Clause:** In case of two or caterers score equal marks in their total technical score, then empanelment will be made on their total marks based on Sl. No. 1, 3, and 4 of Table 4. If tie remains further, then the tie breaking will be done based on their experience in Central University, IISER, IIT, IIIT, IIM, AIIMS, NIT and Central funded Universities.
5. **Period of contract:** The contract will be assigned initially for a period of 1 (one) year. Upon satisfactory performance as per the feedback received from the students, the contract may be extended for 1 (one) more

Signature of the Bidder

year. In exceptional cases, where the services provided by the firm are extremely satisfactory during first two years, the authority may extend the contract period by another one year. Extension/non extension will be the sole discretion of authority and the agency cannot assume extension as their right.

6. Termination of contract: The contract may be terminated by the caterer by issuing 3 (Three) months written notice. However, the authority reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene of any of the mess services are deteriorated to such an extent that it is detrimental to the interests of the hostel inmates and their health.

Section 10: Award of contract

- 1 The merit list will be prepared among the Empanelled Agencies based on their technical score as per evaluation criteria and presentation mentioned in the bid.
2. 02 (Two) highest rank holders will be given Hostels for catering based on their credentials.
3. Note that one vendor will be given only one mess for catering, unless situation warrants and at the discretion of the University.
4. In case, more than one vendor prefers same mess, decision of selection will be given based on the recommendation of the Committee. No further discussion will be entertained.
5. Once the work order awarding the contract is sent to the caterer, they must be ready to serve in Central University of Tamil Nadu within 10 days of receiving the work order.
6. Competent Authority reserves the following rights:
 - a. To review the performance of agency/agencies every semester by an evaluation committee to be formed by the Competent Authority based upon which the Competent Authority may terminate the contract by giving one month notice and allocate the said Mess to Remaining Empanelled agencies according to merit.
 - b. To drop those empanelled agencies from the list of the empanelled agencies that decline to provide the service for which they have been shortlisted for any of the Hostels for any reason whatsoever.
 - c. To allocate any hostel mess from any Empanelled Agency/s.
 - d. To amend the scope and value of the contract. To amend the rate and menu of the contract. The agency selected for a mess shall be required to sign (with company/agency stamp) and receive a work order from CUTN, Thiruvarur. By accepting the work order from CUTN, Thiruvarur, the contractor will be deemed to have entered into an agreement with Central University of Tamil Nadu whereby the contractor has agreed to accept all the terms and conditions set upon in this tender. There will be no separate agreement between CUTN, Thiruvarur and empanelled contractors other than the work order acceptance mechanism.
 - e. The decision of Central University of Tamil Nadu will be final in awarding the contracts.

Signature of the Bidder

PRE-QUALIFICATION-CUM-TECHNICAL INFORMATION

LETTER OF TRANSMITTAL

[To be submitted in the organizational letterhead]

From
(Full Address of the Applicant)

To:
The Registrar
Central University of Tamil Nadu
Thiruvavarur-610005

SUBJECT: Submission of pre-qualification application for empanelment of agencies for providing catering services in Hostels of the CUTN, Thiruvavarur on fixed rate and menu decided by the University.

Date:

Sir,

Having examined the details given in the Tender Document Ref. No. _____ dated _____ for Empanelment of agencies for providing catering services on fixed service charge rate decided by the University, published in the CPP Portal and University website, we hereby submit the pre-qualification documents.

1. We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.
3. We undertake that, if any information or document is found to be false or forged, my application/empanelment is liable to be rejected / cancelled by CUTN, Thiruvavarur at any point of time.

Enclosures: nos.

Date of submission:

Signature of Applicant

Name of the Organization

(Company seal)

Signature of the Bidder

BASIC TECHNICAL DETAILS			
1.	Name of the Caterer/Catering Firm :		
	Complete Address:		
2.	Phone No.:	E-mail ID:	
	Name of Contact Person/ representative of firm:		
	Designation:	Mobile number:	
3.	Provide the details and attach copies as documentary proof (signed)		Attached at page no.
	Catering/Labour License No:		
	Catering/Firm Registration No:		
	Valid FSSAI Registration No.		
	PAN No:		
	TAN No:		
	ESI No:		
	EPF No:		
	GST No:		
4.	Documentary proof must be attached	Attached (Yes/No)	Attached at page no.
	Proof for payment of income tax and GST/Service Tax (last three years) (copy of income tax and service tax payments to be enclosed)		
5.	No. of Food Courts/dining facilities run in Higher educational Institutions (Enclose list of work handled up to March 2019 and ongoing work separately with all the relevant documents) (List to be included with name of the institution, duration, number of students catered, type of service provided)		
6.	No. of Food Courts/dining facilities run in non-academic establishments (Enclose list of work handled up to March 2018 and ongoing work separately with all the relevant documents. List to be included with name of the origination duration, type of service provided)		
7.	Quality Certification obtained for the Food courts/Dining facilities/Catering services provided (copy should be enclosed)		
8.	Turnover per annum Rs. (in Crore) Copy of audited Statement of Profit and Loss Accounts for the last three years certified by Chartered Accountant should be enclosed		
9.	Litigations, if any, connected with Catering Work	Yes/No (if yes, details to be furnished separately)	
10.	Any other information, caterer wished to provide in support of their credentials (Details, if any, to be furnished separately)		

Signature of the Bidder

11.	Please state Yes/No/NA and attached the documentary proof thereof for following particulars:	Yes/No/NA	Attached at Page no.
i.	Food Safety and Standards Authority of India (FSSAI) certificate		
ii.	Labour License		
iii.	Details about PF/ESIC registration		
iv.	Profit & Loss Statement – Last 3 years		
v.	IT return for last three years		
vi.	Registered Partnership deed in case of firm or LLP/Memorandum of Association in case of company		
vii.	Shop & Establishment Registration Certificate (Post-requirement, subject to award of tender)		
viii.	Latest feedback from present/past catering institutions		
12.	Fill the value in number and attach documentary proof thereof.	Value in number	Attached at page no.
A.	Firm's Experience in catering services in years		
B.	Average Annual financial turn-over (gross) of the firm (in the last 3 financial years) ended on 31st March 2018		
C.	Longest continuous experience in a reputed educational institutions, government organizations, and other similar establishments		
d.	Total experience of catering work in academic institutes like Central University, IISER, IIT, IIIT, IIM, AIIMS, NIT Autonomous institution and Central funded Universities		

Note: Please use separate sheets if the space, provided above, is not sufficient. Signed documentary proofs for statements are compulsory. Bids without the information and relevant documents mentioned above will be rejected without further consideration.

Signature of the Bidder

Hostel Mess Preference Sheet

Indicate Caterer's preference of mess in the table below, by giving serial number in the order of preference.

Sl No.	Name of the Mess / Hostel	Approximate Strength	Caterers Preference
1.	Mess 1 (Boys)	581	
2.	Mess 2 (Girls)	794	

It should be noted that if a caterer is selected for providing catering for more than one mess, the caterer must have SEPARATE AND INDEPENDENT set-ups one for each of the Hostels

Kindly fill this sheet with your preference for Mess-1 & Mess-2, for example first (1st) and second (2nd).

Date of submission:

Signature of Applicant

Name of the Organization

(Company seal)

Signature of the Bidder

Details of all Works of Similar Nature Completed /On-going as on the last date of submission

Sl. No.	Name of the Organization	Whether Academic (or) Non-academic Organization	Nature of organization (Govt/PSU/ Private)	Scope of work including dining capacity	Date of commencement as per contract	End date of the contract	Period of contract (In years)	Name, address and telephone of the officer to whom reference may be made.	Remarks

Date of submission:

Signature of Applicant

Name of the Organization

(Company seal)

Signature of the Bidder

Declaration for Accepting Fixed Comprehensive Menu Rate and Terms and Conditions

From
(Full Address of the Applicant)

To:
The Registrar
Central University of Tamil Nadu
Thiruvarur-610005

This is to certify that we are willing to provide mess food/catering services in Hostels at CUTN, Thiruvarur (Reference Your Tender No. 17/2018-19 dated 09.01.2019) at fixed rate of Rs. 75/- (Rupees Seventy Five Only), per student per day for the comprehensive menu (Tables 2) fixed by your University as referred in section 4(a) and 4(e) of the tender document. We hereby agree to all the terms and conditions mentioned in the tender document.

Further we hereby undertake that there are _____ pages, serially numbered, in the tender including supporting documents.

(Please number all the pages including blank page, if any)

Signature

Date:
Place:

Along with official seal and address

Signature of the Bidder